



## Property Management - Service Call Procedures

Please fill out the following form as completely as possible. If you have any further information or clarifications on any of your answers, please include that information in the NOTES field in the appropriate section, or at the end of the form.

Be sure to press SUBMIT at the end of the form when complete.

If you would like to save your information and continue at another time, click the SAVE button at the bottom right of the page. You will be given a link that you can use to resume at another time.

**If you have any questions or problems, please call us at 412-224-1200.**

### Property Name

## SERVICE CALL PROCEDURES

*The following section lists the typical types of calls that we would normally receive. Please select how we should handle each of these calls, and expand on any of your answers using the Notes/Other section under each call type:*

### EXPLANATION OF CHOICES:

**Take message and ALWAYS dispatch:** We will take a full message and dispatch it as an emergency call to the appropriate service personnel

**Take message but NEVER dispatch:** We will take a full message, but we will not dispatch it as urgent. The message will be sent to you based on your choice of non-urgent call reporting (email generally)

**Take message but dispatch ONLY under the following conditions:** We will take a full message, but will only dispatch as urgent if the conditions you note are met (i.e. No heat call only if temperature is below 70 degrees, Toilet broken call only if resident has only one toilet, etc) Please list these conditions in the note section of the type of call.

**Do not take message - refer caller to office hours:** We will not take a full message and ask caller to call back during normal hours to speak to someone in your office.

**Do not take message - give caller the following instructions:** We will not take a full message and give the caller the information you note (i.e. for noise complaints, advise to call the police, for smell of gas advise to call their gas company, etc.) Please note information in the note section under the type of call

## LOCKOUTS

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

## IS THERE A FEE TO RESIDENTS FOR LOCKOUTS?

- YES - There is a fee
- NO - There is no fee

## Notes on Lockouts

## NO HEAT

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

## Notes on No Heat

## NO AIR CONDITIONING

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

## Notes on No Air Conditioning

**NO WATER**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on No Water****NO HOT WATER**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on No Hot Water****PIPE LEAK**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Pipe Leak****CEILING/ROOF/WALL LEAK**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Ceiling/Roof/Wall Leak****SMELL OF GAS**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Smell of Gas**

**TOILET CLOGGED**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Toilet Clogged****TOILET OVERFLOWING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Toilet Overflowing****TOILET BROKEN**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Toilet Broken****BATHROOM SINK CLOGGED**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Bathroom Sink Clogged****NO ELECTRICITY**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on No Electricity**

### **PARTIAL ELECTRICITY**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

### **Notes on Partial Electricity**

### **ELECTRICAL SOCKET(S) NOT WORKING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

### **Notes on Electrical Socket(s) Not Working**

### **KITCHEN SINK CLOGGED**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

### **Notes on Kitchen Sink Clogged**

### **STOVE NOT WORKING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

### **Notes on Stove Not Working**

### **REFRIGERATOR NOT WORKING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

### **Notes on Refrigerator Not Working**

**IN-UNIT WASHER/DRYER NOT WORKING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on In-Unit Washer/Dryer Not Working**

**BUILDING WASHER/DRYER NOT WORKING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Building Washer/Dryer Not Working**

**SMOKE ALARM CHIRPING**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Smoke Alarm Chirping**

**PEST CONTROL ISSUES**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Pest Control Issues**

**ELEVATOR PROBLEMS**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Elevator Problems**

**PARKING PROBLEMS (blocked in, someone in their space, etc)**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Parking Problems**

**SNOW / ICE REMOVAL**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Snow / Ice Removal**

**RESIDENT NEEDING TO MOVE IN OR OUT**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Resident Needing to Move In or Out**

**RESIDENT WELLNESS CHECK (family member/friend cannot reach resident and thinks there may be a problem)**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Resident Wellness Check**

**NOISE COMPLAINTS**

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

**Notes on Noise Complaints**

## BREAK IN

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

## Notes on Break Ins

## REPORT OF SUSPICIOUS ACTIVITY

- Take message and ALWAYS dispatch
- Take message but NEVER dispatch
- Take message but dispatch ONLY under the following conditions:
- Do not take message - refer caller to office hours
- Do not take message - give caller the following instructions:

## Notes on Report of Suspicious Activity

## Submit Form

*Please provide your contact information so that we may contact you if we have any questions or need any clarification*

*When you feel comfortable with your entries, press the SUBMIT button below.*

**Name of person who completed this form**

**Phone**

**Email**

SUBMIT

Save