

# **TAUNTON HOUSING AUTHORITY MAINTENANCE CHARGE POLICY**

During regular business hours Monday thru Friday 8:30 a.m. – 4:00 p.m., service requests shall be requested by contacting the Maintenance Department at 508-824-0942.

Residents shall be charged for repairs due to neglect, accident and abuse. Charges for materials will be based on actual cost. Maintenance labor will be charged at the lowest paid maintenance laborer position.

## **EMERGENCY MAINTENANCE SERVICE REQUEST PROCEDURE**

In the case of an emergency, residents should contact the maintenance office immediately.

If an emergency occurs after regular business hours, weekdays after 4:00 p.m., Saturdays, Sundays and Holidays, residents must contact the maintenance department and the answering service will contact the on-call maintenance personnel.

The following are examples of emergency situations:

- Fire - condition that may cause a fire
- Natural gas leak
- Power failures/electrical hazards
- Human entrapment (elevator, etc.)
- Heating system failure
- Sewer failure – sink and toilet clogs
- Water leak (fast flowing)
- Water heater failure
- Any inoperable burner if residing at Paul Bunker Drive, Oak Court, Highland Court and Fairfax Gardens (Gas Stoves)
- Stove: if all burners are inoperable
- Oven not working
- Refrigerator not working

## **KEYS, LOCKS:**

At the time of leasing, residents are supplied with two sets of key(s) and one mailbox key. All keys are to be returned to the office upon vacating the premises. Residents are not permitted to alter any lock or install a new or additional lock or other attachment on any door. Residents should be very careful not to misplace their key(s). If a resident loses a key to an apartment or common area door a duplicate key will be manufactured and delivered to the resident. The cost for the replacement of an apartment key is \$8.00. If a resident loses a mailbox key a duplicate key will be manufactured and delivered to the resident during regular business hours. The cost of a replacement mailbox key is \$8.00. Residents requesting a lock change during regular business hours will be charged for actual cost of materials and will not be charged a labor rate. Residents requesting a lock change after regular business hours shall be charged the overtime labor rate as well as the actual cost of materials.

## **LOCK OUT SERVICE IS AS FOLLOWS:**

If a resident is locked out during regular business hours, the resident must contact the maintenance department to unlock the door at no cost.

Residents locked out of their apartment after regular business hours will be charged the overtime rate.

Adopted: November 16, 2011

Revised: January 20, 2016