



## Maintenance Requests

### Background

KTCEA recognizes the importance of developing a maintenance request system to ensure that repairs are completed in a fair and timely way, and in accordance with greatest need.

### Guidelines

KTCEA will implement an effective process for dealing with maintenance issues that will address issues in a fair way while addressing the greatest needs at a given time.

#	Procedure	Roles & Responsibilities
1.	Principals or site managers must submit all maintenance and repair requests through the web application Maintenance Care.com before the issue can be addressed. <ul style="list-style-type: none"> <li>1.1 Major emergencies, such as plumbing or heat failure, may be addressed by other means or without a completed request submission at the discretion of the Associate Superintendent Facilities &amp; Operations.</li> <li>1.2 Repairs to and maintenance requests will be prioritized in relation to all other requests within the KTCEA service request system.</li> </ul>	Associate Superintendent Facilities & Operations, Principals, Site Managers, Staff
2.	Maintenance and repair requests will be prioritized on the basis of <ul style="list-style-type: none"> <li>2.1 Emergent safety needs.</li> <li>2.2 Age and obsolescence.</li> <li>2.3 Staff discretionary.</li> </ul>	Operation and Maintenance Manager

### Definitions:

Not Applicable

### References:

Link to Maintenance Care.com

KTCEA Policy 3 – Respectful, Caring and Safe Schools and Workplaces

### Procedure Amendments and Updates

The responsibility for updating and amending this procedure rests with the Associate Superintendent Facilities & Operations.