# **Writing Up Work Orders**

**Step 1:** Type the location of where you want to write up the work order inside the **Property, Associations, Homeowner, or Tenant** section

NOTE: Location can be a specific unit or an entire property. (Click here for Units/Common area descriptions to use when writing up work orders)



When the property is selected the unit is automatically generated



# **Step 2:** Scroll down to Priority

NOTE: Do not do anything with Work Order Type, Permission to Enter, or Additional Information Regarding Entry



**Step 3:** Determine the style of work order needed for the request:

- Low: (To-Do List)
  - Building Inspections
  - Unit Inspections

NOTE: If something is found during the inspection that is a safety issue it will be classified as Normal, so it is addressed immediately

- Normal:
  - Word Orders called in/texted by Residents
  - Night Calls
  - o Preventative Maintenance (PM'S) that will be done in-house (By our Staff)

NOTE: If the Preventative Maintenance (PM'S) will be done by a contractor then change the status to Urgent. Auto generates as Normal

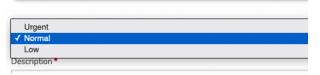
- Urgent:
  - o Projects that will be done in-house
  - Projects that will be done by contractors
  - o Preventative Maintenance (PM's) that will be done by Contractors

### **Step 4:** Click the dropdown button under Priority

NOTE: AppFolio defaults to Normal. If that is the classification you need for the work order, then skip to Step 6



# Step 5: Click the style of the work order



## **Step 6:** Fill in the Description based off the information below:



Tenant Phone Call: Phone Call (NAME)

Text Message: Text Message (NAME)

In Person: In Person (NAME)Building Inspection: To-Do List

• Unit Inspections: (Spring Inspection) or (Winter Inspection)

Night Call: (On-Call)

## **Step 7:** Scroll down to Job Description

NOTE: Do not do anything with the boxes after description or before Job Description



#### **Step 8:** Fill in the job description based off what needs to happen

NOTE: The first line in the description auto generates from the Description

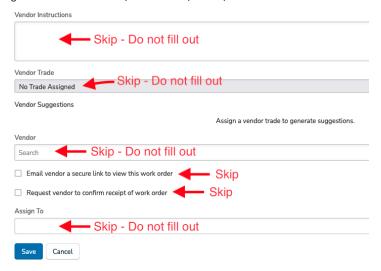
#### Location (Item) What the issue is and special instructions if needed

- Example: Kitchen (Light) Replace the broken light fixture
- Example: Bathroom (Toilet) Toilet is leaking at the base. NOTE: Has an aggressive dog so need to contact tenant prior to entering

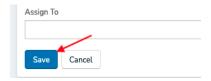


Step 9: Scroll down to the Save button

NOTE: Do not do anything with Vendor Instructions, Vendor Trade, Vendor, or the check boxes



Step 10: Save the work order



# **Step 10:** Print the work order

NOTE: Work orders are printed on different color paper based on what they are



- Low Printed on Blue Paper
- Normal Printed on White paper
- Urgent Printed on Orange Paper

### **Step 10:** File the work order accordingly

NOTE: All emergencies are radioed out and will be addressed immediately