



### **SMHA Maintenance Emergencies**

SMHA has a new Work Order Call Center available to take your work order calls 24 hours a day/7 days a week. The phone number to contact for all work order calls is:

**(844) 707-1393**

The following will be considered an emergency and maintenance will be dispatched accordingly based upon the answers to the scripts SMHA provided:

- Fire or explosion Security Alarm System
- Severe water flooding when the water supply cannot be shut off
- Other catastrophic event
- Gas leak
- Power failure
- No heat
- No A/C
- Broken or frozen water lines or severe water leaks where the water supply cannot be shut off
- Raw sewage back-up
- No hot water
- Clogged drains and toilets
- Broken doors or locks on doors/windows only if entrance can be gained at ground level or they prevent the unit from being secured.
- Lockouts. Resident must provide photo ID.
- Elevator not working.
- Trash chute stoppage at high rise buildings.
- Major structural damage to an SMHA building or unit.
- Refrigerator