

North Andover Housing Authority

Work Order Procedures Policy

Board Adopted May 2017

All work performed by Maintenance Personnel must be recorded through generated work orders. All requested repairs by residents must be called into the Housing Authority Administrative office.

All requests for service will immediately be data entered into the work order system. If an emergency exist, the staff member will immediately notify maintenance department via telephone.

Work orders are assigned to the appropriate maintenance personnel based on knowledge, skill ability, availability and location of the work. All work orders are sent to Maintenance Department staff via smart phone photos. Once daily, Maintenance will retrieve hard copies of the work orders for the day so that they can be returned via hard copy when the work is completed.

The Maintenance Personnel will perform the necessary repairs and have the resident sign that the requested work has been completed (if the resident is home at the time of the work), the maintenance personnel will complete the appropriate section of work order form with detailed duties performed, denoting number of man hours and materials used. The maintenance personnel will sign the work order indicating work is completed.

The completed work order will be forwarded to the Office Manager within 10 days so that the appropriate staff can data entry and close out the work order in the housing software system.

Work Order Classification

Work order classification is the most critical item in the prioritization and scheduling of work tasks. Work order classifications and response time/recommended standards are as follows:

The following is a list of Maintenance Categories listed in order of priorities for efficiency:

- **EMERGENCY-** work which must be done immediately or within 24 hours.

Conditions which are immediately threatening to the life or safety of the residents, staff or structures, such as: fires or any kind, gas leaks, electric power failure, broken water pipes, sewer blockage, roof drain blockage, roof leak, security lock failure, no heat, inoperative refrigerator, snow or ice storm, elevator stoppage, broken door locks, broken.

Response time standards - Immediate action by Maintenance Personnel.

- **VACANCY REFURBISHMENT**- work necessary to make empty units ready for new tenants.

After emergencies, the refurbishment of vacancies for immediate re-occupancy should have the highest priority for staff assignments. Everyday a unit is vacant is a day of lost rent.

Vacancy work should not be abandoned when a resident makes a maintenance request that is not a priority/emergency.

Response time standards- 14 days although vacancy refurbishment response time will vary depending on the scope of work needed to be performed.

- **REQUESTED MAINTENANCE**- work which is requested by residents or others.

Requests from residents or others for maintenance work which does not fall into any of the categories above.

Response time standards- attended to within 14 days.

- **ANNUAL UNIT INSPECTIONS**

Annual housing inspection work items are those identified during annual unit inspections.

Response time standards- should be completed within 30 days. (except those that are of emergency nature)

ADDITIONAL WORK ORDER ITEMS

- **Preventative Maintenance**- work which must be done to preserve and extend the useful life of various elements of the physical property and to avoid emergency situations as per the Preventive Maintenance Plan.
- **Programmed Maintenance** work orders which are important and should be completed to the greatest extent possible within time and budget constraints.
 - **Routine Work**- includes those tasks that need to be done on a regular basis to keep physical property in good shape, such as picking up litter, sweeping public spaces, cleaning/sharpening tools, attending training sessions, shoveling snow/plowing, raking leaves, maintaining inventory, etc.
 - **Inspections**- Inspections are visual and operational examinations of parts of the property to determine conditions, such as broken windows, dripping faucets, raised tiles, shrubs, trees, lawns, damages in units, boilers, etc.

