

PROCEDURES FOR SUBMITTING AND MANAGING MAINTENANCE & SERVICE REQUESTS / WORK ORDERS **PAGE 1 OF 3**
COMMITTED TO BY LELAND MANAGEMENT INC. JULY 11, 2014

Note: Paragraphs A1 and A 2 revised 9/22/14 by LMI.

References: Declarations 5.01: The Association shall operate, maintain, repair and replace, as a common expense, the following portions of the subject property, as detailed in: 5.01.2 landscaping; 5.01.3 subdivision wells and water sprinkler system; 5.01.4 Utility Services; 5.01.5 Building Exteriors; 5.01.6 Surface Water Management System; and, 5.01.7 Other Property.

Preamble: Your Board, our Management Company and all our contractors do their best to ensure that everything is well maintained and that known problems are addressed as they arise. However, due to the size and complexity of the property, the community must also rely on everyone to report new problems immediately; the Board and the Management Company are then responsible for addressing each report as promptly and diligently as possible, and responding to the MR originator.

General: Any resident may submit a written (MR) Maintenance Request or an online (SR) Service Request at any time, reporting any problem, whether unit-local (a broken sprinkler head) or in any common area (a lamppost light burnt out). But, **all** requests must go directly to (LMI) Leland Management Company, **never** to a contractor. Note: For **emergencies**, call 24/7: 866-263-3987.

A: Procedures other than Paradise Lawns: (days = business days; CAM = Account Manager)

1. Day 1: CAM@LMI receives SR and transfers the details into the LMI Work Order system; or, CAM collects and enters MR's M-W-F only; those left Tue. and Thu. will be entered 1 day later. Note: for each online SR, the LMI SR system automatically sends an email acknowledgment receipt to the submitter.

2. Day 1 to Day 2 (within 24 hours), CAM@LMI:

- a. assigns the WO to the appropriate vendor/contractor or codes it as "deferred to the BOD".
- b. emails a copy of the WO to the appropriate vendor/contractor, to the original submitter, and to all BOD members if deferred. Note: the WO system does not automatically send an email copy to the submitter whenever a W/O is updated or 'completed'.

3. Day 3 to Day 8 (within 1 to 5 days): the vendor responds to LMI and informs them of anticipated WO action completion, or that a delay of more than 5 days is anticipated (waiting for parts?, etc).

4. For unit-specific requests LMI monitors the WO status to see if the completion date is on target. If the required action cannot be completed within the estimated timeframe, CAM@LMI advises the submitter when revised completion is anticipated. LMI continues to monitor weekly and advise the submitter until WO is completed. OR: advises that the request has been deferred to the BOD.

5. If LMI notes the WO as completed, but not to the satisfaction of the submitter, the submitter first contacts CAM@LMI: 321-549-0721 or by email "vcarvalho@lelandmanagement.com. If the submitter is not satisfied by the response from LMI, the submitter may contact any BOD member.

6. If the WO has been deflected to the BOD (2), and once the BOD has made a decision, the BOD will advise LMI and the submitter of that decision. If that decision is a denial, the submitter may contact any BOD member for redress. Else, the WO process resumes at step 2.

Reporting: (Revised Dec. 8, 2014) Once a month, on the Friday prior to the week of the next BOD meeting, LMI will generate and email to all BOD members 2 Work Order reports, both of which will be in sequence of vendor alpha, by w/o #: 1. Open W/O's: all as of cut-off date.

2. Closed: all since the start of the previous calendar month (i.e. might include up to 50-55 days), regardless of when they were opened.

PROCEDURES FOR SUBMITTING AND MANAGING MAINTENANCE & SERVICE REQUESTS / WORK ORDERS COMMITTED TO BY LELAND MANAGEMENT INC. AND PARADISE LAWNS INC. JULY 11, 2014 **PAGE 2 OF 3**

B: Procedures for Paradise Lawns (PL) Only:

Note 1: All resident requests must go directly to (LMI) Leland Management Company, never to PL.

Note 2: For emergencies of any kind, call LMI, 24/7: 866-263-3987.

1. Day 1: LMI receives online MR and enters the details into their Work Order system; Day 1 or 2: LMI collects and enters paper MR's M-W-F only; those left Tue. and Thu. will be entered 1 day later.

2. Day 1 to Day 2 (within 24 hours), CAM@LMI assigns the WO to PL and emails a copy of the WO to PL. Note: for every online request, the LMI Work Order system automatically sends an email copy as acknowledgment receipt to the submitter.

3. PL creates a WO, begins the process and copies to CAM@LMI every internal PL email.

4. PL will call the submitter and notify them how/when PL will respond.

Depending on what the request is it will be handled accordingly:

- a. Irrigation or Maintenance: the problem presents a serious threat (tree on home, etc.) and may compromise a structure or create further damage. Presuming that the submitter has called LMI 24/7: 866-263-3987, LMI will have contacted PL who will respond as immediately as possible.
- b. Irrigation: no immediate threat, but does need repair. PL will respond within 24-36 hours or collect 5 or more WO's submitted within one week and complete them accordingly.
- c. Maintenance Issues: not a threat. PL Grounds Maintenance will respond and handle during each week's scheduled service.
- d. Detail/Trimming Requests: PL will perform these once a month during normal scheduled services unless requested differently.

5. Once PL has completed the work:

- a. PL will send to CAM@LMI a follow up email noting the WO number and the completed status of the work.
- b. PL will leave a door hanger for any resident not present when the WO is closed out.
- c. Candis@PL corporate will call the resident and will ask if they are satisfied with the service rendered. If they are not satisfied, Candis will attempt to rectify the situation.

6. If the submitter is not still not satisfied, the submitter may contact any BOD member.

**ONLINE PROCEDURES FOR SUBMITTING AND MONITORING MAINTENANCE & SERVICE REQUESTS / WORK ORDERS
LELAND MANAGEMENT INC. EFFECTIVE JUNE 1, 2014** **PAGE 3 OF 3**

To Submit a Request:

Go to: "www.lelandmgt.com/parksideplace"

1. Login to resident account: click on "Resident Login"; enter login name and password.
2. Click on tab "eforms".
3. Click on tab "service request"; enter the required data and nature of request; click "submit".
4. LMI will respond as per Step 2: (Both) Procedures for Submitting and Managing Maintenance / Service Requests.

To Monitor a Request:

Go to: "www.lelandmgt.com/parksideplace"

1. Login to resident account: click on "Resident Login"; enter login name and password.
2. Click on tab "account info"; work orders and service request will display.

To Set up a LMI Account:

If a resident does not yet have a login and password:

Go to: "www.lelandmgt.com/parksideplace"

- a. click "Login Request Form"; complete Form as required.
- b. LMI will email a login and password back to the submitted e-address.