

Work Order Priority List

Critical Priority – EMERGENCY (TO BE COMPLETED THE SAME DAY IT IS RECEIVED)

- No hot or cold water in the unit
- Power outage
- No heat in unit
- Major plumbing leak (slow water drip is not considered major)
- Water intrusion
- Kitchen or Bath sink/tub back-up
- Broken Glass Window

- Non-functioning refrigerator
- Flooring that is a trip hazard

- Clogged toilet (if a unit only has one toilet)

- Smoke detector beeping

Medium Priority – TO BE COMPLETED 24-48 HOURS OF RECEIPT

- Minor plumbing leak (slow water drip)
- Fan in the bathroom does not work
- An outlet does not work
- Appliance repair
- Window does not close properly
- Window hardware is loose

- Clogged bathroom sink

- Clogged bathtub

Low Priority – TO BE COMPLETED 72 HOURS OF RECEIPT

- Light bulb out

- Broken cabinet door/shelf