GHI Staff currently have no effective means of quantifying and tracking maintenance requests. The current system used by maintenance crews consists of carbon copies of work slips which contain just basic information, including member request, address, general type of work (e.g., electrical) and then a brief description of the work completed. These are entered into a spreadsheet, and while searchable, do not provide a robust enough dataset to monitor maintenance trends.

We propose development of a database where aspects of the maintenance work are listed as individual data points. To ensure that data are collected and entered efficiently by maintenance staff, we propose a user interface with simple drop-down menus and text entry boxes. The interface can be linked to devices like iPADs, or even smart phones, which maintenance staff can bring and fill out, while on the job.

The proposed interface design needs to be simple and quick to fill out, to encourage staff to accurately record their work. Below are some examples of dropdown menus and combo boxes which could be included in the database. The graphic below this table shows the corresponding menu screen that the maintenance technician would see and fill out. These examples are for demonstration purposes only. We would work with staff and the board to develop data points that would be most useful for tracking.

Example Menu Headings ->	Repair type	Room (choose all that apply)	Cause of Damage (choose all that apply)	Material Used for repair	Staff Hours	etc
drop down options	electrical	Kitchen	deterioration/age	this may be better as combo box	combo box	
drop down options	plumbing	Bathroom	neglect/misuse	where materials are entered		
drop down options	structural	Upstairs Rooms	improper installation			
drop down options	mold mitigation	Downstairs Rooms	fire			
drop down options	pest control	Staircase	flooding - natural			
drop down options	damage repair	Attic	flooding - plumbing			
drop down options	etc	Exterior Garden	leak			
drop down options		Exterior Service	natural other			
drop down options		Crawlspace	tree fall			
drop down options		Exterior Roof	mold growth			
drop down options		etc				

Converting maintenance requests to quantifiable data points will allow staff to quickly generate reports, charts, and tables that would be informative to GHI senior staff, the board of directors, and others in planning, budgeting, identifying problem areas, and investigating incidents. See the graphic below for hypothetical demonstration.

GHI Maintaince Request Data Form

Unit Address [_____]

Repair Type ▽ [Select All That Apply]
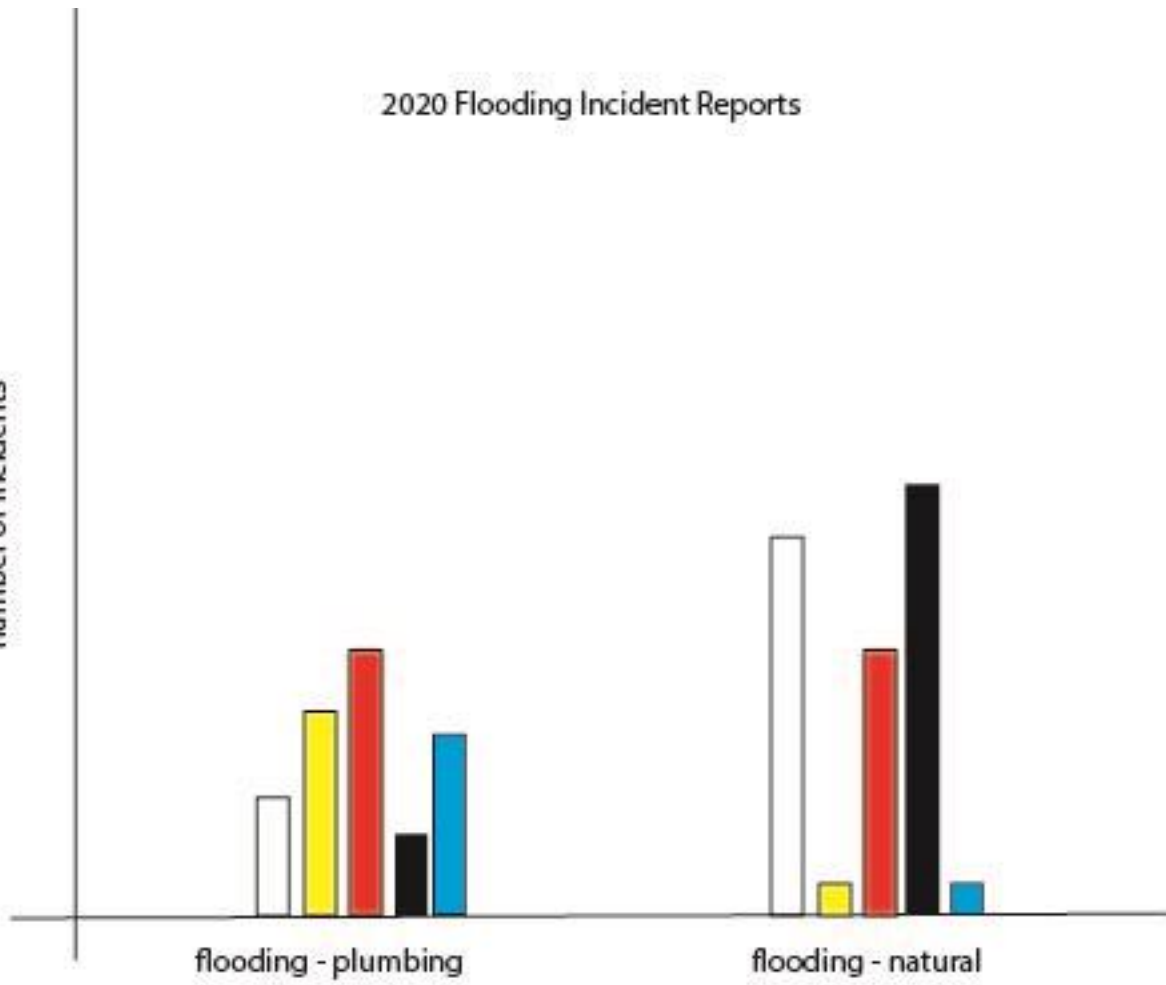
Room ▽ [Select All That Apply]

Cause of Damage ▽ [Select All That Apply]

Materials Used for Repair

[_____]

Staff Hours on Job [_____]

Other

[_____]

2020 Flooding Incident Reports

number of incidents

flooding - plumbing   flooding - natural

Areas damage
- Exterior- Garder (black)
- Exterior- Service (white)
- Crawl Space (red)
- Room- Downstairs (yellow)
- Kitchen (blue)