



ZUNI HOUSING AUTHORITY

P.O. Box 710 ~ 104 D Avenue
Zuni, New Mexico 87327-0710
www.pozha.org

☎ (505) 782-4550 or 4564
📠 (505) 782-4563

IMPORTANT INFORMATION FOR TENANTS FROM ZHA - MAINTENANCE DEPARTMENT

OFFICE HOURS. The ZHA-Maintenance Department regular office hours are: Monday – Thursday, 7:00am – 12:00pm & 1:00pm - 6:00pm, office will be closed on Friday's and designated holidays.

PHONE NO.: (505) 782-5626 or 2946

FAX NO.: (505) 782-2039

EMERGENCY SERVICE CALL AFTER WORKING HOURS. Tenants shall call the Zuni Police Dispatch at **(505) 782-4493 or 4494** for after hour Emergency calls **only**. The Zuni Police will inform ZHA – Maintenance Technician. If required, stand-by technician will respond to call within a reasonable time.

The following shall be considered as **EMERGENCY** service calls:

- Commode / Sewer line back-up
- Busted or major leak in water line
- Gas Leak
- Fire in the unit
- Electrical problems
- Break-ins & Lockouts. You will be charged \$25.00 for lockout response after normal work hours, payment shall be to ZHA cashier during regular office hours.

All other **NON-EMERGENCY** service calls will not be attended to after working hours. Therefore, please wait and contact ZHA – Maintenance Department the next workday.

WORK ORDERS. Work order requests can be submitted to our office through our Zuni Housing Authority website at any time. Tenants may still call the office or walk-in during normal working hours. **Please practice social distancing and wear a mask when the Technician arrives to your unit.**

HOUSING INSPECTIONS. The ZHA is required to inspect all housing units at least once a year to insure units are kept in decent, safe and sanitary condition. In order for Maintenance Staff to conduct proper inspections, please move furniture and posters away from the walls, please make sure all clothing and miscellaneous items are off the floor. ZHA will not honor any request to reschedule as a number of inspections are scheduled at the same time as yours, therefore please stay with your scheduled appointment. As the owner, the ZHA has the right to enter and inspect your unit whether you are available or not provided that you receive proper advance notice.

REFUSE COLLECTION SERVICES (TRASH PICK-UP). Services are provided to all ZHA Rental Units every **Tuesday** starting around 9:00 am. If collection date falls on a holiday, then collection will be made the following business day. Tenant shall dispose household trash **only** in the containers provided, items such as furniture, dead animals, hot/cold ashes, weeds/wood chips, bike and auto parts **are not** allowed and **will not** be picked up. Tenants shall place container at the curbside on collection day and if you miss collection, you will be responsible for disposal of trash for the week. Tenants shall be responsible for the care of containers and ZHA will charge for damaged or loss of containers.

EXTERMINATOR SERVICES. Services are provided to all ZHA Rental Units every **third Wednesday** of each month; all units will be serviced regardless if you are home or not. Please make sure all clothes, towels, etc. are off the floor. **Make sure you have all interior doors open/unlocked or exterminator will not provide services.**

PARKING. Park in designated parking areas only, **do not park in the back or side of the unit.**

SATELLITE DISH. **Installation of satellite dish or cable without ZHA approval is prohibited.**

WOOD PILE. Wood needs to be pre-cut and stacked 10ft away from the unit, wood chips must be maintained and properly disposed at approved sites.

UTILITIES. Water, electrical and LP gas must be in service/connected. For units operating on LP gas, Maintenance is requesting for propane not to fall below 20%. If the tank happens to become empty, the gas lines will need to be bled (air in the lines) before pilot light can be lit which is a safety hazard for our technicians; you will be charged a pressure testing fee. **Additionally, some new water heaters may be damaged IF propane runs out; tenants may be held liable for replacement of damaged water heater.** If you have any questions or concerns, please feel free to call us at the above listed number. Thank you.

Updated: 5/9/22 th

“Moving Beyond the Horizon - Building the A:shłwí Community”