

Property Department Monthly Report - April

Priority Repair Record:

The first number appearing in the column under the month is the number of work orders placed; the percentage reflects the work completed within the timelines.

Please note, in January 2022, we recategorized some of the plumbing issue work orders (for example, clogged drains) from Priority 3 up to Priority 2 in order to optimize the services being provided to our residents; this change has significantly increased the number of Priority 2 totals for January 2022 in the chart below.

	2021	2021	2021	2021	2021	2021	2021	2021	2021	2022	2022	2022	2022
	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	
Priority 1 (24 hours)	17 100%	10 100%	12 100%	20 100%	20 100%	23 100%	26 100%	21 100%	16 100%	18 100%	8 100%	12 100%	
Priority 2 (2 weeks)	60 100%	54 100%	59 100%	40 100%	41 100%	63 100%	73 100%	59 100%	161 97%	153 98%	83 99%	237 95%	
Priority 3 (30 days)	303 95%	399 98%	133 95%	271 99%	305 96%	231 99%	322 98%	298 97%	150 98%	227 97%	312 97%	302 88%	
Priority 4 (monthly schedule)	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%	28 100%

- Priority 1 Calls: For example, lock replacements, broken doors, temperature control issues, electrical, lighting, burst pipes, unit fires, etc.
- Priority 2 Calls: For example, cutting keys, buzzer systems, door closers, minor plumbing issues, clogged drains.
- Priority 3 Calls: For example, drywall patching, minor plumbing, kitchen cabinet repair, bulb replacement, appliance repair.
- Priority 4 Calls: For example, monthly fire inspections, preventative maintenance checks, generator testing.

Please note: Priority 3 completion rates for the month of April were lower due to maintenance staff illness; the outstanding work orders were not directly impacting the residents' living spaces and were scheduled for completion during the first week of May.

Unit Rollovers, Pest Control, and Hoarding:

Year	Month	Housing Turnovers		Unit Inspections	Clutter Interventions	Housing Pest Control Interventions	Shelter Pest Control Interventions
2021	May	5	100%	67	7	39	189
2021	June	6	100%	81	4	41	231
2021	July	3	100%	73	4	33	318
2021	August	2	100%	79	0	23	146
2021	September	3	100%	71	6	44	151
2021	October	3	100%	83	5	38	140
2021	November	1	100%	61	7	31	144
2021	December	2	100%	71	4	37	136
2022	January	5	100%	54	2	21	156
2022	February	2	100%	61	4	28	121
2022	March	4	100%	72	3	22	119
2022	April	6	100%	63	5	18	114

Unit turnovers are completed within 30 days.