



Work Order Services Onboarding

An overview of the steps involved when accepting and completing work orders that are assigned to your Company.

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Introductions and Greetings

- Tywanda McClendon, Area Manager
- Ed Hix, Maintenance Superintend
- Robert Schnebelt, Maintenance Supervisors of Code Violations



What is needed to begin work?

- ❑ All Contractors and their staff must have badges
- ❑ Approved Purchase Order which can be found in Vendor Café
- ❑ Key Authorization Form used to authorize the lockshop to give the contractor a key to the unit or to sign a key out from the management office.
- ❑ The Work Order for the unit to allow contractor to obtain supplies to complete the unit. Note: Contractor can now obtain this number using Vendor Café.
- ❑ Thorough Plan - Contractor will be responsible for providing a detailed plan as to how they will execute the task at hand. This plan is to be recorded on the notes of the work order.



Badges and Keys

Contractors must have a completed “Key Authorization” form to obtain badges and keys. This can be obtained by the Property Manager or Maintenance Supervisor. The Key Authorization is taken to the Lockshop.

The Lockshop is located at 1044 West Liberty St. The Lockshop is open Monday through Friday from 8am to 10am and again from 4pm to 4:40pm

2.9 While working at Authority-owned or leased properties, shall wear distinctive uniform clothing that has the contractor's name easily identifiable, affixed in a permanent or semipermanent manner.

2.9.1.1 Contractor(s) shall provide uniforms and ID Badges identifying Contractor for all employees working on CMHA’s properties. No employees will be allowed on CMHA’s properties out of uniform and without his/her ID badge on his/her person. Contractor(s) must submit a picture of the uniform and a sample of his/her ID badge if requested by CMHA; uniforms are required for maintenance/repairs work.

Contractor(s) is to report personnel changes to property managers as they occur and prior to the person reporting to Authority property.

2.9.1.2 The contractor will be financially responsible for any lost badge or key

Sample Key Authorization Form



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Cincinnati Metropolitan Housing Authority

KEY AUTHORIZATION

RECIPIENT INFORMATION

Company Name:		
Recipient's Name:		Phone:
Company Address:		
Anticipated Key Return Date:		

APPROVAL SIGNATURES

CMHA Manager Signature:	
Director Signature (Master Key):	

INSTRUCTIONS

The following keys/badges are being issued to you for entrance into to CMHA properties. In accordance with CMHA's Key Issuance Policy, do not loan or allow anyone to use your keys. In the event your keys are lost or stolen please notify this department immediately. The replacement cost of keys will be your responsibility. Failure to report lost or stolen keys will result in not getting replacement keys or keys for another project. The cost is as follows:

Change Key ----- \$25 Per Door Lock
 Master Key ----- \$1,000 Minimum or \$100 Per Door Lock Change
 or the Greater of the Cost for Rekeying a Development

KEYS/ BADGE ISSUED

Unit#	Address	Lock Shop Use Only

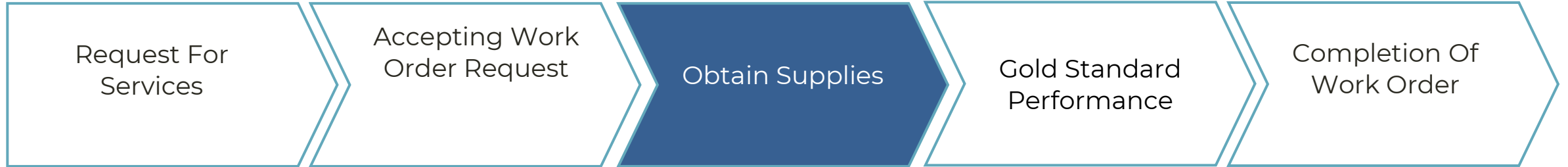
I acknowledge receiving the Key(s)/Badge listed above,
 I have read and agree to the attached Key Issuance Policy.

Signature Of Recipient: _____ Date: _____

LOCK SHOP USE ONLY - SIGNATURE

Issued By: _____ Date: _____

Introduction to Work Order Services



A CMHA Supervisor or Property Management team member will reach to you for your company's availability. CMHA expectations are that you only agree to the work if you are confident that your company has the resources and availability needed to complete task in the time schedule being presented.

Upon accepting the work, the requestor will issue you a Purchase Order. This PO can be found in Vendor Café. Do not start work without PO. Take pictures of work area and defective parts before beginning work.

Setty Kuhn

3064 Mathers St
Cincinnati, Ohio 45206

Findlater Gardens

5400 Hebron
Cincinnati, Ohio 45232

Millvale

3357 Beekman Street
Cincinnati, Ohio 45223

Warehouse Locations



Contractor can obtain supplies from one of the CMHA Warehouses. In the event the items needed are not at the warehouse; contractor can meet an Approved CMHA Manager or Supervisor at Lowes for what is needed. Any purchases made by contractor will be reimbursed upon contractor submitting a change order.

Contractor is expected to provide a level of Gold Standard Performance throughout their work. Contractor is not to start work without the proper resources and plan needed to perform task efficiently and effectively. Contractor is expected to meet or exceed all industry standards. All work and actions are to be deliberate and of professional Quality.

Upon the completion of the assigned work order, contractor is to return the **Order For Contracted Service Form** with any receipts for approved purchases for non-stock items used and provide "before and after work" pictures with a copy of the invoice to the requesting manager or supervisor, along with submitting the invoice to Central Purchasing using Vendor Café.

The Different Types Of Work Orders

A work order is generated in part by or due to a visual inspection performed by a CMHA staff member, City Order, or a complaint from a tenant.

All work orders are considered important and need addressed in a prompt and professional manner. However some do take precedence over others. The nature of the issue will determine the priority. There are 5 Priority Status categories.

Priority Status

- Emergency
- City Order
- Urgent
- Routine
- NSPIRE

Work Order Priority Expectation

- **Emergency**

Emergency Work Orders are considered to be work related issues that pose an immediate threat to the life, health, and safety of residents. All emergencies have to be abated within **24 hours** of being assigned to contractor.

Examples of emergencies:

- Fires
- Gas Leaks
- No Heat When the Outside Temperature is Below 40 Degrees
- No AC When the Outside Temperature is Above 80 Degrees
- Main Line Sewage Stoppage
- Busted Waterlines Causing a Flood
- Tenant Lock Out

- **City Order**

City Order Work Orders are to be treated like they are Emergency Work Orders. Response to the orders needs to be within **24 hours**. All work is to be completed **ASAP** and called in for re-inspection by supervisor

- **Urgent**

Urgent Work Orders are considered to be work related issues that DO NOT pose an immediate threat to the life, health, and safety of residents but DOES pose a threat to the security, integrity, or functionality of the unit or structure. Urgent Work Orders are to be completed within **72 hours** of being assigned to contractor.

- **Routine**

Routine Work Orders are work orders that are not considered to be an emergency or urgent matter and will be assigned and directed according to staff availability, budget, and priorities. Routine Work Orders are to be completed within **7 calendar days** of being assigned to contractor.

- **NSPIRE**

NSPIRE Work Orders are work orders that are generated to address building and unit deficiencies that will not meet NSPIRE standards.

Integrated Pest Management

- **2.5.1 Sealing of the Unit**
- • IPM (Integrated Pest Management) practices must be followed. (IPM training will be provided to contractor upon request) Seal all openings, cracks, and voids where possible including but not limited to around conduits and pipes
- • Caulk all baseboards.
- • Caulk between kitchen cabinet trim and cabinets if your I.D. badge can slide between the trim and the cabinet.
- • Secure all loose material to prevent harborages (e.g., loose trim boards, loose hinges, uncaulked trim).
- • Clear silicone must be used inside all cabinets/drawers and where covebase/ baseboard meets floor.

Introduction to Work Order Services

- Property Manager/ Maintenance Supervisor will inspect the work and when all items have been completed or corrected, they will accept the work as completed.
- Before submitting invoice, the Contractor must complete the following steps:
 - Must obtain approval of the work order completion by property management or supervisor
 - Returns unit keys (Do not return keys until unit is inspected and approved by requestor)
 - Return the completed work order to the Property Manager/ Maintenance Supervisor
 - Return the Order for Contracted Service form with any receipts for approved purchases for non-stock items used in the unit

Purchase Orders and Invoicing

● 1. Signed Punchlist

Manager or Supervisor must approve the work. All items on the work order must be completed.

● 3. Enter Invoice into Vendor Cafe

All invoices must be submitted to the Finance Department using Vendor Café.

● 2. Return Keys

Keys must be returned to the Lockshop or Manager.

● 4. Invoice Approval

Invoice must be approved by Finance and Property Management



THANK YOU FOR ATTENDING!