

## Hendersonville Housing Maintenance and Landscaping

- Maintenance Problems can be reported by calling the HHA telephone number (828) 692-6175 and pressing Extension 2.
- Residents will be prompted to leave their name, address, phone and nature of the problem and permission to enter your apartment if no one will be home. During normal business hours the work will be completed as soon as possible.
- Workorders after business hours or during holidays will be scheduled for repair the next business day HHA is open.

Emergency workorders after business hours or during holidays should be reported to 911. Dispatchers will relay the emergency situation to on-call maintenance staff.

**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:

- a. Broken gas line or leak
- b. Fires
- c. Loss of power
- d. Broken Water lines
- e. Exposed electrical lines
- f. Loose ceilings
- g. No heat (when temperature is less than 40 degrees Fahrenheit)
- h. Broken door locks
- i. Smoke alarm or carbon monoxide sounding or malfunctioning
- i. Other conditions that might cause harm to the Resident or others or damage to property.