

Hopkinson House Owners' Association
Maintenance Policy

I. General

Certain maintenance requirements for residential units are covered by Association fees and others are provided for a charge. Those services included in the monthly maintenance fee are set forth in Section II below. Section III sets forth those services provided for a fixed fee and Section IV deals with services provided on a time and material basis. Please pay particular attention to Section V covering emergency maintenance. Section VI deals with personal work for residents/owners by the maintenance/housekeeping personnel.

All requests for maintenance must be made through the Resident Services Desk. Routine requests will be accepted during normal office working hours which are 8:00 a.m. through 4:00 p.m. Monday through Friday. Emergency requests will be accepted at any time. Work orders will be written for all requests - maintenance staff members are not permitted to do any work without a written work order. Owners/Residents requesting maintenance services on a time and materials basis will be provided with an estimate requiring approval before work is undertaken. There is no charge for these estimates. Tenants of owners must have written authorization from the unit owner before work is undertaken. Bills for maintenance requests are issued by the Association and are due when presented.

II. Services Provided Without Charge

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Preventive Maintenance - 3 times a year inspection - cleaning of drains and replacement of filters (rescheduling charge is \$25.00)
Repairs as required.

- * Unclog drains in bathrooms and kitchens, excluding blockages caused by foreign objects and malfunctions or blockages in garbage disposals.
- * Minor adjustments of toilets to eliminate constant running (Parts replacement chargeable).
- * Repair unit entrance door locks.
- * Change light bulbs in ceiling fixtures (resident must supply bulbs).
- * Replacement of unit exterior window/patio door glass window panes and screens damaged by weather, flying objects and other external natural phenomena. This service does not include replacement of unit exterior window/sliding patio door glass panes or screens damaged by owners/residents, their contractors or agents.
- * Maintenance of paint on unit front door and door jamb, exterior only (unless damaged by owner or Contractor).
- * Exterminating service (as required).
- * Realign sliding patio doors (no replacement of locking mechanism).
- * Window washing - exterior only - once a year.

Please Note: Standard equipment faucets, original to the building, will no longer be repaired free of charge. Such repairs, if requested, will be subject to availability of parts, which, due to age, can no longer be guaranteed.

III. Services Provided on a Fixed Fee Basis

A. General

Change unit entrance door lock cylinder at owner's request	150.00
Extra keys - Apartment or Medeco - per key	25.00
Mail box - per key	5.00
Screen repair - window	25.00
Screen repair - sliding door	35.00
Re-install doors back on tracks (per pair)	15.00
Replace smoke detector - 9 volt battery included	15.00
Reset circuit breakers only (does not include trouble shooting)	17.50

B. Disposal of Items

Appliance (disconnection not included)	\$ 60.00
Venetian blind (removal from brackets not included)	25.00
Sofa	75.00
Chair	40.00
Television Set	40.00
Mattress	50.00
Box Spring	50.00
Regular Inside Door or Closet Door (per door charge)	25.00
Carpeting - container load or portion thereof (per container charge)	300.00

Services other than the above are quoted upon request based on time, material and applicable 3rd party charges.

IV. Services Provided on a Time and Material Basis

Some examples of these services are:

- Un-jam or replace garbage disposal.
- Toilet repairs/toilet replacement.
- Replacement of faucets & shut-off valves.
- Minor interior plumbing jobs.
- Replacement of dishwashers, washers and dryers (deinstall old/install new).
- One time plumbing installation fee of \$500.00 for washer/dryer.
- * One-time plumbing installation fee for washer/dryer 500.00**
- Replace bathroom ceiling fan motor.

***Not all types of units have the capability of having a washer hook-up. All requests for washer hook-ups must be reviewed and approved by the Building Chief Engineer.**

Services other than above are quoted upon request.

Current Labor Charges

Hourly Rate For General Maintenance	\$ 30.00
Hourly Rate - Plumbing Work	\$ 40.00
Hourly Rate - Electrical Work	\$ 35.00
Minimum Service Call Rate is 30 minutes	½ of applicable labor rate (as above)

Parts and Materials

All parts and materials are charged at the Association's direct cost plus 10% overhead and handling.

V. Emergency Maintenance and Repairs

In an emergency situation such as floods from broken pipes, water left running, clogged drains, defective appliances, fire, gas leaks or any other condition that, in the judgement of management, presents a threat to the building and/or could endanger building occupants, our maintenance personnel will immediately perform whatever remedial maintenance or repairs that are required. If affected units are un-occupied and entry is required to effect repairs, they will be entered by maintenance personnel. In those instances where special locks have been installed, and emergency master keys have not been provided to management, unit doors will be forcibly opened if the nature of the emergency problem so dictates. The cost of emergency repairs may or may not be the responsibility of the unit owner. As a general rule, this determination will relate to whether or not the condition causing the emergency falls into the category of services provided without fee or services provided with a charge.

N.B. In those instances where emergency forced entry is required because custom lock keys have not been made available to management, the cost of repairs including those costs incurred to repair common areas which may be damaged as a result of the forced entry, are the responsibility of the unit owner.

VI. Custom Services

As a convenience to the Owners and to provide them with a level of confidence in people doing the work, Hopkinson House maintenance and housekeeping staff are permitted to undertake, as independent contractors of residents/owners, custom work for residents/owners. Custom work is generally defined as work which is not within the scope of work undertaken by the Association's housekeeping and maintenance departments. This work can be done on either a fixed fee or time and materials basis. Custom work is subject to the following stipulations:

1. Requests for custom services shall include the scope of work and the name of the staff individual to be involved. Requests must be made through the Resident Services Desk in the same manner as Association services are requested. In these instances, a custom work order will be completed.
2. Custom work may be performed only on the staff individuals' personal time, compensation for which will be pursuant to contract directly between the individual and resident/owner.
3. Custom work may not be performed using Hopkinson House Owners' Association equipment supplies, or tools, and may not involve or affect building common areas.
4. Plumbing (water and gas) and electrical work which would not be undertaken by the Association on a fixed fee or a time and material basis is **expressly excluded** from custom work authorized to be undertaken by the staff individual on a private basis. Such work must be performed by licensed contractors in conformity with applicable codes, and is subject to the Association rules governing use of outside contractors.

5. Arrangements for custom work must be in writing and comply with all the requirements of the "Alterations To Units" and "Contractors Procedures" provisions of the "Hopkinson House Community Rules and Regulations." In addition, the owner and employee must complete and submit to the Management Office a duly executed "Hopkinson House Owners' Association Acknowledgment and Waiver" agreement prior to any work commencing within the unit. No exceptions to this procedure will be considered or permitted.

6. The Hopkinson House Owners' Association extends no warranty, either expressed or implied, or accepts any responsibility of any nature, for work performed by its employees who are acting as independent contractors for residents/owners, when such staff individuals are engaged independently by residents/owners to perform custom work pursuant to this policy.

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