

Work Order Management SOP

This standard operating procedure's purpose is to distribute knowledge of the daily tasks and useful techniques for work order management. This document will ensure the sites have the instruments needed to train new employees and to establish a standard protocol for handling work orders in an effective manner.

Classification system for work orders

Each project has minimum response and completion times that are required for different classes of work orders. Most work orders will be classified as either:

1) Emergency-

- a. Natural gas leak
- b. Loss of heat (Forecasted for same day of the call below 40 degrees)
- c. A/C Inoperable (forecasted for same day of the call 100 degrees and over) ****A/C Filter Change is NOT an Emergency/URGENT it is a ROUTINE****
- d. Sewage backup / flooding
- e. No water
- f. Electrical hazards
- g. Inoperable exterior door lock
- h. Inoperable toilet - *if one-bath home*
- i. Kitchen Sink- If both sides are clogged it would be an Emergency. *Anytime there is a sink overflowing it would be an Emergency.*
- j. Broken water line or major leak of any kind
- k. Water leak coming through walls
- l. Roof leak
- m. Lock out (no cost) - The Villages at Fort Irwin offers lockout services and treats it as an emergency work order. This is offered at no cost.
- n. Fire alarm or carbon monoxide that is sounding
- o. Fire Department or Police Department needing a unit secured or access is needed
- p. Tree fallen on home / car

2) Urgent-

- a. Complete range or oven failure that prevents resident from cooking
- b. Refrigerator failure that could result in food spoilage
- c. Water heater failure- No Hot Water
- d. Inoperable toilet - if another bath is available
- e. Window broken that needs secured
- f. Tub / shower clogged - in a one-bath house



- g. Kitchen/Bathroom Sink- If one side is clogged and they are able to use the other side it would be an urgent.(Bathroom if they have more than one bathroom this it would be a Routine)
 - h. No phone line
 - i. Heater inoperable (Forecasted for same day of call the between 40-60 degrees)
 - j. Fire alarm or carbon monoxide that is chirping for low battery
 - k. A/C inoperable - (Forecasted for same day of the call between 80-99 degrees)
****A/C Filter Change is a ROUTINE****
 - l. Running toilet
 - m. Dripping faucet
 - n. Any possible leak (other than sprinkler)
- 3) Routine-
- a. All other requests
 - b. **Mailbox Repairs** - Resident should contact the Community Management Office at 760-386-4663.
- 4) Make Ready-
- 5) Preventative Maintenance-
- 6) Vendor- (Should never be Priority Urgent/Emergency/Routine/Appointment)
- **All Vendors are only here Mon-Fri 7am-4pm****
- a. Pest Control - All pest control issues. (Call out WO if there are bees/scorpions present in the home or a life threatening issue (e.g. Resident is allergic to ants/bees, use Emergency/Urgent procedure time frames and phone numbers for call out) ****Pest control does not and cannot remove any live animals. Please direct resident to Animal Control 760-380-2679****
 - b. Landscape - Tree/bush trimming will be done during weekly maintenance for that Village (Tree down/irrigation leak call out, use Emergency/Urgent procedure time frames and phone numbers for call out). ****If the caller states their spouse is deployed & they would like their back yard cleaned direct them to the housing office 760-386-4663****
 - c. Trash Services – Broken/missing trash cans (for bulk pickup & all trash pickup issues advise resident to call EBGI @ 760-386-9440)

The following space has been provided for each site to memorialize their sites requirements for work order response and completion:

Emergency Response Requirement: 1 Hour to Respond

Emergency Completion Requirement: 72 Hours to Complete

Urgent Response Requirement: 4 Hours to Respond

Urgent Completion Requirement: 72 Hours to Complete

Routine Response Requirement: 72 Hours to respond



Routine Completion Requirement: 240 Hours to Complete