

Title: Work Maintenance Requests

Purpose: A policy to inform homeowners the procedure for getting maintenance work completed for their unit.

I. Where to Find

1. There are Maintenance Request Forms in the Clubhouse hung up on the bulletin board by the office.

II. Fill Out Form

1. Completely fill out form.

III. What is Holiday Beech Villas Responsibility

1. All exterior work, excluding windows and doors
2. Decks, front and back
3. Stairs
4. Exterior common grounds
5. Exterior lighting

IV. What is the Homeowners Responsibility for Payment

1. Doors and windows, including sliding glass door repair or replacement
2. All items inside unit, such as, but not limited to, hot water heaters, electrical problems, leaking faucets or showers, garbage disposals, painting inside unit, cabinet work, running toilets, ceilings and floors.

V. Where to Place

1. If Office Manager is not in, place in box on Office door.

V. Once Form is Filled Out

1. The Maintenance Contractor will go to the unit and fill out an estimate and time frame for all work requested.
2. Office Manager will contact homeowner with estimate. Homeowner will give either a "go" or "no go" on work requested.
3. If work is a "go", then Maintenance Contractor will complete work. When work is completed, Office Manager will mail bill to homeowner. Homeowner is expected to pay bill on receipt.
4. If work requested is the responsibility of Holiday Beech Villas, Maintenance Contractor will complete work in a timely manner.
5. Requests for additional improvements must be approved by the Board of Directors