

# WORK ORDER PRIORITIES

## *Participant Guide*



YARDI WORK ORDERS *con't***01*****Emergency Work Orders***

An **Emergency Service Request** is defined as the result of an incident or situation that is unforeseen and poses an imminent danger to the health and safety of the residents, employees and/or to the immediate integrity of our properties.

***Priority*** .....**01*****Emergency Work Orders******Response Time*** .....**1  
Hour  
(In-Person)*****Completion Time*** .....**24  
Continuous Hours**

**NOTE:** A mandatory visit is required to the home after a phone call has been made to the resident & **once at the door, the status of the work order must be changed to “Home Arrival Time”.**

***Examples*** .....

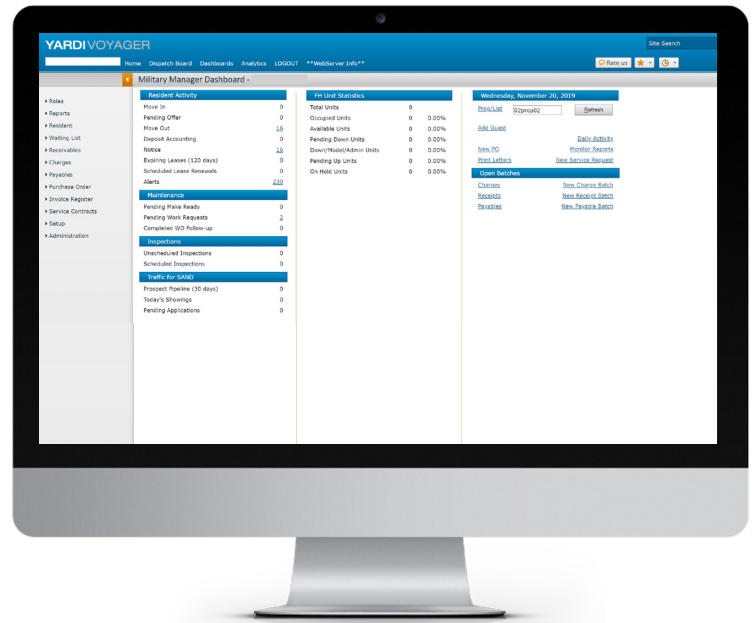
- Natural Gas leak
- Fire
- Flood
- Reports of Mold
- Sewage back up
- Damage to wiring
- Inoperable Smoke Detector
- Inoperable Carbon Monoxide Detector
- Damage to doors/garage doors/windows including locks such that unauthorized entry into the unit is possible
- Resident concerns associated with smell, color, taste, or cloudiness in drinking water

**NOTE: On-Call** = called to tech after hours

# YARDI WORK ORDERS

Liberty Military Housing uses YARDI Voyager to track and manage Service Requests, Make Readies, Inspections, PO's/Invoices, and Resident Information.

We are able to review past unit/Work Order history and track current Service Requests through completion. We use this system to ensure we are effectively communicating with one another throughout the day/week/month.



## Work Order

Each Work Order type has a number associated with it to differentiate them from one to another. For example:

**01**

***Emergency Work Orders***

**02**

***Urgent Work Orders***

**03**

***Routine Work Orders***

YARDI WORK ORDERS *con't***02*****Urgent Work Orders***

An **Urgent Service Request** is defined as the result of an incident or situation that creates a habitability issue that does not present an immediate danger.

***Priority*** .....**02*****Urgent Work Orders******Response Time*** .....

**4**  
**Hours**  
(In-Person)

***Completion Time*** .....

**24**  
**Business Hours**

**NOTE:** A mandatory visit is required to the home after a phone call has been made to the resident & **once at the door, the status of the work order must be changed to “Home Arrival Time”.**

***Examples*** .....

- Plumbing Leaks (not causing immediate damage)
- Kitchen sink back-up
- Faucet Running
- Lock Outs
- Damage to Fire Rated Drywall
- Water Utility Outage
- Inoperable Refrigerator

**NOTE:** **On-Call** = called to tech after hours

YARDI WORK ORDERS *con't*

**03**

***Routine Work Orders***

A **Routine Service Request** is defined as any resident requested service that does not qualify as the following: Emergency, Urgent, Make Ready, Preventative Maintenance, or internally generated Work Orders.

**Priority** ..... **03** ***Routine Work Orders***

**Response Time** .....  **1 Business Day**

**Completion Time** .....  **3 Business Days**

**NOTE:** If the ticket is received on Saturday, the ticket must be completed by the end of the day the following Wednesday.

**Examples** .....

- Faucet dripping
- Single burner/oven inoperable
- Light bulb replacement
- Blinds
- Bath sink/tub drains slow
- Closet door off track
- Window treatments won't open/close
- Dishwasher not working
- HVAC filter replacement
- Toilet clogged
- Garbage disposal inoperable
- Plumbing leaks
- Repair/replace screens, storm door or sliding door
- No hot water

**NOTE: On-Call** = called to tech after hours

## YARDI WORK ORDERS *con't*

# 08

## Inspection

An **Inspection Service Request** are generated for tasks such as:

- RECP Home Energy Inspection
- Playground Inspection
- Fire Extinguisher Inspections

LINCOLN MILITARY HOUSING				
Maintenance Shop Inspection Form				
Date: _____	Community: _____		INSPECTED BY: _____	
Time: _____	District: _____			
Maintenance Shop - General	Yes	No	N/A	Comments:
1. Is the shop yard/parking lot free of hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Are shop doors operating properly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Are the aisles and pathways clear of obstructions, trip hazards, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Is the shop orderly and free of hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Is there adequate lighting in all work areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Inspections

Use the chart below to fill in the different examples of inspections we conduct on a regular basis:

Types of Inspections	Examples
Weekly	
Monthly	
Quarterly	
Semi-Annual	
Annual	
Seasonal Inspections	


## YARDI WORK ORDERS *con't*

# 09

## Make Ready

A **Make Ready Service Request** is generated for every turn and can include but is not limited to:

- Cleaning
- Painting
- Carpet Replacement
- Maintenance
- QC Inspection



*Print Date: 8/07/2020 11:32:41 AM*

Work associated with this Lincoln Military Housing (LMH)-generated payment was performed pursuant to either (i) a LMH Master Service Agreement executed between the recipient of the referenced LMH-generated payment and the applicable LMH affiliated entity, (ii) under a separate form of contract negotiated and executed between the recipient of the referenced LMH-generated payment and the applicable LMH affiliated entity, or (iii) a purchase order, proforma invoice, order acknowledgment or similar legal binding arrangement between the parties. Acceptance of this LMH-generated payment by recipient shall constitute full and final satisfaction of any and all actions, claims, or demands of any nature or kind which recipient may have against LMH or its affiliates or related companies.

**09 - Make Ready**

**Community Name:** Catalina Heights

**Service Request #** 10426729

MR Maintenance

RESIDENT / UNIT DATA			
Address: 399 El Bosquecillo		Date Scheduled: 8/14/2020 12:00 AM	
Call Date: 7/30/2020 10:30:12 AM	PTE? NO	Appt? NO	
Unit Code: 0399	Beds: 4 Baths: 3.5	Alarm? NO	Pet? NO
SERVICE REQUEST DETAILS			
Service Request # 10426729			
Location: Other			
Problem Description: MR Maintenance:			
Access Notes:			
Technician Assigned: Make Ready Make Ready			
Vendor Assigned:			
Date:	Time In:	Time Out:	
Service Performed By:			
Response Time:			
Ticket History			
Call	7/30/2020 10:30 AM		
Scheduled	8/14/2020 12:00 AM		
In Progress			
First Contact			
Pending - Vendor			
Pending - Parts			
Pending - Appt.			
Pending - Work			
Completed			
Cancelled			

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YARDI WORK ORDERS *con't*

## 10

## Water Intrusion

A **Water Intrusion Service Request**

is generated for homes where there was a leak and requires follow-up within 24 hours of the initial Service Request to ensure the leak has stopped and there is no further damage.

<b>LIBERTY</b> MILITARY HOUSING		<b>10 - WI Follow-Up</b>	
		Community Name: <b>Discovery Village</b>	
		Service Request # <b>11160831</b>	
		WI-3rd Follow-Up (Due: 07/26/2021)	
		Print Date: 7/23/2021 01:06:47 PM	
<p><i>"Work associated with this Lincoln Military Housing (LMH)-generated work order will be performed pursuant to either (i) a LMH Master Service Agreement executed between the recipient of the referenced LMH-generated work order and the applicable LMH affiliated entity, (ii) a separate form of contract negotiated and executed between the recipient of the referenced LMH-generated work order and the applicable LMH affiliated entity, or (iii) an alternative legal binding arrangement between the parties."</i></p>			
<b>RESIDENT / UNIT DATA</b>			
Resident Name:	Call Date: 7/10/2021 12:00:0 PM		
Address: 60130 Garcia Blvd #C	Respond By: <b>01:06 PM</b>		
Unit Code: 60130C	Beds: 3 Baths: 2	Mobile Phone:	
Home Phone:		PTE? YES	Appt: NO
Email:		Alarm? NO	Pet? NO
<b>SERVICE REQUEST DETAILS</b>			
Service Requested: Water Intrusion Follow-Up - 3rd Follow-Up			
Location: Kitchen			
Problem Description: WI Follow-Up of Work Order #11160024			
Original Description: sink is flooded in the kitchen/ had resident shut off water to the sink/jg			
Original Tech Notes: contact the resident			
[rboucher 7/10/21 12:00]			
Plumbing to the drain beneath the studor vent was not connected in or glued together all the sink drain water was coming out through the piping disconnecting the plumbing dried off the drain lines PVC glued the plumbing back together reattach it to t...(see original WO for more...)			
WP1: [jdoyle 7/12/21 2:45 PM]			
found elevated moisture set dehumidifier and blower.;			
WP2: [jdoyle 7/20/21 2:07 PM]			
moisture mapped affected areas found levels dropped to meet dry standards.;			
<b>Access Notes: Original Access Notes: Respond By: Jul 10 2021 10:23AM pte yes / pets no/jg</b>			
Technician Assigned:			
Vendor Assigned:			
Date:	Time In:	Time Out	
Service Performed By			
Response Time:			
<b>SAFETY EQUIPMENT USED:</b>			
<input type="checkbox"/> Safety Glasses	<input type="checkbox"/> Dust Mask	<input type="checkbox"/> Gloves	<input type="checkbox"/> Team Assistance
<input type="checkbox"/> Lock Out Kit	<input type="checkbox"/> N/A	<input type="checkbox"/> Other	<input type="checkbox"/> Earplugs
Service Performed (Explain repairs made & parts used):			<input type="checkbox"/> HVAC Filter Changed
Resident Signature: <b>X</b>			

## NOTES

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