

## **WORK ORDER PROCESS:**

1. Resident calls development office, provides a description of the work needing to be done and gives permission to enter unit if the resident is not present, or makes arrangements to be present.
  - a. If emergency work orders occur when the management office is closed, residents can call Public Safety to request a work order.
  - b. Residents of LLC buildings may also request work orders in Rentcafe.
2. The manager enters the work order in the property management software and assigns the work order to a maintenance technician, who is made aware of the work order either by mobile app or by receiving a paper work order.
  - a. Emergency work orders (as defined by HUD) are prioritized over all other work orders and are to be dealt with within 24 hours.
  - b. Non-emergency work orders are generally prioritized by date and time of request.
3. The maintenance technician goes to the resident unit and completes the work requested (if only minors are in the unit, maintenance tech will leave and return at a later time when an adult is present).
  - a. If a work order is put On Hold, the maintenance staff will notify the resident and manager and set up a date and time when work order will be completed.
  - b. If the work order needs a contractor, staff will inform the resident, get the work order entered for the contractor and contact the contractor right away.
4. When the work is completed, the work order is closed with notes.
5. Manager doublechecks the work order scheduler in the property management software to make sure work orders are complete.

### Examples of routine work orders:

- Light bulbs
- Pests
- Clogs
- Screen repair
- Leaky faucet
- Running toilet
- Drafts

### Examples of emergency work orders:

- Toilet not working or clogged in a one toilet household
- Window and door board ups
- Flooding
- Fires
- No heat
- No water
- Lock outs