

Maintenance Intake Procedures

Beginning February 18, 2009, River Place East's maintenance policy will now mandate that River Place East have, in writing, all authorization for maintenance from the owner or managing agent, prior to any services being rendered to the unit in question.

Request/authorization must be received prior to any services being rendered. We ask that you allow a grace period of twenty-four hours, before requests are completed. In most cases requests are handled immediately, however there are some requests that may need more time to correct. In the event of an emergency, i.e.: flood, disabled toilet, disabled heat, etc; request will be handled immediately or in the order in which it is received. Any request for keys; building or duplicate copies, **must** be accompanied by the Maintenance Request/Authorization document. In addition, when requesting a Building Key all costs associated, are to be paid in full at the time of the transaction. Please visit our website; www.riverplaceeast.com, to obtain a copy of the Maintenance Request/Authorization form.

River Place East's offers a preventative maintenance program which conducts exterminations every Wednesday with the exception of holidays and fifth Wednesdays. Each unit is managed on a rotation basis and will not be exterminated every week. Based on the rotation list units are exterminated approximately once every three months. You may request to have your unit exterminated on a week that you are not scheduled by notifying the Management Office no later than the Monday prior to the Wednesday that you want extermination. Requests may be received via phone, email, walk-in, or whatever method is most conducive for you. Requests received after this time will be scheduled for the following week.