Important: Only submit routine maintenance requests with iService. Check the list below to make sure your issue is not considered a maintenance emergency. If it is on the list below, please contact the Family Housing Office at (413) 545-3115, 7am – 3pm Monday-Friday or Emergency Operations at (413)545-0812, 3pm-7am Monday-Friday and 24-7 on weekends and holidays.

**Maintenance Emergencies**

- No heat in apartment
- Too much heat in apartment
- Heater making weird noises
- No power in apartment
- Outlet cover broken/ cracked/ missing
- No hot water in apartment sinks or shower
- Faucet leaking/ constantly running/ aerator leaking/ sprays water
- Plugged sink drain/ toilet/ bathtub
- Leak under sink/ drain pipe leak
- Window glass/ lock broken
- Front door will not secure/ lock
- Smoke detector not working
- Ceiling leaks
- Stove/ large burner or oven not working
- Refrigerator or freezer not working
- Garbage disposal not working
- Toilet not flushing properly/ slow to refill/ constantly running/ seat broken/ leaking
- Porch light out
- Kitchen light out
- Bee nests