

**Emergency Maintenance Policy**  
**Section XIX of the Lease – Rules and Policies**

The IHA will respond to calls for emergency maintenance services 24 hours a day, if the reported problem involves a condition that would constitute a violation of the State Sanitary Code or a threat to life or health. Typical calls that qualify for emergency maintenance response are listed below. Routine maintenance calls will be scheduled during normal business hours.

**How to Report a Maintenance Emergency:**

All tenant requests for maintenance services must be made by calling the Ipswich Housing Authority at 978-356-2860. To report a maintenance emergency during business hours, callers will be asked to hold to speak to an operator. After business, the IHA answering service will screen maintenance calls and forward emergency requests for service.

For non-emergency maintenance calls, select x206 and leave a message with the following information:

**Name**

**Phone number**

**Apartment number**

**Name of your development (exp. Agawam Village Family)**

**A brief description of the problem.**

**Maintenance Emergency Conditions Include (but are not limited to):**

1. Chirping Smoke Alarms or Co2 detectors.
2. Water leaking out of plumbing fixtures, doors, windows, floors, ceiling or walls.
3. Sewage blockage.
4. No hot water.
5. Inoperable refrigerator or stove.
6. No heat calls between September 15th and June 15th (only for temperatures below 64\*)
7. Clogged or overflowing toilet or tub.
8. No electric power in the unit, sparking outlets or other electric hazard:
9. Entry and exit doors not secure.
10. Roof leaks
11. Lockouts.
12. Dangerous structural conditions.

**911 Emergencies- In the following situations, call 911 IMMEDIATELY:**

13. Smoke or CO2 detector alarm sounds
14. Fire.
15. Natural gas smell.

**Follow the instructions given by Emergency Services, and evacuate the premises immediately if there may be a danger to your safety.**

Please do not wait to call the Ipswich Housing Authority with emergency maintenance issues in your building and/or apartment. The earlier the problem is detected the easier it will be to repair. Delay in reporting emergency maintenance issues is a lease violation and can result in tenant damage charges.