



### **Service Request Policy**

- All service requests should be handled within 24 hours of receipt. Same day completion is preferred.
- If a service request is assigned and the Service Technician is not able to complete it by the end of the day, a staff member should notify the resident by phone of the repair status.
- Service request should be entered into YARDI by the team member accepting the request as the request is received.
- Service team members are expected to provide professional and courteous service when completing service request. This include great technical and customer service to ensure our residents are satisfied with the service provided.
- Completing a service request is an opportunity for HOC Maintenance Teams to:
  - Provide our residents with residents with technical and customer service which contributes to resident satisfaction and retention.
  - It is also an opportunity to assess the condition of the apartment being serviced.
  - The opportunity to proactively correct deficiencies noted.

### **Completing a Service Request**

1. Review the service request to ensure you have sufficient information prior to beginning work. If the service request does not contain sufficient information to address the issues, contact the team member who completed the request prior to attempting to do the work.
2. Ensure you are wearing an HOC appropriate uniform at all times.
3. Knock on the resident's door. Announce yourself; say, "Maintenance."
4. If the resident does not answer, open the door cautiously and announce yourself again (Maintenance) to alert the resident of your presence in the apartment.
5. When entering the apartment use shoe covers if your shoes are soiled or if requested by the resident.
6. Proceed directly to the problem area, and perform the work requested in the service request.
  - a. Do not touch or use any of the resident's belongings that do not pertain to your work (e.g., paper towels, toilet paper, cleaning supplies, pens, paper).
7. At the completion of the work:
  - a. Return lights and thermostats to their original setting if they were used during the service.
  - b. Clean your workspace.
  - c. Complete the service request by noting the items repaired in the apartment. If a contractor is performing the service request, a HOC team member must complete the relevant documentation.
  - d. Look for any other items in need of maintenance attention, such as a leaky faucet or a loose doorknob. If found, create an additional service request and notify the resident. Also see Service Request Follow-up.
  - e. Leave a copy of the service request or a feedback survey in a visible area.

- f. Lock the door when leaving.
- 8. Close out service request in YARDI or YARDI Maintenance Mobile.
- 9. If applicable refer resident damage billing to the Property Manager. Do not discuss billing with the resident under any circumstances.
- 11. Document any conversation with the resident on the service request.
- 12. All contractors must have a HOC team member escort for occupied apartments