

Date: May 29, 2020

To: **ALL RESIDENTS**

From: Tom Francisco, Maintenance Manager

Re: **UPDATE ON WORK ORDER REQUESTS**

This letter is to inform you that the **Maintenance department will begin doing routine work order requests on Monday, June 15th**. Per the C.D.C. guidelines we will be taking all of the necessary safety measures and are asking for your cooperation to keep everyone safe – this includes you, your family, and the Maintenance staff.

When you call in a work order request, please indicate in your message whether you or anyone in your household is ill, has recently been ill, or has been diagnosed with COVID-19. In order for Maintenance to enter your unit we need to make sure everyone is symptom free.

If you will not be home when Maintenance comes to your unit, we will not be able to enter unless this information is documented on the work order, so please make sure to leave this information in your work order request message.

If you are home and before entering the unit, Maintenance will ask again if anyone is ill, has been recently ill, or has been diagnosed with COVID-19. All workers are required to wear face masks, and will put on a clean pair of disposable gloves before entering the unit. We will also have spray disinfectant with us and all areas that we work on will be wiped down before we leave, including the door knobs.

In addition to the items above and in accordance with C.D.C. recommendations, please remember to practice social distancing by keeping at least 6 feet away from workers. You could also go to another part of the unit while repairs are being done. Although not mandatory, if you can wear a face covering or leave the unit while Maintenance is completing the repair, it would be appreciated.

All work orders are to still be called in to the office at 440-286-7413, extension 100. Due to the expected high volume of work requested, we will be prioritizing repairs based on severity. If you have any questions, I can be reached at 286-7413. extension 112.

Thank you all for your patience and cooperation during these difficult times.



**We Can
Beat It
Together**