



GEORGETOWN HOUSING AUTHORITY

23 Trestle Way

Georgetown, Massachusetts 01833

Telephone (978) 352-6331 Fax (978) 352-5609

Automated Tenant Communications Terms & Conditions

These Terms & Conditions govern the use of **Short Message Service/text messaging, automated phone calls, and email notifications** sent by Georgetown Housing Authority (“GHA”).

By providing your phone number or email address to GHA, or by opting in to receive messages, you agree to the following terms:

1. Program Description

GHA sends tenants messages related to housing operations, including:

- Appointment or inspection reminders
- Maintenance notices
- Emergency/Safety alerts
- GHA Policy Reminders/Follow-up
- Community announcements
- Agency business and time-sensitive notifications
- Any other authorized GHA communication

Messages may be sent via:

- SMS text messaging
- Automated voice calls
- Email

2. Message Frequency

Message frequency varies based on operational needs, emergencies, and scheduled notifications. Tenants may receive recurring messages.

Adopted by the Board of Commissioners: March 11, 2026

3. Opt-In Consent

By providing your phone number or email address to GHA, responding to an opt-in message, or signing tenant communication forms, you consent to receive:

- SMS messages
- Automated voice calls
- Emails

You may also Opt-In on our website (if applicable).

Carrier requirements for **10DLC compliance** require GHA to maintain opt-in records.

4. Opt-Out Instructions

Tenants may opt out at any time:

- **SMS:**
Reply **STOP** to end text messages.
Reply **HELP** for assistance.
- **Phone Calls:**
Notify GHA in writing to stop automated calls.
- **Email:**
Click “unsubscribe” where available or contact GHA directly.

Opting out of **non-emergency** messages does not affect your tenancy or eligibility for housing programs.

Some **emergency notifications** may still be sent as permitted by law.

5. Carriers & Delivery

- Wireless carriers (AT&T, Verizon, T-Mobile, etc.) are **not liable** for delayed or undelivered messages.
- Message delivery may depend on carrier network availability.
- GHA is **not liable** for delayed or undelivered messages.

6. Costs & Charges

Message and data rates may apply according to your mobile carrier plan.
GHA is not responsible for carrier fees.

7. Tenant Responsibilities

Tenants agree to:

- Provide accurate and updated contact information
- Notify GHA if their phone number or email changes
- Only use communication channels for legitimate housing-related matters

8. Use of Third-Party Providers

GHA uses **DialMyCalls.com** and other service providers to deliver SMS/text messages, email, and automated voice calls.

9. Privacy

Information collected through the communication system is governed by GHA's **Privacy Policy**.

10. Changes to Terms

GHA may update these Terms and Conditions at any time.
Updated versions will be made available to tenants.

11. Contact Information

For questions or concerns, contact:

Georgetown Housing Authority

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Georgetown, MA 01833

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