

## **Lease Addendum #17: Classification of Work Orders**

### **PRIORITY OF SERVICE AND/OR REPAIRS**

In the case of emergencies affecting the safety of persons or property, the GHA without special instruction or authorization is obligated to act at his/her discretion to prevent threatened damage, injury or loss.

**Level I:** The following items are considered of an emergency nature and will be completed or abated by the GHA within 24 hours of notification to the GHA maintenance staff or on-call answering service. These conditions will be addressed in the order listed below:

1. Natural gas leak or fumes;
2. Electrical problem which could result in shock or fire;
3. Structural damage to building that may pose a threat to life, health or safety;
4. Major plumbing leaks, sewage backup or fresh water flood or no water to unit;
5. No electricity or power to unit (excludes outage caused by non-payment to GRU);
6. Lack of functioning toilet (emergency only if unit has one toilet)
7. Lack of security for the unit (unable to lock doors or windows, a loose lock is not an emergency);
8. Waterlogged ceiling in imminent danger of falling;
9. Smoke detectors (missing or not working);
10. Broken glass where someone could be injured inside or outside of unit or building (windows/doors);
11. Obstacle which prevents tenant's entrance or exit from the unit or building (windows/doors);
12. Refrigerator not working; or
12. Range not working (surface & oven); or
13. No heat if outdoors air temperature is below 45°F;
15. Air conditioner not working – if it is GHA-owned equipment and where there is a medical necessity which has been previously substantiated by a written statement from a doctor or other qualified medical source, or the unit (a/c) is leaking on the

interior of the unit/building causing a potential for slipping hazard or property damage (GHA 504 Request Form approved by the GHA 504 Coordinator and on file). The outdoors air temperature must be above 75 °F.

16. Any condition that poses an immediate threat to life, health, safety or property, or related to fire safety.

**Level II:** In the order listed below the following will be addressed, completed or abated within two (2) business days subject to the availability of parts/equipment and specialized service personal.

1. Air conditioning – if GHA-owned equipment and where there is a medical necessity which has been previously substantiated by a written statement from a doctor or other qualified medical source (GHA 504 Request Form approved by the GHA 504 Coordinator and on file). The temperature must be below 75 °F.
2. No hot water in unit (except at The 400 Building – then it becomes a Level I and should be addressed immediately).
3. Shower or Tub Draining Slow.
4. Sink Backed up when all other Drains work normally.
5. No Heat when average outside air temperature is above 45°F but below 60°F and there is forecast of temperatures dropping below 45°F.

**Level III:** All other conditions, services or repairs not listed in Levels I & II are Level III requests and will be addressed within 25 business days and are subject to the availability of service personnel, materials and equipment.

Call (352) 872-5500 7 days a week to call in any work order.