

Service process description

Service Name: **Ceiling/Wall repair**

Service Manager: The service manager is responsible for taking responsibility for all ceiling/wall repair projects posted. Once a homeowner has been vetted and the problem has been identified as a ceiling/wall repair issue, notification of the posting will be sent to the service manager. The service manager will be responsible for Coaching all ceiling/wall projects. As the Coach, the service manager will utilize their available resources to have the problem assessed and a plan of action for resolving the problem determined. That plan will utilize the available resources of handymen and/or professionals, as appropriate. The service manager may also engage a professional to help with or make the assessment if they deemed that to be necessary. This service requires a manager with handyman knowledge of ceiling/wall work or a professional from the ceiling/wall industry.

Description: Repairing and restoring drop ceilings to safe and functional condition. Repairing and restoring plaster/drywall ceilings and walls - repairing cracks and holes, re-attaching loose material, and restoring wall and ceiling surfaces to condition at least equal to the condition of other wall and ceiling surfaces in the home. Repairs to other wall/ceiling materials will be considered on a case-by-case basis. This service will also assist other services by installing drywall and finishing it as needed after walls have been opened or constructed for other purposes.

We don't do these things:

Repairs requiring major structural repair.

How we do each step of the process:

Phone call: Our call takers will contact the homeowner vet them and try to determine as much detail about the problem as possible. They will do their best to explain our capabilities and constraints. They will record all of this information on the website tool for use by the Service Manager.

Assessment: This will be conducted by the Service Manager or one of his available resources. It is expected that the majority of ceiling/wall jobs, if not all, will need an assessment due to the fact that electrical problems, while similar, all have unique aspects. The expectation is that the assessment will fall into 3 categories: too complex or major and beyond our capabilities; addressable by our skilled handymen; or, needs to be referred to a professional. A professional may be used to do work addressable by a handyman if needed to meet the demand.

Plan and Schedule: Assign work to appropriate handyman or professional passing on all relevant information. Coordinate between client and handyman/pro on time and place to address the issue.

Execute: Handyman or pro executes work.

Close: Handyman or pro passes on any relevant information regarding completion of the job to the Service Manager. When a pro does the work, the Service Manager will pay the professional or coordinate with the Director of Operations for payment. The Service Manager will then status the project as Complete including any relevant information regarding the job on the website.

Service Resources

Professionals

TBD

Handyman

Keller

Withey

Eads

Jones

Magnitude of Service

In 2016 we completed 12 ceiling/wall repair projects but could have completed at least twice that if we had the necessary resources.
