## **Reasons for Delay**

Reasons for delay is an email/comment tracking system that promotes transparency for units in turnover exceeding 30 days. When a unit reaches the 30-day turnover mark, it triggers an email request for a comment. These comments will be included in your monthly make-ready reports.

The email will appear in your inbox and look like this:

Hello,

The Unit above has remained in Not Ready status for more than 30 days. Please provide a reason for the delay in preparing the unit. The link below will take to comment page in Toolbox.

Reasons for the delay in preparing the unit can be issues with a vendor, problems with unit construction, issues with delays in material or problems with unit outside or preparation.

Please complete this within 1-3 business days.

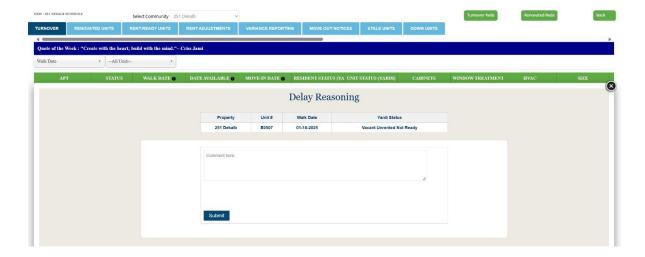
## Click here

Do not respond to this email as it is an unmonitored email address.

Contact IT for assistance.

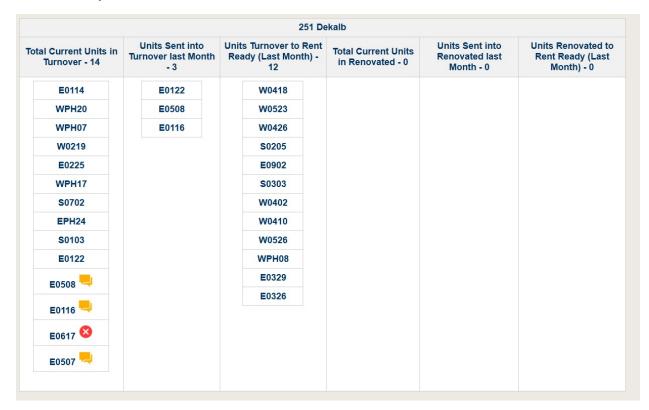
When you click on "Click here", it takes you to into toolbox, directly to the unit on the smartboard in the turnover tab and opens a comment box. See below.

\*\*\*You want to make sure you are already logged into Toolbox before you click "Click here" in the email.



Next, you can add in your comment on why the unit has been in the turnover status for 30 days. Once your comment is typed in, click "Submit".

The comment, once submitted will be visible on the Monthly Make Ready Report. Below you will see units with a comment box as well as units with a red X. The red X means that the unit has been in the 30+ day status but hasn't had a comment added yet. For units with a comment added, you will see that as a yellow comment box.



The comment boxes are clickable to see the comment that was added via the email sent out. When you click on a comment box, this window will appear:



You will see the comment added, who added it, as well as the date it was added. You can then add additional follow up comments by clicking the green button.