MEDWAY HOUSING AUTHORITY
600 MAHAN CIRCLE
MEDWAY, MA 02053
TEL. (508) 533-2434
FAX (508) 533-3402

RESIDENT ADVISORY
MAPLE LANE

As the health and safety of our residents is paramount, the Medway Housing Authority is adjusting the following procedures for the foreseeable future:

Non-Emergency Work Orders

To follow released protocols, the MHA Maintenance staff are increasing the hygienic cleaning of all common areas, hallways and stairwells. As such, the maintenance staff will suspend work on any non-emergency work orders. Residents should review the list of emergencies attached to the notice when calling the Maintenance Work Order line with any requests.

Common Areas

Residents should exercise caution in common areas. We have attached “Stop the Spread of Germs”, a notice provided by the Commonwealth of Massachusetts Department of Public Health.

Mahan Circle Food Pantry

Beginning Tuesday, March 17, 2020, the Mahan Circle Food Pantry will transition to a “bagged” pantry rather than a “choice” pantry. This change will limit the entrance of non-residents to Mahan Circle. Rather than entering Mahan Circle to access the Food Pantry and select their items, Food Pantry volunteers will prepare bags and will distribute from the 1st Floor vestibule. This will limit the interaction between residents and non-residents.
IF YOU HAVE A MEDICAL, POLICE, OR FIRE EMERGENCY, YOU NEED TO CONTACT 911 IMMEDIATELY.

**Emergency definition and lists**

Definition of a maintenance emergency - A condition that is immediately threatening to the life and safety of residents, staff, or structures.

The following is the minimum list of emergencies that should be called out to maintenance for immediate repair:

**Examples of Emergencies** to be called out:

* Fires of any kind (Call 911)
* Gas leaks or Gas odor (Call 911)
* Electric power failures
* Electrical hazards, sparking outlets
* Broken water pipes or flooding
* No water or unsafe water
* Sewer or toilet blockage
* Roof leaks
* Lock outs

* Door or Window lock failure
* No Heat
* No Hot water
* Snow or ice storm
* Dangerous structural conditions
* Inoperable Smoke or CO detectors, beeping or chirping detectors
* Elevator stoppage or entrapment

If a tenant has an emergency during normal business hours, they should call the Management Office at **508-533-2434 option 1.**

If a tenant has an emergency after hours, weekends, or holidays, they should contact the Medway Housing Authority emergency number at **508-889-6040.**
Stop the Spread of Germs

Help prevent the spread of respiratory diseases like the flu and COVID-19:

- **Wash your hands often** with soap and warm water, or use an alcohol-based hand sanitizer.
- **Avoid touching** your eyes, nose and mouth.
- **Clean things that are frequently touched** (like doorknobs and countertops) with household cleaning spray or wipes.
- **Cover your mouth** when you cough or sneeze. Use a tissue or your inner elbow, not your hands.
- **Stay home if you are sick** and avoid close contact with others.
- **Think ahead** about how to take care of yourself and your loved ones. Visit mass.gov/KnowPlanPrepare for preparedness tips.

For more, visit: [www.mass.gov/2019coronavirus](http://www.mass.gov/2019coronavirus)