BLUEPRINT



!!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

"I don't know how to do it - please train me more."

WORK ORDER > 48 HOURS WITH NO REASON

What is the Compliance Alert?

There is a work order over 48 hours that has not been completed and there are no notes entered for the reason incomplete.

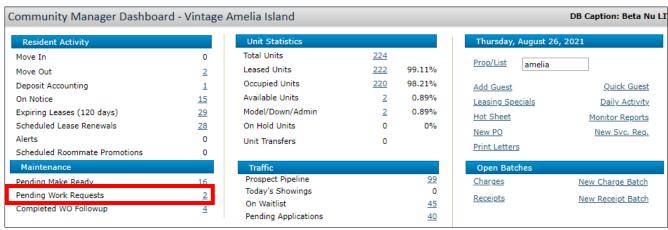
Why did I receive this Alert?

At times, a work order may come in that cannot be completed within 48 hours for reasons beyond the property's control. A few reasons for not completing the work order within 48 hrs: Parts are on order, contractor scheduled, could not gain access.

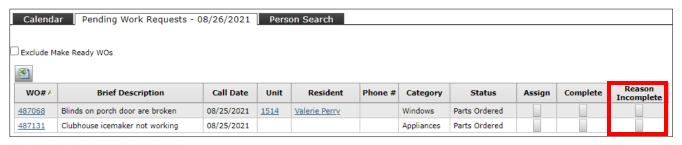
However, it is important to ensure that the reason it remains incomplete is updated in Yardi.

How do I resolve the Alert today?

From your Community Manager Dashboard: Maintenance > Pending Work Requests:



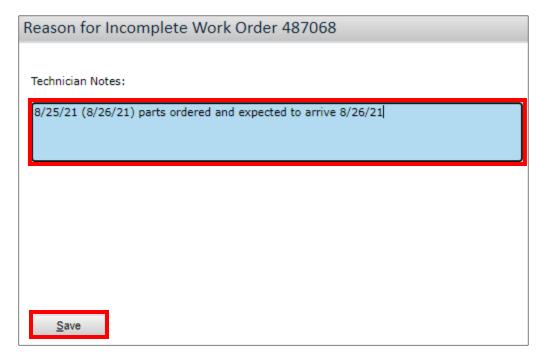
Click on Reason Incomplete





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- Enter the notes for Reason Incomplete, with most recent as the top note.
- Notes should follow the below consistent format:
 - Current Date (Anticipated Completion Date) reason incomplete
 - Example: 8/25/21 (8/26/21) parts ordered and expected delivery tomorrow



How do I make sure I never get this Alert again?

- Daily review open work orders and close out completed work order or ensure notes are updated if the work order cannot be completed.
- Maintaining a well-organized and stocked maintenance shop will help to eliminate work orders not being completed with 48 hours due to not having adequate parts.

