



## COMPANY POLICIES

What each company deems to be an emergency differs, so please take a few minutes to complete this survey, telling us how you wish to have this scenarios handled.

**Cells Highlighted Orange have a dropdown option. If no option is selected, "Contact PM for instructions" is the default answer and you will be contacted should this issue arise on a maintenance issue with one of your tenants.**

**Cells Highlighted BLUE are for any additional instructions you may have or for questions where we need an answer based on your standard operating procedures.**

Date

Company

Type of Service

Email Addresses to Receive Call Logs

Hours of Operation

Time Zone

Holidays

### Lockout/Lock Failure

If a RESIDENT IS LOCKED OUT, who should be dispatched?

Tenant Responsibility

If Tenant Responsibility, who is responsible to call the vendor?

Select Option

If a RESIDENT IS MOVING IN TODAY AND IS LOCKED OUT, who should be dispatched?

Select Option

Additional Instructions:

To whom and when should the lockout fee be paid?

Select Option

Additional Instructions:

If a resident reports that they CANNOT LOCK OR UNLOCK EXTERIOR DOORS DUE TO MECHANICAL FAILURES, who should be dispatched?  
(Please enter the vendor category that should be dispatched i.e. Handyman, Locksmith, PM)

Should we WARN the resident of a POSSIBLE FEE if the repair is caused by tenant negligence or neglect?

Yes

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for LOCKOUT or LOCK FAILURE issues?

*Explanation Script:* This is a safety/security issue.

Yes

### Smells/Odors

If there is a GAS LEAK, please specify which vendor should be dispatched for repairs (i.e., gas provider, fire department, etc.)

**Note:** Our company policy is to call the fire department first because there have been instances where the gas company has taken more than 30 minutes to respond and a gas leak is an immediate and serious threat to the health/safety of the people and ultimately damage to the property.

**Options:** Fire Department Gas Company

Gas Company

Additional Instructions:

### WATER LEAK

If there is a SUPPLY LINE LEAK THAT CAN BE CONTAINED BY SHUTTING OFF THE VALVE, should it be deemed an emergency?

No

Additional Instructions:

If there is RUNNING WATER THAT CANNOT BE SHUT OFF AT THE FIXTURE (i.e., shower valve will not shut off and leaking more than a slight steady stream), should it be considered an emergency?

Yes

Additional Instructions:

If the RESIDENT shut the main valve due to water leak, leaving no water should it be deemed an emergency?

Yes

If the RESIDENT IS UNABLE TO SHUT THE MAIN WATER VALVE, who should be called?

If there is LEAK in COMMON AREAS (Laundry Room, Mechanical Room etc) AND CANNOT BE CONTAINED, should it be deemed an emergency?

Yes

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m.?

Yes

Additional Instructions:

### Landscaping

If there is an IRRIGATION LEAK, AND THE WATER IS SHUT OFF, should a vendor be dispatched to repair before the next business day?

**Note:** Typically answer is no, except in desert Southwest where landscaping can sustain irreparable damage during the heat of summer.

Contact PM for Instructions

Additional Instructions:

## HVAC/Cooling

If THERE ARE MULTIPLE A/C SYSTEMS, should a vendor be dispatched IF ONE SYSTEM IS NOT WORKING?

No

Additional Instructions:

If there is NO A/C, AT WHAT PREDICTED OUTSIDE HIGH TEMPERATURE, should a vendor be dispatched?

**Note:** This varies greatly by region and manager preferences.

**Example:** Any temperature between June & August >80°F >85°F >95°F A/C **OR** is not an emergency

Specify the PREDICTED OUTSIDE HIGH TEMPERATURE, if there are CHILDREN UNDER 3 OR HEALTH IMPAIRED RESIDENTS in the home.

**Note:** Usually -5°F on the answer above.

**Example:** Any temperature between June & August >80°F >85°F >95°F A/C **OR** is not an emergency

Specify the PREDICTED OUTSIDE HIGH TEMPERATURE, if the resident is concerned about opening windows DUE TO SECURITY CONCERNS?

Additional Instructions:

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for A/C issues?

No

Additional Instructions:

## HVAC/Heating

What are the COMMON TYPES OF HEATING SYSTEMS in your area?

Contact PM for specific Information

If there is a GAS LEAK, please specify which vendor should be dispatched for repairs.

If the furnace is GAS, should the RESIDENT BE ASKED TO LIGHT THE PILOT LIGHT?

Yes

If the furnace is GAS, and the RESIDENT IS UNWILLING OR UNABLE TO LIGHT THE PILOT LIGHT, should it be deemed an emergency, based on the no heat parameters?

Yes

If there is NO HEAT, at what predicted outside low temperature should a vendor be dispatched TO PREVENT FROZEN WATER LINES?

**Note:** This is an unlikely scenario and more for situations where a property is going to be empty (tenant moving out, moving in, or person viewing/showing noticed the issue. The suggested answer is 32°F

If there is NO HEAT, at what predicted outside low temperature should a vendor be dispatched for RESIDENT COMFORT?

**Note:** Most common range is 40°-60° depending upon area (higher temps in Southern states; lower temps in Northern states)

**Example:** <40°F <45°F <50°F <55°F <60°F Other

If there are CHILDREN UNDER 3, OR HEALTH IMPAIRED RESIDENTS in the home, WHAT SHOULD THE PREDICTED OUTSIDE LOW TEMPERATURE BE?

**Note:** Usually at least +5°F on the answer above.

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for no heat?

Yes

Additional Instructions: (If there is a specific instruction for when the temperatures drop below a certain temperature, please enter it here)

## Drain/Sewer/Septic

FOR ALL BACK UP's, should the resident be warned that if foreign objects are the cause that they could be back charged for the cost of the repair?

Yes

If there is a SEWER BACKUP OUTSIDE THE HOME, AND IT DOES NOT AFFECT FIXTURES INSIDE, should it be deemed an emergency?

**Note:** This question is there because we have had situations where the sewer cleanout cap has come off and the backup spews onto the lawn. This is still a biohazard, but sometimes a manager does not consider it to be an emergency. Some places, though, like Monterrey, CA, have HEAVY fines for this type of pollution. You may want to check if any local laws impact this.

No

Additional Instructions:

If there is a SEPTIC SYSTEM BACKUP, should it be deemed an emergency after hours?

Yes

Additional Instructions: (Please specify if there are different instructions on weeknight vs weekend)

If there is a SEWER BACKUP AFFECTING THE WHOLE HOME, should a vendor be dispatched?

**Explanation Script:** This is obviously as yes. The reason we have the question is to provide absolute clarity to our team.

**Options:** Yes

Yes

Additional Instructions:

If there is a BACKUP IMPACTING THE LOWER LEVEL OF AN APARTMENT BUILDING WITH CONNECTED UNITS ABOVE, should we dispatch immediately?

**Note:** Sometimes multi-family homes are built in a stacked configuration and the pipes are connected. If there is a clog downstream from connected units, it could backup into the lower unit. We recommend answering this Yes.

Yes

If yes, is this HOA managed and should they be contacted for this emergency?

Yes

Additional Instructions:

If the ONLY TOILET IS CLOGGED, should a vendor be dispatched?

Yes

Additional Instructions:

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m.?

*Explanation Script:* We will tell the tenant to minimize usage, of course.

*Options:* Yes No No, but dispatch in the morning

No

**Additional Instructions:** (If you would like a vendor dispatched in the morning before your normal business hours, please note that here)

If there is a clogged TOILET, and there are OTHER TOILETS TO USE, should it be deemed an emergency?

No

**Additional Instructions:** (If you would like a vendor dispatched in the morning before your normal business hours, please note that here)

If there is a DRAIN LEAK THAT CAN BE CONTAINED until a repair can be made, should it be deemed an emergency?

No

**Additional Instructions:**

If there is a clogged SINK, and there are OTHER SINKS TO USE, should it be deemed an emergency?

No

**Additional Instructions:**

If the resident reports GURGLING NOISES from drains which is often a precursor to a backup, should a technician be dispatched?

No

**Additional Instructions:**

## Garage Door

If a resident cannot get their vehicle OUT OF the garage, should it be deemed an emergency?

Yes

**Additional Instructions:**

If a resident cannot get their vehicle INTO the garage, should it be deemed an emergency?

*Explanation Script:* Most common answer is No

*Options:* Yes No Call PM for advice

No

**Additional Instructions:**

If a Resident cannot secure the Garage Door and poses a security concern, should it be deemed an emergency?

*Explanation Script:* This is for attached garage and the door from the garage to the house cannot be locked/secure too.

Yes

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for garage door issues deemed to be an emergency?

*Explanation Script:* Most common answer is No

*Options:* Yes No

No

**Additional Instructions:**

## Electrical

At WHAT PERCENTAGE OF ELECTRICAL POWER OUTAGE, throughout the property, should it be considered an emergency.

*Note:* Most common answer is >50%-75%.

If there is an ELECTRICAL OUTAGE THAT AFFECTS THE REFRIGERATOR, should the RESIDENT be asked to use an extension cord or buy dry ice first and if not, should it be deemed an emergency?

*Explanation Script:* The Resident should be asked first to use extension cord if they have another working outlet or buy dry ice to avoid food from spoiling.

If there is an ELECTRICAL OUTAGE THAT AFFECTS THE OVERHEAD LIGHTS, should it be deemed an emergency?

No

If there is an ELECTRICAL OUTAGE THAT AFFECTS THE OUTSIDE, WALKWAYS, OR COMMON LIGHTS, should it be deemed an emergency?

No

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for electrical issues?

*Options:* Yes No

Yes

**Additional Instructions:**

If there is an ELECTRICAL OUTAGE THAT AFFECTS THE HEATING OR COOLING SYSTEMS and TEMPERATURES MEET EMERGENCY CRITERIA, should it be deemed an emergency?

Yes

## Appliances

If the REFRIGERATOR QUILTS WORKING, should it be deemed an emergency?

No

**Additional Instructions:** (If there are different instructions for weeknights/weekdays, please put instructions here)

If the STOVE, RANGE, OR OVEN QUILTS WORKING, should it be deemed an emergency?

No

**Additional Instructions:** (If there are different instructions for weeknights/weekdays, please put instructions here)

Who commonly MAINTAINS KITCHEN APPLIANCES?

Who commonly MAINTAINS LAUNDRY APPLIANCES?

## Alarms-Smoke/Carbon Monoxide/Security

If a smoke or CO detector has sounded an alarm, and it IS NOT A BATTERY ISSUE, WHOSE RESPONSIBILITY IS IT TO REPAIR OR REPLACE

If a SECURITY ALARM is GOING OFF and not a security issue, should the resident be advised to TEMPORARILY DEACTIVATE ALARMS UNTIL REPAIRS ARE MADE?

Yes

If a SECURITY ALARM is GOING OFF and RESIDENT CANNOT DISABLE IT, who should be called?

If a smoke detector is going off and it has been determined that there is NOT A FIRE, BUT A DETECTOR MALFUNCTION, should a technician be dispatched?

**Note:** If the detector is malfunctioning (long, shrill sound and NOT chirping) there is a danger that if there is a fire or carbon monoxide exposure, the resident(s) will not be alerted. Everything has a finite life and detectors also wear out and malfunction. We will do anything you want, so this is a matter of preference.

No

Additional Instructions:

If an alarm is located on a VAULTED CEILING, WHOSE RESPONSIBILITY IS IT TO REPLACE BATTERIES, REPAIR OR REPLACE?

**Note:** Please note any special circumstances, ie "If in common area If greater than 10' off the ground, dispatch and tenant will be charged

Contact PM for Instructions

Additional Instructions:

Should the resident be advised to TEMPORARILY DEACTIVATE ALARMS HARD-WIRED ALARMS UNTIL REPAIRS ARE MADE? **NOTE: This is a safety hazard.**

**Note:** Hard-wired alarm systems are often wired in series which means it can be difficult to find the one with the bad battery. We have also had situations where there is a system malfunction and turning off the breaker is the only way to stop the sound. If the resident deactivates the alarm, this is a safety hazard.

Yes

Should a technician be dispatched to REPAIR SMOKE ALARMS AFTER HOURS?

**Note:** We will do anything you want, so this is a matter of preference. Sometimes it softens the message to the tenant that we CAN dispatch but the alarms are their responsibility and they will be charged for the cost of the replacement if it is batteries.

No

If yes, WHICH VENDOR should be dispatched for SMOKE ALARM & CO ALARM issues?

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for SMOKE ALARM DETECTOR issues?

No

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for CARBON MONOXIDE DETECTOR issues?

Yes

## Pest Control (Animal/Insect)

Would you consider swarming bees (hundreds of individuals in one location) an emergency?

**Note:** This is a risk in extreme Southern states (like AZ, FL, TX, & NM)

No

## Alarms - Sump Pump

Should a technician be dispatched to REPAIR SUMP PUMP ALARMS AFTER HOURS?

**Note:** This only applies if the you have properties with sump pumps. Sump pumps are for high water table areas.

Yes

If yes, WHICH VENDOR should be dispatched for SUMP PUMP issues?

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for SUMP PUMP issues?

Contact PM for Instructions

Additional Instructions:

Maintenance Approval Threshold

At what ESTIMATED DOLLAR AMOUNT should a vendor call for approval for EMERGENCY repairs?

**Explanation Script:** Keep in mind that these are going to be the Emergency calls after hours

**Options:** Ideally between \$500- \$1,000

## Alarms - Septic

Alarms, Septic

Should a technician be dispatched to address SEPTIC ALARMS?

**Note:** This only applies if the manager has properties with septic systems. Alarms are placed in the system to detect when the holding tank or vault is filling up/full.

Yes

Additional Instructions:

If yes, WHICH VENDOR should be dispatched for SEPTIC issues?

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for SEPTIC ALARM issues?

No

Additional Instructions:

## Home Warranty

Do any of your managed properties have HOME WARRANTIES?

Contact PM for Instructions

Should one of YOUR VENDORS BE DISPATCHED IMMEDIATELY, TO ENSURE HEALTH, SAFETY, OR BUILDING ISSUES are handled within 24-48 hours if the warranty company cannot guarantee service in that timeframe?

**Explanation Script:** Some states have habitability statutes and some manager have a desire to provide higher level service even when the home warranty program will not escalate to emergency status to complete in less than 3 business days.

Contact PM for Instructions

How should the DEDUCTIBLE or SERVICE FEE be paid?

**Example:** Ask warranty company to bill PM and if they will not, call PM for advice or to call in with the credit card

If NO TELEPHONE OR CONTRACT NUMBER is provided for Home Warranty, should the PM be contacted to arrange service?

Contact PM for Instructions

If the home warranty company is CLOSED on weekends, and the call meets your emergency criteria, should it be dispatched to your vendor?

Contact PM for Instructions

**Mechanical Room Locked?**

**Do you have any MECHANICAL SYSTEMS which are common to more than one unit and BEHIND LOCKED DOORS? If yes, how can the vendor gain access?**

*Explanation Script:* Add info about how vendor can access mechanicals (i.e., lockbox combo and location, vendor has master keys, tenant in unit X has it, etc.)

*Options:* Yes No

Contact PM for Instructions

**Additional Instructions:**

## Roof

If the ROOF LEAKS OR SHINGLES BLOW OFF ON WEEK NIGHTS, should a vendor be dispatched to tarp the roof?

*Explanation Script:* Forecast of rain 24 hours

Contact PM for Instructions

**Additional Instructions:**

If the ROOF LEAKS OR SHINGLES BLOW OFF ON WEEKENDS, should a vendor be dispatched to tarp the roof?

*Explanation Script:* Forecast of rain 24 hours

Contact PM for Instructions

**Additional Instructions:**

If yes, WHICH VENDOR SHOULD BE DISPATCHED?

Should a technician be dispatched AFTER DARK for the above issues?

*Explanation Script:* It is dangerous to be on a roof after dark and most vendors will not go out.

*Options:* Yes, attempt dispatch and let the vendor make the choice. Yes No No, dispatch in the AM

No

**Additional Instructions:**

## Security (Windows/Doors)

If a WINDOW IS BROKEN, who should be dispatched to secure the residence?

If there IS NOT A POLICE REPORT filed, should we WARN the resident there might be a fee for this service?

Yes

**Additional Instructions:**

If there IS A POLICE REPORT filed, should we WARN the resident there might be a fee for this service?

No

**Additional Instructions:**

Glass repair fee is PAYABLE TO WHOM and WHEN?

*Options:* Vendor at time of service Manager when billed

Contact PM for Instructions

If there is a NOTED SECURITY CONCERN DUE TO FIRE, BREAK IN OR VANDALISM, who should be sent to board up and secure DOORS?

If there is a NOTED SECURITY CONCERN DUE TO FIRE, BREAK IN OR VANDALISM, who should be sent to board up and secure WINDOWS?

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for security issues?

*Note:* Anything indicating a security breach, should probably have a Yes answer here. If the answer is no, please advise what the tenant should do to remain safe.

Contact PM for Instructions

**Additional Instructions:**

## Water - No Hot water, Procedures for children in-house

If the water heater is GAS, should the RESIDENT BE ASKED TO LIGHT THE PILOT LIGHT?

No

**Additional Instructions:**

If the water heater is GAS, and the RESIDENT IS UNWILLING OR UNABLE TO LIGHT THE PILOT LIGHT, should it be deemed an emergency?

Yes

If the water heater is GAS, and the RESIDENT is smelling gas, who should be dispatched?

**Additional Instructions:**

If there is NO HOT WATER ON A WEEK NIGHT, should it be considered an emergency?

*Explanation Script:* Most common answer is No.

*Options:* Yes No

No

**Additional Instructions:**

If there is NO HOT WATER ON A FRIDAY NIGHT, should it be considered an emergency?

Yes

**Additional Instructions:**

If there is NO HOT WATER ON A SATURDAY, should it be considered an emergency?

Yes

Additional Instructions:

If there is NO HOT WATER ON A SUNDAY, should it be considered an emergency?

No

Additional Instructions:

If there is NO HOT WATER ON A SUNDAY, AND THE NEXT DAY IS A HOLIDAY, should it be considered an emergency?

Yes

If there is NO HOT WATER AND THE NEXT DAY IS A HOLIDAY, should it be considered an emergency?

Additional Instructions:

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. for NO HOT WATER?

Yes

Additional Instructions:

## Water Extraction

Who should clean up BLACK WATER (toilet/sewer) CONTAMINATION?

Specify MINIMUM SQ. FTG. of impacted floors before dispatching a vendor for BLACK WATER.

Options: Any >5 sq. ft. >10 sq. ft. >25 sq. ft. Other

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. FOR BLACK WATER CLEANUP OR EXTRACTION?

Yes

Additional Instructions: (Please specify if there is an area (sq ft) requirement)

If there is WHITE (fresh water) OR GRAY (drain water) SOAKED CARPETING, which vendor should be dispatched?

Options: Handyman Extraction Company Restoration Company

Specify MINIMUM SQ. FTG. of impacted floors before dispatching a vendor for WHITE or GRAY water?

Options: Any >5 sq. ft. >10 sq. ft. >25 sq. ft. Other

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m. FOR WHITE OR GRAY WATER CLEANUP OR EXTRACTION?

Options: Yes Yes, if it is a biggie (i.e., >100 sq. ft.) if less than this amount but greater than sq. ftg. above, dispatch in AM No

For hardwood, vinyl or linoleum flooring, should it be considered an emergency if its meeting minimum sq ftg of impacted floors?

Yes

## Water - No Water

If a WATER LINE APPEARS TO BE FROZEN, should it be considered an emergency and dispatched?

Yes

Additional Instructions:

If there is NO WATER, should it be considered an emergency?

Yes

Additional Instructions:

## Water - Water Shutoffs

Where are the MAIN WATER SHUTOFFS most commonly found?

Where are the IRRIGATION SHUTOFFS most commonly found?

Where are the IRRIGATION VACUUM BREAKERS/RPZ's/BACK-FLOW PREVENTION VALVES most commonly found?

In the event of a major OUTSIDE WATER LEAK, AND THE WATER CAN NOT BE SHUT OFF, who should be called?

Note: Most common answer is Municipality.

In the event of a MAJOR INSIDE WATER LEAK, AND THE WATER CAN NOT BE SHUT OFF, who should be called?

In the event of a FLOODING DUE TO RAIN or FOUNDATION LEAK, who should be called?

Should a technician be dispatched between 10:00 p.m. and 6:00 a.m.?

Yes

## Elevator

If RESIDENTS reporting Elevator Malfunction, who should be called?

## When to Call Manager

If there is an emergency involving a DEATH ON THE PROPERTY, should the manager be called?

Contact PM for Instructions

Additional Instructions:

If there is an emergency involving a SERIOUS CRIME ON THE PROPERTY, should the manager be called?

Contact PM for Instructions

Additional Instructions:

If police or fire agencies request contact directly with the manager, may we call you?

Contact PM for Instructions

Additional Instructions:

Should the manager be called if there is an emergency where FIRE OR POLICE are dispatched for ANY REASON? *Explanation*

Contact PM for Instructions

Additional Instructions:

If there is an emergency that could involve an INSURANCE CLAIM, should the manager be called immediately? If so, at what estimated cost?

Contact PM for Instructions

Additional Instructions:

Is there any time (or time frame) the property manager should NOT be contacted?

Contact PM for Instructions

Additional Instructions:

Should the manager be called for advice if NT staff is stumped?

Contact PM for Instructions

Additional Instructions:

Should the manager be called when a TENANT/RESIDENT is ANGRY and ADAMANT that the call meets emergency criteria?

Contact PM for Instructions

Additional Instructions:

Should the manager be called to verify an address if there is an EMERGENCY and the property address is not in the databas

Contact PM for Instructions

Should the manager be called to obtain more vendors if none on the list can service timely and the call meets EMERGENCY CRITERIA?

Contact PM for Instructions

Should the manager be called to find out which vendor was dispatched if a tenant indicates it was dispatched earlier but we do not see a record of who was dispatched in the NT database?

**Note:** This helps prevent double-dispatch if the manager dispatched something during business hours. For MaxTenders, our virtual maintenance coordinators send a copy of dispatched work orders to an email address supervisors can access so we can avoid double-dispatch.

Contact PM for Instructions

Should the manager be called if an OWNER/INVESTOR calls and indicates they cannot wait till the next business day to speak with the manager?

Contact PM for Instructions

## When to Release Notes

How often would you like us to release PRELIMINARY NOTES?

**Options:** After triage, after successful dispatch, upon closing, and any time the agent deems necessary for good communication. After every touch

## HOA's

Is there an elevator?

**Options:** (1) No. (2) Yes. (A) How many elevators? (B) If there is more than one elevator, should a vendor be dispatched if ONE is working? (C) How will the vendor access the mechanical room?

Is the a fire/sprinkler system in any of the buildings?

**Options:** (1) No. (2) Yes. (A) How will the vendor access the mechanical room? (B) Should a vendor be dispatched for alarm system warnings (not actual fires)? (C) Should a manager be notified if the fire department is dispatched by the alarm company?

Are there common laundry areas?

**Options:** (1) No. (2) Yes. (A) How will the vendor access the laundry room? (B) Should a vendor be dispatched for anything other than uncontrolled water (i.e., appliance ceases to function)?

Is there a central (common/shared) HVAC system?

**Options:** (1) No. (2) Yes. (A) How will the vendor access the mechanical room? (B) Should a vendor be dispatched for no heat? If yes, at what temperature threshold? (C) Should a vendor be dispatched for no air conditioning? If yes, at what temperature threshold?

Is the association responsible for snow removal?

**Options:** (1) No. (2) Yes. (A) Sidewalks should be shoveled at \_\_\_\_ by \_\_\_\_ (time in the morning). (B) Roadways should be plowed at \_\_\_\_ by \_\_\_\_ (time in the morning). (C) Parking lots should be plowed at \_\_\_\_ by \_\_\_\_ (time in the morning). (D) Driveways should be plowed/shoveled at \_\_\_\_ by \_\_\_\_ (time in the morning).

Is there a private sewer system?

**Options:** (1) No. (2) Yes. (A) How does the vendor gain access to the mechanical room? (B) Should a vendor be dispatched for any reported issue after hours?

CONCIERGE: Is there a concierge service?

**Options:** (1) No. (2) Yes. (A) When and how should concierge be contacted? (B) For what types of situations should concierge be contacted for service?

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## IRRIGATION

If there is an irrigation issue and we are able to get the water shut off, should a vendor be dispatched to handle immediately? (If we are not able to get the water shut off, then we would dispatch a contractor)

**Explanation Script:** Ask if there are any other landscape issues for which we should dispatch.

**Options:** (1) No (2) Yes

Contact PM for Instructions

Does this community have stacked units?

Contact PM for Instructions

Please give a brief description of the community:

**Explanation Script:** Describe the type of association and number of units and any other pertinent information

**Options:** (1) Condominium Association (COA) with \_\_\_\_units. There are \_\_\_\_elevators, serving \_\_\_\_floors of stacked units. (A) There is/is not a fire sprinkler system. (B) There is/is not a gate to access the community (C) There is/is not a parking structure (D) There is/is a not common heating system (E) There is/is not a common water heating system (F) There is/is not a clubhouse (G) There is/is not a common water or sewer system (2) Townhome Association (TOA) with \_\_\_\_units. (3) Single Family Association (HOA) with \_\_\_\_units. (4) Master Association (MOA) with \_\_\_\_units in \_\_\_\_separate associations. The sub-associations are/are not all managed by our company.

Do you manage community associations? YES

Does this community have responsibility for dwelling unit building maintenance?

## POOL

Is there a pool?

**Options:** (1) No (2) Yes (A) How does a vendor gain access to the pool area and mechanical room? (B) Should a vendor be dispatched for anything other than uncontrolled water flowing?

Are there tennis courts?

**Options:** (1) No (2) Yes (A) Should a vendor be dispatched for any issue relative to the tennis courts (i.e., lock)?

GATES: Is this a gated or shared building entry community?

**Options:** This community is/is not gated. Only residents can buzz someone in. Emergency personnel (fire/police) may access using code \_\_\_\_.

CLUBHOUSE: Is there a clubhouse?

**Options:** (1) No (2) Yes. (A) There is a/is no kitchen. Should a vendor be dispatched after hours for appliance issues? garbage disposal or sink issues (other than uncontrolled water?) (B) There are/are no bathrooms. Should a vendor be dispatched for backups or anything other than uncontrolled water? (C) Should a vendor be dispatched to no heat or air conditioning? What is the heat threshold? air conditioning threshold?













































