

# SERVICE REQUEST GUIDE

Revised: November 3, 2023



## Part I – Service Request Form Dealer/Customer – Park Owner/Tenant

Service requests must include:

Service Request Checklist

- Dealer Information
- Homeowner Information
- Home Information
- Service Work Information
- **Customer Signature**
- **Pictures - In PDF or JPEG Format**

This form must be **complete**. All boxes should be filled with either the required information or N/A. The exception being "Legacy Bill Back PO#." The information required on the Service Request helps the Legacy Service Dept. quickly process the request.

New to this part of the process is the **Customer Signature**. This will ensure that the customer approves of what you're submitting for the Service Request. This protects the Customer, the Dealer/Park Owner, the Legacy Service Dept., and the Contractor from not being informed of what was submitted. The customer should also be instructed to include absolutely everything they'd like reviewed. This will cut down on us having to revisit the home multiple times.

Every request must have **pictures** included with the service request submission. **Pictures must be included in the same email as the Service Request, not a separate email.** Pictures ensure that we are able to provide the correct colors/parts necessary to complete approved requests.

Any service requests that don't have the above requirements completed, should not proceed to the next step.

## Part II – Submitting the Service Request Dealer/Park Owner

It should be emailed to: [txservice@legacyhousingcorp.com](mailto:txservice@legacyhousingcorp.com)

Subject line must include the full serial number

At this point, the service request will be checked by the Service Department. If any part of the request has not been completed properly, we will respond and identify what needs attention.

## Part III – Service Mgr./General Mgr. Service Request Review

In this step, all of the information submitted with the Service Request will be compiled and reviewed. This process includes the Service Manager and General Manager. Several factors are considered in making the approval/denial determination. If at this point any information necessary to make the determination is not present, it will be removed from Part III and returned to Part I.

**Realize that not every item on a Service Request Submission will be approved.**

Part III could take up to a week to be completed.

## Part IV – Issuing the Work Order

It is at this time, we will inform the dealer/customer, via email, what has been approved/denied.

The items on the Service Request that are approved will be added to the Work Order and the appropriate parts will be pulled to be picked up by the Contractor.

The Service Department will compile Work Orders in the same area to put together a “Run” for the Contractor. This step could take up to 3 weeks as we try to make sure the Contractor will have multiple jobs to complete, rather than traveling long distances for only one job.

## Part V – Scheduling Contractor

At this stage, the Contractor will be issued the Work Orders and will begin scheduling appointments to complete the work on the homes.

Legacy Service Department does not schedule when the Contractors are to be at each home. The schedule is determined by the Contractors and Homeowners. We’ve asked that the Contractors give as much lead time as possible to ensure there is someone available to be present at the time of the repair.

## Part VI – Completing the Work Order Contractor – Customer or Park Owner/Tenant

The Contractor will only be able to work on what is listed on the Work Order. Home Owners/ Tenants are not allowed to request further service to the home.

If there are problems that have arisen after the original Service Request was submitted, a new Request will be needed.

Once the work has been completed, the Customer, Tenant or Park Owner must initial each item on the Work Order to show that it was completed. If there are items that were not completed, the reason given by the Contractor/Present Party must be included on the Work Order. **This is non-negotiable.** This protects the Customer, Tenant or Park Owner from having a contractor come out and not complete everything listed. The present party must also sign the bottom of the Work Order to acknowledge their presence, approval of the work done, or understanding of why items were not completed. We are working towards having no revisits; everything completed in one visit.

## Part VII – Special Circumstances

We, at Legacy, realize that certain service issues are of higher priority than others. Problems such as, Air Conditioning, Roof Leaks, Window Leaks, Water Line Leaks, Gas Leaks, Etc, will be brought to the top of the list and handled as quickly as possible.

## Part VIII – Bill-Backs and Reimbursements

In some instances, a Bill-Back will be the quickest way to handle an approved Service Request. This could be because the issue is a safety hazard or we do not have a contractor, we typically use, that will be able to resolve the issue in a timely manner. This is determined on a case-by-case basis and will still require approval. Cases that are determined to be best handled by a Bill-Back will be decided upon during Part III. The rest of the process will continue in the same manner as a regular Service Request.