

## Emergencies

For emergency calls, first call the  
Maintenance Office at 229-1166  
(Monday-Friday, 7:30 AM to 4 PM).

If you have an emergency during off hours,  
please call the Havenwood Reception  
Desk or the Nursing Supervisor and a  
Maintenance Technician will be paged for  
you. If needed, an On-Call Maintenance  
Technician will be brought in to help.

Things that are considered emergencies:

- Plugged, not flushing or broken toilet
- Plugged up sink
- No heat
- No electricity
- No water
- Other problems that would cause  
immediate damage, loss of property  
or endanger residents, visitors of staff

Photography by Eric Anderson

## Hours & Location

The Maintenance Shop is located on the  
Havenwood Campus.

Technicians cover both campuses from there.

### Monday through Friday

Technicians are on duty between:  
7:00 a.m. and 3:30 p.m.

The Office is open between:  
7:30 a.m. and 4:00 p.m.

### Saturday and Sunday

A Technician is on duty between:  
7:30 a.m. and 3:30 p.m.



24 Hours a day, 7 Days a Week  
Maintenance Staff is On-Call  
for emergencies.



## Maintenance Services

Regular Business Hours:  
Monday–Friday 7:00 a.m. to 4:00 p.m.

On-Call Services:  
24 Hours a Day, 7 Days a Week

(603) 224-5363

Fax: (603) 229-1164

Email: [mjenks@hhhinfo.org](mailto:mjenks@hhhinfo.org)

### Non-Routine Service

Non-routine service will be provided as billable (time and materials) to residents.

Examples of these are:

- Additional telephone line
- Additional electrical outlet
- Additional cable connection
- Painting of residents items (bookcases, etc.)
- Purchase and installation of ceiling fan, if possible, in the apartment. HHH has a standard ceiling fan that is to be used
- Repair of lamps
- Programming/reprogramming of TVs, VCRs, DVDs, Telephones, Answering Machines

Maintenance is responsible for the upkeep of buildings, grounds and equipment at Havenwood Heritage Heights and for Service Call Requests from residents and staff.



### Work Requests

Written request should be placed for any service required. The forms for these requests are located at the reception desk at each campus.

Fill out the form and submit it to the receptionist for entry into the Service Call Tracking System.

The form will be forwarded to the Maintenance Department for dispatch.

For current costs, please call 229-1166.

### Trash Removal

Trash removal is done on Monday, Wednesday, Thursday and Friday according to a set schedule. If you require an extra pick up, please call 229-1166 and report this.

### Snow Removal

Snow removal is done by a contractor. Maintenance Staff will clean off your vehicles and move them for plowing for a fee established by Housing.

### Move-In Service

Maintenance will provide a 4-hour Move-In Service during your first month of residency which includes hanging pictures, arranging furniture and installing additional shelving. Service does NOT include the cost of materials or electrical work.

For any questions about Maintenance service not answered for you in this flyer or in the handbook, please call 229-1166.