

## SERVICE REQUESTS POLICY

### Service Order Requests

All *Service Order Requests* must be entered into the *OneSite Maintenance Program* or written on a *Maintenance Request form*, depending on the instructions of the Regional Property Supervisor. Residents may make the Service Request either in person or by telephone. When taking the Service Request, Management staff must note the *date* and *time* the request was made, ***as well as a complete description of the problem.*** Be aware that the employee doing the work has not spoken to the resident and must rely on the information on the Service Order Request to ascertain what equipment and supplies he/she will need to complete the repair.

### Scheduling Service

All Service Requests must be completed in the date/time order each Request is received. Emergencies will always take priority regardless of the Request receipt order.

All Service Requests should be completed within twenty-four (24) hours of receipt of the Request if possible. In the event that a Service Request cannot be completed within 24 hours, Management must stay in contact with resident until the work is accomplished. Always be polite and explain any delays in completing Service Request.

In a situation where a part must be ordered or picked up and the Request cannot be performed immediately, the resident must be informed. Failure to do this may lead to a disgruntled resident who justifiably feels Management has either ignored his/her request, or that Maintenance is not capable of rendering service. In addition, that disgruntled resident will tell all of his neighbors about the inefficient Property Manager and/or Maintenance staff and the problem can snowball.

Every effort should be made to schedule maintenance at a time convenient to Management as well as the resident. The resident notice should include the approximate time the unit will be entered. For example: Morning (8:00 a.m. -12:00 p.m.) or afternoon (1:00 p.m. - 5:00 p.m.). Once the work is scheduled, be sure to adhere to that schedule, or as stated above, you could have a disgruntled resident. This is especially true if that resident took time from work or other activities to accommodate the requested repair.

### EMERGENCY SERVICE ORDER REQUESTS

Management is responsible for emergency maintenance at the property 24-hours a day. It is therefore important that management's employee(s) be assigned to receive

emergency service requests both during and after normal work hours. The Manager, Head of Maintenance, and maintenance personal may all be required to perform after hours on-call duty for this purpose, as determined by the site manager.

Residents may contact the on-call pager telephone number or the answering service for emergencies after normal work hours. The telephone number is always posted on the management office door and given on Management Office's voice message.

Emergency items are facility or maintenance problems that generally, if not corrected immediately, will result in 1) damage to the unit, buildings, property or to resident's belongings; or 2) place a resident in a situation that would compromise their health or safety.

In case of medical emergency or fire, residents/management should call 911. In case of criminal occurrences or other disturbances, residents/management should call the police.