

# Maintenance Request Categories

## DISPATCH

This type of work request is sent directly to the craftsperson via phone call or smart phone with the expectation that the request will be addressed quickly; before the end of the same day, if possible. An example of a Dispatch type of request would be a work request reporting an elevator with doors not closing.

## CANCELLED

This status is assigned to work orders which will not be completed. An example of a work request given a Cancelled status would be a problem which has already been reported such as a toilet not flushing.

## DEFERRED

This status is assigned to work orders where the completion of the work will be delayed. Deferred work orders can be categorized as short term or long term.

- **Short Term** Deferrals include tasks that are deferred until other like work is necessary, tasks that require parts or materials with a long lead time, or tasks that are in areas where space availability is limited. The replacement of a single lighting ballast in a busy lecture hall is an example of a short term deferred work request.
- **Long Term** Deferrals are usually the result of a lack of funding, knowledge of a future project which would make the task unnecessary, or to add and record tasks for future project development. While certain tasks such as interior painting, floor & ceiling tile replacement and cracked glass replacement are all being identified as long term deferrals, another example might be a toilet not working in a large restroom which is scheduled to be remodeled.

