SERVICE On Call Protocols REQUESTS





01 Emergency

15 Minutes







to LMH Call Center

On Call Service Technician is contacted by the LMH Call Center and informed of the emergency Service Request

Service Technician contacts the resident within 15 minutes to obtain additional information for the emergency Service Request

First Contact in Yardi Mobile

Service Technician arrives onsite within 1 hour of initial call and is in full uniform

Using Elevated Language and wearing the necessary PPE, the Service Technician will address the emergency Service Request

is closed out

PLEASE NOTE:

- Service Requests that require attention from the next shift should be contacted first thing in the morning
- If the Service Request requires vendor assistance, the District Manager and/or Maintenance Supervisor must be contacted first