



Category:	Service Item:	Priority	Time Notified	Day of the Week	Vendor	Service Started	Service Provided	Service Completion Target
Appliances	Dishwasher	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next Business Day
Appliances	Garbage Disposal	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next Business Day
Appliances	Microwave	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next Business Day
Appliances	Refrigerator	H	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next Business Day
Appliances	Ice Maker	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next Business Day
Appliances	Refrigerator - Water Filters	M	Anytime	Mon. - Sun.	Resident Responsibility	N/A	Resident responsible.	N/A
Appliances	Stove/Oven	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next Business Day

Appliances	Washer & Dryer	H	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next E day
Cabinet	Cabinet Repair	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Caulking	Caulking	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Caulking	Tub Crack	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Door and Trim	Shelf Repair	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or replace shelf.	Next E day
Door and Trim	Sticky Doors	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or replace knob.	Next E day
Door and Trim	Door knob loose	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or replace knob.	Next E day
Door and Trim	Mini blind issue	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or replace knob.	Next E day
Door and Trim	Towel Bar	M	Anytime	Mon. - Sun.	Internal	Next Bus Day	Repair or replace bar.	Next E day
Electric	Circuit Breaker	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repaired or hot swap	Next E day

Electric	Outlets	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repaired or hot swap	Next E day
Electric	Total Power Outage	H	Before 4pm	Mon. - Sun.	Outsource	Vendor Dependant	Vendor Dependant	Vend Depend
Elevator	Elevator	M	Before 4pm	Mon. - Sun.	Outsource	Vendor Dependant	Vendor Dependant	Vend Depend
Fire Sprinkler	Alarm Panel Beeping	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Access and repair.	Same E day
Fire Sprinkler	Alarm Panel Beeping	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Assess and repair.	Next E day
Fire Sprinkler	Water Line Leak	H	Anytime	Mon. - Sun.	Internal	Same Day	Water clean up.	Clean asses damage make p
Fitness Equipment	Fitness Equipment	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Flooring	Flooring	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Garage	Door Opener	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next E day

Garage	Door Related	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next E day
Garage	Key Pad	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next E day
Garage	Emergency Release Key	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or hot swap	Next E day
Garage	Emergency Release Key	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or hot swap	Next E day
Gutter Related	Gutter Related	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Hot Water Tank	Hot Water Tank	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
HVAC	Air Conditioner	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Temp AC or Repair	Same d Repair, Bus da temp A
HVAC	Air Conditioner	H	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Temp AC or Repair	Next E day
HVAC	Furnace	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Temp Furnace or Repair	Same d Repair, Bus da temp A
HVAC	Furnace	H	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Temp Furnace or Repair	Next E day
HVAC	Thermostat	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Ice/Snow	Ice/Snow	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Address issue.	Next E Day

Interior Brick	Interior Brick	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Janitorial/ Clean Up	Janitorial/ Clean Up	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Clean up.	Next E Day
Key/Lock Related	Keys in Lock Box	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Replace key.	Next E day
Key/Lock Related	Lock Out	H	Anytime	Mon. - Sun.	Outsource	N/A	Not Provided	Not Provid
Key/Lock Related	Lock Out/In - Key or Deadbolt Not Working	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same e
Key/Lock Related	Lock Out/In - Key or Deadbolt Not Working	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or replace.	Next E day
Key/Lock Related	Mailbox Keys	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Replenish key.	Next E day
Key/Lock Related	Main Door	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same e
Key/Lock Related	Main Door	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or replace.	Next E day
Landscaping	Lawn Sprinkler	M	Before 4pm	Mon. - Sun.	Outsource	Next Bus Day	Vendor Dependant	Vend Depend
Light Bulbs	Change for Resident	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Replace light bulb.	Next E day
Light Bulbs	Common Lights	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Replace light bulb.	Same e
Light Bulbs	Common Lights	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Replace light bulb.	Next E day
Other Small/ Misc. Repairs	Other Small/ Misc. Repairs	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next E Day
Other Small/ Misc. Repairs	Other Small/ Misc. Repairs	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or replace.	Next E Day

Other Small/ Misc. Repairs	Bathroom Fan	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next B Day
Paint Related	Paint Related	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair	Next B Day
Parking Related	Parking Lot Gate	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair gate.	Same
Parking Related	Parking Lot Gate	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair gate.	Next B day
Pest Related	Pest Control	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Spray for bugs.	Next B day
Pet Related	Pet Related	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next B Day
Plumbing	Bathroom Faucet	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same
Plumbing	Bathroom Faucet	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or replace.	Next B day
Plumbing	Hot Water	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same
Plumbing	Hot Water	H	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or replace.	Next B day
Plumbing	Ice Maker Line Leak	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same
Plumbing	Ice Maker Line Leak	H	After 4pm or Weekend	Mon. - Sun.	Plumber	Same Day	Repair or replace.	Same
Plumbing	Kitchen Faucet	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same
Plumbing	Kitchen Faucet	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair or replace.	Next B day
Plumbing	Plugged Drain - Bathroom Sink	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next B day
Plumbing	Plugged Drain - Kitchen Sink	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair or replace.	Same

Plumbing	Plugged Drain - Kitchen Sink	M	After 4pm or Weekend	Mon. - Sun.	Plumber	Same Day	Repair or replace.	Same c
Plumbing	Plugged Drain - Main Line	H	Anytime	Anyday	Plumber	ASAP	Snake out the drain.	Same c
Plumbing	Plugged Drain - Shower/Tub	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Snake out the drain.	Same c
Plumbing	Plugged Drain - Shower/Tub (Unit w/1 Bath)	M	After 4pm or Weekend	Mon. - Sun.	Plumber	Same Day	Snake out the drain.	Same c
Plumbing	Plugged Drain - Shower/Tub (Unit w/2 Baths)	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Snake out the drain.	Next E day
Plumbing	Plugged Drain - Washer Line	H	Anytime	Anyday	Plumber	ASAP	Snake out the drain.	Same c
Plumbing	Toilet - Clogged Due to Tenant Negligence	M	Anytime	Mon. - Sun.	Resident Responsibility	N/A	Resident responsible.	N/A
Plumbing	Toilet (Unit w/ 2 Bathroom)	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Repair	Next E day
Plumbing	Toilet (Unit w/1 Bathroom)	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair	Same c
Plumbing	Toilet (Unit w/1 Bathroom)	H	After 4pm or Weekend	Mon. - Sun.	Plumber	Same Day	Repair	Same c
Plumbing	Toilet (Unit w/2 Bathroom)	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair	Same c

Plumbing	Water Leak	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Repair	Same day
Plumbing	Water Leak	H	After 4pm or Weekend	Mon. - Sun.	Plumber	Same Day	Repair	Same day
Recreational Equipment	Propane for gas grills	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair	Next Business Day
Recreational Equipment	Recreational Equipment	M	Before 4pm	Mon. - Fri.	Internal	Next Bus Day	Repair or replace.	Next Business Day
Smoke Detector	Smoke Detector Beeping	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Replace batteries.	Same day
Smoke Detector	Smoke Detector Beeping	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Replace batteries.	Next Business Day
Water Leak Related	Ceiling Leak	H	Before 4pm	Mon. - Sun.	Outsource	Next Bus Day	Assess and schedule repair.	Vendor Dependent
Water Leak Related	Mold/ Moisture Issue	M	Before 4pm	Mon. - Fri.	Internal	Same Day	Address issue.	Same day
Water Leak Related	Mold/ Moisture Issue	M	After 4pm or Weekend	Mon. - Sun.	Internal	Next Bus Day	Address issue.	Next Business Day
Water Leak Related	Weather Related Leak	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair completed.	Next Business Day

Water Leak Related	Frozen Pipes	H	Before 4pm	Mon. - Fri.	Internal	Same Day	Address issue.	Same day
Water Leak Related	Frozen Pipes	H	After 4pm or Weekend	Mon. - Sun.	Plumber	ASAP	Heat lines.	Same day
Window Issue	Window Issue	M	Before 4pm	Mon. - Sun.	Internal	Next Bus Day	Repair or replace window.	Next Business day