

Resident Services Programs

As passed by a vote of the Board of Directors on 27th June 2017

Purpose: The purpose of this policy is to describe the for-fee services the Association offers to its owners and residents and to identify specific—and classes of—services the Association specifically will not perform for owners and residents.

Scope: The In-Unit Service Program, enacted by a previous Board, and to incorporate office services the office has provided for a fee, using the Books and Records Resolution and Schedule of June 2012 as a guideline. That resolution, which addresses costs associated with making owners' files available to them and the costs for that service, remains unchanged by this document.

Changes Since Last Version: This is the first version of this policy document, though it wholly replaces and supersedes the IUSP document passed in June of 2013.

In-Unit Services Program Guidelines

The IUSP is meant to provide an economical means for owners to have routine, ordinary, and non-urgent maintenance and handyman-type items performed by Association employees. In order for the program to work for the Association and for the individual owners and residents, the program's guidelines MUST BE FOLLOWED:

- All IUSP requests must be presented to the office by using the IUSP Request Form, either in-person, via e-mail or via BuildingLink
- Under no circumstances are requests to be made directly to the maintenance staff
- IUSP requests are handled on a first-come-first-served basis. IUSP requests are prioritized after routine and emergency building and grounds issues
- If the resident will not be home to allow entrance to perform the repair, the resident must explicitly grant permission to enter the unit
- Upon completion of IUSP work, the Association employee will either leave notice of work-performed or—if the resident is BuildingLink active—note the work on the order in BuildingLink

- The resident or owner will be billed for the IUSP work within five days of the completion of the work; payment must be received within ten days of the receipt of the work invoice
- Payment for IUSP must be to the office, via check or money-order
- Payment to any maintenance staff in check or cash is forbidden and employees are strictly directed not to accept payment for services
- The minimum charge for any IUSP work completed is the same as the 30-minute charge
- In situations where the maintenance staff respond and can perform the work requested in ten minutes or less, the responding staff member is authorized to waive any charge for the service, though, for tracking purposes, the maintenance staff will issue a \$0 invoice for the service call. Appendix A contains a full list of items included in and excluded from the IUSP program and a corresponding price list; the Board will revisit the pricing list regularly
- The responding maintenance staff member may decline to perform the requested work if s/he does not have the expertise to perform the task, if the task is on the list of items not to be performed by Association employees, or if the staff member believes the scope of the project is likely to grow beyond the initial request
- Residents may not request any service that represents a repair to the unit except as specifically outlined here; unit repairs are the sole purview of a unit's owner
- The IUSP is an amenity of the community and is not available to delinquent owners or their tenants
- The IUSP is not available to owners who have outstanding balances on their accounts attributable to previously unpaid IUSP invoices
- Requestors must provide the hardware for their request, as applicable, such as dimmer switches, doorknobs, and fixtures
- See additional important information below under "Additional, Important Information"

Office Services Program Guidelines

The Office Services Program (OSP) allows residents to receive minor, non-time-sensitive office services. The program's intent is to allow residents the ability to obtain small-count copies, simple printing assistance, and fax sending and receiving. OSP is not meant as a replacement for a business center or to produce large print or copy jobs, nor is it intended to serve regular or daily needs of the sort offered. For the program to work for the Association and for the individual owners and residents, the program's guidelines **MUST BE FOLLOWED**:

- The OSP is not a secretarial service and AKW will not perform secretarial duties for owners or residents; office staff will facilitate residents' use of AKW's office assets within these guidelines
- When copying documents, office staff will log the user into the copier so the resident can make his/her copies; the resident shall pay for the total number of copies at the conclusion of the print job. Payment may be made via cash or check.
- Owing to IT security issues, office staff are not permitted to plug USB devices—thumb drives, SD cards, etc.—into the computer. Documents that need to be printed should be emailed to the office
- The OSP program is only available during normal business hours when regular office staff are working; services are not available when receptionists are working in the office. Appendix C contains cost information for services offered under this program

Additional, Important Information

- By requesting service under the IUSP or OSP, the resident/owner agrees to abide by the program's guidelines
- The Association has the right to alter, suspend, or revoke the IUSP or OSP at any time, in whole or in part
- The IUSP and OSP are considered owner privileges. Owners who have had their community privileges revoked, through the hearings process, may not get services through these programs. Likewise, the tenants of owners who have had their privileges revoked are also not entitled to use these programs
- Questions about the program should be directed to the Office Manager
- The OSP should be viewed as a convenience to residents; there can be no time limit imposed on the service requested and the office may decline to perform services if the scope of the request exceeds these guidelines or requires time outside that available to staff or staff feels unable to complete the requested in the desired timeframe

Appendix A

In-Unit Services Program

Schedule of Exclusions

Services Expressly Not Offered

- HVAC Servicing, Except
 - Twice-annual filter service; see price list for details
- Electrical Work, Except as Stated Here
- Replacement of Circuit Breakers
- Plumbing Services, including but not limited to:
 - Replacement of Toilets
 - Toilet Wax Ring Inspection, Repair, or Replacement
 - Pipe Inspection or Replacement
 - Dishwasher Repair or Replacement
- Window Washing
- Ordinary Cleaning or Upkeep

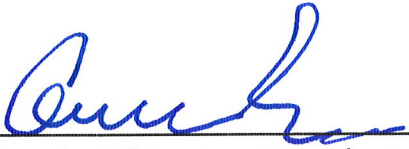
Appendix B: Schedule of IUSP Fees

	Service	Cost
General Time Charge	Minimum Charge, Up to 30 Minutes	\$30
	Full Hour Total Charge	\$50
	Each Additional Hour	\$50
Bathroom & Kitchen	Repair/Replace Faucet Washer	\$25
	Repair/Replace Faucet Screen	\$20
	Repair/Replace Showerhead	\$40
	Repair/Replace Spray Hose	\$40
	Unclog/Snake Drain (Non-Emergency)	\$40
	Caulk or Seal Shower/Tub/Faucet/Sink/Counter	Time Charge
	Clean Kitchen or Bathroom Vent	\$25
	Garbage Disposal Reset	\$25
	Garbage Disposal Unclog	\$40
	Simple Replace/Install Toilet Seat	\$25
	Replace/Install Toilet Seat Where Bolts are Frozen	\$40
Electrical	Install Dimmer Switch	\$75
	Replace Light Bulbs, Including Florescent Tubes	\$15
	Install Lighting Fixture	\$75
	Reset Circuit Breaker	\$15
Miscellaneous	Repair/Replace Door Knob	Time Charge
	Replace Mailbox Lock	\$50
	Install/Remove Curtain Rods	Time Charge
	Reset Folding Closet Doors	\$35
	Christmas Tree Removal	\$20
	Installation of Pre-Fabricated Shelving	Time Charge
	Hang Pictures - Interior, Drywall Walls (Owner Must Be Present)	\$20
	Repair Minor Flooring Issues	Time Charge
	Fix Door or Drawer Handles	\$25
	Return Screen Door to Tracking	\$25

Appendix C: Schedule of OSP Fees

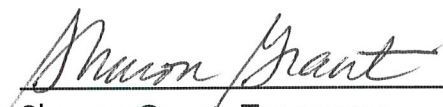
Service	Cost
Copies	10¢ Per Page
Receive or Send Fax	\$2 Per Page
Document Print	10¢ Per Page

This Resident Services Policy and Fee Schedule was passed by the Board of Directors in its June 2017 meeting.

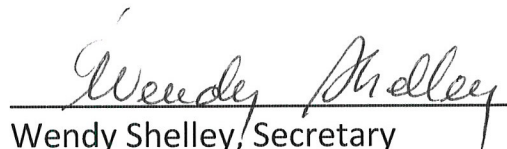


Quade Whitmire, President

Becky Martin, Vice President



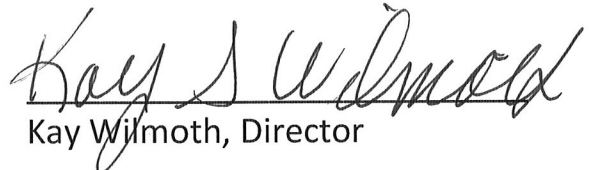
Sharon Grant, Treasurer



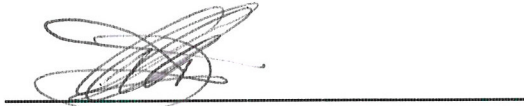
Wendy Shelley, Secretary



Bill Munson, Director



Kay Wilmoth, Director



Deborah Miller, Director