



McMinnville Housing Authority
301 Hardaway Street
McMinnville, Tennessee 37110
July 14, 2020

AFTER HOURS EMERGENCY MAINTENANCE POLICY

Emergency maintenance staff is available after regular working hours and on weekends. This service is for emergency calls only and must be linked to a risk of health, safety or property damage. When our office is closed, you must **call 931-743-6032 and leave a message** which must include your name, address, phone number and a brief description of your emergency. You must be clear in stating your emergency. The on-call maintenance person will return your call. You may be given instructions to possibly abate the current emergency (i.e. shut off a valve in the case of a bad leak) and you will be given an expected time for response by the on-call personnel. If no one calls in 15 minutes, call back and repeat your message.

Emergencies must meet one or both of the following conditions:

1. Residents and/or staff are faced with a health or life - threatening situation.
2. There is a condition which might result in serious structural or systems damage if not corrected within a 24-hour period.

Residents will not be charged for an emergency maintenance service call if it meets one of the following conditions:

1. Total Heat Failure when night time temperature is supposed to be below 50 degrees;
2. Complete loss of water;
3. Main sewer line stopped up for entire unit;
4. Water flooding and/or broken water lines;
5. Smoke Detectors that are sounding (not low battery signal) or not working;
6. Refrigerator quit completely - will be repaired or replaced next day after 8:00 a.m.;
7. Major roof leaks;
8. Complete loss of electricity not due to system power failure;
9. Exterior doors that are damaged and building is not secure;
10. Spangler Towers - damage/vandalism of fire alarms, elevators, exterior doors or security equipment.

For Non - Maintenance related emergencies please call the appropriate local agency:

1. For police, sheriff or a fire or medical emergency - call 911. Non-emergency call 668-7000.
2. Power Failure - call the electric company, for McMinnville, call MES at 473-3144, for Morrison call Caney Fork Electric at 473-3116 or trouble line 473-2631.
3. If you smell natural gas, call Middle TN Natural Gas 473-8494.