



# HOUSING AUTHORITY OF JACKSON COUNTY

2251 TABLE ROCK ROAD  
PH/TDD (541) 779-5785

MEDFORD OR 97501  
FAX (541) 857-1118

## EMERGENCY MAINTENANCE PROCEDURE

Situations that are considered “Emergencies” are those listed below:

### **BROKEN WATER PIPES**

- *Not an emergency if water to particular pipe can be shut off, with reasonable effort, without causing another “emergency”.*

### **NO POTABLE WATER** (Water is not available from any faucet.)

- *Make sure that the Water Commission hasn’t interrupted water service.*
- *Check that valve at water meter hasn’t been inadvertently shut off.*

### **PLUGGED TOILET**

- *Not an emergency if another toilet in unit is functional.*
- *Do not continue to flush plugged toilet.*
- *Shut off water to toilet by turning angle stop clockwise. (Valve coming out of wall behind toilet.)*

### **PLUGGED DRAINS**

- *Only an emergency if all drains are plugged.*
- *Don’t continue using fixtures until drains have been cleared.*

### **ELECTRICAL HAZARDS**

- *Shorts, sparking, burning, etc...*
- *If there is no power to particular outlets:*
  - Push the red, reset button on outlet near the kitchen or bathroom sink.*
  - Check to see if breaker has tripped.*
  - (If breaker continues to trip, leave it in off position until fixed.)*

### **NO HEAT** (During winter months.)

- *Check if power supply switch has been inadvertently turned off.*
  - (Switch may be located on wall inside utility closet.)*
  - (Switch may be located on furnace itself.)*
- *Check if thermostat is set to correct mode.*

Emergency service calls **MUST BE CALLED** in to the Housing Authority Office as soon as possible.  
(IF CLOSED, LEAVE MESSAGE @ EXT. 1000)

**The phone number to call during office hours is 779-5785 Ext 1000.**

The Housing Authority office is open:

8:00am-12:00pm and 1:00pm-5:00pm

Monday, Tuesday, Wednesday & Friday



10:00am-12:00pm and 1:00pm-5:00pm

Thursday

We are closed on the following Holidays:

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving (Thursday and Friday)

Christmas Day

**If you have an onsite manager, you must call your onsite manager's emergency cell phone prior to contacting any contractor. If you cannot reach your manager, then you may proceed with calling the following contractors:**

**FOR PLUMBING:**

DRAIN PROS.....(541) 779-7800  
KOTTKE PLUMBING.....(541) 664-6044  
ACCURATE PLUMBING.....(541) 826-5267  
NEIGHBORHOOD PLUMBING.....(541) 890-7984  
ROTO-ROOTER.....(541) 772-6766

**FOR DRAIN PROBLEMS:**

ROTO-ROOTER.....(541) 772-6766  
DRAIN PROS.....(541) 779-7800  
KOTTKE PLUMBING.....(541) 664-6044  
ACCURATE PLUMBING.....(541) 826-5267

**FOR ELECTRICAL PROBLEMS: (Including baseboard and ceiling cable heat.)**

WELBURN ELECTRIC.....(541) 535-3727  
DOUBLE D ELECTRIC.....(541) 664-5483  
VALLEY ELECTRICAL.....(541) 773-1405

**FOR HEATING PROBLEMS:**

ALLIED HEATING & AIR.....(541) 772-6100  
CAVEMAN HEATING & AIR.....(541) 476-0009  
KENNEDY FUEL.....(541) 779-1515

**CAUTION!!**

If you call a contractor for a non-emergency you will be charged the full cost of the repair. Typically contractors will charge overtime for weekend/evening work. If the situation is not listed as an emergency situation on page 1 of this document, it can wait for regular office hours to be remedied. If you ever have a question about whether a situation constitutes an emergency please contact your manager.

