

Sample Maintenance Policy

Purpose

[Company Name] will respond quickly to a service request that may be considered an emergency and requires immediate attention, whether it is during or after business hours. The consistent handling of these emergencies will ensure excellent service.

Standard

- [Name] will provide immediate attention to emergency service requests during or after business hours.
- Maintenance emergencies that [Name] will address around the clock (24 hours a day/seven days a week) include:
 - Fire
 - Sewage backup
 - No electricity
 - Water intrusion
 - Door locks not secure (lockout service is not an emergency)
 - Any unsecured entry
 - Gas leaks
 - Entry gate broken
 - Clogged toilet (if only one toilet in apartment)
 - No heat (if under 60 degrees)
 - No air conditioning (if above 80 degrees)
 - No hot water
 - Refrigerator not cooling
- Maintenance emergencies that [Name] will address during daytime hours (seven days a week) include:
 - Malfunction of an essential appliance
 - Kitchen sink stopped up
- The exterior HVAC unit will not be serviced or repaired during inclement weather or after dark.
- The on-call team member must:
 - Have reliable transportation, as well as current automobile insurance and a valid driver's license (if a vehicle is used while on call).
 - Be able to arrive at the community within 30 minutes of responding to a call.
 - Be alert and ready for duty. No alcohol or performance-altering drugs can be consumed while on call.
 - Be in full uniform including photo identification badge, keeping it visible at all times when responding to a service request.
 - Have access to keys. The team member must know the fire alarm and security codes for the community.
 - Have access to the maintenance shop, and have required tools to complete the service request.
 - Know the location of all plumbing, electrical, and mechanical cut-offs at each community.
 - Submit any requests for changes in the on-call schedule to the Community Manager at least 72 hours in advance of their scheduled on-call duty.
- Maintenance associates must maintain a professional demeanor at all times while on duty. The on-call team member is expected to assess service situations, make appropriate decisions to correct the problem, and satisfy the resident while serving with excellence.

Procedure

While on Call

1. Keep your cell phone properly charged and operational. Your cell phone should not be in silent mode.
2. Keep the contact information for the Community Manager, Maintenance Supervisor, and Approved Supplier Partner List available at all times.
3. Do not consume alcohol or performance-altering drugs.

Responding to a Call

1. Respond to all calls within 10 minutes.