



## Maintenance / Work Order Procedure

APM would like to acquaint you with our preferred Work Order Procedure. The following service recording system will allow you to express, **in writing**, the service needs of the community in a manner that will become a permanent record and it allows us to schedule work promptly and efficiently. **Due to the necessity for verifiable record keeping, verbal work order requests are not accepted.**

Please use the following 3 step procedure:

1. Please email, fax, mail or submit through the online portal a request with the name of your community, your full name, address, unit number, home and business telephone numbers, email address and the nature of service request) in the designated areas. **PLEASE BE AS SPECIFIC AS POSSIBLE.**
2. Retain a copy of written requests for your records.
3. Either fax, mail or scan and email a copy to our office if not submitted through the online portal.

You will receive a verbal and/or email confirmation that your work order request was received and assigned. In the event you have not been contacted by an APM representative or the appropriate contractor with respect to the status of your work order within **five (5) business days**, you may wish to call APM for confirmation of receipt of the work order.

### **MAINTENANCE PROCEDURES**

Maintenance responsibility is one area of the condominium lifestyle that is often misunderstood. The following explanations provide you, the Owner or Tenant, with an understanding of your responsibilities versus the Association's. For clarification, we encourage you to carefully read your Condominium Documents and refer to the Rules & Responsibilities.

**PLEASE NOTE: Responsibilities in a Site Condo vs. Attached Condos vs. Platted Community WILL Vary.**

**GENERAL COMMON ELEMENTS:** Some examples of **General Common Elements** are the land, street lamps, walking paths, etc. It is **normally** the responsibility of the Association to maintain and repair the **General Common Elements**, but this can differ from development to development depending upon the definitions in your Master Deed and Exhibit B.

**LIMITED COMMON ELEMENTS:** Some examples of **Limited Common Elements** can be unit landscaping, windows, doors, decks, balconies, etc. **Limited Common Elements** are generally for the exclusive use and enjoyment of the Owner(s) to whose unit they are appurtenant. The repair and maintenance of these items may be the Owner's responsibility. Please refer to your Association Documents for clarification.

### **PRIORITY of WORK ORDERS:**

1. **Emergencies:** See Specifications on the next page. **In case of fire, call the Fire Department FIRST!** To reach us for **EMERGENCY SERVICE**, call **(810) 593-8005 during normal business hours. For after hours emergencies call 1-888-645-1343.** If your request does NOT identify with one or more of the examples of an emergency specified on the next page, please refer to the 3-step procedure above.
2. **Routine Repairs:** Sprinkler system malfunctions, street light bulbs out, etc.
3. **Cosmetic Repairs:** Loose boards, missing downspout extensions, missing shutter bolts, etc.



**NOTE:** Any service request estimated over the Board approved dollar amount will need Board approval prior to starting work. Any work performed by the Association's employees or contractors that is the responsibility of the individual Owner or is found to have been caused by the Owner or Owner's negligence will be billed to the Owner per the Master Deed & Bylaws / Covenants and Restrictions.

### **Co-Owner Emergency Response Program**

Emergencies rarely arise, but in such an unfortunate event, please note the following:

#### **What is classified as an Emergency?**

- ◆ Flooding to the degree of standing water on any floor surface from one wall to another OR causing seepage into another unit.
- ◆ Fire that has spread to the common elements (limited or general). ALWAYS call the Fire Department FIRST!
- ◆ Total loss of electricity after the homeowner has determined, by contacting the utility company, that the power outage is NOT a general service area outage (attached units only).
- ◆ Plumbing leaks that require the entire water supply to be shut off to avoid serious immediate damage to the residence or those surrounding it (attached units only).
- ◆ Total stoppage of sanitary sewer after the homeowner has determined, by contacting the water department, that the sewer issue is not a general area issue.
- ◆ Total loss of water after the homeowner has determined, by contacting the water department, that the water loss is not general area loss.
- ◆ Natural gas leak – ALWAYS contact your utility company FIRST.
- ◆ Miscellaneous actions or acts of nature that could endanger life or property.

**EMERGENCY SERVICE ONLY, AFTER NORMAL BUSINESS HOURS, WEEKENDS OR HOLIDAYS –  
CALL 1-800-536-3611**

**INSURANCE:** The Association carries a blanket policy for property and liability on the common elements as well as coverage for Association officers and workmen's compensation coverage for Association employees.

**NOTE:** YOU MUST ARRANGE TO OBTAIN AND MAINTAIN COVERAGE FOR YOUR PERSONAL PROPERTY AND HOME. THE ASSOCIATION IS NOT LIABLE FOR ANY CO-OWNER'S PERSONAL PROPERTY.