

EMERGENCY OR ROUTINE

The following examples are provided to help correctly determine the difference between routine and emergency repair circumstances.

Problem	Action	Example
Roof	EMERGENCY	Water is pouring into the building and the custodian needs help picking up the water. TELEPHONE
	ROUTINE	Water is leaking into the building. A waste basket has been placed under the leak. WORK ORDER with attached floor plan showing leak location
Window	EMERGENCY	Broken window that will allow someone to enter the building tonight. TELEPHONE Call ASAP before 4 p.m.
	EMERGENCY	Broken window inside the building that is a danger to students. TELEPHONE
	ROUTINE	Window that is chipped or cracked. WORK ORDER
Sewer	EMERGENCY	The sewer is stopped up and sewage is backing up into the bathroom. TELEPHONE
	ROUTINE	There is smell that appears to be coming from the sewer. WORK ORDER
Electrical	EMERGENCY	A bare wire or an electrical smell is observed. TELEPHONE
	ROUTINE	One of the electric outlets in the classroom does not work. WORK ORDER
Water	EMERGENCY	There is not any domestic water in the building. TELEPHONE
	EMERGENCY	An outside water faucet is running wide open and is threatening to flood the area. TELEPHONE
	ROUTINE	There is not any water in one of the two lavatories in the student restroom. WORK ORDER
	ROUTINE	A water faucet is leaking, but there is not a flooding condition. WORK ORDER
Drinking Fountain	EMERGENCY	A drinking fountain is leaking and water is running on the floor. TELEPHONE
	ROUTINE	A drinking fountain is not working properly. WORK ORDER
Burglar and Fire Alarm Systems	EMERGENCY	Alarm is sounding. TELEPHONE
	ROUTINE	Burglar and Fire alarm is not working properly. WORK ORDER

Problem	Action	Example
Bells	EMERGENCY	The bells are needed to change classes during the day, but they are not working. TELEPHONE
	EMERGENCY	The bells are needed for emergency drills but do not operate. TELEPHONE
	ROUTINE	When the bells are sounded, there is a room that cannot hear the bell. WORK ORDER
P. A. System	EMERGENCY	The entire P.A. system is not operational. TELEPHONE
	ROUTINE	Two rooms in the building cannot hear an announcement when it is made on the public address system. WORK ORDER
Doors	EMERGENCY	An outside door cannot be locked. TELEPHONE
	EMERGENCY	A door cannot be unlocked. TELEPHONE
	ROUTINE	A door closer is broken and needs to be repaired. WORK ORDER
Ceilings	EMERGENCY	It appears that the ceiling is loose and may fall. TELEPHONE
	ROUTINE	A piece of ceiling tile is missing and needs to be repaired. WORK ORDER
Lights	EMERGENCY	The lights in the classroom cannot be turned on. TELEPHONE
	ROUTINE	One of the lights in the classroom is not working. WORK ORDER
Heating Cooling	EMERGENCY	A major portion of the building is hot or cold. TELEPHONE
	ROUTINE	One room in the building is hot or cold. WORK ORDER

In preparing a work order, it is important to provide details about the problem. If there is not enough room on the form to describe the problem, then attach another piece of paper. A maintenance repairman will only know about the problem from your description. A good description will help you get your problem solved faster. The name of the requestor is the person who described the problem. Work orders must be approved by the principal or designee before being sent to the Maintenance Department. The person approving the request is **responsible** for making sure that the description is adequate.