

Appendix J



Niagara Regional Housing Policy and Procedure

G-1 After Hours Response To Tenants' Requests for Service

ADMINISTRATION MANUAL

SUBJECT:	After Hours Response to Tenants' Requests for Maintenance Service	POLICY/ PROCEDURE #:	G-1
SECTION:	G- Housing Operations	PAGE #:	1 of 3
IMPLEMENTATION DATE:	Current practice prior to November, 2005	APPROVED BY:	General Manager and Senior Mgt team
REVISION DATE(S):		SIGNATURE:	
RELEVANT LEGISLATION:			

PURPOSE

To ensure that Niagara Regional Housing (NRH) provides after hours, weekends and statutory holiday maintenance support to tenants in a timely manner.

POLICY

To ensure the availability and prompt response of NRH staff when tenants identify a property maintenance issue by calling NRH at 905-682-9201 during or after hours, on weekends or during statutory holidays.

DEFINITIONS

Answering Service – is the contracted telephone service that responds to incoming tenant calls after hours, on weekends and on statutory holidays. The Answering Service is provided by Central Communications of Welland at 905-732-9653.

PROCEDURE

Activating and Deactivating the Answering Service

At 4:30 PM Monday through Friday, the NRH main auto-attendant (905-682-9201) message changes to provide tenants of the owned units the option to select the after hours service to assist with maintenance service calls.

At 8:30 AM Monday through Friday, the auto-attendant reverts to the normal business hours message and offers extension 5 as the option to speak to a staff person about maintenance issues.

The auto-attendant is programmed to handle statutory holidays at the beginning of each calendar year. In the event of an unexpected office closure (snow storm etc.) the system can be manually overridden by Niagara Region staff in the Information Systems Department.

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Role of the Answering Service Staff

1. After hours, weekends and statutory holidays, incoming tenant calls are answered by the Answering Service staff who work for a contracted company, Central Communications. Central Communications staff screen all calls according to their level of urgency in this manner:
 - a. Level I – tenant calls that can wait for an office response the following work day
 - b. Level II – tenant calls that are urgent in nature and can be directed to a designated contractor (i.e.: gas furnace repair, plumbing, electrical problems, hot water tank problems, elevator problems, locksmiths)
 - c. Level III – tenant calls that require notification of the On-Call Property Manager or Maintenance Supervisor. This includes fires, floods, personal injury, death and calls received from the on-site personnel (Building Attendant).
2. The Manager of Housing Operations ensures that the Answering Service staff can identify an emergency from a non-emergency situation, so that Answering Service staff can select the appropriate person to contact, either:
 - a. the business contractor (for Level II issues)
 - b. the On-Call Property Administrator (for Level III issues).
3. If the Answering Service is unable to contact the first person on the On-Call list, they continue calling the staff members listed on the Monthly On-Call list.
4. Tenant calls related to fire, flood, personal injury, death and calls from on-site personnel (Building Attendants) may result in the activation of the Emergency Response Plan and/or notification of the Division Managers and General Manager depending on the nature and scope of the situation. See Policy G – 2.
5. Tenants with day-to-day maintenance and/or property management concerns that can be dealt with on the next business day are informed that their message will be relayed to the Property Administrator for follow-up via fax sent to the NRH office.
6. Fax notices summarizing each call are faxed daily by the Answering Service to Niagara Regional Housing for sorting by the Tenant Support Representatives.
7. Tenants receive a call from the Property Administrator by the end of the next business day for those maintenance problems or property management issues that have been assessed for next day follow-up, including requests resolved on the weekend by contractors.

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Role of the Niagara Regional Housing Operations Staff

1. The Manager of Housing Operations provides the Answering Service with a the most up-to-date list of cell phone and home telephone numbers for all Property Administrators and notifies the Answering Service promptly of any changes to the list.
2. The Manager remains apprised of staff vacations, leaves of absence, etc. and provides this information to the Answering Service regularly.
3. In addition, the Property Administrators call the Answering Service to independently confirm their last day of work and upon their return.
4. The Manager of Housing Operations ensures that the Answering Service has the most up-to-date contractor telephone list and contact information.
5. The Manager of Housing Operations provides the Answering Service with the Monthly On-Call list that identifies which Property Administrator are responsible for which NRH housing communities for the 1st to 15th days and the 16th to 31st days of each month.
6. The On-Call list is provided to the Senior Management Team and General Manager by the Manager of Housing Operations.

SUPPORTING FORMS

Monthly On-Call List

RELATED POLICIES

G- 2 Emergency Response Plan