

# Housing and Public Works Department. Work Order Process



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## REQUESTING REPAIRS AND MAINTENANCE FOR YOUR Home.

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### **First**

Determine the repairs and maintenance needed.

- Make a list if there is more than one repair you will be requesting.
- You will need to supply your home address and contact information; days and time the someone will be at your home so our Public Works crew will know the best time to come and do repairs.
- If you're on Social Assistance, you will need to get the work order requested approved by your worker.

### **Second**

Call or Visit the Ullus front Desk with your request.

- If there is a Public Works crew doing other repairs at your home and you bring up other repairs needed in the unit, we/he will suggest you make a new work order request at **Úllus Reception at 604-894-6115**
- If you call our Public Works staff with your needs, you will be asked if you have put out that request in as a work order at the front desk at Úllus.

### **Third**

- Your Work order will be recorded in our database with all the information you have provided for the repairs or maintenance.

### **Fourth**

We will then code your request to one of our departments, depending on if you are.

- In a Rental or Rental to Own unit or Trailer
- If you are a Homeowner and you will be invoiced for the work to be done as charge back
- If you are on Social Assistance.
  - If SA is paying for the work to be done, your worker will need to approve the request as stated above, contact SA worker for approval to process faster.

### **Fifth**

The Work Order will be given to the Public Works worker or Contractor that will be doing the Repairs and Maintenance

**Please have patience once your work order has gone through the process listed above. Remember that the Lilwat Nation Housing and Public Works Departments have over 600 homes and 12 facilities that the crews oversee the repairs and maintenance. Phone Number for Úllus is 604-894-6115**