

STOCKBRIDGE HOUSING AUTHORITY

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STOCKBRIDGE MA 01262

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EMERGENCY DEFINITION AND LIST WORK ORDER REQUEST PROCEDURE

Definition of a maintenance emergency: A condition that immediately threatens the life and safety of people or property.

The following is a sample list of emergencies in which it is appropriate to call maintenance after hours:

- Fires of any kind (Call 911)
- Electrical power failure
- Electrical hazards
- Broken pipes, flooding
- Overflowing toilet
- Impassable driveways
- Gas leaks or odor (Call 911)
- No heat during colder weather
- No water
- Roof leaks
- Dangerous structural conditions
- Inoperable smoke or CO alarms

If you get locked out of your apartment after hours, call the Stockbridge Police Department at 298-4179. The police and fire departments have a master key.

If you have an emergency after hours, on weekends or holidays, call Jamie Shepardson's home AND cell at 413-243-0938 and 413-329-6894. If you don't speak to him directly, leave a message including your name, apartment number, the date and time, and nature of the emergency, then call JoAnne Redding at 413-464-3872.

ALL work order requests should be directed to the office. Normal work order requests are not to be directed to Jamie. Outside of office hours— Monday through Friday, 9 a.m. to 1 p.m. — please leave a message with your name, apartment number, the date and time, and your work order request. If you would rather email us, you may send your work order request to stockbridgeha@gmail.com.

If you have any questions, please call the Stockbridge Housing Authority office.

