

CONCORD HOUSING AUTHORITY

34 EVERETT ST.

CONCORD, MA 01742

978-369-8435 (t)

978-3694269 (f)

cha.office@verizon.net

Work Order Procedures Policy

All work orders performed by Maintenance must be recorded through generated work orders. All requested repairs during regular business hours must be called into the Housing Authority office at 978-369-8435.

Work orders are assigned to appropriate maintenance personnel based on availability and location of work.

Once the work order has been completed, maintenance personnel will record detailed information including duties performed and number of man hours. The work order will be signed, marked as complete and it will be recorded into computerized work order system.

If the work order request is after hours or and it is not an emergency, a message should be left at the Concord Housing Authority office and it will be attended to the next business day.

If the work order is an emergency, the request should be made by calling the **CHA Emergency Maintenance Line at 978-265-1685.**

The following is a list of Maintenance Categories in order of priorities for efficiencies:

EMERGENCY-work order that must be done immediately or within 24 hours.

Conditions which are immediately threatening to the life and or safety of the residents, staff, structures, such as: fires of any kind, gas leaks, electrical power failure, broken water pipes, sewer blockage, roof drain blockage, roof leak, security lock failure, lock-outs (\$50.00 charge if during non- business hours) no heat, inoperative refrigerator, elevator stoppage.