

EL MAR - WORK / INFORMATION REQUEST PROCEDURES

PURPOSE: · *To provide an orderly means of communication between Property Management and the El Mar community to report and track needed maintenance and/or information requests. Maintenance is upkeep of common elements and systems that the association is responsible to maintain in their present state and for their present intended use.*

Property Manager will use the system to assign work to various vendors, track progress, and keep the Board of Directors updated with the status and cost of maintenance requests.

PROCEDURE: *ALL work/information requests must be submitted via a request through the El MAR COMMUNITY WEBSITE <https://elmarcondos.org> to the Ameritech Property Manager. The form is available on the website on the tab at the top of the website. The form will be sent to the Property Manager with a copy going to a designated board member and the Ameritech Administrative Assistant. Please do not contact the property manager directly for issues unless it is an emergency. Emergency maintenance needs after hours should be addressed by telephone to Property Management/ Ameritech at 727-726-8000.*

The following information must be completed on the form:

- Name and address where work is needed
- Phone number
- E-mail address (if applicable)
- Description - be as specific as possible in describing a problem on the work request as well as the location. Photos may be attached.

Normal requests will be handled in 1-14 days. Requests requiring board approval or vendor bids may take longer.

If not satisfied with the results, or if the problem persists, a call should be made to Property Management at 727-726-8000 Ext 252

EXCEPTIONS: Requesting renovations or exterior improvements or alterations to a unit requires an ARCHITECTURAL CHANGE APPLICATION...

Expecting work to be completed on a specific day and time without prior coordination with the Property Manager.

Assuming someone else will report an obvious problem.

The above is not intended as an all-encompassing list of items, it is intended to set the general guidelines to be used in providing residents with maintenance service and assist in evaluating the effectiveness and efficiency of any request for service.