

IEH'S MAINTENANCE REPAIR REQUEST PROCEDURE

Dear IEH Residents,

Please take a moment to familiarize yourself with this document.

IF THIS IS A MEDICAL EMERGENCY, DO NO CALL IEH!
Pull the emergency call switch for immediate response from
FIRE/POLICE/MEDICAL PERSONNEL

Generally, an emergency is defined as a situation which poses a danger to the health, safety and/or well-being of the residents and/or the buildings.

EMERGENCIES WHICH WILL BE RESPONDED TO IMMEDIATELY INCLUDE:

- Plumbing leaks causing immediate danger or life or property
- Fire
- Actively overflowing toilet
- Sewer or toilet back-up
- Non-functioning elevator
- No heat
- No hot water
- No electricity
- Break-ins
- Lock-outs
- Refrigerator failure
- Building or apartment alarms going off
- Plus....anything else related to your apartment or your building that you are insecure about and that you think cannot wait until the next work day.

If this is a building emergency, please call 774-563-2148

*Non-priority requests such as a clogged sink or leaks of a non-emergency nature will be addressed by IEH within 48 hours.

*Preventive maintenance requests such as rug replacements, apartment painting and window washing will be noted by the maintenance department and scheduled for a later date.

Maintenance office non-emergency number: 508-693-8318