

## Maintenance Procedure

To provide safe and sanitary housing for our residents, we must have a maintenance procedure in place. All work orders received will be performed in the following order:

1. **Emergencies** – Refers to a response to conditions that pose an immediate threat to life, facilities, health and/or safety of residents and/or Housing Authority property. Emergency conditions must be responded to immediately and corrected or abated within 24 hours. Some examples of emergencies are: fire of any nature (in this case the tenant should call 911); gas leaks (in this case the tenant should call Summit 1-800-992-7552); missing or inoperable smoke detectors (maintenance may ask questions about this and walk you through correcting the issue when possible); broken water lines causing a flood (not just a drip); electrical fault with visible sparks or overheating; complete loss of power (only if the surrounding units still have power); dangerous structural hazards; loss of air conditioning in elderly buildings; sewer/toilet back up (maintenance may walk you through ways to correct this issue over the phone if possible); heat not working if the temperature is expected to be below 35 degrees; frozen water lines in the winter time; natural disasters; doors or windows busted or broken to the point they are not secure (if bodily harm is present please call 911). If a tenant is locked out of the apartment and it is after normal business hours there will be a minimum of \$30.00 charged to the tenant.
2. **Urgent** – Refers to items that if not repaired pose a potential threat to life, facilities, health and/or safety of residents. Urgent items must be corrected/abated within 48 hours of notification. Samples of this would include refrigerator not working; no hot water; cracked window; air not working in the summer; heat not working in the winter.
3. **Unit Turnover** – Refers to the maintenance/cleaning of a unit to make unit ready for occupancy.
4. **Routine** – Most of the work that is not classified as an emergency, urgent, or preventative would be classified as routine. Routine work order examples are screen door repair; changing light bulbs; slow drain; dripping faucet; and general maintenance items.

5. **Preventative Maintenance** – Refers to work conducted as part of the property's annual PM Program such as: changing the air filter; servicing hot water heaters; servicing heat/air units; pest control; etc.
6. **Other** – Refers to work orders that do not fall into any other category such as special projects around the property: painting rails; cleaning parking pads; pressure washing buildings; etc. Most of these work orders are done on an as needed basis.

### **After Hours Work Orders**

**FOR ALL AFTER HOURS EMERGENCY WORK ORDERS ONLY!!!**

**CALL 870-892-9278 AND FOLLOW THE PROMPT**

Pocahontas Housing Authority is open Monday-Thursday from 7:00am-4:30pm and Fridays from 7:00am-3:30pm. Any work order called in after these hours must fall into the Emergency category above or they will not be performed until the next business day. Should you call in a non-emergency work order after hours, you may be charged for the call, so if the work order can wait until the next working day, please wait until then to call it in or you can place it on the website for tenants at [pha1320.com](http://pha1320.com). **ONLY EMERGENCIES CAN BE CALLED IN AFTER NORMAL WORKING HOURS!!!!**