

Title: Work Maintenance Requests

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

II. Send email request to office manager

III. 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. Homeowners Responsibility

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. Once email is received

1. The Maintenance Contractor will be informed of the request and will be given the homeowners contact information in order for the two parties to negotiate the terms if it is for items listed under Homeowners Responsibility.