

Sub-Indicator #3: Work Orders

I. Definition:

This sub-indicator examines the adequacy of a PHA's performance with regard to completing maintenance work items as measured by its work order system. The sub-indicator evaluates how a PHA controls its active work orders as well as the timeliness of completion of work orders. Any work order active within the assessed year is included in the count regardless of when it was received or completed. It also examines any progress a PHA had made during the preceding three years to reduce the period of time required to complete maintenance work orders.

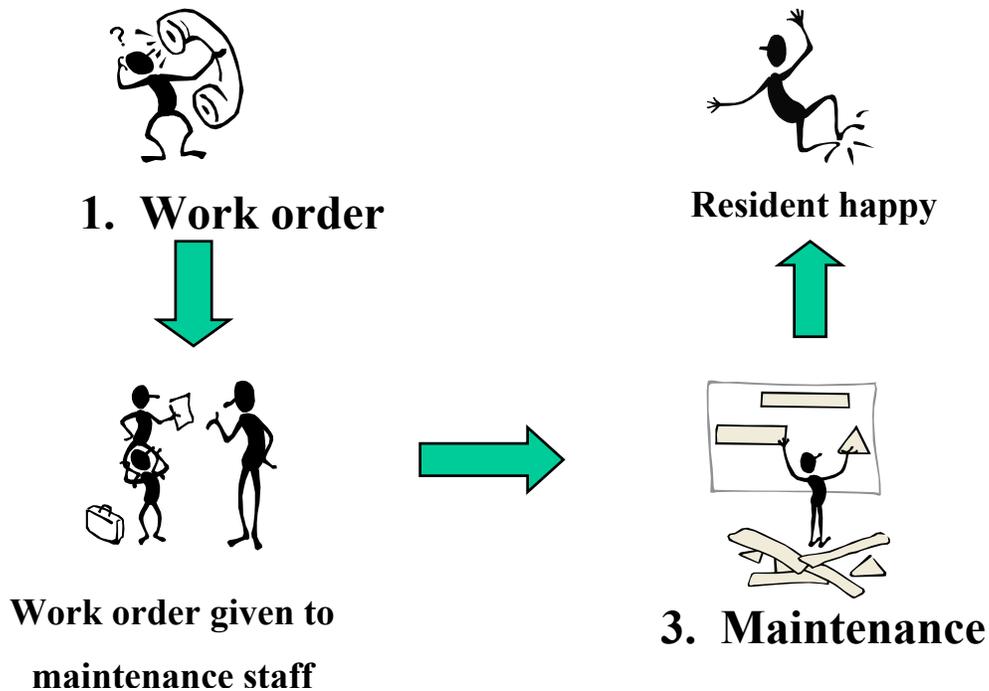
**Maximum
Point(s):**
4

II. Regulations:

- 24 CFR Part 902, Subpart D

III. PROCESS WORKFLOW:

THE FOLLOWING DIAGRAM APPLIES TO COMPONENT #1 AND COMPONENT #2.



IV. Components:

- Component #1: Emergency Work Orders (2 points)
- Component #2: Non-Emergency Work Orders (2 points)

V. Suggested Data Sources:

- Tracking system that adequately tracks how a PHA accounts for and controls its work orders, and its timeliness in preparing/issuing work orders.
- Work order log that reports the time and date each work order is received and completed, the status of all work requests and includes emergency and non-emergency classification.
- Work orders in the following three categories: (a) received in the prior assessed year and completed in the current assessed year; (b) received and completed within the current assessed year; (c) and received and not completed before the end of the current assessed year.

VI. Things to Remember:

- ✓ A PHA may have several priorities and/or classifications of work orders. However, it should be clearly defined as to whether a work order is an emergency work order or a non-emergency work order, regardless of a work order's priority and/or classification.
- ✓ Implicit in this sub-indicator is the adequacy of the PHA's work order system in terms of how a PHA accounts for and controls its work orders, and its timeliness in preparing/issuing work orders.

VII. Best Practices:

- ✓ A work order must be defined as either emergency or non-emergency only.
- ✓ A PHA is required to maintain documentation related to this sub-indicator for a period of three years.

Component #1: Emergency Work Orders

I. Definition:

Emergency work orders address an immediate threat to life, health and safety to property or to the resident, or are related to fire safety. Examples include, but are not limited to, an unhealthy or undrinkable water supply, gas leak, broken/blocked sanitary sewer line, failed heating system, hazardous electrical system, and situations causing an exposure to asbestos, lead-based paint, or other toxic materials.

**Maximum
Point(s):**

2

II. Suggested Data Sources:

1. Work Order Log.
2. Electronic work order system.
3. Emergency work orders.

III. Elements:

Element Number	Element Description	Instructions for Completing Element Submission
W10000	The total number of emergency work orders.	Enter the total number of work orders in the Work Order Log that meet the definition of emergency work orders.
W10100	The total number of emergency work orders completed/abated within 24 hours.	Enter the total number of work orders in the Work Order Log that were completed/abated within 24 hours that meet the definition of emergency work orders.
W10200	Percentage of emergency work orders completed/abated within 24 hours.	Read only. System generated.

IV. Things to Remember:

- ✓ Abatement of the emergency condition means, that although the work was not completed, the threat to life, health or safety has been removed. Abating the situation allows you to change the status of the work order to “non-emergency,” giving more time to actually correct the problem. Abatement may include moving the family to another unit until the situation can be corrected.
- ✓ Any emergency work orders active within the assessed year are included in this calculation, regardless of when it was received or completed.
- ✓ Only those emergency work orders completed/abated within the assessed year are included in the calculation.

V. Best Practices:

- ✓ A work order must be defined as either emergency or non-emergency, regardless of any additional priority and/or classification.

VI. Criteria for Scoring:

Grade	Emergency Work Orders
A	At least 99% of emergency work orders were completed or the emergency was abated within 24 hours or less during the PHA's immediate past fiscal year.
B	At least 98% of emergency work orders were completed or the emergency was abated within 24 hours or less during the PHA's immediate past fiscal year.
C	At least 97% of emergency work orders were completed or the emergency was abated within 24 hours or less during the PHA's immediate past fiscal year.
D	At least 96% of emergency work orders were completed or the emergency was abated within 24 hours or less during the PHA's immediate past fiscal year.
E	At least 95% of emergency work orders were completed or the emergency was abated within 24 hours or less during the PHA's immediate past fiscal year.
F	Less than 95% of emergency work orders were completed or the emergency was abated within 24 hours or less during the PHA's immediate past fiscal year.

VII. Calculation by System:

[W10200] Percentage of emergency work ordered completed/abated within 24 hours =
[W10100] Total number of emergency work orders completed/abated within 24 hours / [W10000]
Total number of emergency work orders.

Component #2: Non-Emergency Work Orders

I. Definition:

A non-emergency work order measures the average number of calendar days for a PHA to complete non-emergency work orders. Non-emergency work orders are issued to correct conditions that do not pose an immediate threat to life, health and safety to property or to the resident, or are not related to fire safety.

This includes work orders generated in response to resident or staff reports of a repair requirement and/or preventive maintenance work orders. It also includes work orders resulting from annual inspections using the Uniform Physical Condition Standards (UPCS) for public housing. HOWEVER, cyclical work orders (mopping the halls, grounds care tasks, cleaning gutters), work deferred for modernization and vacant unit preparation ARE NOT INCLUDED.

Maximum Point(s):

2

II. Suggested Data Sources:

1. Work Order Log.
2. Electronic work order system.
3. Non-emergency work orders.

III. Elements:

Element Number	Element Description	Instructions for Completing Element Submission
W10500	Total number of non-emergency work orders.	Enter the total number of work orders in the Work Order Log that meet the definition of non-emergency work orders.
W10600	Total number of calendar days it took to complete non-emergency work orders.	Enter the total number of calendar days it took to complete non-emergency work orders in the Work Order Log that meet the definition of non-emergency work orders.

III. Elements Continued:

Element Number	Element Description	Instructions for Completing Element Submission
W10700	Average number of days the PHA has reduced the time it takes to complete non-emergency work orders over the past three years (enter average number of days).	Optional: This calculation is a comparison of the average time it took to complete non-emergency work orders in the fiscal year being assessed with the average time it took to complete non-emergency work orders of the fiscal year that is two years previous to the assessment year. It is calculated by subtracting the average time it took to complete non-emergency work orders in the fiscal year being assessed from the average time it took to complete non-emergency work orders in the earlier year.
W10800	Average completion days.	Read only. System generated.

IV. Things to Remember:

- ✓ There are several types of non-emergency work orders completed by a PHA. The types of non-emergency work orders that must be counted are response generated work orders, staff reported work orders, preventative maintenance work orders, and work orders resulting from the annual inspection of units and systems.
- ✓ In counting the total calendar days that it took to complete non-emergency work orders, consideration should be given that any part of the day, even 15 minutes, is counted as ONE DAY for each non-emergency work order. A work order received in the morning of one day and not completed until the afternoon of the next day is counted as ONE DAY for each non-emergency work order. Please refer to the example, below.

DATE EACH NON-EMERGENCY WORK ORDER IS RECEIVED	DATE EACH NON-EMERGENCY WORK ORDER IS COMPLETED	THE NUMBER OF CALENDAR DAYS TO COMPLETE ALL NON-EMERGENCY WORK ORDERS
Monday at 10:05 AM	Same Monday at 10:45 AM	1 day each
Monday at 4:15 PM	The next day, Tuesday, 5:30 PM	1 day each

- ✓ For a non-emergency work order that is RECEIVED BUT NOT COMPLETED in the previous fiscal year, ONLY the days that the work order was active during the assessment year are counted.
- ✓ For a work order RECEIVED DURING THE ASSESSMENT YEAR, BUT NOT COMPLETED until the following fiscal year, ONLY the days the work order was active during the assessment year are counted.
- ✓ W10500, W10600: A non-emergency work order active within the assessed year is included in this calculation, regardless of when it was received or completed.

IV. Things to Remember Continued:

- ✓ If a PHA elects to certify to the reduction of the average time it took to complete non-emergency work orders during the previous three years, the PHA shall retain justifying documentation to support its certification for HUD post review. Please refer to the example, below.

REDUCTION IN THE PERIOD OF TIME REQUIRED TO COMPLETE NON-EMERGENCY WORK ORDERS DURING THE PRECEDING THREE YEARS	
Fiscal Year	Days to Complete Work Orders
FY 2 years prior to the assessment year	59
-FY being assessed Reduction	-41
	18

V. Best Practices

- ✓ A work order must be defined as either emergency or non-emergency only, regardless of any additional priority and/or classification.
- ✓ Maintain accurate records and a Work Order Log.
- ✓ Generate work orders for repairs required due to annual inspections.

VI. Criteria for Scoring:

Grade	Non-Emergency Work Orders
A	All non-emergency work orders were completed within an average of 25 calendar days.
B	All non-emergency work orders were completed within an average of greater than 25 calendar days and less than or equal to 30 calendar days.
C	The PHA is in one of the following categories: <ul style="list-style-type: none"> • All non-emergency work orders were completed within an average of greater than 30 calendar days and less than or equal to 40 calendar days, OR • The PHA has reduced the average time it takes to complete non-emergency work orders by at least 15 calendar days during the past three years.
D	The PHA is in one of the following categories: <ul style="list-style-type: none"> • All non-emergency work orders were completed within an average of greater than 40 calendar days and less than or equal to 50 calendar days, OR • The PHA has reduced the average time it takes to complete non-emergency work orders by at least 10 calendar days during the past three years.

VI. Criteria for Scoring Continued:

Grade	Non-Emergency Work Orders
E	The PHA is in one of the following categories: <ul style="list-style-type: none">• All non-emergency work orders were completed within an average of greater than 50 calendar days and less than or equal to 60 calendar days, OR• The PHA has reduced the average time it takes to complete non-emergency work orders by at least 5 calendar days during the past three years.
F	The PHA is in one of the following categories: <ul style="list-style-type: none">• All non-emergency work orders were completed within an average of greater than 60 calendar days, OR• The PHA has not reduced the average time it takes to complete non-emergency work orders by at least 5 calendar days during the past three years.

Note: For this component, the PHA will receive the highest score for either the average number of completion days or reduction in calendar days during the past three years.

VII. Calculation by System:

[W10800] Average completion days = [W10600] Total number of calendar days it took to complete non-emergency work orders / [W10500] Total number of non-emergency work orders.