



Work Order Schedule SOP

Fire/Death/Serious Issues should be reported to **911** then to the Emergency Line 770-530-2860.

Emergencies are responded to 24 hours a day.

Work order requests generated by the tenant or staff must be phoned in to the work order line. The Assistant Property Manager (APM) will enter work orders from annual and housekeeping inspections. We must have authorization from tenant to enter a unit. If tenant does not authorize entry, an appointment will be scheduled by the Receptionist or APM. A generated letter must be mailed to the tenant giving a two-day notice prior to the scheduled appointment. A copy of the letter must be attached to the work order or noted on the Maintenance Specialist's assigned tablet.

Staff will collect detailed information from tenant, i.e. which room, how long has the problem existed, etc. The Receptionist will generate a work order **SACS: Maintenance Systems: Work Orders: Work Order Entry**, give the work order number and assign it to the Maintenance Specialist responsible for the area. The work order number MUST be given to the tenant requesting a work order at the time of the report.

The Maintenance Specialist will be responsible for the following properties:

Jeffrey-	Hardigree Terrace Fort Yargo Wimberly Center
Jason and Wayne-	Glenwood Terrace Oakwood Homes Dunaway Massey-Braselton
Julian-	Capitol Homes Smith Heights Dunaway Massey-Statham

The Maintenance Specialist will be responsible for completing all work orders assigned to them. The Construction Manager will need to authorize the reassignment of a work order if a work order is assigned to another Maintenance Specialist. **No unit shall be entered without a work order.**



Effective Date 10.1.13
Revised 9.5.24

Pest Control will rotate over a 4-month schedule allowing for each unit to receive regular pest control one time during the rotation. Regular pest control will be on Tuesdays between the hours of 8:00 am and 5:00 pm. The Receptionist will distribute letters notifying residents they are scheduled for routine pest control at least 48 hours prior to the appointment. Additional or special pest control can be requested via work order. Pest Control will remain on the second Tuesday of each month. No maintenance escort is required.

Preventative Maintenance (PM) Inspections and Annual Inspections will remain in the same quarterly rotation and will follow the WHA work order schedule.

The Maintenance Specialist must sign out all inventory. The Construction Manager or designee will be responsible for logging inventory in SACS and managing inventory during the process of closing work orders.

Areas

CAPITOL 182-2

GLENWOOD 183-3

OAKWOOD 183-5

BRASELTON 183-8

HARDIGREE 183-1

FORT YARGO 183-4

SMITH HEIGHTS 183-6

STATHAM 183-8



Emergencies are responded to 24 hours a day

Type	Description	Misc.
Emergency	Life threatening to Safety (Fire/Electrical Sparking/Gas Smell)	Monday thru Thursday after 4 pm all non emergency calls should go to the office answering services for processing on the next business day.
Emergency	Assist Emergency Personnel, Law Enforcement	
Emergency	Gas Leak	Friday thru Sunday all non-emergency calls should go to the office answering services for processing on the next business day.
Emergency	Water Flooding Apartment	
Emergency	Smoke Detector Beeping	
Emergency	Refrigerator not working at all	
Emergency	Secure a unit due to broken locks, doors, windows	
Emergency	Could damage our building: Water Leak/Sewage back up	
Emergency	No Heat	
Emergency	No Power to Unit/Tree/Storm Damage	
Emergency	Toilet Plugged not working (If the unit only has one toilet)	
Emergency	HVAC/Air Conditioning	
Emergency	Lock outs	
Emergency	Major Damage to a Building due to Fire/Accident/etc.	
Emergency	Broken Water Line	

Urgent work orders

Type	Description	Misc.
Urgent	Leaking drain line under sink	Urgent work orders are work orders that are not life threatening and will not cause damage to the building; these all have a 48-hour response time.
Urgent	No Hot Water	
Urgent	Stove or oven not working properly (if there is a gas smell it is an emergency)	Urgent work orders should be reported to the main office Monday thru Thursday from 7:30 am until 4:00pm or to the emergency line during off hour. Maintenance will respond the next day
Urgent	Refrigerator not cooling properly	
Urgent	No Hot Water	



Response time for an urgent work order is 48 hours.

General Work Order Information

Routine Work Orders are complete Between 7:30 am – 5:00 pm each day on site.

Routine work orders are generally completed within 10 business days.

Refer to the WHA Work Order Schedule above.

Requests for Pest Control will be scheduled as soon as an appointment is available.

WHA and affiliate’s lobby is open at 7:30 am – 4:00 pm Monday through Thursday

Office Main Line:	770-867-7495
Fax Number:	770-307-0126
Maintenance Line for Work Orders:	770-867-7495
	Press 4 then 2
Maintenance Emergency Line:	770-530-2860

