

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Residential

**POLICY NO:** 30-037

**SUBJECT:** Maintenance Requests

**EFFECTIVE DATE:** July 1987

**Policy:**

Staff will notify the Residential Coordinator of needed repairs or maintenance problems at Cottonwood, Inc. owned or leased sites within 24 hours of discovery or by the next business day.

**Procedures:**

1. A Maintenance Request Form will be completed and submitted to the Residential Coordinator. The Residential Coordinator will review the request and forward it to residential maintenance staff.
2. Emergency maintenance problems should be reported to the Residential On-Call Manager.
3. The Residential Maintenance Manager, Residential Coordinator, Residential Director, or Residential On-Call Manager will contact the appropriate individuals to make any necessary repairs.
4. Residential Maintenance staff will measure water temperature in Cottonwood, Inc. owned or leased sites every month. The target temperature is 120 degrees.
5. Staff will be trained to assess their sites regularly for maintenance issues. Staff are expected to correct all minor household issues such as changing light bulbs and plunging toilets.