

WORK ORDER ENTERING HOMES

Participant Guide

PERMISSION TO ENTER (PTE)

When completing service requests we will either have Permission to Enter or No Permission to Enter.

Below are the steps we will take and how we conduct ourselves when we have Permission to Enter but the resident is not home.



- Knock 3-5 times and wait 15-20 seconds
- If there is no answer, knock 3-5 times again and wait another 15-20 seconds
- Open the door slowly & slightly (3"-5") and announce yourself loudly by saying "Liberty Military Maintenance Service"
- If there is no answer, repeat your announcement a second time
- Leave a door hanger that maintenance is in the home and lock the door behind you
- Continue announcing yourself as you make your way through the home

NO ONE HOME AND NO PTE

If no one is home...

It is not uncommon for residents to submit Service Requests and not grant us Permission to Enter. As a result of this we must:

- Knock 3-5 times and wait 15-20 seconds for the resident to respond
- Again knock 3-5 times and wait another 15-20 seconds to respond

A minimum of 1 door attempt per day is required. If the resident does not answer we will then:

- Leave a door tag on their front door indicating that we stopped by along with:
 - The residents address
 - Service Request #
 - Your name, date, and time we stopped by

Once we have done that, we can return to the office and work with our office Team Members to call and schedule an appointment with the resident. We are required to contact the resident via phone or in-person on 3 separate days and if they do not respond, we can then update the status to Review/Cancel.

Kids and Pets

We must also be cognizant of children and pets when inside a home. LMH Service Technicians are not permitted to enter the home when the only person present in the home is under the age of 18.

- Occupant must be over the age of 18 to enter, unless minor is the spouse
- Residents cannot grant permission to enter a home when the only person present is under the age of 18
- Pets must be secured to perform Service Requests



THE DO'S AND DONT'S IN A RESIDENTS HOME

Do Not's

- **Do not** smoke in the house
- **Do not** use the bathroom in the home
- **Do not** eat or drink anything belonging to the resident or within the home
- **Do not** use the resident's cleaning supplies
- **Do not** use the resident's trash cans
- **Do not** take any calls while in the resident's home
- **Do not** enter into rooms where work is not requested
- **Do not** enter a home without a Service Request
- **Do not** enter a home if there is a minor present

Do's

- **Do** complete with as much detail as possible to describe the request, the exact location of the problem, and any other necessary or descriptive information
- **Do** remind residents they are entitled to excellent service and demonstrate a caring attitude
- **Do** report any unsanitary conditions of our homes to your Supervisor
- **Do** correct a defect before damage occurs
- **Do** check preventative maintenance items such as smoke and carbon monoxide detectors, water intrusion, etc.
- **Do** document any contact or attempts to contact the resident
- **Do** ask if there is anything else you can take care of while you are in the home

Visiting a Residents Home

When we talked about customer service, we discussed resident Touch Points and the multiple interactions we have with our residents and how we have the opportunity to be intentional in delivering our promise of exemplary service. How we conduct ourselves when completing Service Requests will speak volumes and determine the type of experience our residents have with us. Let's look at the chain of events that make up a Service Request and how we present ourselves:

- Ensure we are presentable, in uniform, clean hygiene and attire.
- Introduce ourselves, state the purpose of our visit, and ask if this is a good time.
- Demonstrate professionalism and show we care.
- Refrain from asking any personal questions.
- When we are finished with our work, ensure the work area is clean.
- End our visit by asking if there is anything else we can do for them.

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.

