

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

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. Request for such services must be made to the Mutual One Hotline, Inspector or Physical Properties Director. 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. Plumbing stoppages, water line breaks, and electrical outages are treated as emergency needs with response as soon as someone is available.
3. Service Personnel are normally dispatched the day following the request except for emergency services.
4. Servicemen are all bonded, and entry to an apartment with a passkey can result in quicker and less costly service. Shareholders should always authorize passkey entry into their apartments for maximum service.
5. Service Maintenance requests for appointment for any repairs: the shareholder will be charged the current Service Maintenance hourly charge for appointments not used and not cancelled.
6. Insect, Ant and Rodent Control: Fenn's Extermination appointment for uninvited pests – can be made through the HOTLINE or Service Maintenance. Exterminators come by appointment only. You may request Monday or Wednesday. You must be home if service is requested for inside your unit.