



Building Maintenance and Emergency Contacts

Please share this with staff members and volunteers as needed - especially those who are in the building outside regular business hours.

Routine maintenance issues (burned out light bulbs, too hot/too cold, or other things that don't require immediate attention)

- Email Cheri Auger (cheri.auger@acshoco.org).

Locked out of the building or an office

1. Contact supervisor or other staff member with access to your office or the building when possible
2. If needed, notify Cheri
 - During business hours - ext 7704 or room 104
 - After hours call or text 410-530-7645*
3. If Cheri can't be reached, contact Joan Driessen
 - During business hours - ext 7701 or room 109
 - After hours call or text 443-255-7427*

Issues requiring prompt attention (a problem has occurred but isn't continuing or worsening – a toilet overflowed but water isn't continuing to come out)

1. Notify Cheri
 - During business hours - ext 7704 or room 104
 - After hours call or text 410-530-7645*
2. If Cheri can't be reached contact Joan
 - During business hours - ext 7701 or room 109
 - After hours call or text 443-255-7427*

Urgent problems requiring IMMEDIATE action (you arrive on a rainy Saturday and find the ceiling is leaking)

1. Call the management company's 24-Hour Service Line – **800-259-6132**; they will need to know:
 - Full address: 9770 Patuxent Woods Drive, Columbia, MD 21046
 - Business name: **Howard County Housing Commission, Suite 100**
 - Nature of the problem
2. Notify Cheri (ext 7704, room 104 or 410-530-7645*) or Joan (ext 7701, room 109 or 443-255-7427*) of the emergency and the management company's response

* If you call please leave a detailed message; if you text please include your name in case you aren't already in our contacts