

Chesapeake Redevelopment and Housing Authority
Maintenance Emergency Response Procedures
Nights, Weekends and Holidays

The following is a list of Emergency and Urgent items used for the guidance of residents and emergency "on call" personnel. It can also be used as a guide for issuing work orders during normal business hours. Items not listed will be considered routine, except for SMOKE DETECTORS which are EMERGENCY items. This is not an all-inclusive list, but should be used as a guide since each call is different.

1. FIRE - EMERGENCY

Residents should call the Fire Department (911) for all fires on authority properties. The maintenance department should be notified of the amount of damage regardless of how little damage is reported. Only work to secure the property is authorized for on-call personnel.

2. GAS LEAKS - EMERGENCY

Call the gas company and we will respond as soon as possible.

3. BROKEN WATER LINES - EMERGENCY

Will be responded to as soon as possible.

4. LOCK OUT - NON EMERGENCY

Residents must notify manager to gain entry to their units during normal business hours. For nights, weekends and holidays, tenant must call a locksmith to gain entry to their units at their own expense. No on call personnel has the authority to open a unit due to misplaced, lost or stolen keys.

5. STOP UP - EMERGENCY/URGENT

Will be dealt with on an individual basis. Main lines will be responded to as soon as possible and only to abate the immediate problem. Repair work will be performed on the next business day. If your unit has 2 commodes and only 1 is stopped up, this does not constitute an emergency. Sink stop-ups are not an emergency.

6. NO HEAT/AIR CONDITIONING - EMERGENCY/URGENT

Will be responded to depending on outside temperature (55 degrees or below for heating OR 90 degrees and above for air conditioning--60 and 85 degrees for senior citizens)

7. HOT WATER - EMERGENCY/URGENT

Not an emergency unless tank is leaking or wires are sparking, on call personnel is only to correct that problem or stop further damage to the property. Thermostats are set at 120 degrees, this is the typical setting. TENANTS ARE NOT TO TAMPER WITH THERMOSTAT TEMPERATURE.

8. NO ELECTRICITY/GAS OR ELECTRIC - EMERGENCY

Will be responded to as soon as possible. Tenants should check breakers and verify service is not disconnected (residents will be charged if gas or electric service is disconnected by the utilities department for non-payment).

9. REFRIGERATOR OFF - URGENT

Will be responded to between 4:30pm Friday and 8:00pm on Sunday ONLY. At all other times, notify resident to keep doors closed and report trouble the next morning.

The emergency maintenance number is (757) 233-6800. It is important to leave your name, address, phone number and a brief description of the emergency when calling.