

Work Orders Process

All work orders **must** be submitted in writing or online.

- Forms are available on the counter next to the office and may be left in the office door slot.
- Online Form may be found at www.oakwoodvillas.com under the online form tab.
- Work Orders once submitted will be emailed (if email is available) a confirmation and notes during the process will be emailed thereafter if need be.
- Work Orders that are duplicated will NOT be taken or notifications sent

Work Orders will be reviewed by Management and Staff. Board Members may also review to determine other concerns or verification by request of the Manager. Some may require vendors to review or make repairs.

Placing Work orders does not imply the work will be done in any specific time frame. All work orders will be prioritized: (Newly submitted items received may change timing of already submitted items as well as mass projects).

- Danger / Safety / Causing Immediate Damage to residents or units
- Units being sold – under contract with a valid inspection report
- Insurance Inspection Reports
- Projects by building (work orders requesting items that are slated to be done as a whole building may be postponed – such as painting, smaller wood rot areas, checked wood and stucco)
- Association receiving payment or compensation (power washing and gutters)
- Smaller items that are in no danger of immediate repair and as time permits

Aesthetic items, items not deemed by Association as priority or those requiring specialized equipment such as lifts for safety (Management, staff, vendors and/or Board) will be placed on hold until a time that the Management or Board permits for these items to be completed.

Items altered, modified, damaged are not the responsibility of the Association and may negate any repairs to such items. This includes damages by trees of owners or landscaping against items they do not request to be trimmed.

Items requiring Vendor repairs are directed to the Vendor and while the Management will work with them to make repairs, scheduling is based solely upon the Vendor's availability.

If an owner is NOT accepting to a work order being determined as not the Association's responsibility or time frame to the repair, owners are directed to submit IN WRITING to the Manager and the Board of Directors their concerns. A Board Director will review the item and submit their recommendation to the other Board Members and manager. Unless any Board member states they feel it should be reviewed further or questioned, it will NOT be presented before the Board if there are no objections by the Director's review. The owner will be notified either in a letter or an updated work order and the issue will be considered resolved.

Damages by vendors are the vendors responsibility. Matters may be directed to the Office in writing and will be forwarded to the Vendor. Management may direct you to contact Vendor directly or to contact your Insurance Company.