

**Guidelines for**  
**Maintenance Requests**  
**&**  
**Reporting Emergencies**  
**(Updated 2018)**

*Please read carefully and keep handy. These guidelines are the accepted procedures for maintenance requests and reporting emergencies.*

1. All non-emergencies must be submitted in writing to:

Northbrook Condominium Association  
P.O. Box 260  
Amesbury, MA 01913

or

Submitted in writing through the “Contact Us” page on the website at  
<http://www.northbrook-condos.com/contactus.htm>

***Please do not call or go to the home of any Board Member with a complaint or request.***

2. In the event of a broken underground water pipe, please call Jim at 978-204-5496, between the hours of 8:00 am and 8:00pm.

Please note: any water leak within your unit, resulting from a pipe under your kitchen or bathroom sink, tub or toilet, is the unit owner's responsibility.

3. For all other emergencies, such as:
  - a. Gas leaks, or strong odors of gas - call National Grid at 888-238-2414, then call 911.
  - b. Fire, or smell of smoke - call Fire Department at 978-388-8265 or 911.
  - c. Reporting a Power outage - National Grid at 800-465-1212.
  - d. Vandalism, or any suspicious forms of behavior - call Amesbury Police at 978- 388-1212 or 911.

The Board of Managers appreciates your cooperation in this matter.

Respectfully,  
Northbrook Board of Managers