

WORK ORDER WATER INTRUSION

Participant Guide

SERVICE REQUESTS - WATER INTRUSION

- Water Penetration and/or Mold issues are considered TOP priority and are entered in YARDI as an “01-Emergency” Service Requests
- It is the policy of Liberty Military Housing that we DO NOT TEST for mold, but remove mold immediately and remedy the cause
- Contact your Maintenance Supervisor immediately regarding any resident concerns or issues
- All resident complaints of water penetration or mold are to be properly documented and archived as instructed in our Policy and Procedures



In the event mold is suspected, the Regional Maintenance Director must be informed and consulted with prior to us reaching out to an abatement contractor.

- Remediation for Small Areas of Mold (less than 10 square feet of visible mold)
- Remediation for Moderate Areas of Mold (10 square feet to 30 square feet of visible mold)
- Remediation for Large Areas of Mold (more than 30 square feet of visible mold)

NOTES

SERVICE REQUESTS - WATER INTRUSION

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|----------|---|---|
| 1 | <i>Service Request Submitted</i> | Resident submits Service Request for Water Intrusion and/or Mold related concern |
| 2 | <i>Technician Dispatched</i> | The Service Request is considered an Emergency and must be responded to in 1 hour in-person |
| 3 | <i>Assessment</i> | An LMH Service Technician arrives at the home to assess the water intrusion or mold related concerns to identify corrective actions |
| 4 | <i>Reporting</i> | LMH Service Technician reports back to their Supervisor the size, location, and whether or not material must be removed |
| 5 | <i>Work Request Submitted</i> | The O&M Coordinator reviews the Scope of Work and either approves or disapproves |
| 6 | <i>Approval Granted</i> | Request for abatement is approved for in-house completion or requires a 3rd party remediation contractor to complete |
| 7 | <i>Work Order Completed</i> | After the initial leak/water intrusion has been resolved the Service Request is closed |
| 8 | <i>Water Intrusion Follow-up</i> | 10-Water Intrusion Work Orders are created and start within 24 hours of initial Service Request |
| 9 | <i>Continued Follow-up</i> | 2nd follow up completed (7) days after original Service Request is closed and 3rd follow-up required if original Service Request involved wet cellulose materials |

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

