

NORMAN HOUSING AUTHORITY MAINTENANCE /NORTHCLIFF GARDENS

Starting April 1st, 2014 Norman Housing Authority Maintenance will respond to all NON-EMERGENCY work orders within 3-5 business days.

If you need to place a work order during regular business hours Mondays and Wednesdays 8:00am-5:30pm and Friday 8:00am-10:00am you need to call 579-1552. If the Northcliff Gardens Manager does not answer please leave a message including your name, your address, the problem you are experiencing and a phone number where you can be reached. If you need to place a work order Tuesdays or Thursdays 8:00am-5:30pm or Friday 10:00am-12:00pm please call the Northcliff Gardens Manager at 292-0692. If the Northcliff Gardens Manager does not answer please leave a message including your name, your address, the problem you are experiencing and a phone number where you can be reached. Do not call the after hour's Emergency number during normal business hours as your call will not be answered.

For after business hours, weekend, and holiday EMERGENCY work orders only call 410-7523.

Some Examples of Emergencies are:

- No Heat
- No Air Conditioning
- Leaking Faucets
- Flooding
- Backed up Toilets
- Electrical Problems
- Refrigerators/Freezers not working

Please note Maintenance cannot work on outside air-conditioning units after dark, in the rain for safety reasons or if the temperature is below 70 degrees outside.

If you are locked out of your unit during normal business hours or after hours there is a \$50.00 charge. Please leave a phone number where you can be reached and make sure you are at your unit within 15 minutes after you place the call to ensure you are onsite when the Northcliff Gardens Manager or Maintenance Staff arrives to unlock your door. The Northcliff Gardens Manager or Maintenance Staff will not wait on you to arrive. You will also need to provide the Maintenance Staff with a current photo ID in order to gain access to the unit.

If you have a break in and there is damage to the doors or windows in your unit please call 911 to respond after you have called 911 during regular business hours contact the Northcliff Gardens Manager at 579-1552 or 292-0692. After hours, weekends, and holidays call 911 then the Maintenance Emergency number.

If you have a fire call 911 to respond, after you call 911 during regular business hours contact the Northcliff Gardens Manager at 579-1552 or 292-0692. After hours, weekends, and holidays call 911 then the Maintenance Emergency number.