

Housing - Apartments & Houses

Facilities Management - Operations

Operations and Work Request Prioritization

High Priority/High Risk		
Immediate threats to safety and health (Fire Detection, Equipment, Dangerous Conditions)		*1-2 Days
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 unusable hand rails or stairs		
Moderate Priority/Minimal Risk		
Damaged furniture, fixtures, or flooring (non-safety related)		*2-4 Days
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)		
Low Priority/Low Risk		
Non-critical furniture repairs		*3-5 Days
Damaged or malfunctioning doors and windows		
Damaged flooring, carpeting, or pavement		
Non-critical lock and key requests		
Malfunctioning cabinetry/fixer 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, based on the receipt of a work request to completion/resolution.