

6/09 – Emergency Maintenance

What kind of maintenance problems do you consider after hour emergencies? _

"A Maintenance Emergency is defined as a condition that if not repaired promptly, could cause injury, threaten health, or cause serious property damage such as: fire, broken gas line or leak, broken water line or flooding, no heat or lock out."

Some examples of after hour emergencies:

no electricity or water in unit
range or refrigerator not working at all
water leak that cannot be stopped by cutting off water
no a/c above 95 degrees
no heat freezing temps
locks broken where tenant cannot exit or enter unit
lockout call
smoke alarm malfunctioning where alarm will not cut off (beeping low battery indicator not an emergency)
sewer back up causing unit to fill up with waste water

Flooding, heat or AC not working.

The smell of Gas in Units, Hot Water Heater spring a major leak,
In the summer if A/C goes out, and if Refrigerator goes out.

Attached is the form used by Central Texas Housing Consortium regarding emergency maintenance.

Fire or running water/sewer

Electrical; depending on time of year heating / cooling issues; anything health hazardous.

Stopped up toilet; no heat (in winter); water leak that could cause damage; refrigerator not cooling (if on Friday night or Saturday--if on Sunday can wait until Monday as long as resident doesn't keep opening/closing fridge door)

Water leaks and HVAC not working in extreme weather. All other work orders wait until morning.

Busted Water Heaters, Blocked Sewer, Gas Leaks, Securing Unit in case of emergency entry by EMT, Water Leaks

plumbing that is causing damage to the property or anything that would be a safety hazard

We have identified these items as after hour emergencies. Smoke Alarm issues, Gas Smell, Fire, MAJOR water leak (from hot water heater or pipes), heating or air conditioning issues (dependent on type of weather), Stopped up toilet (when a plunger will not fix it), Refrigerator goes out, Major damage caused by natural disaster – Anything that cannot wait until regular business hours

Anything that is life-threatening or damaging to the property. For example: gas or water leak or even a health check request by the police. We will also open the door for the resident who lost their key, but we have stiff charges. This is only to keep windows and doors from being kicked in.

Gas leaks, large water leaks including a busted water heater (we will at least make sure the tank is not continuing to fill and leak out), a/c or furnace not working if tenant is elderly or disabled and/or heat is +100 degrees or near freezing.

>From Inspection Group:

We did this refrigerator magnet for a number of client recently, had the local pizza places pay for the production...added their logo and phone number to the bottom... overall size was 3.5"W X 4.5"H

If anybody is interested in something like this... stop by Booth #1 at the THA happening for a sample. Sure saves a lot of maintenance calls, if tenant knows what's an emergency item...

See attached label

Gas Emergencies
Electrical Emergencies
Refrigerator inoperable
Lock out
Water Leak
Clogged toilet
Smoke Alarm concern
Broken Door Lock
No Heating
Broken sewer or water line
Fire
Loose ceiling

Stopped up toilet (if there is only 1 toilet in house), no heat if it is below 50, no a/c if it is above 80, any issues that would affect the health or safety of persons or property.

Significant Leaks, HVAC failure during hot or cold weather, Any electrical failures. (Maintenance also comes when Smoke Detectors beep because he knows how irritating it is)

We consider a/c, water leaks, and lock outs the only after hours emergency. It was getting ridiculous the things they were calling for after hours, so I set this policy.

After hours emergencies consist of major water leaks (not dripping faucets) problems with hot water heaters, heating/A/C, refrigerators, any gas leaks or life threatening situations. We have had elderly residents go without heat overnight during the winter because they "don't want to be a problem"...I keep stressing to them that things like this are emergencies, don't wait to call!

Plumbing, heating/air conditioning, smoke alarms

Ac/heat problems, lighting in elderly units, toilet stopped up, water leak, hot water heater problems, broken window.

Leaking gas

Sewer Back-up

Fallen electrical lines

Flooding

Hot water heater burst

No heat or water

Extensive fire damage

broken door locks or windows

Leaks that may cause water damage; heating or air conditioning problems in weather situations

After hours emergencies are: water leaks, gas leaks, locked doors, broken window and/or doors, non-working refrigerator, stove, A/C or heater, clogged sewers (if they have only one bathroom) otherwise, it isn't considered an emergency.