



*This is an important document. Please let us know if you need help with translation.
Este es un documento muy importante. Por favor déjeme saber si necesita ayuda con la traducción*

ITEMS CONSIDERED AN EMERGENCY FOR ON-CALL PURPOSES

After normal working hours, between the hours of 3:30 P.M. and 7:30 A.M. (Monday – Friday) and on the weekends (24 hour), on-call personnel respond to emergencies only. Please note and read the below on-call emergency list and your rules and regulations for further information.

1. **Broken water line** - Does not include dripping faucets or no water in one area, as there are alternate sources of water available in each unit
2. **Toilet overflowing/not flushing** - It is very helpful if you have a plunger available and plunger your toilet first to see if this corrects the situation before calling
3. **Clogged sinks** - If both/all sinks are clogged at the same time
4. **Flood** - Broken/leaking water pipes current **or** Flood inside your apartment or the building
5. **No Heat or No Hot Water or No Water** - No water coming from any faucet
6. **Lock Out** - Resident will receive first lock out free. All others will be charged \$15.00
7. **No power to entire unit/specific outlet or appliances** - Please check your circuit breaker box for partial electrical outages and call National Grid 800-465-1212 the electric company first.
8. **Common lighting out** - Call when the outage creates a clear danger to security and health (Please note, do not call in for one hall light or one street light as an emergency. This can be called in on the next regular business day)
9. **Broken windows/doors** - Broken glass or Inoperable lock
10. **Smoke detector malfunction (hardwired)** - Check battery and replace if needed first
11. **Fire sprinkler** - Missing components **or** damaged
12. **Carbon Monoxide Detector ** Leave your apartment immediately and call 911****
13. **Gas smell** - Call your gas provider (Columbia Gas 800-792-2444)
14. **Fires, of any kind** - Call 911 for assistance.
15. **Electrical hazards** - Sparking outlets, Exposed wires, Unsecured or missing outlet covers, Open breaker port, **or** Heater or exhaust system leaking/foreign odor
16. **Roof leak**
17. **Snow or ice storm** - when weather conditions require the assistance of snow removal and or salted stairs/walkways
18. **Dangerous structural defects** - when it is obvious that something could fall/break and or injure any party
19. **Elevator stoppage** - Entrapment in the elevator
20. **Blocked exits of building**
21. **Excessive garbage** - when not placed in designated area or clogged trash chute at Salvo House only.
22. **Flammables improperly stored**

When calling in an emergency, dial **413-584-4030** for the answering service. Stay on the line for operator assistance so that they may contact the appropriate personnel immediately.

**PLEASE LEAVE YOUR NAME, APARTMENT NUMBER,
AND PHONE NUMBER WHEN CALLING THE ANSWERING SERVICE.**

Please note that problems with your neighbors such as noise or concern for their safety are situations that should be handled by the police. Please dial **(413) 587-1100** for the Northampton Police Department for assistance.

