SmartBurner™ Standard Operating Procedures

The SmartBurner™ standard operating procedures (SOP) within the Worcester Housing Authority (WHA) illustrates for departments how to procure, who reports non-functioning burners, how to procure from the warehouse and the warehouse responsibility in the process.

Purpose: The purpose of this SOP is to identify, educate and to follow an established process and procedure for housing managers, maintenance teams in area 1, 2 and 3 in collaboration with procurement (including distribution and tracking) and to inform tenants of the need for and benefits of installing SmartBurners™ in the WHA stoves in each of the developments.

The SOP will set the guidelines to be followed by each department/sub-department of (Management Department, Maintenance Department and the Finance Department)

Currently this SOP will only pertain to developments that have SmartBurners™ installed. Eventually all Worcester Housing Authority stoves will have the SmartBurner™ technology installed.
In collaboration with the Worcester Housing Authority (WHA), the Worcester Fire Department (WFD) has applied for grants and together have invested many hours replacing coal stove top burners with new technology (temperature limiting burners) SmartBurner™s) and informing tenants of the benefit and safety they offer. It is the goal of the WHA and WFD to reduce risk and injury from fires to WHA staff, WFD firefighters, residents and property. In the event of a stove top fire of any kind for educational and training purposes the WFD Fire Prevention would appreciate notification via email:

wfdprevention@ worcesterma.gov
Only SmartBurner replacements will be done, no colli burners will be installed.

Treat complaints Regarding performance of SmartBurners™ must be entered.

Read and be familiar with the SmartBurner Care and Use Manual. (Attachment)

Section 4: Supervisors must sign material requests.

When requesting a replacement SmartBurner™ follow procedure outlined in procedure.

(d) Custodial

Retain the defective burner to warehouse with the date, development number, and the unit number clearly marked on the bottom of the burner in permanent marker. Retain the defective burner to warehouse with the date, development number, and the unit number clearly marked on the bottom of the burner in permanent marker.

Receiving work order for a defective SmartBurner™

Receiving work orders for a defective SmartBurner™

When a SmartBurner™ is requested follow procedure outlined in procedure.

(c) Area Supervisors

Ensure work order is completed and solution is provided on the form.

Issue work order to appropriate custodian.

Receive SmartBurner™ complaints outside the work order system.

(b) Control Center

Document through sign off sheet and submit to HR for staff files.

(Attachment A)

Train Supervisors/staff according to the SmartBurner™ Care and Use Manual.

Supervisors/Custodial training program and sign off. Periodic store review in work order system. Receive and Review (monthly) report on

Below.

controll center. area supervisors, trades and custodians do not follow the guidelines

(e) Director of Maintenance

Section 3: Maintenance Department

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Standard Operating Procedure

Smart Burners
Instruction on Attachment A.

Warranty Returns: If warranty is less than one year old return for factor return following instructions. And crediting are making returns as per guidelines.

Monitoring: Keep a running tally on which buildings, units were moved to prevent confusion. Care and use manual (Attachment A) to be correctly boxed.

Smart Bureaus, not properly packaged will not be accepted and returned to the sender. Smart Bureaus, not properly packaged must be accepted and returned to the sender.

Positioned in box and sent back to the warehouse. For return or inventory order. Position date, development number, and unit number in permanent marker will be sent to the building for responsible person installation.

Smart Bureaus, all necessary to be documented by a work order and

Building Inventory (atic stock) no building shall have a stock of

responsible person.

All Smart Bureaus, must be tested and installed by a trained

Technical Request-Tenants must not be given replacement units.

Smart Bureaus, orders may be approved by supervisor.

Room by completing a Material Request Form (Attachment C) All

using standard procedures when checking our items from the supply

Taking custodial Request-Tenants for Smart Bureaus, shall be made

How to dispense to area 1, 2, and 3.

The courses will be distributed as the need is determined.

Inventory (large) Smart Bureaus and 11 ea. 26, 1atham (small) Smart Bureaus.

Levels of stock-the supply room will keep an initial inventory of 4 ea. 8 ea.

Warehouse: Inventory levels when to order (CPO to determine appropriate

Standard Operating Procedure

Procedure (a) in accordance with the SOP below.

The Chief Procurement Office the SOP is followed. In addition Smart Bureaus, shall be

Procurement/Warehouse Inventory Manager, it is the responsibility of the Warehouse Manager(b) to ensure the supplied are properly stocked in the store room and in coordination with

Section 4-Finance Department

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Smart Bureaus