

## **2.0 MAINTENANCE**

### **2.1 Quail Run Maintenance Supervisor**

There is a full time Maintenance Supervisor on the property Monday through Friday during the hours of 7:30 a.m. - 4:00 p.m. The maintenance office is located in the garage on the Vine Brook Way circle. A Work Request for routine maintenance can be called or faxed to the Management Company, left in the box for that purpose at the mail shed, or can be sent via the Quail Run Condominium web site. See Appendix 1 for the Work Request Form. **Please do not contact the Maintenance Supervisor directly, as his work is scheduled by The Dartmouth Group.**

### **2.2 After Hours and Holiday Emergencies**

The Management Company offers emergency on-call services after 5:00 PM during weekdays and all day on week-ends and holidays. Some examples of emergencies include flooding, Common Area damage, fire (call 911 first, then the Management Company), or any dangerous condition.

All other requests for routine maintenance, e.g., reporting a light out in a Common Area or an incident on the property, a request, etc., can be left on the voice mail at the Management Company. A staff member will retrieve the message and dispatch maintenance personnel the following business day.

Unit maintenance, e.g., loss of electricity, cable, telephone, mechanical failure of heating and a/c equipment, appliances, disposals, etc. is the Unit Owner's responsibility. The Unit Owner is responsible for calling a repair service or utility provider.

Other emergencies, such as personal injury, noise disturbance, lockouts, trespassers, vandalism, should be reported to the police.

The Trustees and the Management Company may charge any Unit Owner for non-emergency calls made to the answering service that result in after-hours dispatch of maintenance personnel.

### **2.3 Quail Run Vendors and Contractors**

The Board of Trustees requests that Unit Owners not address questions, concerns, or requests to any Quail Run Condominium contracted workers on the property. Workers are complying with specific work orders and have no authority to respond to Unit Owners or alter work orders. Any issues should be directed to the Management Company.