

# Maintenance

## Who Should I Call For Repairs?

*If something needs to be fixed, don't wait. Report the problem by calling in the Work Order.*

## When will my repairs be done?

*Your request will be written up and sent to maintenance by the next business day if it is not an emergency. Your repairs will be made as soon as possible. Your request for repairs is authorization for maintenance to enter your unit and make necessary repairs. If Maintenance has completed your work order unsatisfactorily or has not completed it please call the Maintenance Director, George Lux at 914-946-2110 ext. 102.*

## Will I be charged to get something fixed in my home?

*You will not be charged for repairs due to normal wear and tear. You will be charged when you cause damage to your unit or appliances. Normal wear and tear does not include light bulbs, shades, toilet seats, etc.*

*When in doubt please call the office.*

## What should I do about a maintenance emergency?

*During regular business hours, GHA will send workers immediately in case of an emergency maintenance problem. After hours, GHA has an answering service that will send on call workers to deal with the problem. The emergency number to use after hours and on weekends is*

**914-227-2712**

## What is considered a maintenance emergency?

*An emergency problem:*

- *Threatens someone's health or safety immediately, or*
- *Will cause severe property damage if not corrected right away.*

*Some example of true emergencies are:*

- *Leaking gas*
- *Sewer backups*
- *Fallen electrical lines*
- *Flooding*
- *Smoke detector problems (Not Battery replacement)*
- *Lockout after hours (charges apply)*