

HOW TO REPORT A MAINTENANCE PROBLEM:

- Maintenance problems can be reported by calling HHA at 828.558.4555.
- Residents will be prompted to leave their name, address, phone number and nature of the problem. During normal business hours the work will be completed as soon as possible. Please note that we have 15 days to complete non-emergency workorders.
- Workorders after business hours or during the holidays will be scheduled for repair the next business day HHA is open.
- Please remember: When you call and request a workorder, you are giving us permission to enter your unit within 15 days to complete it. If there is an issue with entering your unit within that time frame, please make sure to call and let us know.

Emergency workorders after business hours or during the holidays, tenants should call 828.595.9027 to report issues.

Emergency Maintenance: These are items that if not repaired promptly could cause injury, loss of life, threaten health or cause serious property damage such as:

1. Severe water leak
2. Gas leak
3. No heat (when temperature is less than 40 degrees Fahrenheit)
4. Smoke alarm or carbon monoxide sounding or malfunctioning
5. Other conditions that might cause harm to the Resident or others, as well as damage to property.