



**FOR IMMEDIATE RELEASE:**

Media Contact:

Angela Marcum

Picerne Military Housing

(410)672-4041 office

(410)365-9354 cell

(410)672-4028 fax

amarcum@picernemh.com

www.picernemilitaryhousing.com

**Picerne Military Housing ready to tackle work orders**

**Aberdeen Proving Ground, Maryland, November 10, 2009** – Beginning December 17, the maintenance teams located in Picerne Military Housing’s Neighborhood Offices will perform the maintenance on Aberdeen Proving Ground’s homes. Residents should report all maintenance issues to their Neighborhood Office as soon as possible after December 16, to prevent larger, more costly problems later on. Work Orders can be submitted one of four ways: via phone, fax, email or brought into the office.

Residents who have existing work orders are encouraged to call the Neighborhood Office to check the status of the work order. The Neighborhood Maintenance personnel will begin working those work orders December 17, along with new work orders.

“We have a plan in place to begin knocking out those existing work orders soon after we assume responsibility,” said Rick Cunefare, Picerne Military Housing Community Management Director. “We will begin on Tuesday, December 1 making contact with each resident who has submitted a maintenance request and work diligently to fix those work orders as soon as possible.”

Work orders received after November 30 will be addressed according to the following priority system:

**Work Order Priorities:**

Residents should call 911 and their Neighborhood Office immediately in the event of any life-threatening emergency, such as fire, flood or medical emergency due to failure of mechanical equipment or housing components.

**Emergency - Response Time 8 hours or less**

Emergency work orders take priority over all other work orders and require immediate action.

*-more-*

### **Work Orders, ADD ONE**

Picerne maintenance personnel will respond promptly to handle all maintenance emergencies. The following situations are examples of some, but not all, emergency conditions which may constitute an immediate threat to life, health, mission, security or property:

- No heat when outside temperature is below 60 degrees Fahrenheit
- Natural gas leak
- Electrical short or fire
- Electrical fixtures—shorting or sparking
- Broken electrical components which may cause fire or shock
- Sewer back-up
- Inoperable commodes (when only one available for use)
- Burst or frozen pipes
- Overflowing drains
- Water outage or major leaks from pipes, drain, or faucet
- Stove, oven, or refrigerator inoperative
- Accidental lock-ins of small children

No air conditioning when outside temperature is above 78 degrees Fahrenheit

- Hot water supply outage
- Pest infestation.

The response time for each work order emergency may differ depending on the type of emergency. Please note that an emergency work order will be closed as soon as the emergency situation is taken care of. A new urgent or routine work order will then be created if there is follow-up work required.

### **Urgent – Response and Completion Time 3 working days or less**

Urgent work is required to correct a condition, which could become an emergency, could seriously affect morale or has command emphasis. One example would include heating and air conditioning systems malfunctions or failures when more moderate temperatures exist (see below).

### **The following work may be classified as urgent (but not limited to):**

- No air conditioning when outside temperature is 78 degrees Fahrenheit or less
- No heat when outside temperature is 60 degrees Fahrenheit or greater
- Broken window (cracked only)
- Garage doors jammed or inoperable
- Garbage disposal jammed or inoperable
- Tub, sink, or exterior faucet drip
- Light fixtures, switches, receptacles not working
- Inoperable commode where other operable commodes exist

### **Routine - Completion Time 10 working days or less**

Residents are encouraged to contact their Neighborhood Management Office if there are questions concerning any maintenance issues.

Picerne Military Housing is family owned and operated and has been building and managing

*-more-*

**Work Orders, ADD ONE**

residential communities for 85 years. The company has also partnered with Forts Meade, Bragg, Polk, Rucker, Sill and Riley under the RCI program. Picerne Military Housing looks forward to serving the families of Aberdeen Proving Ground.

###