



## ZUNI HOUSING AUTHORITY

P.O. Box 710 ~ 104 D Avenue  
Zuni, New Mexico 87327-0710  
[www.pozha.org](http://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, 7:30 am – 12:00 pm and 1:00 pm - 4:30 pm, 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. **Due to our COVID-19 crisis, Maintenance will only respond to emergency work orders until further notice. This is for the safety of our staff and your family as well.**

**HOUSING INSPECTIONS.** Due to our COVID-19 crisis, all inspections are on hold until further 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 or 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. The service schedule for calendar year 2021 will be on: **January 20, February 17, March 17, April 21, May 19, June 16, July 21, August 18, September 15, October 20, November 17, and December 15.**

**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 you run out of propane, A-X Propane Company will charge a pressure testing fee of \$40. If this happens gas lines need to be bled (air in the lines) before pilot light can lit that can cause a safety hazard for the technician, a back draft occurs the flame can roll out and harm the technician. **Additionally, some new water heaters may be damaged if propane is allowed to run out. Tenants may be charged to replace damaged water heaters in these situations.**

If you have any questions or concerns, please feel free to call us at the above listed number. Thank you.

Updated: 11/23/2020

*“Moving Beyond the Horizon - Building the A:sh’wi Community”*