

## EMERGENCIES

**What:** Any event or condition, regardless of when it occurs, that poses an immediate threat to life or safety of residents, staff, or structures.

<b>Examples:</b> Fires (any kind)	No heat
Gas leaks	Inoperative refrigerator
Electric power failures	Snow or ice storms
Broken water pipes	Roof leaks
Septic blockage	Lock-outs (after-hours fee applies)

**Procedure:**

Emergency	First Call		Second Call
Fire	911	<i>then</i>	SHA staff
Gas Leak	National Grid		SHA staff
Electric power failure	Eversource		SHA staff
Broken water pipe, <i>outside</i>	Sudbury Water District		SHA staff
Broken water pipe, <i>inside</i>	SHA staff		
Septic blockage	SHA staff		
No heat	SHA staff		
Snow or ice storms	SHA staff		
Roof leaks	SHA staff		
Lock-outs ( <i>fee applies</i> )	SHA staff		

**Note:** per your lease, if SHA becomes aware of an unsafe condition, including but not limited to the emergencies listed above, staff has the right to enter your apartment without providing 48-hour notice.

**Emergency Contact Numbers:**

National Grid	800-231-5325	<i>If no answer</i>	
Eversource	800-592-2000		
Sudbury Water District	978-443-6602		
SHA staff (9 am – 4 pm)	978-443-5112 (office)		978-460-7303 (Sheila) or 978-502-9029 (maintenance)
SHA staff (4 pm- 9 am)	978-502-9029		978-460-7303 (Sheila)