

EAGLES RESERVE COMMUNITY - WORK ORDER REQUEST PROCEDURE

PURPOSE: · *To provide an orderly means of communication between Property Management and the Eagles Reserve community to report and track needed maintenance and/or landscape work. 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, track progress, and keep the Board of Directors updated with the status and cost of maintenance requests. A monthly summary of all work requests will be provided to the Board of Directors along with the Property Managers Report at monthly BOD meetings.

PROCEDURE: *ALL work requests must be submitted via a work order request through the EAGLES RESERVE COMMUNITY WEBSITE (<https://eaglesreserve.org/>) to the Ameritech Property Manager. The form is available on the website on the FORMS page and a tab at the top of the website. Once submitted, a confirmation of receipt will be sent to the requester. The form will be sent to the Property Manager with a copy going to a HOA board website. Please do not contact the property manager directly for issues unless it is an emergency. Emergency maintenance needs after hours should be addressed by telephone to Property Management/ Ameritech at 727-726-8000.*

The following information must be completed on the form:

- Name and address where work is needed
- Phone number
- E-mail address (if applicable)
- Description - be as specific as possible in describing a problem on the work request as well as the location. Photos may be attached.
- Time Frame

Requests will be assigned an estimated completion time. Normal requests will be handled in 1-14 days. Requests requiring board approval or vendor bids may take longer.

If not satisfied with the results, or if the problem persists, a call should be made to Property Management at 727-726-8000 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 on building structural items 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 assist in evaluating the effectiveness and efficiency of any request for service.

