

Maintenance FAQ (Frequently Asked Questions)

1. How are maintenance requests prioritized?

Maintenance requests are classified into three categories of calls or work orders: **Emergency, Urgent** or **Routine**.

2. What constitutes an “Emergency” Call?

Maintenance service requests are classified as emergency when the work consists of correcting failures that constitute an immediate danger to residents or threaten to damage property. We respond to emergency service requests within 30 minutes of receipt. Examples of emergency Calls are:

- Gas leaks
- Overflowing drains
- Roof leaks
- Broken water lines
- Power outage/Electrical defects which may cause fire or shock
- Smoke alarm/Carbon monoxide malfunction
- Lockout
- Refrigerator/Freezer Malfunction

3. What constitutes an “Urgent” Call?

Service requests are classified as urgent when the work involves failures in services that do not immediately endanger residents or property, but would soon inconvenience and/or affect the health or well-being of residents. During normal business hours, we respond to urgent service requests within 2 hours. After business hours, the service call will be evaluated to determine if it should be handled in the same time frame as an emergency call or during the next business day. Examples of Urgent Calls are:

- i. Plumbing Malfunctions/Minor Leaks
- ii. Water heater outage
- iii. Air Conditioner Malfunction (except in the case of *registered and qualified* EFMP households, in which case AC malfunction will be treated as an “Emergency” priority)
- iv. Stove/oven, dishwasher, disposal, microwave repairs
- v. Window and exterior door and lock repairs

4. What constitutes a “Routine” Call?

Routine calls include maintenance and repair that does not meet the criteria for emergency or urgent priority. “Routine” work includes carpentry, paint, trim, pavement, counter, cabinet, flooring, electrical, plumbing, and other work

involving appearance or function that does not pose a safety hazard or affect a resident's immediate health or well-being. Typical repairs are broken floor tile, loose baseboards, and dripping faucet.

We will make every effort to repair routine service requests within 24 hours from the call. Completion time may vary depending on the availability of parts and materials or because the repairs were scheduled on a specific date at the resident's request.

5. What if parts have to be ordered?

Should the need to wait for parts or dependence on an outside contractor be necessary to complete a work order request, Forest City Residential Management will notify you of when your request is expected to be completed. Please keep in mind that we live on an island and parts may not always be available on island. From time to time the Maintenance Team will have to order parts off island in which case it may take a little longer for the parts to come in. Please be assured that we will do everything possible to get your work order request completed as quickly as possible.

6. Right to Entry

Forest City Residential Management reserves the right to enter your home under reasonable circumstances. Unless it is an emergency situation, you will be notified a minimum of 48 hours before a scheduled entry. Permission to enter a home is not required in an emergency situation.