

AUDIT THIS! ACTIVITIES

Participant Guide



SERVICE REQUEST: *Sample*

Service Request # 9401129
Community Name: McKinney (25007)
Brief Description: Master Toilet Clogged

Work Completed
03 - Routine

RESIDENT / UNIT DATA

Resident Name: James Karin
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
 James Karin

Alarm? No
Pet? NO

SERVICE REQUEST DETAILS

Category: Plumbing
Location: Master
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Toilet
PTE?: No
On Call?: NO
Appt Requested: NO

Ticket History

Call 7/11/19 3:26 PM

Scheduled 7/11/19 4:56 PM

First Contact 7/11/19 3:26 PM

Completed 8/8/19 4:56 PM

Tech	Actual	Actual
McKinney Vendor	7/26/2019 10:00:00 AM	7/26/2019 2:00:00 PM

SERVICE REQUEST NOTES**Access Notes:**

pte no
 FC spoke with Mr. Karin

Problem Description:

pte no
 Master toilet is clogged

Full Description:

FC spoke with Mr. Karin

Completion Notes:

Vender repaired damage to plumbing. Repair is complete and toilet is flushing fine.

1. What's wrong with this service request? _____

SERVICE REQUEST: *Sample*



every mission begins at home

HOT TICKET

Service Request # 10072107
Community Name: McKinney (25007)
Brief Description: Lock out

Work Completed
01 - Emergency

RESIDENT / UNIT DATA

Resident Name: Hugh Kennard
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone : 2147404000

Service Requested By:
Hugh Kennard -

Alarm? No
Pet? NO

SERVICE REQUEST DETAILS

Category: Locks/Keys
Location: Front Entry
Follow Up OK?: EMAIL
Response Method: Home

Sub-Category: Locks
PTE?: Yes
On Call?: NO
Appt Requested: NO

Ticket History

Call 2/7/20 4:10 PM

Scheduled 2/7/20 4:10 PM

First Contact 2/7/20 4:52 PM

Completed 2/7/20 5:10 PM

Technician	Actual Start Time	Actual Finish Time
Collin Dean	2/7/2020 5:00:00 PM	2/7/2020 5:10:00 PM

SERVICE REQUEST NOTES

Access Notes:

Respond By: Feb 7 2020 4:40PM PTE_ YES

Problem Description:

Front door won't unlock

Full Description:

FC- Tech will be there asap

Completion Notes:

Replaced deadbolt

1. What's wrong with this service request? _____

SERVICE REQUEST: *Sample*

Service Request # 6620793
Community Name: McKinney (25007)
Brief Description: dishwasher not working properly

Work Completed
03 - Routine

RESIDENT / UNIT DATA

Resident Name: Jo Anderson
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
 Jo Anderson

Alarm? No
Pet? NO

SERVICE REQUEST DETAILS

Category: Appliances
Location: Kitchen
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Dishwasher
PTE?: Yes
On Call?: NO
Appt Requested: NO

Ticket History

Call 12/1/19 6:09 PM
Scheduled 12/2/19 10:18 PM
Pending Appt. 12/4/19 4:26 PM
Completed 12/6/19 2:33 PM

Tech	Actual	Actual
Rusty Wallis	12/5/2019 1:30:00 PM	12/5/2019 2:20:00 PM

SERVICE REQUEST NOTES**Access Notes:**

PTE Yes PETS No

Problem Description:

Dishwasher not working properly, got stuck on drying, started smelling of burning plastic
 Scheduled for 12/5 at 11am.

Full Description:


12/2 Telecon with Ms. Anderson. Advised tech couldn't make it out today but we have on the schedule for tomorrow by COB. Said ok & PTE Yes.

Completion Notes:

Replaced dishwasher silenoy, original part was melted, installed new part tested it out working fine now

- Does this service request qualify for appointment carve out? _____
- Why or why not? _____

SERVICE REQUEST: *Sample*



ON CALL

Service Request # 8913497
Community Name: McKinney (25007)
Brief Description: kitchen fridge issues not cooling

Work Completed
02 - Urgent

RESIDENT / UNIT DATA

Resident Name: Ken Hick
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
Ken Hick

Alarm? No
Pet? NO

SERVICE REQUEST DETAILS

Category: Appliances
Location: Kitchen
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Refrigerator
PTE?: Yes
On Call?: YES
Appt Requested: NO

Ticket History

Call 10/5/19 2:23 PM

Scheduled 10/5/19 2:27 PM

First Contact 10/5/19 2:34 PM

Pending Appt. 10/7/19 9:25 AM

Completed 10/9/19 12:29 PM

Tech	Actual	Actual
Kyle Baker	10/5/2019 2:34:00 PM	10/5/2019 2:35:00 PM
Kyle Baker	10/5/2019 2:30:00 PM	10/5/2019 4:00:00 PM
John Hardy	10/9/2019 11:48:00 AM	10/9/2019 12:29:00 PM

SERVICE REQUEST NOTES

Access Notes:

Respond By: Oct 5 2019 6:23PM pte yes pets no

Problem Description:

kitchen fridge/freezer issues not cooling as much anymore.

Full Description:

Completion Notes:

fridge 45 degrees. freezer 22 degrees . I defrosted the fridge and taped the door ice dispenser closed as it had been stuck open. follow up is needed
ordered new fridge. resident has had multiple work orders for fridge. temp in freezer was 32 and fridge was 53.
compressor fan running and coils clean
replaced fridge

1. Does this service request qualify for appointment carve out? _____

2. Why or why not? _____

SERVICE REQUEST: *Sample*

Service Request # 9831335
Community Name: McKinney (25007)
Brief Description: fridge makes a loud grinding sound

Work Completed
03 - Routine

RESIDENT / UNIT DATA

Resident Name: Kelly Wain
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
 Kelly Wain

Alarm? No
Pet? Yes

SERVICE REQUEST DETAILS

Category: Appliances
Location: Kitchen
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Refrigerator
PTE?: No
On Call?: No
Appt Requested: NO

Ticket History

Call 6/21/19 2:14 PM

First Contact 6/22/19 1:53 PM

Pending Parts 6/22/19 3:55 PM

Completed 7/11/19 1:01 PM

Tech	Actual	Actual
Ray Garcia	6/22/2019 2:00:00 PM	6/22/2019 3:50:00 PM
Ray Garcia	7/9/2019 10:30:00 AM	7/9/2019 11:00:00 AM

SERVICE REQUEST NOTES**Access Notes:**

pte no, dogs yes. (RES PTE NO- WANTS A CALL WHEN TECH IS GOING OUT TO HOME)

Problem Description:

fridge makes a loud grinding sound constantly. not affecting the temp.

Full Description:**Completion Notes:**

No Issues found during First assessment of freezer fan. Resident called once I left and said the noise returned. During second assessment I heard the noise and will pend ticket for parts (Freezer fan)
 7/10/19 replaced fridge - completed by Adrian Sample

- Does this service request qualify for parts carve out? _____
- Why or why not? _____
- Are there any other issues with this service request? _____

SERVICE REQUEST: *Sample*



Service Request # 9436244
Community Name: McKinney (25007)
Brief Description: back sliding screen dr mesh ripped

Work Completed
03 - Routine

RESIDENT / UNIT DATA

Resident Name: Aaron Montoya
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
Aaron Montoya

Alarm? No
Pet? Yes

SERVICE REQUEST DETAILS

Category: Exterior - Apt/Home
Location: Back Patio
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Screen Door
PTE?: Yes
On Call?: No
Appt Requested: NO

Ticket History

Call 7/16/19 3:01 PM

First Contact 7/17/19 10:00 AM

Pending Parts 7/17/19 5:12 PM

Completed 7/18/19 4:55 PM

Tech	Actual	Actual
Travis Moore	7/17/2019 10:00:00 AM	7/17/2019 10:30:00 AM
Travis Moore	7/18/2019 10:58:00 AM	7/18/2019 11:25:00 AM

SERVICE REQUEST NOTES

Access Notes:

yes pte. dog secured.

Problem Description:

The back sliding screen door mesh was ripped by the dog. Also, they would like a screen guard for dogs installed.

Full Description:

Completion Notes:

Screen door need to be made, its an odd size 76 3/4" H x 35"W

1. Does this service request qualify for parts carve out? _____
2. Why or why not? _____
3. Are there any other issues with this service request? _____

SERVICE REQUEST: *Sample*

Service Request # 9960677
Community Name: McKinney (25007)
Brief Description: Dishwasher keeping water on bottom

Work Completed
03 - Routine

RESIDENT / UNIT DATA

Resident Name: Richard Lopez
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
 Richard Lopez

Alarm? No
Pet? No

SERVICE REQUEST DETAILS

Category: Appliances
Location: Kitchen
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Dishwasher
PTE?: Yes
On Call?: No
Appt Requested: NO

Ticket History

Call 9/5/19 11:21 AM

First Contact 9/6/19 2:50 PM

Pending Appt. 9/6/19 5:25 PM

Completed 9/9/19 3:39 PM

Tech	Actual	Actual
Carl Morgan	9/9/2019 3:33:00 PM	9/9/2019 3:39:00 PM

SERVICE REQUEST NOTES**Access Notes:**

PTE Y PETS N

Problem Description:

Dishwasher is keeping water on the bottom. Please assess.

Full Description:

pending appointment for Monday 9/9/19 any time

Completion Notes:

Made the appointment with the resident for Monday to deliver new dishwasher. Replaced the dishwasher.

1. Does this service request qualify for appointment carve out? _____
2. Why or why not? _____
3. Are there any other issues with this service request? _____

SERVICE REQUEST: *Sample*



Service Request # 9760644
Community Name: McKinney (25007)
Brief Description: Fridge seal needs to be replaced

Work Completed
03 - Routine

RESIDENT / UNIT DATA

Resident Name: Antoinette Tuff
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone :
Mobile Phone: 2147404000

Service Requested By:
 Antoinette Tuff

Alarm? No
Pet? No

SERVICE REQUEST DETAILS

Category: Appliances
Location: Kitchen
Follow Up OK?: EMAIL
Response Method: Home Phone

Sub-Category: Dishwasher
PTE?: Yes
On Call?: No
Appt Requested: NO

Ticket History

Tech	Actual	Actual
Steve Garcia	9/6/2019 2:45:00 PM	9/6/2019 2:49:00 PM
Steve Garcia	9/9/2019 3:33:00 PM	9/9/2019 3:39:00 PM

Call 9/5/19 11:21 AM
First Contact 9/6/19 2:45 PM
Pending Appt. 9/6/19 5:25 PM
Completed 9/9/19 3:39 PM

SERVICE REQUEST NOTES

Access Notes:

PTE Y PETS N

Problem Description:

Need to replace fridge seal. Current seal worn out.

Full Description:

Went at 2:45 pm minors home alone, no adult. Need to schedule appointment.

Completion Notes:

Replaced freezer and fridge door seal

- Does this service request qualify for appointment carve out? _____
- Why or why not? _____

SERVICE REQUEST: *Sample*

Service Request # 6655405
Community Name: McKinney (25007)
Brief Description: WI-1st Follow-Up

Work Completed
10 - WI Follow-Up

RESIDENT / UNIT DATA

Resident Name: Christopher Tobin
Address: 2000 McKinney Avenue
Home Phone : 2147404000
Office Phone : 2147404000
Mobile Phone: 2147404000

Service Requested
 Emilee Tobin

Alarm?
Pet? NO

SERVICE REQUEST DETAILS

Category: Water Intrusion Follow-Up
Location: Stairway
Follow Up OK?: PHONE
Response Method: Door

Sub-Category: 1st Follow-Up
PTE?: Yes
On Call?: NO
Appt Requested: NO

Ticket History

Call 12/27/19 8:50 AM

Scheduled 12/30/19 12:00 AM

Completed 12/30/19 10:14 AM

Technician	Actual Start Time	Actual Finish Time
Tony Womack	12/30/2019 8:00:00 AM	12/30/2019 8:01:00 AM

SERVICE REQUEST NOTES**Access Notes:**

Original Access Notes: Respond By: Dec 26 2019 12:31PM YES PTE YES PETS DP resident would like to speak with someone in the office

Problem Description:

WI Follow-Up of Work Order #6684312

Original Description: resident states the had happened again her living is flooded resident want someone out

Original Tech Notes: first contact. no answer left voicemail.

arrived at residents home, resident stated he didn't not submit an emergency ticket and currently has no emergency

Full Description:**Completion Notes:**

resident didn't call

1. Was this water intrusion follow up completed correctly? _____

2. Why or why not? _____

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