



Maintenance Request Submission from Residents

Policy: All resident requests, complaints and suggestions submitted in writing to the on-site Property Manager, or the Board of Directors will be dealt with by the on-site Property Manager or the Board of Directors courteously and as soon as possible.

Procedure: The owner of the residential unit involved, or their representative, must complete the 'Maintenance Request & Authorization' form available from the Property Management Office or the Wall File Folders in the Mail Room at 1360 or by the Office Door at 1350 and slip the completed form in the Management Mail Box. They will be picked up by the Superintendent or the Property Manager throughout the day, with the last pick up before 5pm Monday to Friday. Anything after this time will be picked up the next day.

When the situation is the Corporation's responsibility:

- ✚ If it is a non-emergency matter involving maintenance:
 1. The on-site Property Manager will respond within:
 - Three (3) business days to all written resident complaints and request for service as required.
 - One (1) business day to all phone messages and will prepare a work order for the undertaking if required.
 2. The resident will receive a notice from the Property Manager about the entry to their unit with date and time that will be required.

✚ If the matter is of an emergency nature:

The on-site Property Manager and/or Superintendent will investigate the situation immediately and:

- a. If occupants of the unit involved cannot be contacted, the **keys** which they have provided to the office will be used as authorized by the Corporation's Declaration and upon leaving the unit, the on-site Property Manager and/or Superintendent will leave a "Notice of Entry" form informing the occupants that entrance had been made and the reasons for it.
- b. Should access to the unit **not be granted**, and the emergency includes fire, flood, loss of heat or there are reasons to believe that a resident is experiencing a health problem, the Property Manager or Superintendent will enter the unit immediately without a notice, yet informing occupants of the entry, as set out in the Corporation's Declaration. *Any costs incurred, will be charged back to the unit owner.*

When the situation is the unit owner's responsibility:

1. Occupants *will be advised* of what is needed to resolve the situation
2. If the suite owner fails to make repairs, the Corporation will undertake the necessary work as authorized by the Corporation's Declaration and *charge the costs back to the owner.*

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