

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

If you get locked out of your apartment after hours, call the Stockbridge Police Dept 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 **413-243-0938** AND cell **413-329-6894**. If you don't speak to him directly, leave a message including your name, apartment number, date and time, and the nature of the emergency on both, then call Andrea Lindsay (cell) 413-297-2435.

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 (Mon - Fri, 9:00 – 1:00) 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](mailto:stockbridgeha@gmail.com) or [stockbridgeha2@gmail.com](mailto:stockbridgeha2@gmail.com).

Maintenance staff does not provide personal services, such as hanging pictures, blinds, curtains, or assisting in move-ins or move-outs. Examples of maintenance staff responsibilities are plumbing, heating, electrical, appliance problems, lawn mowing and snow removal.