

**SUBJECT: How to Initiate and Submit a Maintenance Work Request**      **NO: C- 197**  
**REVISION DATE:** March 22, 2018  
**EFFECTIVE DATE:** April 7, 2017  
**INTENDED USER(S):** Arizona Training Program at Coolidge

**Purpose:**

The purpose of this procedure is to clarify the process to be followed when a Maintenance Work Request is needed for specific locations at ATPC.

**Applications:**

- 1.0 This policy applies to all employees who provide services and supports to individuals residing in ATPC ICF's and SOGH's.
- 2.0 Reasons maintenance work requests are made include, but are not limited to:
  - 2.1 Repairs;
  - 2.2 Pest control needs;
  - 2.3 Landscaping needs;
  - 2.4 Janitorial services; and,
  - 2.5 General maintenance.

**Definitions:**

- 3.0 Maintenance Work Request (Landport) is a request by ATPC staff for needed repair, pest control, landscape work, janitorial service or general maintenance need.

**Policy:**

- 4.0 ATPC staff will initiate a Maintenance Work Request to notify the Warehouse Manager of any needed repair, pest control, landscaping, janitorial service or general maintenance need.
- 5.0 Completion of a Maintenance Work Request documents the specific maintenance issue needing address and allows tracking of the receipt, work and resolution of that request by date.

**Procedure:**

- 6.0 Arizona Training Program staff will initiate a Maintenance Work Request (Form DD-320) to request repair, pest control, landscape work, janitorial service or general maintenance.
  - 6.1 The Maintenance Work Request will be submitted to the Warehouse Manager via email. A handwritten request may be submitted by placing the completed request form in the campus mail system located in the Administration Building.

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- 6.2 The Maintenance Work Request should be completed and submitted via email or to the Switchboard in the Administration Building no later than the end of the requestor's work shift.
- 6.3 If an emergency situation arises that places a resident or staff member at risk, an emergency notification will be made by contacting the switchboard operator who will call the Physical Plant Supervisor II (PPS II) or designee to respond immediately.
- 6.4 Upon receipt of the Maintenance Work Request form or notification of an emergency work request by phone, the Warehouse Manager will enter the request into the ATPC electronic tracking system.
- 6.5 If the request is for an emergency or a high priority item, the Warehouse Manager will immediately contact the PPS II or the ranking maintenance supervisor on campus at the time.
- 6.6 The Office of Facilities Management will review each Maintenance Work Request entered into the electronic tracking system each workday, finalize the completion of the request in the system and assign an appropriate priority level to the work request.
- 6.7 The PPS II will collect copies of Maintenance Work Request forms from the Warehouse Manager daily.
- 6.8 The PPS II will determine if the Maintenance Work Request will be completed by Maintenance staff or by an outside vendor.
- 6.9 If to be completed by Maintenance staff, the PPS II will assign the Maintenance Work Request to a specific maintenance staff to complete the work necessary to address the request.
- 6.10 Maintenance staff will keep a copy of all open active Maintenance Work Requests assigned to them until completed.
- 6.11 The PPS II will assure that assigned maintenance staff note the priority of the Maintenance Work Request to assure completion within required timeframes.
- 6.12 Maintenance Work Requests will be completed within the listed days for each priority, as follows:
  - 6.12.1 Low Priority: complete request within 30 days.
  - 6.12.2 Medium Priority: complete request within 15 days
  - 6.12.3 High Priority: complete request within 5 days
  - 6.12.4 Emergency: begin work immediately and complete request within 2 days
- 6.13 If the work is to be completed by an outside vendor:
  - 6.13.1 The PPS II will make the arrangements for the vendor to complete the request.

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- 6.13.2 The PPS II will assign a maintenance staff to assist in coordinating or observing the vendor's activities on campus to ensure successful completion of the request.
- 6.14 Maintenance staff coordinate acquisition of parts necessary for the completion of the request with the PPS II.
- 6.14.1 In the event the PPS II is having difficulty locating the necessary parts, the PPS II will contact the PPS III for assistance in locating the needed parts.
- 6.15 The PPS II will monitor the status of each Maintenance Work Request through daily review of pending requests in the electronic tracking system to assure they are being completed in a timely manner.
- 6.16 If a maintenance staff is accumulating a large number of unfinished Maintenance Work Requests, the staff will notify the PPS II who will determine whether the staff needs assistance and can assign other maintenance staff to help.
- 6.17 When the Maintenance Work Request is completed, the assigned maintenance staff will:
- 6.17.1 Identify what the work was and where the fixture or part was installed, if appropriate;
- 6.17.2 Rack parts that may have been acquired to complete the request for auditing purposes
- 6.17.3 Submit the paper copy of the request form to the PPS II with a notation indicating, "Complete, Please close"; and
- 6.17.4 Record the request form number on the Landport Log list.
- 6.18 The PPS II will review the completed request form and forward it to the Warehouse Manager who will enter relevant information into the electronic tracking system to close the request.
- 6.19 If the request is completed by a vendor, the assigned maintenance staff will close the request following the process listed in Section 4.14 above.
- 6.20 The Landport Log list is turned in to the PPS II on Friday each week.
- 6.21 In the event there is a delay in completion of the request beyond the assigned priority deadline, notify the PPS II in order for him to enter comments into the electronic tracking system.
- 6.22 The PPS II enters a status update comment on each open request in the electronic tracking system on a weekly basis the request is completed.