

H. BUILDING MAINTENANCE REQUEST

PURPOSE

The purpose of this policy is to establish the administrative framework for the implementation of procuring a Building Maintenance Request.

POLICY

City employees that require a service and/or repair to the City's real property shall follow the procedure below as directed by the Department of Quality of Life

PROCEDURE

Determine if the Building Maintenance Request is an emergency:

- Broken Window or Lock
- Water overflowing that will not stop
- Complete Electrical Outages

Contact the Quality of Life Department at (909) 798-7655 if the request is an emergency.

For non-emergencies:

Non-emergency work requests require the requesting staff member or department create a work order using Cityworks.

To enter a request in Cityworks:

Go to <http://gis.cityofredlands.org/cityworks/> to open Cityworks.

Please bookmark the page for future use.

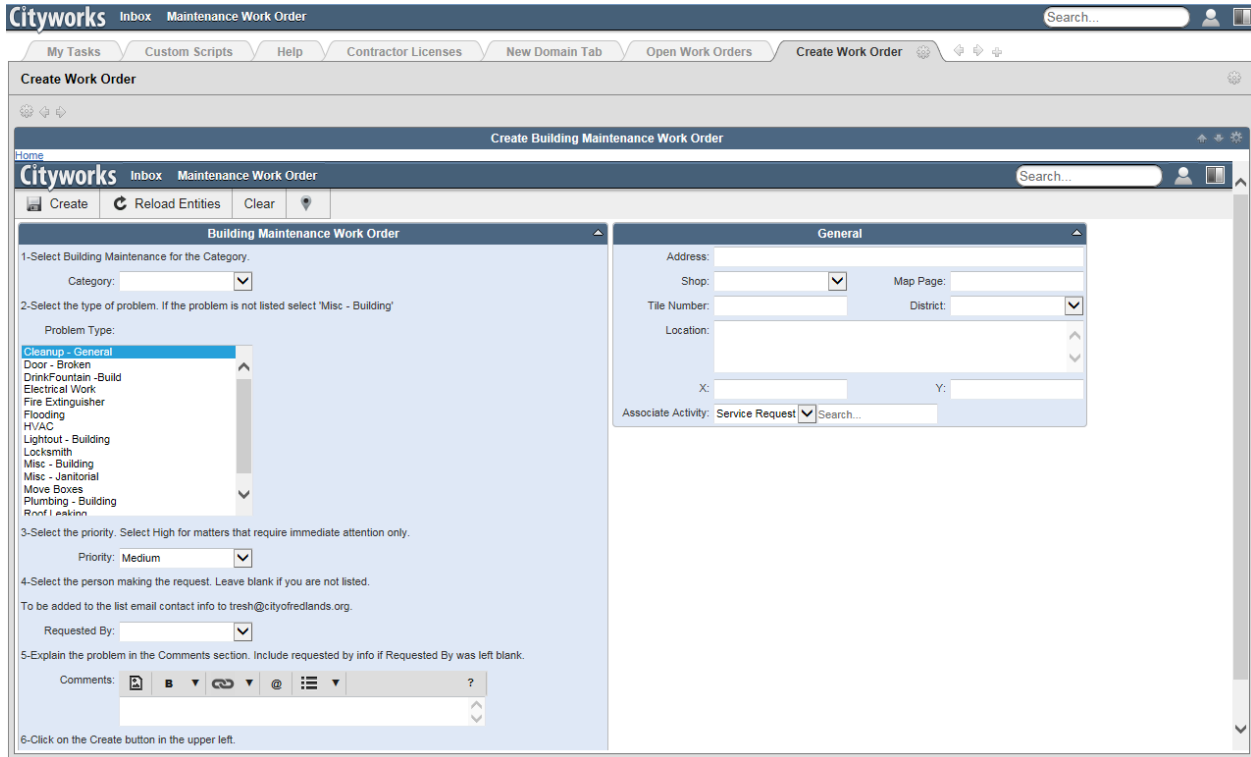
Please request the user name and password by mail to: QolAdmin@cityofredlands.org

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If you do not see the screen on the next page after logging in, click on the Create Work Order tab.

Instructions are included on the screen.

By following the prompts within Cityworks you can create a custom Building Maintenance Request that once complete, is automatically forwarded to the Building Maintenance Department.



In the event that you are unable to make a request using Cityworks, please contact the Quality of Life Department at (909) 798-7655 or dial extension 7655 and our front office staff will be happy to assist you.