

# POLICY AND PROCEDURES

Before filling out your work order please view our Facilities Management Priority List.

A work order form is necessary for any work request for your area. This will get the process started for your work to be addressed.

## **How do I submit a work request?**

To request work for your area, you must fill out a Work Order Request Form. Please be sure to fill out the form completely and a description of the work you need. We follow a priority system for work requests and we ask that you review this before submitting your request.

Facilities Management maintains a priority system for work order requests as a way to provide quality service.

## **Who do I contact for scheduled work?**

Telephone numbers for the Service not needing pre-authorization. The Service Center personnel can provide you with the status of your work order request.

## **How do I report an emergency work order?**

To report an emergency to the Maintenance Office, call the County Judge's Office at 936-642-1746.

## **How do I request keys?**

To obtain a key(s) for Facilities Management, a Work Order Request Form must be completed. All information must be filled in on the form, an authorized signature and a description of why the key is needed. Any requests for a lock change must follow the same policy.