1.1 General

Corrective maintenance is performed to repair and restore items after problems are identified, but before major breakdowns or emergencies occur. Even the best-maintained equipment develops of operating problems and occasionally breaks down. All building components are susceptible to the need for corrective maintenance.

While the on-site staff identifies much of the corrective maintenance required in the common areas and during apartment turnover preparation, resident requests for service probably are the most common source for corrective maintenance. Leaky or noisy plumbing, broken appliances, and electrical malfunctions are some of the problems identified by residents. Also, certain weather conditions, such as extreme cold or heavy rain, cause additional problems.

For control purposes, it is important that all service requests be recorded and scheduled from the Community Office. Consequently, if residents stop maintenance staff or other employees and ask to have something in their apartment fixed, the staff member should inform them that all maintenance requests must be placed through the office. The exception is emergency items, which should be attended to as soon as possible.

Work orders which are not considered emergency items will only be worked on in occupied apartments between the hours of 8:00 AM and 6:00 PM, Monday through Friday, and 8:00 AM and12:00 PM on Saturday as required by the amount of outstanding work orders and authorized by the Regional Property Manager.

Employees should be cautioned against making unrealistic promises of immediate service. Individuals requesting service should be assured that problems will be attended to as quickly as possible. GMI Staff Members must not promise service unless authorized by a Community Manager or higher

GMI STRIVES TO RESPOND TO NON-EMERGENCY RESIDENT REQUESTS WITHIN 24 HOURS.

1.2 Maintenance Work Orders

Maintenance Technicians and office employees must accurately record and exercise common sense in completing the work order by providing as many facts as possible. Please bear in mind the objective of the work order system is threefold.

A. A work order is a directive to correct a maintenance problem. A work ticket must be generated for all work assigned.

B. A work order should be an accurate record of who requested the work, when they requested it, when it was completed and specifically identifying what was done.

C. A properly organized maintenance work order system is one of the key tools that can be used by a Community Manager to monitor the efficiency of the maintenance staff.

1.3 Recording the Maintenance Request

All calls for maintenance will be immediately entered into the computer system. Maintenance requests should not be jotted on desk pads or scraps of paper.

All resident requests for maintenance, cleaning, ground care, etc., and all Manager originated requests for these items must be dispatched by work order.

A. When requesting turnover maintenance, Community Managers should attach the Apartment Checklists to a work order stating: "Perform Turnover Maintenance per attached form".

B. All items on a list of complaints written by Residents must be entered on the work order.

All work orders should be given to the Maintenance Supervisor or placed in an agreed upon central location to be collected and distributed.

1.4 Distribution of Work Order Tickets

Every morning it will be the responsibility of the Maintenance Supervisor or Community Manager to distribute the work order tickets to the maintenance staff. This should include any work orders that were not completed the previous day as well as all new work orders.

1.5 Assignment of Work Order Tickets

Community Managers or Maintenance Supervisors should assign tickets to the Maintenance Technicians skilled in that type of repair. Repeated work order callbacks are an indication that a particular Maintenance Technician may need additional training. Excessive callbacks should be brought to the attention of the Regional Property Manager.

Work orders should be prioritized in the following manner:

> **Priority 1**: Items affecting the health and safety of the resident or affecting damage to the property. (Includes known medical cases requiring air conditioning.) Interruption of the following services--hot or cold running water, electricity, gas, adequate heat, plumbing, garbage removal, inability of the following appliances to function--refrigerator and stove; glass breakage wherein the resident is deprived of security and/or loss of heat; inoperable locks (entrance and building); exterior lights and common area lights; repairs of a nature which, if left unfinished, could expose people to personal injury.
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> **Priority 2**: Important service requests, which are of an inconvenience to the resident and affect the suitability of living conditions and comfort of the resident; minor, but necessary, repairs, adjustments, and replacements such as broken toilet seats, missing towel bars, missing floor tile, kitchen exhaust fans.
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> **Priority 3**: The repair of apartments available for occupancy. Extra attention should be given to minor repairs and final clean-up.

The Maintenance Technician that does the work is to complete all spaces on the work order, **which include date, time and description of the work that was performed, parts used** and he or she is to sign the work order indicating the work was completed. **Never, under any circumstances, will a work order be signed until all items on it have been completed**. On work orders listing more than one item, the Maintenance Technician is required to initial each item completed. **It is the Community Manager's responsibility to assure that all work orders are swiftly processed and that the work is done properly the first time**.

As always, the job is not complete until all safety precautions have been taken. In addition, the Maintenance Technician is to use the back of the work order to record the specific work that was completed and the parts that were used. Maintenance Personnel will pick up work orders each morning and throughout the day. **Each evening both completed and uncompleted work orders should be returned.**

In order to prevent accidents, demonstrate respect for the privacy and security of a resident's home, and avoid surprising residents. Maintenance Technicians should knock loudly on the door three times (doorbells may be inoperable), giving adequate time for response. If there is no answer, they should announce their presence and call out

"Maintenance" in a loud voice prior to and after opening the door. Upon entering the apartment, the Maintenance Technician will place a Maintenance Door Hanger on the outside doorknob of the apartment being entered. This will alert the resident to the presence of a Maintenance Technician. This procedure must be followed for every service call.

Before entering any unit all pets/service animals must be properly restrained whether the resident is in the unit or not. Work orders **Entry Notes** will identify units with pet warnings. If entering a unit that a pet/service animal is not properly restrained the employee will immediately vacate the unit and notify the office staff. If the resident or other member of the household is present, the employee should inform the individual of the reason for his visit. If the individual (s) inside the apartment home is (are) under the age of 18 and no adult is present, the employee shall not enter the home unless in the event of an emergency situation. If the apartment cannot be serviced due to the presence of an unsupervised minor or non-restrained pet/service animal the service request should be documented appropriately and returned to the office staff. The office staff should attempt to contact the resident and inform him/her that maintenance repairs cannot be completed with an unsupervised minor or non-restrained pets/service animals are present in the apartment.

While inside the apartment, the Maintenance Technicians should note the condition of the apartment and report anything unusual (e.g. unauthorized pet, over-occupancy, housekeeping, smoke/co alarms, water leaks, etc.) to the Community Manager. Use of resident's bathroom, as well as smoking in a resident's apartment is forbidden.

Upon completing a work order and prior to leaving an apartment, all debris caused by the work must be carefully removed, all lights turned on will be turned out and both locks on the apartment door should be secured.

Before entering the apartment, place the maintenance door hanger on the outside of the door until you completed work in unit. Before leaving and without fail, the Maintenance Door Hanger, removed from the outside of the door and hung on the interior side of the front door to the apartment indicating the date, time, name of the technician, and the status of the repair.

Work orders that cannot be totally completed due to lack of parts or materials will be marked "Deferred-Parts Required". The Maintenance Technician will clearly write on the back of the work order what precise parts are needed and personally hand it to the Community Manager at the end of the day.

A. If a work order is deferred because a contractor is needed to do the repair, the Community Manager will contact the approved contractor. Then they will change the status of the ticket to defer in OneSite. The ticket should note the contractor called, the WTN # and "Deferred/Contractor" on the work order.

B. When tickets are deferred because of parts, the Community Manager will immediately order all parts required noting the date ordered, supplier, WTN # and "Deferred/Parts" on the body of the work order in OneSite.

C. When parts are received, the deferred work order will be placed on top of the Maintenance Technician's work order to be completed; and immediate action will be taken by the assigned Technician to complete the work order.

The Community Manager will examine the work orders in process daily to assure that no undue delay in repairs develops and that residents are given the full service to which they are entitled. The following reports can assist in completing overdue work orders Work Order Status, Technician Time Worked, and Service Request Activity

1.6 Completed Work Orders

Completed work orders must be turned in to the Maintenance Supervisor or Community Manager for review and to input all handwritten information into OneSite. This will record all corrective actions taken for a specific problem in that specific unit.

1.7 Filing Work Orders

As all pertinent information is entered into OneSite, paper copies should be held for sixty (60) days and then destroyed in a paper shredder.

Documents Associated with Section 1 Corrective Maintenance

Forms:
Apartment Checklist

Other Documents:
Maintenance Door Hangers

Manuals:
Emergency Procedures Manual