

**MUTUAL OPERATIONS****SERVICE MAINTENANCE****Service Maintenance Requests Except Mutuals One, Eight, Nine, Fourteen, and Seventeen**

1. Any service listed as a standard service in the Welcome to Leisure World brochure is performed without cost to the resident, if such services do not result from negligence on the part of the resident. Any resident can arrange for this service by telephoning the Service Desk. Requests for other than standard services should also go through the Service Desk.
2. Servicemen are normally dispatched the day following the request by the resident for standard services. A maximum of five (5) days should be allowed for performance of this type of service, and if the work is not done within this period, the resident may wish to contact the Service Desk again to determine if the work has been scheduled. Plumbing stoppages, water line breaks and electrical outages are emergency items requiring priority over other requests. This is why it could take up to five (5) days for action on a normal request.
3. Requests for service called in over the weekend may not be received by the Dispatcher until Monday morning; consequently, it may be Friday or Monday morning before the work is performed.
4. Servicemen are all bonded, and entry to an apartment with a passkey can often mean quicker and less costly service. Residents must always authorize passkey entry into their apartments for maximum service.
5. Mutual Board members contacted by residents with requests for service should first determine whether the resident has previously reported the problem to the Service Desk to avoid duplication of two servicemen going out on the same job, resulting in a charge made for the time of both men.
6. Board members and other residents are asked not to make any arrangements directly with the individual servicemen with whom they come in contact.
7. Board members and residents are requested not to contact the Service Maintenance Supervisor unless it is absolutely necessary. This can result in delay instead of the fast, desired action. It should be kept in mind that emergencies take priority in the scheduling of work and that other work orders are filled according to the date of the call for service. For the Service Maintenance Supervisor to arbitrarily place any request at the top of the list would be unfair and costly.

**MUTUAL OPERATIONS****SERVICE MAINTENANCE****Service Maintenance Requests Except Mutuals One, Eight, Nine, Fourteen, and Seventeen****MUTUAL ADOPTION/RESCIND**

EIGHT: Rescinded on February 23, 2015 (See Policy 7505.8)

NINE: Rescinded on June 13, 2016

FOURTEEN: Rescinded on October 11, 2000 (See Policy 7431.14)

SEVENTEEN: Rescinded on November 7, 2017

ONE: Rescinded on April 26, 2018 (See Policy 7431.01)