



## Residential Property Maintenance Service Level Standards

April-June 2017

### Summary of Service Response and Repairs

Type I Repair (Emergency): Response time 2 hours, repair time within 24 hours

Repair requests: 2

- a. Repairs within 24 hours: 2
- b. Repairs within 4 days: 0
- c. Repairs more than 4 days: 0

Type II Repair (High Priority): Response time 24 hours, repair time within 3 days

Repair requests: 40

- a. Repairs within 24 hours: 36
- b. Repairs within 3 days: 4
- c. Repairs more than 3 days: 0

Type III Repair (Medium Priority): Response time within 48 hours, repair time within 30 days

Repair requests: 59

- a. Repairs within 48 hours: 52
- b. Repairs within 3 days: 7
- c. Repairs within 10 days: 0
- d. Repairs more than 30 days:

Type IV (Low Priority): Response time within 30 days, repair as budgeted

Repair requests: 29

- a. Repairs within 48 hours: 22
- b. Repairs within 3 days: 7
- c. Repairs within 15 days: 0