



## FORT LEAVENWORTH FRONTIER HERITAGE COMMUNITIES, LLC

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### Service Request Procedures

One of the many benefits to residents with Fort Leavenworth Frontier Heritage Communities is the presence of a responsive 24-hour maintenance staff to service our homes. Residents can request work to be done in their home by calling (913) 651-3838 from 7:30 a.m. to 4:30 p.m., visit our website at: [www.ftleavenworthfamilyhousing.com](http://www.ftleavenworthfamilyhousing.com), (once there, click on the current resident tab and then work order request tab), or stop by 800 W. Warehouse Road, Bldg. 269.

Appointments are scheduled in four hour blocks of time: from 8 a.m. to 12 p.m. or 1 p.m. 4:00 p.m. Even though having a 24-hour maintenance staff is a valuable asset to the community, saving both time and money for the residents, it is important to understand the categorization of calls placed to the maintenance department.

Please see explanations below:

#### **Emergency:**

Definition: Failure in service that results in imminent danger to residents or risk serious damage to property. (e.g. electrical power outage and loss of heating in the winter or a/c in the summer during a serious weather condition). Note: In case of gas leaks or electrical problems that could cause a fire, you should immediately evacuate the unit, call 9-1-1 and go to a safe location and call the Fire Department. (Residents are strongly urged to only call in urgent or emergency service requests outside of normal business hours).

Response Time: Maintenance staff will respond within 30 minutes.

Resolution Time: Maintenance staff will work continuously to either completely resolve the problem or to contain/reduce the level to routine, after which the issue will normally be resolved within 24-48 hours.

#### **Urgent:**

Definition: Failures in services that do not immediately endanger Residents or property, but would soon inconvenience and/or affect the health or well-being of Residents. Examples of urgent service requests include inoperable refrigerators, ranges, and water heater, plumbing overflow, etc.

Response Time: Maintenance staff will respond within 2 hours from on-site maintenance staff.

Resolution Time: Maintenance staff will work continuously to either completely resolve the problem or to contain/reduce the level to routine, after which the issue will normally be resolved in 24-48 hours.

#### **Routine:**

Definition: Services that do not qualify as an emergency or urgent. Examples of routine service calls include broken floor tile, tear in vinyl floor covering, loose baseboard, drippy faucet, etc.

Response Time: Maintenance staff will contact the Resident within 24 hours to set an appointment at the Resident's convenience.

Resolution Time: The goal will be to resolve the request within 24 hours of a verified appointment with the Resident. Depending on requirements for material or parts or the need to employ an outside contractor, completion time may be extended, but will not exceed 3 working days.

In addition to the regularly offered services of the Maintenance Department, FLFHC also provides self-help items for residents' convenience such as furnace filters, grass seed (when available), touch-up paint (please provide a wide mouthed container with a sealable lid). These items may be picked up at the Maintenance Warehouse at 800 W. Warehouse Road, near the horse stables.

Also, we ask all residents to complete and return the maintenance survey that accompanies each work order receipt as resident feedback assists FLFHC in providing the best possible service to residents. For more information or questions about outstanding service requests please call (913) 651-3838.

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