



## **EMERGENCY ITEM CLASSIFICATION**

**An emergency item is to correct a condition that poses an immediate threat to life, health, safety or property. Examples include, but are not limited, to the following:**

- No electrical power in unit (*excludes outage caused by non-payment to GRU*)
- Toilet clogged or overflowing (*emergency only if unit has one toilet*)
- No water to unit
- No Hot water in unit
- Sewage back-up into unit
- Natural gas leak or odor
- Smoke detector not working
- Broken window glass
- Broken stairs or handrails
- Refrigerator not working
- Stove and oven-both not working
- Electrical outlet wires exposed or sparking
- Circuit breaker tripping
- GFI not functioning or no longer tripping
- Door will not lock (*loose lock is not an emergency*)
- Active water leaks or flooding
- Hot water tank leaking
- Failed heating system (*if outdoor temperature is below 45°*)
- Roof leaks
- Signs of mold caused by water damage or humidity
- Fire (*call 911*)
- Natural disasters (*call 911*)