

Who Should I Call for Repairs?

*If something needs to be repaired, do not wait. Report the problem by calling in the Work Order to the GHA Reception Desk: **(914)946-2110 x100**.*

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 completed 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 Department (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**.*

Please remember: call representatives may be assisting other customers or call volume may be high, so there may be a hold. DON'T HANG UP. Representatives will answer your call in the order it was received.

What is considered a maintenance emergency?

- *An unhealthy or undrinkable water supply.*
- *Gas leaks.*
- *Broken or blocked sanitary lines, sewage backups.*
- *A failed heating system.*
- *Fallen electrical lines, a hazardous electrical system.*
- *Unit damage which creates a safety hazard.*
- *Flooding inside the unit.*
- *Smoke detector problems (Not Battery replacement).*
- *Lockout after hours (charges apply).*