

POLICY AND PROCEDURE	
Policy Title: Resident Requests	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: March 1, 2022 Reviewed: January 2023

Purpose

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services tailored to the needs of each resident household.

To support this mission we work to support all residents in maintaining their households and making sure that the units remain in good repair and in a way that functions for each household.

Procedure

Resident may fill out a work order for issues that are not an emergency situation.

Forms are located in the lobby on the wall next to the property management office. Instructions to fill out form are posted near the forms.

Resident may complete form and return in the document holder on wall.

Property manager will date when received, review request, assign appropriate staff for following through.

Follow all RCHDC procedures for notification of scheduled maintenance. Notify resident when maintenance is complete. All emergency maintenance issues should be handled immediately by notifying the property manager during office hours or calling 1-800-363-5050 after hours.

For special requests, please note outcome and when resident was notified.

Attachment

Work order form