

GARDENS OF FOREST LAKES – WORK/INFORMATION REQUEST PROCEDURE

PURPOSE: • To provide an orderly means of communication between Property Management and the **GARDENS OF FOREST LAKES** community to report needed maintenance and/or respond to information requests. Maintenance is upkeep of common elements and systems that the HOA is responsible to maintain in their present state and for their present intended use.

Property Manager will use the system to assign work to various vendors and keep the Board of Directors updated with the status and cost of maintenance requests.

PROCEDURE: For the quickest and most efficient response, ALL work/information requests shall be submitted using the work/information tab on your website

COMMUNITY WEBSITE: gardensofforestlakes.com The WORK/INFO request form is available on the website at the top of the website home page. The form will be sent to the Property Manager with a copy going to the Ameritech Administrative Assistant. (Applicable board members may be included.) **PLEASE DO NOT CONTACT ANY BOARD MEMBERS UNLESS IT IS COMMUNITY EMERGENCY.**

Emergency maintenance needs after hours should be addressed by telephone to **THE ON-CALL** Property Manager at Ameritech... at 727-726-8000. **24/7 Emergency Service**

Regular requests will be handled the Property Manager usually the same day or within 24-48 hours. Requests requiring board approval or vendor bids may take additional time. **YOU WILL RECEIVE AN EMAIL REPLY CONFIRMING YOUR REQUEST HAS BEEN RECEIVED.**

If not satisfied with the results, or if the problem persists, a call should be made to Property Management at 727726-8000 Ext 252

EXCEPTIONS: Requesting renovations or exterior improvements or alterations to a unit requires an ARCHITECTURAL CHANGE APPLICATION... found on the website under FORMS.

Requesting maintenance not belonging to HOA.

Requesting maintenance for Public Utilities... The utility company should be called directly.

Expecting work to be completed on a specific day and time without prior coordination with the Property Manager.

Assuming someone else will report an obvious problem.

The above is not intended as an all-encompassing list of items, it is intended to set the general guidelines to be used in providing residents with maintenance service and information.

Thank you in advance for your patience and cooperation.