



HACG
Housing Authority of the
City of Goldsboro

919-735-4226
www.hacg.org
700 N. Jefferson Avenue
Goldsboro, NC 27530

Maintenance Service

Effective August 1, 2026

Maintenance Requests During Business Hours:

Contact: Work Order Clerk at **(919) 735-4080**

Hours of Operation: Monday–Thursday: 7:00 AM – 4:30 PM

If you are directed to voicemail, please leave the following information:

- Your full name
- Unit address
- Telephone number
- A detailed description of the maintenance issue

Note: Property Managers and Maintenance Staff cannot accept work orders directly. All non-emergency work orders are processed in the order received. Please allow up to **3 business days** for maintenance to assess your request.

After-Hours Emergency Maintenance:

For maintenance emergencies after office hours, please contact the number for your community:

Community	Emergency Line
Fairview Apartments	(919) 920-4181
Oleander Duplex	(919) 920-4181
Trinity Court	(919) 920-4181
Park Court	(919) 920-4181
Lincoln Apartments	(919) 920-4775
Walnut Street School Apartments	(919) 920-4775
Elmwood Terrace	(919) 252-8927
Little Washington	(919) 252-8927
Woodcrest	(919) 252-8927
West Haven	(919) 252-8948



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What Qualifies as an Emergency?

Only the following issues qualify as emergency maintenance:

- Gas leaks (detected by smell or sound)
- Broken water or sewer pipes
- Leaking water heater
- Flooding or severe water intrusion
- No running water to the unit or no hot water

(Only when HACG offices closed for more than 24 hours)

- Electrical shorts with visible smoke
- Complete loss of electrical power to the unit

(After utility provider has confirmed outage is not area-wide)

- Refrigerator/freezer not cooling

(Only if HACG offices will be closed for more than 24 hours)

- No heat

(Oct 15 – Apr 15, and temp is below 50°F)

- Lockouts/Keys

(For Elderly/disabled only, photo ID required)

- Clogged toilet

(Only toilet in unit and HACG offices closed for more than 24 hours)

- Broken windows/doors

(Police report required)

- Smoke or Carbon monoxide detector going off

(Low Battery beeping is not an emergency)

- Collapsing wall or ceiling
- Severe storm damage

Important:

A **\$100 charge** applies if **non-emergency** issues are reported as **emergencies**.



Maintenance Charge Sheet

Effective August 1, 2026

The Housing Authority of the City of Goldsboro does not charge residents for normal wear and tear. However, charges will apply for damage or negligence caused by the tenant.

Repair Charges:

- Charges are based on the actual cost of materials and hourly labor.
- Labor is billed at \$35.00 per hour in 30-minute increments.
- Items not listed will be charged at actual replacement or repair cost.
- Payment is due within 30 days of the charge being posted to the resident's account.

Common Fines

Violation	Fine Amount
Driving or parking on grass (1st offense)	\$50.00
Indoor furniture/items on porch (1st offense)	\$25.00
Tampering with plug-in CO detector (1st offense)	\$100.00
Tampering with smoke/CO alarm (1st offense)	\$100.00 each
Removing fire extinguisher canister from stove (1st offense)	\$50.00 each
Trash left within 20 ft of unit (2nd offense)	\$20.00
Animal waste left on grounds (1st offense)	\$20.00
Smoking on property (3rd offense)	\$50.00
Washing vehicle on property (1st offense)	\$30.00

Miscellaneous Charges

Item/Service	Charge
City trash violation / lost bin	Actual cost
Fire damage	Actual cost
Failure to return loaned fans/heaters/other loaned HACG items	Actual cost
False maintenance call (non-emergency)	\$100.00
Trash removal from unit (any amount)	\$150.00
Unlocking unit during business hours	\$25.00
Pest Control: Unit Not Prepped for special treatment	Actual Cost
Grease in Yard	\$75.00



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Locks & Keys

Service	Charge
Extra key	\$4.00
Lock change / Rekey	\$54.00
Key card replacement (Walnut St. School)	\$20.00
Code change (keyless entry only)	\$4.00
Storage unit lock change (Trinity Ct.)	\$54.00
Mailbox lock change	\$35.00

Bathroom

Item	Charge
Bath Sink (wall hanging)	\$74.51
Bath Sink Faucet	\$119.05
Bath Sink Stopper	\$3.10
Bolts	\$1.06
Fluid master	\$10.51
Grab bar (shower/tub)	\$37.79
Medicine cabinet	\$67.31
Medicine cabinet shelf	\$2.35
Shower curtain rod	\$4.28
Shower head	\$4.56
Supply Line	\$5.75
Toilet (regular or handicap)	\$203.85
Toilet flapper	\$3.49
Toilet paper brackets	\$4.49
Toilet paper roller	\$1.83
Toilet seat (regular or handicap)	\$19.98
Toilet tank lever	\$6.55
Toilet tank only	\$85.00
Towel bar	\$10.79
Tub faucet with handle	\$110.30
Tub knob	\$18.99
Tub spout diverter	\$12.59
Tub stopper	\$4.90
Unstop sink/toilet (incl. labor)	\$50.00 each
Wax seal	\$16.99



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Kitchen

Item	Charge
Bake element	\$71.38
Breaker bar	\$12.20
Broil element	\$77.95
Clean range (incl. labor)	\$75.00
Clean refrigerator (incl. labor)	\$75.00
Door handle	\$49.97
Drip pan (large 8"/small 6")	\$3.47 / \$3.07
Kitchen faucet w/ sprayer	\$110.44
Kitchen sink stopper	\$7.28
Microwave	\$440.00
Oven rack	\$69.98
PO plug	\$89.00
Range hood	\$79.38
Range hood fan	\$39.18
Range hood filter	\$29.59
Refrigerator (stainless steel)	\$825.00
Refrigerator (white)	\$629.00
Refrigerator door	\$182.55
Refrigerator seal (top/bottom)	\$66.95 / \$68.99
Shelf	\$34.77
Sink basket strainer	\$9.33
Stove Electric 20" (white)	\$479.00
Stove Electric 30" (stainless steel)	\$755.00
Stove Electric 30" (white)	\$442.00
Stove Gas 30" (white)	\$464.00
Stove handle	\$69.99
Stove knob	\$19.64
Unstop kitchen sink (incl. labor)	\$50.00
Vegetable drawer	\$51.64
Washer/dryer combo	\$1233.00



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☐ Windows

Item	Charge
Glass pane (any size)	\$279.90
Shade brackets	\$1.95
Window balance	\$6.18
Window lock	\$6.56
Window screen repair	\$20.00
Window shade (any size)	\$22.77

🚪 Doors

Item	Charge
Closet door	\$70.00
Door knob	\$35.25
Exterior door	\$269.00
Interior bathroom/bedroom door	\$129.00
Reinforcement plate	\$19.71
Screen door	\$958.00
Screen door closure	\$29.50
Screen door latch	\$38.75
Weather stripping	\$23.49

🔧 Carpentry

Item	Charge
Baseboard (per linear foot)	\$2.08
Cabinet door	\$41.89
Cabinet drawer	\$44.99
Cabinet hinges	\$3.82
Ceiling tile	\$8.24
Closet rod	\$11.04
Countertop (per linear foot)	\$30.00
Floor tile	\$6.55
Handrail	\$24.75
Stair riser	\$23.00
Stair tread	\$39.00
Wall hole repair up to 6X6 Inches (per room, incl. labor)	\$50.00
Wall hole repair over 6X6 Inches (per hole, incl. labor)	\$75.00



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Electrical

Item	Charge
Breaker	\$22.40
Cable/phone plate	\$3.68
GFCI	\$29.50
Large light fixture	\$40.00
Light bulb (does not apply to elderly/disabled)	\$5.00
Porch globe	\$10.79
Receptacle	\$2.03
Receptacle plate	\$1.18
Small light fixture	\$30.00
Thermostat	\$114.50

Water Heaters

Type	Charge
Electric water heater	\$605.00
Gas water heater	\$730.00