

**Grandview Municipality  
Work Order Procedures**

Effective Date: May 4, 2016  
Resolution Number: 2016-124

**Procedure:**

1. Councillor will submit a written work order to the CAO. No work will be completed without a written work order. If more information required, the CAO will present work order to the Public Works Manager for further investigation.
2. All work orders must include the requesting ratepayer's name and contact information including telephone number and mailing address.
3. The CAO and the Public Works Manager will have the authority to approve work orders unless there are political ramifications or the cost of the work order will exceed \$5,000.
4. CAO and Public Works Manager will determine priority based on Council approved priority system. If there are disagreements about the priority of a work order, Council as a whole must approve a change in priority sequence.
5. The Public Works Manager will schedule work based on priority.
6. If a permit is required, the Public Works Manager, or designate, will apply for the permit.
7. Once a work order has been approved and priority assigned, it will be entered into the online service tracker including any other pertinent information such as maps or permits.
8. As needed, the service tracker will be updated based on information from the Public Works Manager to reflect the current status of the outstanding work orders. For example, whether a permit is applied for or received.
9. The service tracker will also include an overall Municipal listing of work orders, in order of priority.