

The maintenance dept. will respond to only Emergency maintenance calls after normal business hours, weekends and holidays. An **EMERGENCY** is when there is a potential threat to health, safety and well-being of the resident and /or property. Listed below, for your benefit, what is determined to be **EMERGENCIES** and **what the Housing Authority will respond to after hours:**

- \*GAS LEAKS
- \*FIRE
- \*POWER OUTAGE
- \*BROKEN WATER LINES THAT RESIDENT CANNOT SHUT OFF
- \*LEAKING LIQUIDS ON FLOOR
- \*SEWER LINE BACKED UP AND OVER FLOWING
- \*REFRIGERATOR NOT WORKING (MAINTENANCE WILL NOT RESPOND IF IT IS LESS THAN 12 HOURS UNTIL THE NEXT WORKING DAY. PLEASE KEEP REFRIGERATOR DOOR CLOSED).
- \*DAMAGE TO LAUREL HOUSING AUTHORITY PROPERTY
- \*HEATERS WHEN TEMPERATURE FALLS BELOW 68 DEGREES.
- \*COMMODO STOPPED UP (MAINTENANCE WILL NOT RESPOND IF THERE ARE 2 BATHROOMS IN THE APARTMENT).

**EMERGENCY - AFTER HOURS CALLS** are received by calling **601-422-8396**. The resident must follow the directions given by the recording. The maintenance employee will return call and advise of what actions will be taken to correct problem. **In the event a Maintenance Employee comes out and determines that it is not an emergency situation, the resident will be charged for the cost involved. Resident must be present at apartment for emergency call(s).**

**Other Emergency Agencies**

Centerpoint	601-425-1461		Dixie Electric	601-425-2535
Shady Grove Utility	601-428-0311		MS Power	800-532-1502
Water Dept.	601-428-6464		Housing	601-425-7973
Police Dept.	601-425-4711	(Non)Emergency		
Fire Dept.	601-428-6468	(Non)Emergency		
Emergencies	911			