

Park Place Maintenance Service Standards

Standard:

As maintenance service providers, we are reliable, skilled, and efficient. We are committed to be professional and respectful to our customers and our co-workers.

We are:

- Hard-working
- Resourceful
- Empowered
- Eager to please
- Knowledgeable

Communications standard:

Our communication is timely, clear, and consistent.

We:

- Know the status of every issue and communicate it clearly in writing.
- Communicate with our owners to ensure that they are informed and never surprised when they receive their monthly statement.
- Communicate with our tenants efficiently to keep them informed about the progress of their service requests.

Responsiveness Standard:

We respond with a sense of urgency to our customers, clients and co-workers.

We:

- Follow up quickly to ensure our customers receive timely service.
- Respond to customer calls quickly, within 3 hours. If we are unable to meet this standard, we delegate effectively to ensure it is met.
- Treat our customers and clients with respect and respond quickly, day or night.
- Keep our appointments and place a courtesy call if we will be late.

Accuracy Standard:

We take the time to do it right the first time.

We:

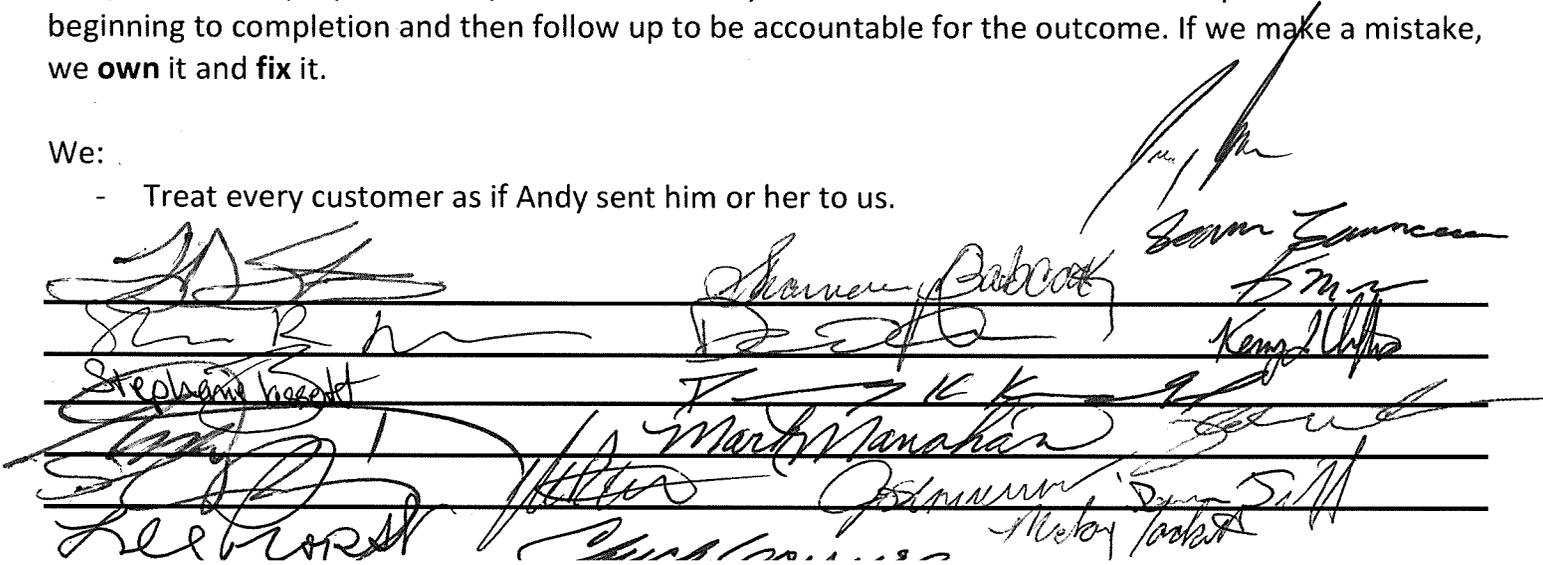
- Take accurate notes in Rent/Service Manager.
- Follow up once the service is completed to ensure customer satisfaction.
- Do what we say we will do.
- Use the correct parts and materials for the job and notate them accurately for correct billing.
- Perform repairs as if the repairs are being made to our own house.
- Under promise and over deliver. We can fix anything but a broken promise.

Accountability Standard:

Each of us is accountable to ensure every interaction with a customer, client, or co-worker is managed in a positive and purposeful way. We own and stay connected to our customer's request from beginning to completion and then follow up to be accountable for the outcome. If we make a mistake, we **own** it and **fix** it.

We:

- Treat every customer as if Andy sent him or her to us.



A collection of handwritten signatures of staff members, including names like Shannon Babcock, Mary Manahan, and others, written over horizontal lines.