

FORM 3-6 Service Priority List

[company logo, name, and address]

Property

Manager

All requests for service should be assigned a priority code number, and all service calls should be attended to in accordance with the assigned priority code.

Priority Code	Type	Description
1	Emergency Immediate service	Any breakdown or malfunction in which life, health, or property is threatened if corrective action is not taken immediately. Examples: fire, flood, no heat in winter, broken elevators in a high-rise, accident, open gas line, burglary, vandalism.
2	Corrective Rush	Repair or restoration of an item before a major breakdown or emergency occurs. Nonemergency service request that is important to resident or property. Examples: broken appliances, air conditioner failure in summer, make-ready work orders still outstanding after resident move-in, no electricity in apartment.
3	Routine	All other corrective maintenance calls that can be scheduled for same day or within reasonable time period.
4	Custodial	All of the day-to-day routine maintenance activities. Example: cleaning common areas.
5	Preventive	All work that is part of the formal preventive maintenance program. Preventive maintenance is performed on a regular basis to maximize the level of services at the property and reduce equipment breakdowns and service interruptions.

	By	Date
Approved	_____	_____
Reviewed	_____	_____