

MAINTENANCE SERVICES WORK ORDER PRIORITIES

Priority 5 -- Emergency (could cause serious building damage/safety or health hazard)

Immediate response; hazard or problem corrected to a safe condition

Fire alarm, smoke alarm, detector problems, fire extinguisher problems and exit lights
Smell of smoke
Smell of gas
Flooding (broken water mains, fire hydrants)
Uncontrollable leaks inside buildings/water flowing /run away irrigation
Backing up and/or clogged drains (toilets, sink, drain of any kind)
Lock problems
Elevator not working
Dining – Any piece of equipment or function necessary to the preparation or serving of food
(includes but not limited to refrigerator not working, no power, no water (hot/cold),
oven/range not working, disposal not working)
No water (hot/cold) – residential
No power – residential
Any safety hazard threatening life or limb

Priority 4 -- Mission Essential (work to support students' residential life).

Work to begin same day and permanent or temporary fix completed same day.

If temporary fix is required, permanent fix to be completed at earliest opportunity not to exceed 8 calendar days.

Lighting (light switch, light bulbs, building exterior lights, staircasing)
Refrigerator not working – residential
Oven/range not working – residential
Disposal not working - residential
Window broken
Ceiling leak
Roof leak
Wall leak
No heat/heater problem

Priority 3 -- Routine (All repairs which will not cause building damage, safety or health hazards or impede the student's residential life.)

Begun within 72 hours. Finished within 8 calendar days

Stair repair
Electrical outlet not working
Closet/cabinet doors
Screens
Fans
Furniture repair
Refrigerator leaks
Towel Bars
Door knob damage
Door jamb cracked
Sink stoppers
Shower head/diverter
Drywall repair
Painting
Dripping or leaking faucets (dispatch immediately if leaking ¼ cup per minute)

Priority 1 -- Preventative Maintenance