



**"Housing Opportunity for People Everywhere"**  
**211 N. RIDGEWOOD AVENUE, SUITE 300, DAYTONA BEACH, FL 32114**

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The Daytona Beach Housing Authority is seeking a professional after hours answering service to receive calls regarding emergency maintenance from its residents between the hours of **5p.m. and 8a.m., Mon-Fri (except holidays), and 24 hours per day on Saturday, Sunday and holidays.** The service is expected to document the resident concern and contact the on call maintenance person or other designee within **15-30 min of the receipt of the call.** An electronic call log should be provided to DBHA at the start of each work day. Critical emergencies (fire, elevators should be escalated to supervisor, emergency list will be provided). Required to have Bilingual agents and the ability to accommodate TDD calls. It is intended that this would be a permanent arrangement. Vendor should submit pricing with anticipated escalation in 12 month increments

Please include with your quote:

- Three references
- Tax I.D.
- Business License

An exhibit displaying property occupancy is listed below.

<u>Communities</u>	<u>Total Units</u>
Palmetto Park	130
Caroline Village	100
Northwood Village	57
Walnut Oak	20
Northwood II	28
Windsor Apartments	150
Maley Apartments	150