



Emergency Work Order

Emergency work orders are problems that produce an eminent danger to the Safety and Health of the people or the environment and need to be addressed right away. For any emergencies **7:30 am – 4:00 pm**, Monday – Friday, call your assigned Property Services Team Member. If an emergency arises after 4pm Monday through Friday or anytime on a weekend, Holiday or you are unable to reach your Property Services Team Member please call the emergency number at **(970) 244-0811***.

Examples:

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| 1. Plugged Toilets (after being plunged). | Health |
| 2. Exposed Electrical Wires. | Safety |
| 3. Malfunctioning fire alarms. | Safety |
| 4. Backed up Sewer Lines. | Health |
| 5. No Heat (when outdoor temperature is below 55°F). | Health |
| 6. Air Conditioner or Swamp Cooler not working (when outdoor temperature is above 85°F). | Health |
| 7. Exterior door won't Lock / Un-Lock. | Safety |
| 8. Gas Smell (Major Smell or Leak Call 911). | Safety |

They can also be problems that can cause damages to property or Facility.

Examples:

1. Broken water lines.
2. Leak in the roof.
3. Broken Window.

****If you have not had a response from the Emergency Number within 10 minutes please call again. If no one responds or you have a Service Issue with Property Services Team Member contact the Assistant Director, Lee Kenney at (970) 985-6907 or Director, Don Kendall at (970) 210-1348.***

High Priority Work Orders – 3 Business Days

High Priority work orders are work orders that are not of an emergent nature but need to be done in a short amount of time. Most of the time these will be Quality of life issues but can also be due to excessive waste of water or electricity. These are not work orders to call the emergency number, but you can put in to the work order system and it will be assigned accordingly.

Examples:

1. Water Heater Pilot Light out.
2. An appliance is not working properly.
3. Toilet continuously runs (Not Backed up).
4. Faucet drips or leaks.
5. Out Side Lighting will not turn off/on.

High Priority work orders may also be due to the task requested being time sensitive. Such as Work Orders that must be done to meet the needs of a Facility or Department for a function.

Examples:

1. Family Days.
2. Corporate dinner functions.
3. Company Picnic.
4. Preparing for opening day of school.
5. Refurbs.
6. Normal Work Orders over 30 days old will automatically become High Priority.
7. Furniture that has human waste embedded in the material.
8. Special Needs Modifications to doors and Showers etc.

Regular Work Orders – 10 Business Days

Regular Work Orders are requests that are not time sensitive and can be done over a period of time. They may be small requests or requests that may require several man hours or days of labor and several dollars in material costs.

Examples:

1. Patch Hole in wall.
2. Electrical outlet not working.
3. Shower head not spraying very well.
4. Carpet pulled loose from the floor.
5. Door sticks.
6. Replace Kitchen light.
7. Painting.
8. Building special request type furniture such as study corrals.

If you have any issues with work orders not being done in the above scheduled time or in a professional manner please contact the Assistant Director Lee Kenney at leek@htop.org or 970-985-6907 Thank you.