WORK ORDER STATUSES

Participant Guide

LIBERTY MILITARY HOUSING
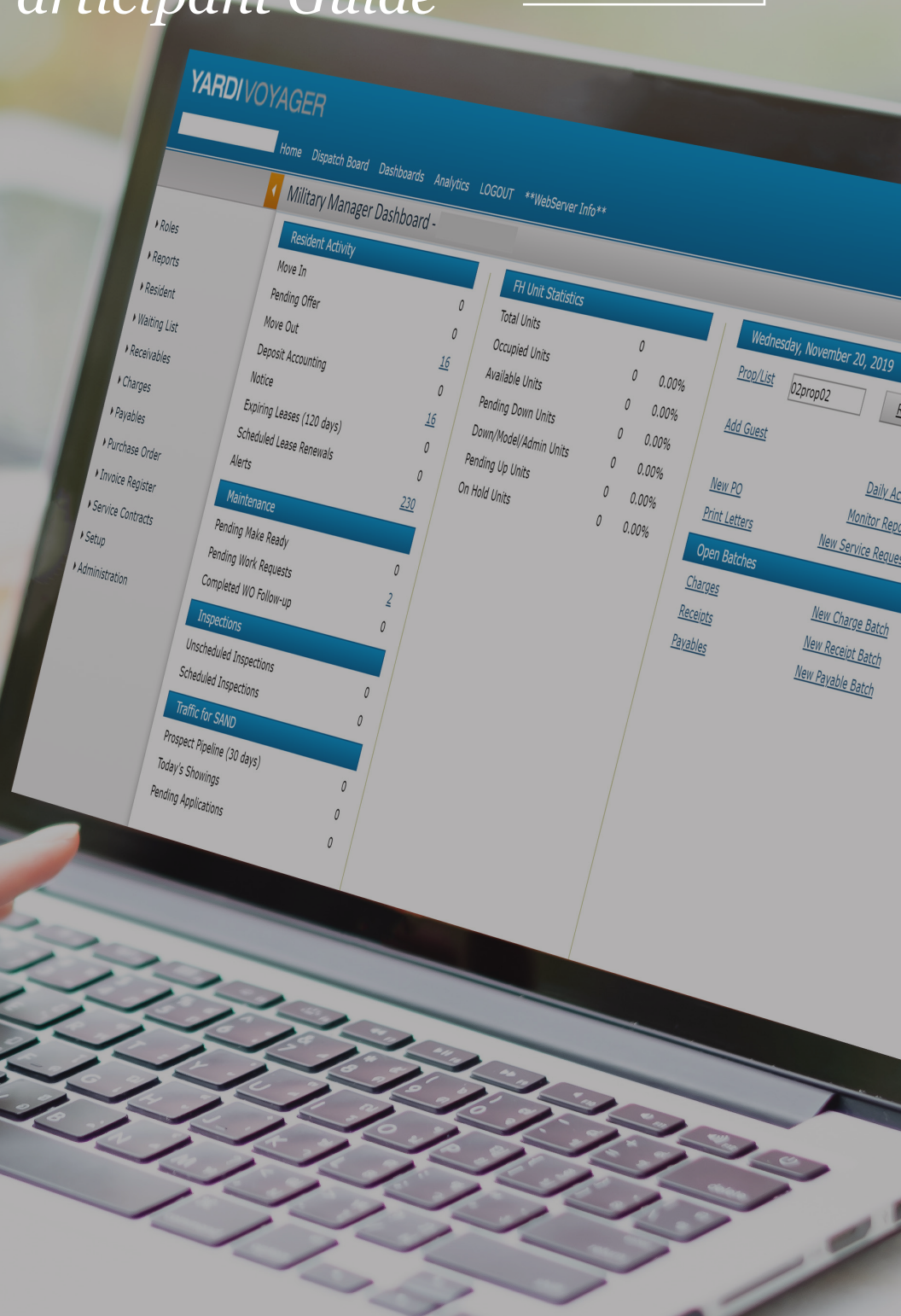
YARDI WORK ORDERS STATUSES

Service Requests can change statuses multiple times in its life cycle depending on what needs to happen. As a result of that, we need to ensure each Service Request is saved using the correct status.

Tickets in this status are new	The work order has been acted on (has been retrieved and assigned to a tech)	Work orders that will not be completed by the next business day, but are allowed to be changed to Pending	The work order has been completed by a vendor and/or technician
Call	**Scheduled**	**In Progress**	**Work Completed**

First Contact

» Used any time we respond to a Work Order with Urgent or Emergency Priority to document our initial contact with the resident.

» It should also be used when Pending Vendor/Appointment to document time and date you contacted the resident in absence of responding to the door.

Home Arrival Time

» Used to document our in-person response to a work order when physically at the home.

Pending Appointment

» Resident requests to set up a time for routine work to be completed

» There is PTE but the resident requests we return on a different day

» Minors home alone or there are unsecured animals in the home

» Permission to Enter is not given and one unsuccessful attempt to the door was made before the end of the next business day

YARDI WORK ORDERS STATUSES *con't*

Pending Parts

- Used when parts necessary to complete a Work Order are special order and not listed in a maintenance supply catalog or available at a maintenance supply warehouse such as HD Supply, or equivalent, and are not on hand.

- An invoice will be available to support the carve out reason.

- Used when necessary parts are on back order or not in stock at the maintenance supply warehouse.

Pending Vendor

- Work requires completion by a licensed contractor after an initial response by a team member.

- A tradesman or licensed contractor is scheduled to visit the site on a planned day, recurring basis (such as a landscaper, exterminator, security alarm company, etc.)

Review - Cancel

- Used by LMH Call Center to review and close Work Orders

- Backup documentation necessary to cancel

Statuses - DO NOT USE

Canceled
- Cannot be used

On Hold
- Cannot be used

Request Reassignment
- Cannot be used

SERVICE REQUEST

While most of the time we will be completing Service Requests on our mobile devices through the YARDI Mobile App, this is what a paper version of a Service Request would look like.

It contains all of the same information the App has including:

- Service Request #

- Resident information along with contact information

- Home address and Unit #

- It will indicate whether or not we have Permission to Enter

LIBERTY
MILITARY HOUSING

03 - Routine
Community Name: Catalina Heights
Service Request # 10405596
Please assess Kitchen floor check
Print Date: 8/07/2020 02:44:28 PM

"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."

RESIDENT / UNIT DATA

Resident Name: Abraham Lincoln	Call Date: 7/21/2020 03:33:27 PM
Address: 446A Calle El Volador	Respond By: 02:44 PM
Unit Code: 0446A Beds: 4 Baths: 2.5	Mobile Phone: 123-456-7890
Home Phone: 123-456-7890	PTE? NO Appt: NO
Email: alincoln@gmail.com	Alarm? NO Pet? NO

SERVICE REQUEST DETAILS

Serice Requested: Interior - Apt/Home - Flooring
Location: Interior
Problem Description: Flooring layer peeling
Access Notes: pte no
**downgrade / dlk
fc: 3:41pm
Technician Assigned: Martha Washington
Vendor Assigned:
Date: Time In: Time Out
Service Performed By
Response Time:

SAFETY EQUIPMENT USED:

☐ Safety Glasses   ☐ Dust Mask   ☐ Gloves   ☐ Team Assistance   ☐ Earplugs
☐ Lock Out Kit   ☐ N/A   ☐ Other

Service Performed (Explain repairs made & parts used):   ☐ HVAC Filter Changed

Resident Signature: **X**_____

Disclaimer: The Owner is responsible for the payment of any services or materials properly delivered or performed pursuant to this Service Request and not the Lincoln Property Company affiliated property management company which is the property manager but is not the owner.

NOTES

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