

EMERGENCY WORK ORDER POLICY

Below you will find a list of work orders which need urgent attention, and will justify calling for maintenance service after normal working hours and on weekends and holidays.

Emergencies may be:

- Gas leaks.
- No electricity or water (Tenant non-payment for services not included).
- A/C not working (temperature must be 90 degrees and above/any calls after 9 p.m. will be followed up next business day).
- No heat (temperature must be below 45 degrees at night).
- Clogged plumbing – toilets, only in units with one bathroom (one of two commodes stopped up will be taken care of next business day). (Clogged sink drains and lavatories are not emergencies).
- Leaking water heaters – only if flooding apartment.
Effective 1/21/09 No hot water – if Friday or Saturday maintenance will respond, if Sunday no response.
- Major water leaks – busted lines (does not include a small drip).
- Locks that do not work.
- Lock out (subject to charges to Tenant/\$25.00 after hours).

Any request for service after hours which is deemed invalid as an emergency will result in a \$25.00 charge to your account, and the work order will be completed in the usual manner. If there are questions and/or comments, please do not hesitate to contact our office.

Office Telephone: 382-6581

Fire Department	Emergency 911
Police Department	Emergency 911
Southeast Alabama Gas (If you smell gas)	382-2643 after hrs. 1-800-660-8683

Greenville Housing Authority On-Call Phone # for Maintenance Emergencies
Nights, Weekends, Holidays: 368-1361



Updated 1/2/2020