



TACOMA HOUSING AUTHORITY

Emergencies – Response within 24 Hours

- Fire Damage/Danger
 - Residents should call 911 for all fires on THA properties. Maintenance should be notified for all cases.
 - Manager of property is notified by security.
- Water
 - Leaks near/coming from electrical areas (e.g., light fixtures)
 - Overflows that is unable to be stopped. Although, we should attempt to resolve this scenario over the phone to stop the water flow.
 - Back-ups are main line malfunctions and should be responded to as soon as possible.
 - Having no working toilet in unit. Tenant may have just the single bathroom.
 - Also, in cases where only one toilet is accessible (tenant is unable to access second level).
- Locks/Doors
 - Tenant is locked out of apartment (security can respond when available)
 - Tenants' unit does not lock properly
 - Doors that cannot be secured are an emergency
- Alarms
 - Smoke alarms are immediate issues
 - Alarm boxes outside units on all monitored systems (including, but not limited to Salishan 4-plexes, senior/disabled sites, Dixon Village, etc.)
- Hot Water
 - Hot water issues on a week night should be mitigated immediately the next morning. Weekends and holidays are considered an emergency, and mitigation over the phone should be attempted; however, if no resolution is found, then the on-call tech should proceed to the unit at a time conducive to acquire the parts needed to facilitate the repairs.
- Roof Leaks
 - Roof leaks are an emergency.
- Keyless Systems
 - Inoperable keyless systems are an emergency.
- No Electricity/Power
 - Verify if power is out for individual unit or area, check circuit breakers, and ensure that service has not been disconnected.
- Fire Watch
 - On-call maintenance tech will contact on-call manager to coordinate fire watch schedule. On-call manager will contact security to continue fire watch until end of shift, at that point the on-call manager will arrange for the key holder (if possible) to continue fire watch until issue is resolved. On-call tech will remain on fire watch until the on-call manager is able to implement said schedule.



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- Elevators
 - If all elevators are out, it is considered an emergency.
- Egresses (Exit, Stairwells, etc.)
 - If a community area egress (e.g., senior site stairwell) has a light out, it is considered an emergency.
- Windows
 - If a window is broken and presents a health (conditions outside) or safety (shards of glass or inability to secure home) hazard, then it would constitute as an emergency. However, if the glass is still intact and does not present any hazard, it can be mediated at a time conducive to acquire the parts needed to facilitate the repairs.

Urgent – Response within 72 Hours

- Refrigerator
 - Issues that can harm the food/medication.
 - Refrigerators typically can remain cold for 4-6 hours if kept closed.
 - If possible, mitigate immediately.
- Range
 - Issues that prevent tenant from using all features of the range (stove top and bake)
 - Some units may not have a microwave or any other means to prepare meals and therefore should be considered as an emergency.