

HOMESTEAD VILLAGE - WORK ORDER REQUEST PROCEDURES

In order to provide an orderly means of communication between Homeowners, Office Staff and Maintenance Department to report and track needed maintenance work, please follow the procedures below.

Please fill out a Work Order Request Form for maintenance problems you observe that need the attention of the Maintenance Department. You can either call in a Work Order, pick up a Work Order Request at the office or print a copy of the Work Order Request from our website (www.homesteadvillagewarwickny.com). The office is open Monday-Friday from 8am-4pm. Please bring the completed Work Order Request to the office or leave in the drop box outside of the office door. You may also email your work order request to hvhoa@optonline.net. Please do not approach the maintenance staff with your work order request. All requests must go through the office so that we have written documentation.

Please include the following information with your request:

- Name of requestor
- Phone number of requestor
- E-mail address of requestor (if applicable)
- Address where work is needed
- Description of request or needed work
- Be as specific as possible as to the location and nature of the problem.
- List any special conditions such as desired or preferred time to perform the work as well as times when work can't be done.
- Work Orders will be assigned a numerical number and entered into our computer system.

The Work Order Request will be reviewed by the Office Staff and Maintenance Department. If the Work Order Request is approved, it will be assigned and given a priority basis. If the Work Order Request is not approved, its status is changed to "declined" and the Office Staff will notify the Homeowner. If the Work Order requires Board approval, it will be put on the agenda for the next monthly Board meeting. We only have 2 full-time employees in our maintenance department and we also hire 1-2 additional employees during the summer months who handle maintenance issues for 49 buildings and 408 homeowners. We appreciate your patience while we process work orders.

Work Orders are assigned a priority as to completion time:

- Routine: 30 days or less
- Low Priority: 60 days or less
- Set Date: Specific Dates requested for set-ups or events
- Urgent: 1-7 days response
- Emergency: 1 day response

Urgent maintenance needs occurring after hours or on weekends should be called to our answering service at 845-987-1812.