

MAINTENANCE 24 HOUR EMERGENCY CALLS

Maintenance service is provided to all Authority residents. Residents are responsible for contacting the maintenance department at the Authority to request a work order for maintenance service. The maintenance number for **HAMILTON is 513-896-1861 and MIDDLETOWN is 513-422-3636**. Twenty-four hour service is available **in case of an emergency only**. All other work orders are responded to by priority. There is no charge for normal maintenance service unless the resident has caused damage that required the work to be performed. Maintenance charges are posted at the Authority Central Office (4110 Hamilton-Middletown Road).

The following is a list of emergency situations that the Maintenance Department will respond to after hours, weekends, and holidays:

1. Main Sewer – waste backup into apartment
2. Busted water pipes/flooded apartment
3. Storm/Fire damage
4. Entry door locks broken. Resident cannot enter or exit
5. Security of BMHA property (vandalism) *only if notified by police*
6. Toilet stoppage – **if unit has two toilets – no emergency** if one is working
7. No power in unit – not due to a neighborhood power outage
8. No heat (in season)
9. Resident locked out of apartment
10. No hot water within a 24 hour period – unless water heater replacement is needed – this will be done on the next working day.
11. **IF YOU SMELL GAS CALL 911 FIRST THEN CALL THE BMHA MAINTENANCE DEPARTMENT. HAMILTON 513-896-1861 – MIDDLETOWN 513-422-3636.**
12. A water faucet that cannot be turned off
13. Refrigerator out within a 24 hour period.

In high-rises: Dial 1 calls – maintenance must respond if system has not been restored, confirmed by Answering Service

On Elevators: Maintenance **will not respond** if there is ONE working elevator

Signature

Date

Signature

Date

Revised 12/2019