Fixing A Problem

As you can imagine, with 3,000 apartments, our maintenance team is always busy. There are a few simple dos and don'ts to help you get the prompt service that you deserve.

Don't Wait

If you have a problem the best time to call us is right away. If you wait, the problem will only get worse and that makes it more difficult for us.

Don't Tell Us in the Hallway

Even if you see a maintenance person or your Housing Manager walking in the hallway, do not stop and tell them about the problem. If they forget or get busy working on something else you could be waiting indefinitely.

Do Call Our Maintenance Number

Always report a maintenance request by calling our Maintenance Control Center at 508-635-3200. Your request will be entered into our computer system and we can track our progress. When calling:

1. Give us your name, address including apartment number and a description of the problem.

2. Remember to ask for a work order confirmation number. This number will allow you to track your request for work if it is not done promptly.

Do Remember

1. Only emergency requests are addressed within 24 hours.

2. All other non-emergency calls will be answered in the order they are received and based on their severity. Most calls will take 1-5 days to be completed.

3. All calls are recorded to ensure friendly customer service.

4. There will be times, when we are experiencing a high volume of calls, that you may be put on hold. Please be patient.

Do Answer Our Quality Survey

To ensure the highest level of customer service we ask our residents to tell us how well we performed. Each month we randomly select 100 residents who have had recent maintenance work and send them a Customer Service Survey. If you get a survey, please take a few minutes to complete the survey. It will help us do a better job.