



176 Canon Circle, Springfield, MA 01118  
Telephone (413) 426-9718 ♦ Fax (413) 310-2834

**TTY to Voice: Mass Relay #711**

### **MAINTENANCE AND WORK ORDERS**

All Normal maintenance on building exteriors or grounds will continue as normal. All maintenance/work orders that require entering an occupied unit will be handled as follows:

- Non-urgent or minor maintenance issues will be postponed until further notice
- Urgent or essential maintenance work orders that pose an emergency such as water leaks, plumbing issues, safety equipment will be addressed. Tenants will be asked if anyone is sick in the unit prior to a maintenance person entering the unit.
- Maintenance personnel will only enter into an occupied unit if assurance is given that no one in the unit is ill.
- All Maintenance personnel will take all necessary safety precautions such as wearing a face mask at all times, gloves and wiping down any surfaces with a disinfectant that was touched during the visit.
- All laundry rooms are open from 8:00am-4:30pm. The laundry room surfaces that have high-touch activity are cleaned with disinfectant spray, Lysol and bleach every week, several times per week. There should be no more than 2 people at a time in the laundry room. All children should be accompanied by an adult at all times
- All trash should be thrown into your nearest dumpster. Trash must be properly disposed off to eliminate pests, vermin and other unhealthy conditions in the community.
- All bulk furniture items must be placed on the side of the dumpsters. Never throw bulk items inside of the dumpsters.
- Children should not be sent to dispose of trash.
- All work orders should continue to be called into the management office at 413-426-9718.
- Illegal dumping is a crime! Management has taken notice and will report illegal dumping to the police department.



Mount Holyoke Management, LLC. does not discriminate on the basis of any protected status. It provides persons with disabilities the opportunity to request reasonable accommodation and provides free language assistance to persons with Limited English Proficiency. In order to apply or participate in its programs or if you feel you have been discriminated against, please call the 504/ADA Coordinator at (413) 534-0955.

