

# REQUEST FOR WORK (WORK ORDER)

Date Stamp

Today's Date: \_\_\_\_\_

20  
Month                      Day                      Year

HMWorx Control Number  
# \_\_\_\_\_

Use this form to report maintenance problems in your unit and in Co-op common areas. Once you have completed this form, please return it to the Management Office for processing.

Work Requested By: \_\_\_\_\_  
Member
Unit / Address
Phone Number

STATUS OF REQUEST:

√ ( please check one )

<input type="checkbox"/>	ROUTINE
<input type="checkbox"/>	WITHIN 7 DAYS

<input type="checkbox"/>	URGENT
<input type="checkbox"/>	EMERGENCY

### PERMISSION TO ENTER:

Please choose ONE (1) of the following:

Initial	<input type="checkbox"/> YES	The Co-op's agent(s) may enter my unit to fix this problem.
	<input type="checkbox"/> NO	If "NO" provide <b>three (3)</b> dates/times that the Co-op may schedule the work. ( I understand that this choice might delay the repairs being done. )
		1) _____                      2) _____                      3) _____

1) Pets:  Yes  No                      Secured:  Yes  No                      Type: \_\_\_\_\_

2) Alarm:  Yes  No                      Disarmed:  Yes  No                      Type: \_\_\_\_\_

\_\_\_\_\_  
Member's Signature

\_\_\_\_\_  
Daytime Phone Number

### ONLY 1 PROBLEM ON EACH FORM, PLEASE!

WORK TO BE DONE - ( Be specific. Remember to include location - ex. bathroom )

Describe the problem:

Has the problem damaged your unit ?     Yes  No    When did the problem start ? \_\_\_\_\_

If YES, describe the damage: \_\_\_\_\_

#### Service Report

- A. Emergency Repairs:                      Maintenance staff had to enter your unit.
- B. Request For Service:                      Work has been completed as you requested.
- C. Notice of Entry:                      Notice period in accordance with the Co-op's By-laws.
- D. We were unable to complete your request due to:
  - We were unable to enter your home.
  - Repair part(s) are on order and additional work is scheduled to be completed by: \_\_\_\_\_
  - Kindly contact the office at 416-363-3418

Name of Maintenance Staff: \_\_\_\_\_

*Instructions and Visual Support    Turn Over --->*

tel:416.363.3418

fax:416.363.3419

email:woodswothadmin@rogers.com

**Submitting a Work Order for Units & Common Area Maintenance**

To request unit and common area maintenance, members are required to submit to the office a written Work Order describing the problem.

**Be sure to:**

- Submit a separate form for each problem.
- Fill out all required fields on the form: 1) member's name and unit number, 2) status of request, 3) permission to enter.
- Explain the nature of the problem in the "describe the problem" field (e.g. kitchen sink is leaking around the faucets). *The more clearly you specify your request, the better we can help you.*
- Daytime contact number.
- Member's Signature.
- Sign the form.
- Optional: In the "Visual Support" diagram section indicate the location of the problem.

If you have questions about submitting the form and/or the status of your request, contact the Management Office at 416-363-3418 or woodsworthadmin@rogers.com

*Remember to sign the form!*

**Prioritization**

Management schedules work orders based on a priority system that emphasizes safety and health. The items with the highest priority are those that could endanger member safety and/or property and are scheduled first.

**Emergency Request:** Emergency work orders are defined as work items that pose an immediate threat to life, health, safety, property, and are scheduled as priority.

**Urgent Request:** Urgent work orders are defined as work items that pose an immediate threat to the assets of the Co-op and are scheduled as a high priority.

**Routine Requests for Completion Within 7 Days:** These work orders are defined as work items that do not pose an immediate threat to life, health, safety or property but the member requests for valid reason that the work be completed within 7 days.

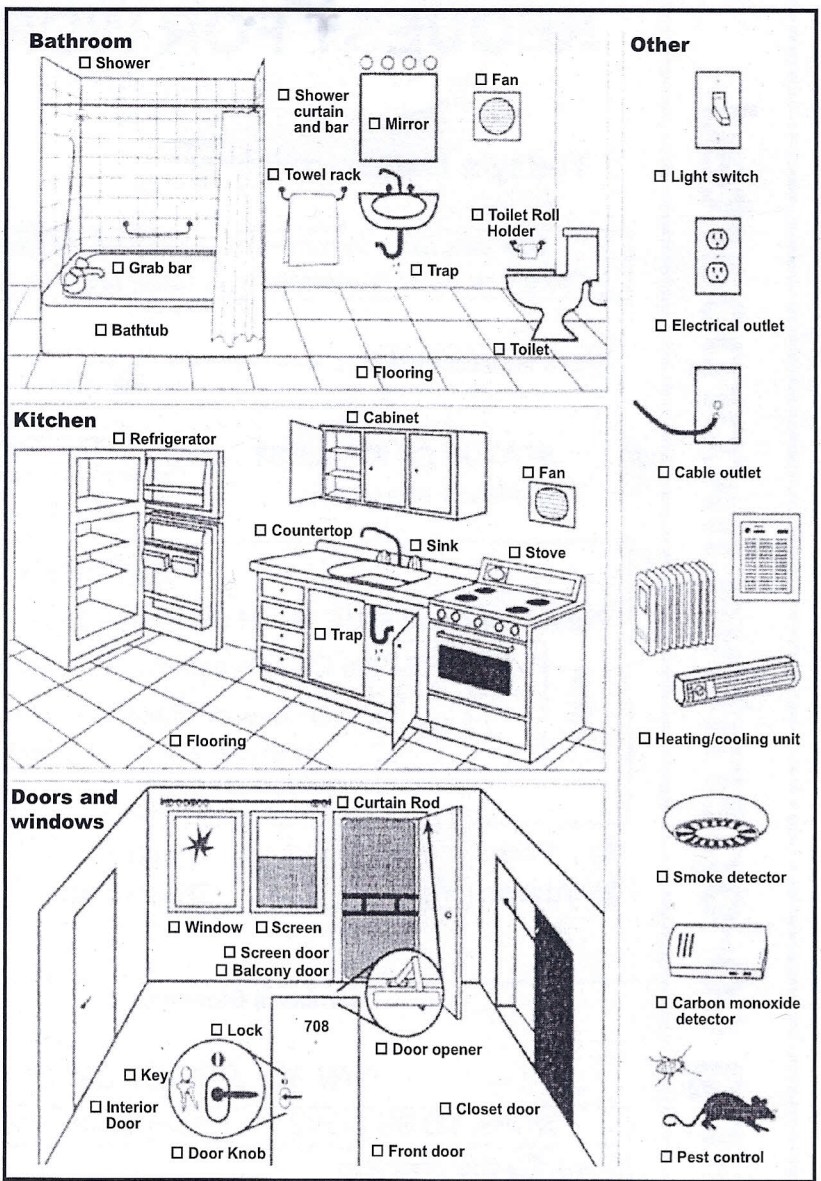
**Routine Request:** Routine work orders are defined as work items that do not pose an immediate threat to life, health, safety or property, and are completed as time allows.

**Steps to Completion**

- All work orders are scheduled on a priority basis.
- All work orders will be completed or acknowledged within 24 hours.
- If the member is not at home during entry, a Notice of Entry will be left inside the door.
- A copy of the submitted "Request For Work" will be delivered to the member's unit with a "Service Report".
- All "Request For Work" forms will be accompanied by an optional "Work Order Feedback Form."
- In the event that a member is not satisfied with the resolution of their issue, the member is encouraged to contact the Property Manager at myworkorder@mail.com.

**Thank you for helping to take care of Woodsworth!**

**VISUAL SUPPORT DIAGRAM**



FOR ADMINISTRATION USE ONLY													
Work Assigned To:			Completion Information:				Assurance Benchmark:		Charge				
Name			Name				Compliance	yes	no	Co-op			
Date	Time		Date	Time	Time	Time Taken	hours		Member				
<b>ACTIVITY REPORT: MEMBER COMMUNICATION</b>										<i>contact required:</i>	yes	no	
<b>GENERAL</b>	<b>Contact</b>	<b>Date</b>	<b>Time</b>	<b>LM</b>	<b>REMARKS</b>								
	1st												
	2nd												
	3rd												
<b>ACTIVITY REPORT: CHARGE</b>										<i>invoice attached:</i>	yes	no	
<b>GENERAL</b>	<b>Work Contracted To:</b>					<b>REMARKS</b>							
	<b>Paid By Member:</b>		<b>P.O. #</b>										
	<b>Charge To Member:</b>		<b>Amount:</b>	\$									
<b>ACTIVITY REPORT: ASSURANCE BENCHMARK</b>										<i>compliance ready:</i>	no action required	action required	
<b>REMARKS</b>													