



## Condominium Management Associates, LLC

### MAINTENANCE/WORK ORDER PROCEDURE

Condominium Management Associates LLC, would like to acquaint you with our Work Order Procedure. The following service recording system will allow you to express, **in writing**, your service needs in a manner that will become a permanent record. Written work order requests will ensure efficient follow through and documentation.

Please choose an option below:

#### Option 1.

1. Complete the work order form (date, full name, address, unit number, home, cell or business telephone numbers and the nature of your service request) in the designated areas.
2. Make a copy for your file.
3. **Mail Original Form To:** Condominium Management Associates LLC  
30445 Northwestern Highway, Suite 370  
Farmington Hills, MI 48334

Or

**Fax To:** (248) 353-0487

Or

**Email To:** [info@condomanage.net](mailto:info@condomanage.net)

#### Option 2:

Go to our Web Site: [www.condomanage.net](http://www.condomanage.net)

It is imperative that you use the system outlined above when reporting a work order and avoid any verbal service requests, except in the case of an emergency. In the event you have not been contacted with respect to the status of your work within five (5) working days, you may wish to call or email us.

### MAINTENANCE PROCEDURES

Maintenance responsibility is one area of the condominium lifestyle that is often misunderstood. The following explanations provide you, the Co-owner, with an understanding of your responsibilities versus the Association's. For clarification, we encourage you to carefully read your Condominium Documents.

**GENERAL COMMON ELEMENTS:** Some examples of General Common Elements are the land, electrical wiring up to the electric meter, foundations, main exterior walls including roofs, etc. It is normally the responsibility of the Association to maintain and repair the General Common Elements, but this can differ from development to development depending upon the definitions in your Master Deed.

### **PROPERTY MANAGEMENT SOLUTIONS**

30445 Northwestern Highway • Suite 370 • Farmington Hills, Michigan 48334  
Telephone: 248-353-9010 • Fax: 248-353-0487 • [www.condomanage.net](http://www.condomanage.net)



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**LIMITED COMMON ELEMENTS:** Some examples of Limited Common Elements are individual patio areas, air conditioning units, interior wall surfaces and doors, appliances, furnaces, hot water heaters, etc. Limited Common Elements are generally for the exclusive use and enjoyment of the Co-owner to whose unit they are appurtenant. The repair and maintenance of these items is typically the responsibility of the Co-Owner.

**MECHANICAL SYSTEMS AND FIXTURES:** These normally are within your home and are yours to maintain and repair. For example, you are responsible for replacement of grouting around your bathtub, toilet seals, electrical outlets and switches, floor tiling, carpeting, etc.

**INSURANCE:** The Association carries a blanket policy for property and liability on the buildings, as well as coverage for Association officers and workmen's compensation coverage for, Association employees.

**NOTE:**

**AS A CONDOMINIUM OWNER, YOU MUST ARRANGE TO OBTAIN COVERAGE FOR YOUR PERSONAL PROPERTY AND BETTERMENTS WITHIN YOUR HOME. SUCH A POLICY IS OFTEN CALLED A CONDOMINIUM HOME POLICY. THE ASSOCIATION IS NOT LIABLE FOR ANY CO-OWNER'S PERSONAL PROPERTY.**

**MAINTENANCE:** If you have any concern over problems that are the responsibility of the Association to repair, please submit a written work order. We operate using the "work order" system, which allows us to schedule work promptly and efficiently. The contractor schedules work on a priority basis in most instances.

CMA takes pride in providing a level of service that will exceed your expectations. The following define CMA's three levels of service prioritization.

- Level 1. Emergencies:** Flooding, fire or anything that could endanger life or property. **(In case of fire, call the Fire Department FIRST!)** If you have an Emergency during normal business hours (9:00 a.m. 12:00 p.m. and 1:00 p.m. to 5:00 p.m. M-F) please call (248) 353-9010, extension 110. If your call is outside of these hours, you will be referred to our emergency answering service.
- Level 2. Priority Repairs:** Security issues, roof leaks, wall pipe leaks or items that might cause further damage if not repaired quickly.
- Level 3. Scheduled Repairs:** Concrete, asphalt, grounds or sprinkler system issues. Cosmetic Repairs such as loose boards, missing downspouts/shutters.

**NOTE:** Any work performed by the Association's employees or contractors that is the responsibility of the individual Co-owner or caused by the Co-owner's negligence shall be billed to the Co-owner per the Master Deed and Bylaws.

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