

# **MAINTENANCE PROCEDURES**

## **MAINTENANCE DUTIES**

Our maintenance staff will assist you with the following:

**MAILBOX:** Repair and/or replace mailbox, post, or base; painting post, if needed.

**TERMITES:** Contact Maintenance if you suspect you have termites. Maintenance will issue a service request and pest control company will contact resident before coming out.

**IRRIGATION:** Contact Maintenance if there is a broken sprinkler head, broken pipe. Maintenance will issue work orders for irrigation company to check.

**FASCIAS/SOFFIT/SOFFIT SCREENS:** Painting of fascia; repair of soffits and replacing soffit screens.

### **ADDITIONAL INFORMATION:**

For residents leaving a message for outdoor work, a service request will be issued, and work will be completed in the order received. Residents will not receive a service request number if the work is being done outside of the unit and the resident does not have to be home to complete such work.

Protocol for Maintenance service.

1. Call Maintenance at 954-473-2595.
2. Get a service order number.
3. Allow 2 or 3 days for the service call to be completed.

If other Community urgencies arise, the work may not be completed within the time indicated. The homeowner will be responsible for following up directly with the Maintenance Department by referencing their work order number.

## **NOT MAINTENANCE DUTIES**

Maintenance does not work with water heaters, appliances, garbage disposals, shower heads, replace new plumbing fixtures and/or electrical fixtures or air conditioner issues. Please call your provider for these.

In the past the Maintenance office has received calls such as the following which Maintenance clearly does not do:

- There is a dead duck inside the lake; send someone to remove it.
- I have no hot water.
- I hurt my back. Can you send someone to hang my blinds?
- My stove won't go on. It's only going to take 5 minutes.
- There is a live iguana in front of my house. Send someone to move it.
- I can't lock my door. It's too hard to turn the key.
- I can't move my garbage to the curb. Please send someone to help.
- There is a bug on my patio. I need someone to remove it.
- My door is stuck.
- I can't open my window.
- There is a strange odor in my house.

Ladies and Gentlemen, while Lauderdale West Maintenance does a lot of work for us, they don't do everything.

## **VOLUNTEER OPPORTUNITIES**

Lauderdale West needs you! We are a Community run by residents. Our Board of Directors are all volunteers. There is always a need for volunteers. There are many opportunities to work in an area of your choice; make new friends; learn a new skill or use the skills you have. You can work as much and as often as you would like.