### Operations and Work Request Prioritization

#### High Priority/High Risk
- Immediate threats to safety and health (Fire Detection, Equipment, Dangerous Conditions)
- Uncontrolled spills of fuel, chemicals, or bodily fluids
- Compromised building security (unable to lock, unable to close doors)
- Inoperable toilets, showers or sinks
- Failed critical lighting or electrical infrastructure
- Loss of heating or hot water
- Damaged or unsable hand rails or stairs

*Targeted Response time: 1-2 Days*

#### Moderate Priority/Minimal Risk
- Damaged furniture, fixtures, or flooring (non-safety related)
- Pest control issues (Stinging or biting insects, rodents)
- Minor flooding, leaks, or water issues
- Failed non-critical lighting or infrastructure (non-safety related)
- Damaged flooring, carpeting, or pavement
- Malfunctioning or inoperable washing machine or clothes dryer
- Damaged or malfunctioning doors and windows (non-security related)

*Targeted Response time: 2-4 Days*

#### Low Priority/Low Risk
- Non-critical furniture repairs
- Damaged or malfunctioning doors and windows
- Damaged flooring, carpeting, or pavement
- Non-critical lock and key requests
- Malfunctioning cabinetry/fixed furnishings (MTU Property)
- Recycling collection and transfer
- Non-critical lighting repairs/replacement
- Operable, but malfunctioning toilets, showers, or sinks
- Non-critical pest control issues

*Targeted Response time: 3-5 Days*

*Targeted Response time, based on the receipt of a work request to completion/resolution.*