**Maintenance Emergency Service**

Missoula Housing Authority (MHA) has an after-hours emergency phone for maintenance emergencies that occur after hours on weekdays or on the weekends. If you have one of the following items occurs during office hours of 8:00 a.m. and 4:30 p.m., Monday – Friday please contact your Property Manager to request a work order. The following would be considered an after hours (when the office is closed after 5:00 p.m. and on Saturday and Sunday or holidays) emergency.

1. No heat in the winter
2. A plumbing leak that could cause property damage
3. No electricity, **excluding neighborhood power outages**
4. **If you smell a gas leak, please leave the area immediately then call 911 AND Northwestern Energy’s emergency line at 1-888-467-2669 from a safe location.**
5. Toilet inoperable and no alternate facilities available. (single bathroom units).
6. No hot water if it will be more than 8 hours until normal maintenance hours
7. Entry door or window which has been broken and cannot be secured
8. If you are locked out of your apartment please contact a locksmith for after hours:
   - Art & Ray’s Locksmith: 549-7667
   - Lord and Jackson Locksmith: 728-2163
   - Bonnie & Clyde American Locksmith: 880-0713

If you are locked out during normal business hours please contact your Property Manager.

**If your emergency is life threatening, your health/safety is at risk, or your personal property is being vandalized, please call 911 for emergency services. MHA Maintenance & Management may not be able to immediately assist you in these types of emergency situations.**

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**To Use the Emergency Service:**

Dial **the EMERGENCY CELL PHONE NUMBER**

**406-207-5238**

A member of our maintenance staff will answer the phone, and if necessary will respond as soon as possible. If you do not get an immediate response, please leave your name, address (including unit number) and a working phone number, along with a detailed message about your emergency. **Please limit your after hours calls to emergency situations only.**