


CENTRAL TEXAS HOUSING CONSORTIUM
TEMPLE HOUSING AUTHORITY **BELTON HOUSING AUTHORITY**

BARBARA B. BOZON, CPA
EXECUTIVE DIRECTOR

MEMORANDUM

DATE: April 1, 2010
TO: CTHC Residents
FROM: Barbara B. Bozon, Executive Director 
SUBJECT: Emergency Maintenance on Weekends, Holidays, and Non-Business Hours

Our on-call maintenance technicians will perform maintenance during non-business hours if the maintenance call is determined to be an emergency. An emergency is defined as a situation where maintenance must be performed to correct a condition that poses an immediate threat to life, health, safety or property, or related to fire safety.

Examples of valid emergency maintenance requests are listed below:

- Door kicked in (Exterior doors only)
- Electric power is off in the apartment (Lack of power to one room does not constitute an emergency)
- Elevator not working
- Fire panel beeping or alarm sounding (Frances Graham Hall, Kyle, Golden Haven)
- Fire and/or smoke coming from an apartment in our apartment community
- Flooding in apartment (This could be caused by an overflowing toilet, burst pipes, washing machine, etc.)
- Gas smell
- Heater not working and temperatures are below 60° at night
- Lock-Outs (Resident must have a valid ID and be on the apartment listing to gain entry if it is an exterior door.)
- Refrigerator not working
- Sewer is running out of a manhole or a clean-out in our apartment community
- Smoke detector alarm going off
- Toilet is stopped up (When there is only one toilet in the apartment)
- Water is not on at apartment
- Windows broken
- Electrical outlet **IS** sparking
- Air conditioner is not working and day time temperatures are over 90° (Minor repairs will be made. If replacement of the entire unit is necessary, that will be done the next business day.)
- Health / welfare check on residents or open door for emergency personnel

A charge will be assessed in accordance with the current schedule of charges for any items listed above that are caused by resident actions.

Examples of non-emergency maintenance requests are listed below:

- Electrical outlet does not work (If it is **NOT** sparking)
- Hot water heater is not working (This normally entails extensive work that will be completed on the next business day.)
- Toilet is stopped up but there is more than one toilet in the apartment
- Water leaks (Minor leaks such as kitchen sinks, faucets, etc.)
- Window is cracked but not broken
- Dishwasher or washing machine not working

Should you require emergency maintenance in your apartment on weekends, holidays, or non-business hours, please call 770-8280. If you are not sure if your request is considered an emergency, please call the number and the maintenance technician will determine whether your request is considered an emergency. If necessary, the technician will discuss the situation with his supervisor. Any non-emergency maintenance requests should be reported as soon as possible on the next business day.

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