# STOCKBRIDGE HOUSING AUTHORITY

PO BOX 419 5 PINE STREET PH: 413.298.3222 FAX: 413.298.3844

STOCKBRIDGE MA 01262 EMAIL: STOCKBRIDGEHA@GMAIL.COM

**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 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 colder 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 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 the nature of the emergency, then call Andrea Lindsay at 413-388-3695.

**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 am to 1 pm – 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 many send your work order request to [stockbridgeha@gmail.com](mailto:stockbridgeha@gmail.com) or [stockbridgeha2@gmail.com](mailto:stockbridgeha2@gmail.com).

If you have any questions, please the call Stockbridge Housing Authority office at 298-3222.