

**Series:** Property Management      **COA:** ASE 4  
**CFOP:** --  
**Procedure Name:** Facility Issues  
**Procedure Number:** PM-712  
**Revision #/Date:** N/A  
**Effective Date:** 07/01/08  
**Applicable to:** All Staff

**SUBJECT:** Facility Issues

**PURPOSE:** To ensure that any maintenance, repair, or other facility concerns are addressed in a quick and efficient manner.

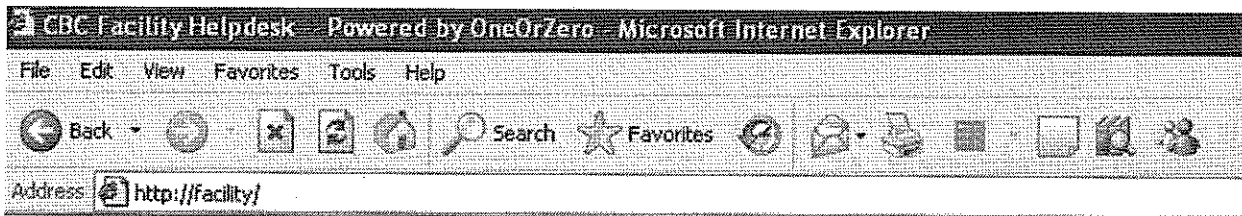
**PROCEDURE:**

**Helpful Definitions**

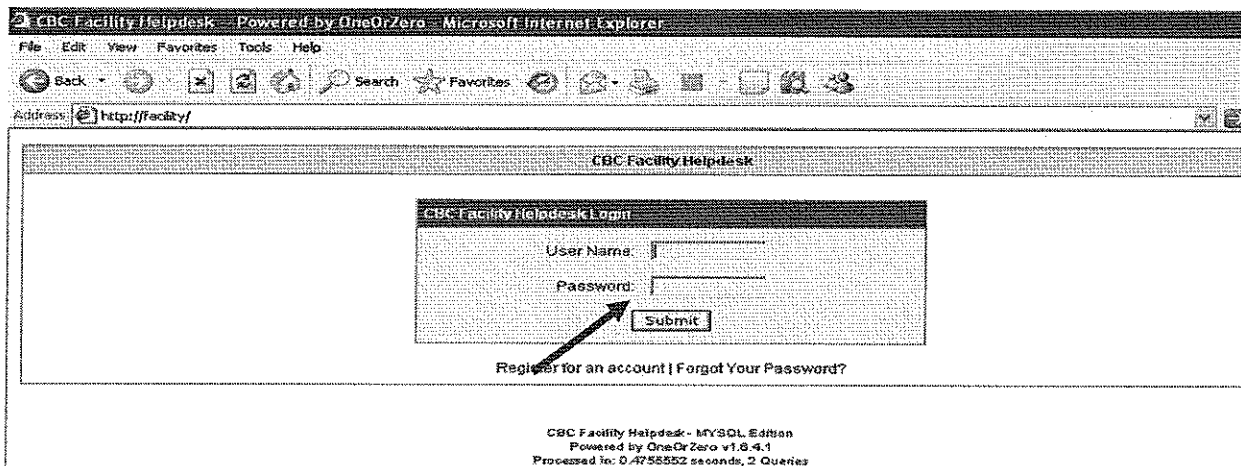
1. Helpdesk – The software application used to submit and manage facility work order issues.
2. Registration – The process by which a network user will register with the helpdesk system in order to submit a work order request.
3. Work Order – The tool utilized to create and submit a detailed description of a facility issue.

**Registering to Use the System**

1. Type <http://facility> into the web browser.



2. This will take you to the log-in screen.
3. Select 'Register for an account' located under the log-in box.



- The next screen will require you to fill out a form and create a log-in account. It is **HIGHLY** recommended that you use the same **User Name** and **Password** as you use for the network <http://helpdesk>.

Welcome to the CBC of Brevard's Help Desk

Fill out this form and click Register to create your own login name and password.

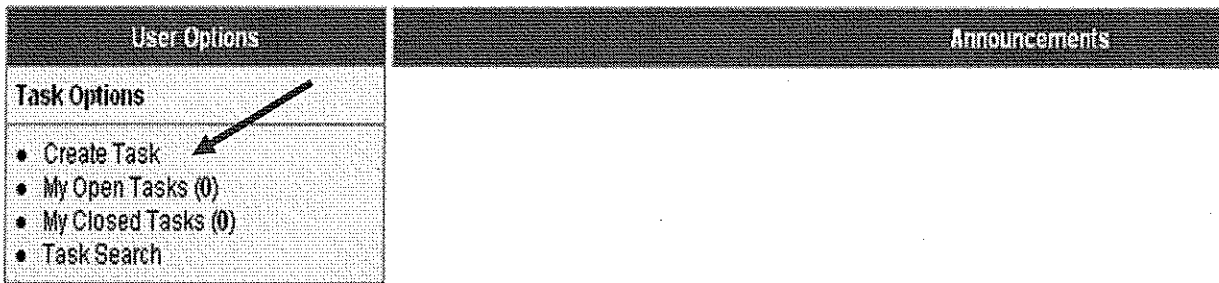
Register - All Fields Are Required	
User Name:	<input type="text"/> You get to create your own login name.
First Name:	<input type="text"/> Self Explanatory.
Last Name:	<input type="text"/> Self Explanatory.
Email Address:	<input type="text"/> Use your CBC Email Address.
Email Again:	<input type="text"/> Type it in again for verification.
Password:	<input type="text"/> Make up your own.
Password again:	<input type="text"/> Type it in again for verification.
Title:	<input type="text"/> If you have one or just use Mr. or Mrs.,...
Phone Number:	<input type="text"/> Your CBC phone number, with Extension Example: 321-752-3183 X2022

- Once the form has been completed, select '**Register**' at the bottom of the page.

A user account has been activated. Select the link below the message box that says 'CBC Facility HelpDesk' to log into the system and create a work order.

### Create a Work Order

- You will now be returned to the log-in screen. Type in the user name and password you created during the registration process and select '**Submit.**'
- The screen will provide a list of options on the left hand side. Select '**Create Task.**'



3. Complete the form as indicated. In order to assist you in identifying what 'Task Priority' to select for an issue, refer to the guidelines listed below.
4. Once you have completed the form, click 'Create Task' at the bottom of the screen.

### User Priority Guidelines

*Critical Priority* work orders are identified as the following:

- Power outage/electrical problems
- Flooding/plumbing problems (water line breaks, restroom facilities not working)
- Building/roof leaks or collapse
- Security issues (broken locks/doors, broken windows, alarm not operative)
- Water shutoff
- Life and safety issues

*High Priority* work orders are identified as the following:

- Air conditioning/heating out of order
- Pest control problems
- Flooring/carpet repair or replacement

*Medium Priority* work orders are identified as the following:

- Common area issues
- Repairs to fixed assets (furniture, cubicles, tables, etc.)
- Landscaping issues
- Daily maintenance issues (janitorial, etc.)

*Low Priority* work orders are identified as the following:

- Repairs to fixed assets (furniture, cubicles, etc.)
- Office/furniture set up
- Storage issues

### What Happens Next

A work order has now been created and will be handled according to priority. Refer to the Work Order Flowchart (Attached).

The Tier 1 Responder will contact the appropriate landlord or repair personnel and the issues

will be addressed in accordance with these guidelines:

Critical Priority work orders will be addressed within 4 working hours.

High Priority work orders will be addressed within 16 working hours (2 days).

Medium Priority work orders will be addressed within 32 working hours (4 days).

Low Priority work orders will be addressed as time permits and not before other higher priority work orders.

Any delays in response outside of the aforementioned guidelines should be reported to the Business Manager. (Requests sent via voicemail, email or any other means of communication outside of the helpdesk will delay the resolution of the issue).

If the Tier 1 responder is unable to resolve the issue for any reason, that person will inform the Business Manager who will take responsibility at that point (Tier 2).

**\*\*\*THIS POINT FORWARD – CARE CENTER MANAGERS & BUSINESS MANAGER INSTRUCTIONS ONLY\*\*\***

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**Work Order Processing Procedures**

The 1st (Tier 1) Responder for each facility will be the Care Center Manager followed by the Business Manager.

The Tier 1 Responder is responsible for monitoring and resolving their respective facility helpdesk work order submissions. If they are unable to resolve the issue, they will contact the Business Manager (Tier 2 response), and so forth.

The Business Manager will log onto <http://facility/> webpage in order to view the work orders that have been submitted. (For procedure and instructions, refer to PM-713).

The Business Manager will notify each Tier 1 Responder via email when a work order has been submitted and will include the accompanying data. Refer to Work Order Flowchart for a process map.

Review the active work orders and identify the issues with the highest priorities first. It is IMPORTANT that the timing of the response follow the guidelines noted.

If the Tier 1 Responder will be unavailable they must notify the Business Manager as soon as possible so work orders will still progress.

Each Responder will be provided with a Facility Contacts List Form (PM-003) to complete for their respective facility. We recommend that this form be filled out so there is a quick reference guide at each facility. The form can be found at G:/shared drive/CBCB Forms/Facility Contacts List Form PM-003.

Contact the appropriate for repairs or maintenance.

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Both the Responder and Business Manager need to follow – up with the appropriate individuals to ensure the work order is addressed within the allotted response time and completed.

If the work order is not addressed within the allotted amount of time, the CFO will be notified in order to ensure the issue is closed.

In the event that you need to contact an outside vendor to have work completed on-site, the work will need to be approved by the CFO BEFORE any work is done. CFO approval must be requested through the existing approval process.

BY DIRECTION OF THE CHIEF EXECUTIVE  
OFFICER:



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DR. PATRICIA NELLIUS-GUTHRIE  
Chief Executive Officer  
CBC of Brevard, Inc.

APPROVAL DATE: 8/6/08

FACILITY WORK ORDER FLOW CHART

