

Maintenance on-call schedule

Template version 2026-09-25. Replace anything in [SQUARE BRACKETS] with your team's decision. Pay rules for on-call time vary by location, so have your HR or employment counsel review sections 7 and 9 before you adopt it.

1. Who is on the rotation

The rotation covers [COMMUNITY OR PROPERTY GROUP]. Every maintenance technician joins it after [NUMBER] weeks of employment, and [THE SUPERVISOR TAKES SHIFTS / THE SUPERVISOR IS BACKUP ONLY]. Below [MINIMUM NUMBER] people, [ROLE] arranges cover from [ANOTHER PROPERTY / A VENDOR] rather than giving anyone back-to-back weeks.

2. Shift length and handoff

A shift runs one week, from [DAY AND TIME] to the same time the following week. At handoff, the outgoing technician passes on any open emergency, unit awaiting a return visit, or vendor already called, and hands over [KEYS, VEHICLE, PARTS]. The incoming technician confirms it to [ROLE] by [TEXT / EMAIL].

3. The schedule

Each week names a primary and, as backup, the person whose week comes next. After any holiday, swap or sick-day change, the shift must still have a primary and a backup who are two different people. The schedule is published [NUMBER] months ahead in [WHERE THE TEAM SEES IT], repeating the pattern below.

Week starting	Primary	Backup	Holidays that week
[DATE]	[TECHNICIAN A]	[TECHNICIAN B]	[NONE]
[DATE]	[TECHNICIAN B]	[TECHNICIAN C]	[NONE]
[DATE]	[TECHNICIAN C]	[TECHNICIAN D]	[HOLIDAY], see section 4
[DATE]	[TECHNICIAN D]	[TECHNICIAN A]	[NONE]

4. Holidays

The covered holidays are [HOLIDAY LIST]. Each is assigned separately, by [A ROTATING ORDER / A DRAW / SENIORITY], and nobody works the same holiday two years running unless they ask to. The holiday technician replaces that week's primary from [START] to [END]. Assignments go into the schedule by [DATE] each year.

5. Swaps

Two technicians may swap shifts if both agree. The swap is recorded in [SCHEDULING SYSTEM OR SHARED CALENDAR] before the first swapped shift starts, and [ROLE] confirms it. Once recorded, the person who took

the shift owns it, call-outs included. A swap inside [HOURS] of handoff also needs [ROLE]'s approval. An unrecorded swap does not count: calls go to whoever the published schedule names.

6. Time off and sick days

Approved time off goes into this schedule the day it is approved, with the replacement named; until then, the scheduled person stays responsible. A technician who falls sick mid-shift tells [ROLE], who moves the rest of it to [THE BACKUP / THE NEXT PERSON] and records the change.

7. What being on call means

The primary keeps [THE ON-CALL PHONE / THE ON-CALL APP] charged and within reach, stays within [MINUTES OR MILES] of the property, and is fit to drive and work for the whole shift. The backup stays reachable all week and follows the same distance and fitness rules [ALL WEEK / FROM THE MOMENT THEY ARE CALLED]. Emergencies are defined in [THE AFTER-HOURS MAINTENANCE POLICY]. An emergency call is returned within [MINUTES] of the first notification, and if phone help is not enough, the technician is on site within [MINUTES OR HOURS].

8. Who is called when nobody answers

The call order is the primary, then the backup, then [MAINTENANCE SUPERVISOR], then [PROPERTY MANAGER]. If nobody on the list responds, [WHAT HAPPENS: A VENDOR IS CALLED / THE OFFICE IS EMAILED]. Whatever answers the phone after hours works from this schedule and order, and every change here, swaps included, reaches it first by [THE SCHEDULING SYSTEM / AN EMAIL TO THE ANSWERING SERVICE].

9. Pay

A week as primary pays [STIPEND], and a week as backup pays [STIPEND / NOTHING]. A call-out pays [RATE] with a minimum of [HOURS], counted from when the call is returned. Time spent settling a problem by phone is recorded and paid as [RATE / PART OF THE CALL-OUT]. A holiday shift pays [RATE OR BONUS].

10. Review

[ROLE] reviews the rotation [QUARTERLY / TWICE A YEAR]: call-outs per technician, calls that did not need one, late or missed responses, and whether swaps have overloaded anyone.

For technicians

Your week runs from [DAY AND TIME] to the same time next week. Keep the phone charged, stay within [MINUTES OR MILES] of the property, and return an emergency call within [MINUTES]. Record any swap in [WHERE] before the shift starts, or the calls still come to you. If you are sick, tell [ROLE]. A primary week pays [STIPEND], and each call-out pays [RATE] with a [HOURS] minimum. Phone fixes pay [RATE / AS A CALL-OUT].