

WORK REQUEST CUSTOMER COMMUNICATION

August 2011

A customer’s work request will be routed to the appropriate shop in Maintenance or Alterations. Customers may expect the following response times to a submitted request once it is assigned to a shop, as well as ongoing communications for the project duration;

Maintenance Response Times:

Work Request Priority	Response Time	Completion Time
Emergency	Immediate	Same day
Urgent	Same Day	Correct within 24 hours
High	3 Working days	Correct within 7 days
Routine	7 Working days	Correct within 25 working days
Scheduled	Project is scheduled	Complete as scheduled

Maintenance Project Communication

Customer will:

- Receive an email with the M&A contact.
- See updated status changes in the work request with written notations.
- Receive a timeline for all scheduled work.
- Receive construction oversight, communication and updated cost information by the M&A contact (Supervisor, Zone Coordinator, Lead).
- See the Service Call Advisory Notice (SCAN) posted onsite as work progresses.

WORK REQUEST CUSTOMER COMMUNICATION

August 2011

A customer's work request will be routed to the appropriate shop, either in Maintenance or Alterations. You may expect the following response times to your submitted request once it is assigned, as well as ongoing communications for the project duration;

Alterations Response Times

Customer will:

- Be contacted within 3 calendar days after work request is assigned to the appropriate shop or project manager
- Be informed of the estimate timeline by the M&A contact. The length of time to receive the estimate will vary depending on project complexity.

Alterations Project Communication

Customer will:

- Receive an email with the M&A contact.
- See updated status changes in the work request with written notations.
- Receive a contract for approval and encumbrance prior to work being performed.
- Receive a schedule for all scheduled work > 4 hours.
- Receive a "schedule promised" date on all managed projects.
- See signage posted for projects greater than 3 weeks in duration.
- Receive construction oversight, communication and updated cost information by the M&A contact (Project Manager, Supervisor, Lead).
- Receive change orders, as required prior, to work being performed.
- Receive project close-out documentation as necessary.
- Receive an email indicating that work has been completed.