

The Housing Authority of the City of North Chicago, Illinois

1440 Jackson St. North Chicago, Illinois 60064

Phone: (847) 785-4300 Fax: (847) 785-4308

Work Orders and Lock Outs

If you find your apartment or complex is in need of maintenance, such as a leaky faucet or broken lock, please contact the front desk. Work orders submitted prior to 4:30 PM will be handled by the maintenance person on duty at your residential location. The NCHA will try to complete work orders and maintenance requests in a timely manner, but urgent requests will be handled before routine maintenance and resident requests. Any charges will be assessed on a case by case basis and charged according to the NCHA Public Housing Charge sheet.

If there is an emergency request please be sure to denote the work order as an emergency. **In the case of a fire, please call 911** prior to calling for maintenance.

If you need to place a work order or to request lockout assistance after 4:30PM, please call the main office at (847) 785-4300. The answering service will take the call and page the maintenance person on call. These requests will be handled on a need-basis, and will be completed as soon as possible.

- Work orders submitted prior to 4:30 PM will be handled by the maintenance person on duty at your residential location.
- If you call to place a work order after 4:30PM, an answering service will take the call and page the maintenance person on call.

Please be advised that there will be a \$25.00 fee charged for all after hour lock-out requests. This includes any requests made during the weekends and holidays.

NCHA will not charge a fee if it is found that the door or key is non-functioning.