

## How to Request Maintenance Repair Work

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Recently, as I visited various properties and talked to residents, I received questions about how to request maintenance repair work. It was apparent that there was some confusion among residents about the process of making requests and the expectation of when the request would be completed. I'd like to devote this month's article in reviewing the process so all our residents are well informed and expectations are met.

### **See Something, Hear Something, Smell Something.....Say Something**

If you see, hear or smell a potential maintenance issue in your property, please make sure to call it in right away to our maintenance control center at (508) 635-3200. Do **NOT** assume that someone else has called us. If you don't call us and wait, the problem will only get worse and that makes it more difficult for us to fix.

Please do **NOT** report your maintenance issues directly to staff, even if you see them walking in the hallway or property. The staff person may forget or get busy working on something else and you could be waiting indefinitely. Always report a maintenance request by calling our Maintenance Control Center at (508) 635-3200.

### **How is my request processed and prioritized?**

When you call maintenance, please give us your name, address and a clear description of the problem.

**Remember to ask for a work order confirmation number.** This number will allow you to track your request for work if it is not done promptly. Confirmation numbers are not provided when you are calling the Answering Service.

Please keep in mind that:

- Only emergency requests are addressed within 24 hours.
- All other non-emergency calls will be answered in the order they are received and based on their severity. Most of these calls will take 1-5 days to be completed.

- All calls are recorded to ensure friendly customer service.
- There will be times, when we are experiencing a high volume of calls, that you may be put on hold. Please be patient and do **NOT** hang up before talking to a live operator.

### **What is the difference between Maintenance Control Center and Answering Service?**

- The Maintenance Control Center is operated by WHA staff during business hours; Monday – Friday between 8:00 am to 4:30 pm.
- The Answering Service is a company we contract to handle request calls during non-business hours. They will only dispatch maintenance staff for emergency or urgent issues. Non-emergency requests will be logged and reported to the Maintenance Control Center.

### **What are examples of Emergency / Urgent Requests?**

The following are some examples (but not all) of emergency / urgent requests:

- Fire (call 911 first)
- Total loss of water
- Elevator breakdown
- Total loss of electricity
- Floods
- Alarms Ringing
- Locked out from apt.
- No heat or hot water

I hope this information is helpful and I appreciate your cooperation with this. Please feel free to talk to your Management Office if you have any other questions about this process.

Thank you and have a great month.