



## RFq 2015-8038; Answering Services

### ATTACHMENT E

#### IMPORTANT – DO NOT THROW AWAY

#### Recognized Maintenance Emergencies

1. **GAS LEAKS** – Resident should call Duke at (513) 651-4466 or the Fire Department 911; and then call the Authority “After Hours Service” at (513) 381-2646 (the Authority).a
2. **LOCK OUTS** – Only the head of household, with proof of identification, will be admitted into the unit.
3. **POWER FAILURE** – Entire dwelling unit and/or building. Inability to power life saving devices i.e. Respiratory equipment, oxygen, etc.
4. **NO HEAT** – If below 40 degrees outside and it is more than eight hours before the start of a workday.
5. **BROKEN/FROZEN WATERLINES AND ANY WATER LEAKS.**
6. **RAW SEWAGE** – Backup or common stoppage affecting more than one dwelling unit.
7. **KICKED-IN DOOR, INOPERABLE DOOR OR LOCK** – When it affects the resident’s security and protects property or creates an egress issue.
8. **FIRE OR EXPLOSION** - Call Fire Department (911), then call (513) 381-2642 (the Authority).
9. **ALL ELEVATOR MALFUNCTIONS** – Including people trapped in elevator.
10. **SMOKE ALARM/FIRE ALARMS** – Turning off smoke alarms and resetting fire alarms in units and common areas.
11. **TRASH CHUTES STOPAGES IN HIGH-RISES.**
12. **INOPERABLE REFRIGERATORS** - when more than 8 hours before the start of a workday.
13. **BROKEN WINDOWS.**
14. **EXPOSED OUTLETS AND WIRES.**
15. **NO WATER / NO HOT WATER.**
16. **AIR CONDITIONERS** – Not working and temperature outside is above 80 degrees.



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17. **REPORT OF STRUCTURAL DAMAGE TO EXTERIOR/INTERIOR OF ANY AUTHORITY BUILDING.**
18. **INOPERABLE STOVE.**
19. **TOILET STOPPAGE.**
20. **INOPERABLE CALL BOX FOR HI RISES – Not working.**
21. **ABATED MOLD ISSUES.**
22. **RODENT RELATED ISSUES** - including seal or cover up any holes to prevent rodents from entering the unit.

For emergency service on any of the recognized emergencies after **4:30 PM, and before 8:00 AM** on weekdays and **24 hours** on weekends and holidays call: (513) 381-CMHA (2642).

### **Recognized After Hours Emergencies**

If resident is not calling for one of the recognized maintenance emergencies, they should wait to call the WOC when it is open for business. Work Order Center hours of operation are Monday – Friday 8:00am to 4:30pm (except holidays).

### ***MAINTENANCE NON-EMERGENCY INSTRUCTIONS:***

✓ **SECURITY LIGHTS – The caller will be advised to report the issue on the next business day to the Work Order Center or to leave a message on the Work Order Center voicemail.**

The Recognized Emergency List will be used to determine when maintenance must respond to resident request for services after hours.

If a resident calls with a questionable emergency request not on the Recognized Emergency List, remote base or on-call personnel must notify the Call Back Supervisor for the final determination as to whether or not to respond to the situation.

For emergency service on any of the recognized emergencies **after 4:30 P.M., and before 8:00 A.M.** on weekdays and **24 hours a day** on weekends and holidays, call (513) 381-CMHA(2642).

**PLEASE POST ON YOUR WALL OR CABINET**