



!!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:

Community Manager Dashboard - Vintage Amelia Island DB Caption: Beta Nu LI

Resident Activity		Unit Statistics		Thursday, August 26, 2021	
Move In	0	Total Units	224		
Move Out	2	Leased Units	222	99.11%	
Deposit Accounting	1	Occupied Units	220	98.21%	
On Notice	15	Available Units	2	0.89%	
Expiring Leases (120 days)	29	Model/Down/Admin	2	0.89%	
Scheduled Lease Renewals	28	On Hold Units	0	0%	
Alerts	0	Unit Transfers	0		
Scheduled Roommate Promotions	0				
Maintenance		Traffic		Open Batches	
Pending Make Ready	16	Prospect Pipeline	99	Charges	New Charge Batch
Pending Work Requests	2	Today's Showings	0	Receipts	New Receipt Batch
Completed WO Followup	4	On Waitlist	45		
		Pending Applications	40		

Prop/List: amelia

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- Click on Reason Incomplete

Calendar Pending Work Requests - 08/26/2021 Person Search										
<input type="checkbox"/> Exclude Make Ready WOs										
WO#	Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
487068	Blinds on porch door are broken	08/25/2021	1514	Valerie Perry		Windows	Parts Ordered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
487131	Clubhouse icemaker not working	08/25/2021				Appliances	Parts Ordered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 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

Reason for Incomplete Work Order 487068

Technician Notes:

8/25/21 (8/26/21) parts ordered and expected to arrive 8/26/21

Save

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.