

**ORANGE COUNTY SOCIAL SERVICES AGENCY  
POLICIES AND PROCEDURES MANUAL**

**Subject:** Reporting Facility Problems, Maintenance & Repair Needs

**Number:** E 3

**Approved:** Signature on file

**Date:** 4/24/18

**POLICY**

On-site Managers or designees have the initial responsibility of reporting facility-related problems, complaints, and environmental extremes in building sites. SSA Facilities and Emergency Management Services staff has the responsibility of resolving these problems. Each SSA location will designate at least one on-site Manager or designee to report problems and coordinate corrective actions with SSA Facilities and Emergency Management Services. SSA Facilities and Emergency Management Services will keep a reference list of all SSA facility locations, which will include the names and telephone numbers of all designated on-site Managers.