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, 8:30am – 5pm Monday-Friday or the Resident Manager on duty 5pm-8am 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 broken
- 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

**Resident Manager Contact Information**

Sections A, B and D - Resident Manager, Bharat Rathod, Apt # A-02, Phone: 413-546-7297  
Sections C, E, F and H - Resident Manager, Youngkwan Cha, Apt # H-14, Phone: 413-546-0449  
Sections G, I, J - Resident Manager, Martha Balaguera, Apt # I-10, Phone: 413-546-3170  
On Duty Cell Phone: 413-695-1602 (Dial 9-695-546-1602 when calling from your apartment phone.)