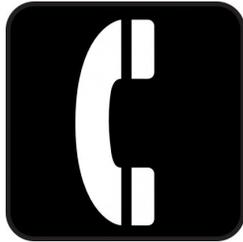


IMPORTANT NUMBERS



Emergencies — 911

For life-threatening health and safety emergencies dial 911 immediately. Emergency response personnel will notify the BHA if appropriate.

Maintenance Office — 617-277-1884

After Hours/Answering Service — 617-277-2022

Email — maintenance@brooklinehousing.org

This is an important notice. Please have it translated
Esta es una notificación importante. Por favor, mande a traducirla.
Sa a se yon avi enpòtan. Tanpri fè tradui l.
これは重要な通知です。これを翻訳してもらってください。
זוהי הודעה חשובה. אנא תדאגו לתרגומה.
Đây là một thông báo quan trọng. Vui lòng cho dịch ra.
這是個重要通告，請予翻譯。
Это важное уведомление. Просим перевести его.
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Brookline Housing Authority Maintenance Department

Requesting Repairs



How BHA Maintenance Works For You

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ROUTINE WORK ORDER REQUESTS

To submit a work order request for routine maintenance during normal business hours (Mon - Fri, 8:30 - 4:30) call 617-277-1884, or send an email to: maintenance@brooklinehousing.org

When you submit a maintenance request, please give your name, street address including any apt. number, return phone number, and a brief description of the problem.

Remember to request and write down your work order number for future reference.

There are times when staff may be unavailable to take your call. Please do not hang up! If you reach our voicemail, leave a detailed message with the information listed above. BHA staff will call you back with a work order number as soon as reasonably possible, and your request will be assigned to a Maintenance Technician.

URGENT WORK ORDER REQUESTS

During normal business hours, call 617-277-1884. If you reach the voice mail or there is no answer, call 617-277-2022 and press zero (0) to reach the Main Office Receptionist.

Outside normal business hours (nights, weekends, or holidays), call 617-277-2022. Our answering service will assist you and notify the on-call Maintenance Technician. Remember to speak clearly and slowly. Give the operator your name, street address including any apt. number, return phone number and a brief description of the problem. Urgent work orders will be handled as quickly as possible.

Examples of urgent maintenance

Examples of an urgent maintenance issue are: lock outs, no heat, no hot water, flooding, burst pipes, or toilet overflow. Remember to speak clearly and slowly. Give the operator your name, address, apt. number, return phone number and a brief description of the problem.

FOLLOWING PROPER PROCEDURES

The Maintenance Department works hard to maintain our properties in a safe, secure, and sanitary condition for the benefit of all residents. To effectively resolve maintenance issues in a timely manner, BHA staff and residents must work together.

Contact the office

If you do not call the Maintenance Office, your request can not be tracked and may not be properly completed. Please do not submit work order requests directly to your on-site Maintenance Technician or Property Manager.

Be proactive

Please do not hesitate to report maintenance problems in your apartment, building, or grounds. The earlier a problem is detected, the easier it will be to repair. Failure to report an issue may cause unnecessary damage to BHA property; including your apartment. For example, a leaking pipe under your kitchen sink left unattended can damage your kitchen cabinet, flooring, or the apartment below you. Residents may be charged for damage caused by neglect or failure to properly report the problem.

Be patient

Please allow staff enough time to respond to your work order request. The BHA attempts to complete all non-emergency work orders within 10 business days.

Follow-up

If your work order has not been completed within 10 business days, please contact the Maintenance Office with your work order number.

If the problem remains unresolved, you may call your BHA Property Manager to inform them of the issue. Please be sure to provide them with your work order number and the date of your initial request.