

Emergency Maintenance SOP

Summary:

Maintenance covers all after-hours calls between 4:30pm-8pm, rotating between techs on a weekly cycle (Mon-Sunday). All work that is to be performed will need to be on a work order with "ON CALL" as part of the description. The tech will clock into Paycor at the time of leaving their residence and clock back out upon their return. This time is to be added to the corresponding work order to cover all costs associated with it.

Emergencies include the following:

- No AC- when temps are above 80* in the apartment
 - With Non-Certified Techs, they provide window AC's and portable AC's to help maintain the temperature
 - They do not attempt to repair the unit beyond checking proper function of the thermostat and making sure that the breakers and disconnects are in place
 - We do not call in vendors for any AC work to be done unless it has been deemed necessary by the Maintenance Manager
 - With Certified Techs, they may attempt to repair the unit if it is within a one hour repair window
 - They may shut down the system, get proper identification of the unit, and get the properly diagnosed part identified for ordering on the next business day
 - They may charge the system or change out universal parts as needed
 - If the job becomes greater than anticipated it may be continued past an hour only if it is approved by the maintenance manager
- No Heat- when temps are below 65* in the apartment
 - With non-certified techs, they provide space heater to help maintain the temperature
 - They do not attempt to repair the unit beyond checking proper function of the thermostat and making sure that the breakers and disconnects are in place
 - We do not call in vendors for any heat related work to be done unless it has been deemed necessary by the Maintenance Manager
 - With Certified Techs, they may attempt to repair the unit if it is within a one hour repair window

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- Leaks- only when it is a supply leak_ drain leaks don't count as an emergency when the tenants can go without using the drain for the night and prevent the leak from happening
 - Only in special cases, ie over a long break, and **only** at the approval of the maintenance manager will a drain leak be considered an emergency
 - When we do not know the source of a leak, maybe because it is from the apt above, it is considered an emergency if the leak seems like it could be a supply leak.
 - If the tenant is able to shut off supply on a fixture that isn't needed for basic living standards, it can be dealt with the next day during regular business hours
- Floods-Any sort of flooding from rain or water backups is considered an emergency
 - The goal is to stop or prevent the flooding to prevent damage to the apartment and to prevent damage to tenants personal belongings.
 - The water extraction/remediation will need to be done as soon as possible and may need the help of outside vendors to do this job
- No Hot water
 - No hot water is considered an emergency when the tenant will be without hot water for more than 24 hours.
 - IE if they call on a Friday night- Emergency If they call on a Sunday night- Not an emergency and we can take care of the issue the following morning
- Lock Outs
 - If the tenant lost a key- it is a \$75 charge that gets paid through their account and sent to the Tech from accounting
 - There is no need to clock in or out of Paycor or Appfolio for a lock out like this
 - A work order does need to be created and shown as "Work Completed" by the tech and an email needs sent into Bryan Oakley and Jay Heavilon

- If the tenant has a malfunctioning lock but does have their key, it isn't working, then this requires clocking into Paycor and into Appfolio as with any regular after-hours call
- All Lockouts (Tenant fault or lock malfunction) will require an ID check on the person the tech is letting in.
 - A photo ID is required and the person must be on the lease, as stated on Appfolio, before we can let them in
 - The tech is required to take a picture of the ID and upload it to the work order for all LockOuts
- Doors/windows (Security)
 - If there is a door that is broken into or a lock that will not lock, it is an emergency
 - If there is a broken window or one that does not lock, it is an emergency
 - Windows will need to be boarded up to prevent security breaches into the apt
 - Glass needs cleaned up or taped up, if not fully shattered, to prevent tenant injury
 - Glass replacement will be done by Vendors during normal business hours
 - If the front door keycode to the building doesn't lock, but the tenants still have properly locking doors into their apartment, it is not considered an emergency since we can get to it the next day during regular business hours
- Clogged drains
 - If there is a multi room house with multiple bathrooms, one clogged toilet is not an emergency
 - A clogged sink is not an emergency
 - If there is only one bathroom in the apartment, a clogged toilet is an emergency after the tenant has tried to unclog it themselves.
 - The tenant will be charged for the work if the clog was caused by the tenant, ie wipes
 - If the clog is too great for the tech to tackle, a vendor may need to be called in
 - Main drain clog
 - A main drain clog will cause sewage water to back up into the apartment, usually on the lowest level and into the tub
 - If this is the case, it is an emergency and a vendor will need to be called in to handle the situation
 - The technician does not have to go out if the tenants are home and the vendor does not need access

If there are any questions or issues with these, or if there are any special cases, the maintenance manager is the contact person. He will make the decision on special cases and be available for any advice or additional information.

On all Emergencies, if there is follow up work that needs to be done, make a second work order for this work. If there is some rental equipment at the apartment and it will need to be picked up, make a work order for it. All on-call work orders can be separated out from all regular hour work orders this way, but there has to be a work order made to complete the work orders during the business hours.

If there is any follow up work that needs to be done, let the maintenance manager know the next business day so that he can delegate those work orders to the technicians in the department and they can be dealt with in a timely manner.

Vendors:

- On some occasions, vendors will need to be contacted for the work that needs to be done when it is more than a technician is able to complete
- If a vendor needs to be called, use the vendor list to know who to call
- Some vendors will require approval from the maintenance manager but will still need to be called in by the tech as part of the work order

List of Vendors

- These vendors are to be called in order, they are organized by most responsive first

Plumbing- Main drain clogs, massive supply leaks (Beyond tech's capability)

- Youngs's Plumbing 812-336-0650
- Commercial Services 812-339-9114
- Roto Rooter 812-339-1836

Water Extraction -When it's just flooring that is wet and drywall isn't damaged—Not a need for full remediation

- ICU, Contact Chris 812-272-1297

Water Remediation

- Service Master 812-332-7378

- Modern Masterpiece 812-272-6202
- Indiana Pro Cleaning 812-337-5000

HVAC -only with the approval of the Maintenance Manager

- Commercial Services 812-339-9114
- Eco Friendly 812-333-1223
- DNS Maintenance 812-333-9233