

MUTUAL OPERATIONS**SERVICE MAINTENANCE****Service Maintenance Requests – Mutual Fourteen**

1. Any service listed as a standard service in the Welcome to Leisure World brochure is performed at Mutual expense if such services do not result from negligence on the part of the shareholder. Request for such service must be made to the building Director responsible for that building in Mutual No. Fourteen. Except for after hours or weekend emergencies, a request for Service Maintenance services made directly by the shareholder will be charged to the shareholder.
2. Emergency services in off hours can be made by the shareholder through Security and charged to the Mutual.
3. Service Personnel are normally dispatched the day following the request except for emergency services. Plumbing stoppages, water line breaks, and electrical outages are treated as emergency needs with response as soon as someone is available.
4. Service personnel are bonded and entry into an apartment with a passkey can result in quicker and less costly service. Shareholders should always authorize passkey entry into their apartment for maximum service.
5. Board members and other shareholders are asked not to make any arrangements directly with the individual serviceman with whom they come in contact on a job.
6. Board members and shareholders are requested not to contact the Service Maintenance Supervisor directly unless it is absolutely necessary, thus assuring the most efficient and effective service.
7. Service Maintenance requests for appointment for any repairs: the resident shareholder will be charged the current Service Maintenance hourly charge for appointments not used and not cancelled.

MUTUAL ADOPTION

FOURTEEN: 10-11-00

AMENDMENTS

03-21-17, 01-16-18

(Jan 18)