

Hi Robert

Getting back to you as promised on the information you were seeking.

Metropolitan Regional Housing Authority (MRHA) has looked into this incident. Records show that MRHA after-hours answering service called the plumbing and heating company immediately after a tenant reported the issue early on January 4th. The tenant placed a second call 30 minutes later, concerned the oil tank was empty, so an oil supplier was immediately dispatched, and determined the tank was not empty. The plumbing and heating company responded to assess the furnace early that morning, January 4th.

Problems with the heating system were as a result of the extraordinarily high wind conditions which intermittently interfered with the operation of the heating system on January 4th and early morning of January 5th. The heat was restored by 1:00 PM on January 5th. The tenant has advised she was very satisfied with the service provided by the contractor on the 5th. In our ongoing efforts to identify opportunities to improve our response time for dealing with these types of issues, MRHA has discussed the situation with the contractor.

I hope this helps shed some light for you.

Regards,
Bruce

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