



Native People of Thunder Bay Development Corporation

Charitable Organization, Business No. 10776 5075 RR0001

Housing Program: 230 Van Norman Street, Thunder Bay, ON. P7A 4B8

Telephone: (807) 343-9401 | Fax: (807) 345-1075

Website: www.nptbdc.org

NPTBDC MAINTENANCE IS AVAILABLE AFTER-HOURS* TO ADDRESS EMERGENCY REPAIR CALLS ONLY.

EFFECTIVE JUNE 1, 2023 – TENANTS WILL BE CHARGED FOR AFTER-HOURS CALLS DEEMED TO BE NON-EMERGENCY AT A RATE OF \$75.00 PER HOUR, PER CALL.

EMERGENCIES ARE:

PLUMBING

- Flooding in basement
- Hot water tank leaking
- Sump pump failure
- Frozen water pipes
- Sewer backup from floor drain in basement or toilet
- No running water/no hot water

HEATING

- No heat (*months between Sept – May*)
- Gas leak / odour of gas – call 911

ELECTRIC

- No electricity throughout unit (*check for location outages first*)
- Sparking outlets / receptacles

STRUCTURAL

- Major roof leaks (*where ceiling could collapse*)
- Broken window glass – call Police if applicable to mischief, break-in attempt, etc. and obtain an occurrence number.
- Broken exterior door and/or Locks – call Police if applicable to suspected break-in attempt and obtain an occurrence number.
- FIRE – get everyone out and call 911
- Locked out – ONLY the primary leaseholder(s) are permitted to call; this is a service which will be charged back, and tenants are responsible for paying.

**AFTER-HOURS are considered weekdays after 5:00 p.m., over the weekend, and office closures due to Statutory Holidays.*