Property Management and Residents Council Agreement
Work Order Request Procedures

Q. What is the procedure for work orders?

A. 1. All tenants must call and report their work order to the proper Property Management Office:
   2546 W. North Ave. 773.227.6332.
2. The tenant must give detailed information: what and where the problem is, how long it has been happening (i.e. broken window on the second floor since last week, clogged sink in the ½ bathroom for 24 hours, etc.)
3. The tenant should ask whom they are speaking to, and make a note of who they spoke to, the date, and the time the call was made.
4. You will need to call back the next day to get your work order number; this number allows you to follow-up on your request.

Q. What do I do if I call Property Management and no one comes out?

A. 1. First you want to verify that your work order was recorded (for this reason you should know your work order number, when first called, and whom you spoke with when you called the first time).
2. Then you want to find out why no one has responded (work orders are prioritized in order of severity--inspections from HUD and other behind the scenes occurrences, that may require immediate attention and cause a back-up).
3. Thirdly, if you believe that you have not been given a reasonable explanation and / or an estimated date of when the work will be done, you should then contact your appropriate Site Manager to report the situation.
4. Allow for follow-up time with the Site Manager. If your work order has still not yet been taken care of, you may contact the Property Management Director or notify him / her of your concerns. If they are not available please leave a detailed message and they will get back to you.
5. If the situation reaches this point, it is also appropriate to speak with your Site Representative. (Residents Council’s appointed tenant representative and advocate for the area you live in who is the go-between for such situations).

Q. What do I do if no one responds in a reasonable amount of time? And what is a reasonable amount of time?

A. A reasonable amount of time is considered within 24 hours for emergencies and 3 – 7 days for non-emergencies. Non-emergencies are prioritized in order of severity (also see page 3 of BRC handbook).
Q. What constitutes an emergency situation?

A. Situations that will cause harm to tenant or property if not addressed immediately!
   Examples: (Please refer to your BRC handbook page 4)
   • No heat in the winter
   • Sewer Back-up
   • Major appliances not working (stove or refrigerator).
   • Water leaking from broken pipes that can not be shut-off; flooding or rising (that cannot be contained)
   • Gas leaks and carbon monoxide incidents should be reported first to 911: This is a life threatening emergency! After you have contacted 911 and they have responded you will then need to contact Property Management and notify them of the incident.

Q. What do I do if one of these situations occurs after hours, holidays or on weekends?

A. You call the office as usual: all calls for Bickerdike Apartments are forwarded to an answering service, if the call is an emergency, the answering service will know how to contact the staff person who is on call. The person on call should respond in a timely manner. Some things to note if your call reaches the answering service:
   • Write down whom you talked to
   • Record the time and date the call was made
   • Call back if no one has responded within the hour
   • If you don’t have a phone, it would be helpful if you can use a neighbor’s (so that the person on call can reach you)
   • You should remain home or at least have an adult home so that when someone responds there is someone home (if you must leave, call and check on the status, please leave a note on your door visible to the BRC staff who respond).

Q. What do I do if, I called in my emergency and no one comes out?

A. 1. Call the answering service back and ask them details:
   • Did any one get my messages?
   • Who was the message given to and when did they get it?
   • And again, be persistent; remind the service that this is an emergency. Ask for a supervisor if you feel your call has not been addressed to your satisfaction.

2. If all fails, call your tenant organizer on the next business day and advise them of the situation, they will then contact your Site Representative. The Site Rep. will then contact you and get the details and then contact Property Management to find out what happened. Again, if you do not have a Site Rep., or do not know who your Site Rep. is, you can call your Tenant Organizer at 773.278.5669.

3. Lock outs: If you are locked out after business hours or on weekends, please call from a phone where you can be contacted by maintenance and you must provide I.D. to re-enter the premises. No minors 12 and under will be allowed entrance without an adult.