

Sector Columbia River Housing

Owned Housing Work Order Process

1. Submit a work order by emailing D13-SMB-SecColRvr-HousingWorkOrders@uscg.mil There is a form on the website below you can submit through email (preferred) or you can submit the email without the form if you include your address, a point of contact with email and phone number, description of the problem, and best time to call. You can also drop off the work order form at the office. If you have a priority 1 work order that needs attention after hours, please call the duty housing officer (503) 338-8760.

An annual inspection is conducted for each house, generally in the fall. Any items discovered during this inspection will be automatically submitted for a work order by the housing staff.

Priority 1 – Immediate threat to occupant safety, habitability, or additional damage to the house. (water leak, electricity outage, heater or refrigerator not working). Goal: Immediate response.

Priority 2 – Impacts comfort or functionality of house for residents. Goal: Correct within 14 days.

Priority 3 – Routine work orders. Minimal impact for residents. Goal: Correct within 90 days.

***Note** – Priority 3 work orders will take longer during the summer months because the housing staff is focused on preparing houses for inbound families.

Priority 4 – Deferred work orders. These typically are not realistic to complete while the house is occupied. (Flooring upgrade, replace attic door, etc.)

2. Each request will be added to our work order tracker and given a priority. We will follow up with a phone call if we need more information. An email will be sent acknowledging the work order that will include the work order number and the priority. If you believe the priority was not accurately captured, please contact the housing office.

3. Work orders will be scheduled based on priority and the order they were received. If the residents miss a work order appointment or fail to respond to requests to make an appointment, that work order will go to the end of the list.

4. Work order status can be checked on the website. The work order status is updated and posted every other week. Work orders can be searched by work order number or by your customer ID (Customer ID is a 5 digit number. The first 2 digits are the first 2 digits of your address and the last 3 digits are the last 3 digits of the phone number on the work order).

5. We will do our best to follow up with an email or phone call once the work order is closed. If the problem was not solved to your satisfaction, please contact the housing office.

<https://www.pacificarea.uscg.mil/Our-Organization/District-13/Units/Sector-Columbia-River/>

Email or call the housing office if you have questions: 503-325-0205