

## **IN-UNIT SERVICE PROGRAM**

5/17

The Board of Directors has established an In-Unit Service Program in the interest of the Association and the individual unit owner. The program allows unit owners to use Association staff and materials, facilitating prompt and economical maintenance repairs and encouraging energy conservation. There is a \$60 one-time membership fee per unit. Only owners may join the program, and membership is non-transferable when a unit is sold.

### **Services Offered**

#### **A. PLUMBING**

1. Install new faucets.
2. Repair existing faucets – e.g., washers, stems, seats.
3. Install new toilets.
4. Repair existing toilets – e.g., wax seal, fluidmaster, ballcocks.
5. Clear drain lines and sink traps.
6. Caulk around tub and floor in bath area. (Note: Does not include tile work.)
7. Repair or replace garbage disposal.

#### **B. H&AC UNIT (Sections II - V)**

1. Repair or replace motor, belt, coil, pulleys, and bearings.
2. Clean coil – e.g., power wash, brush.
3. Preventative maintenance - clean, lubricate, change filter.
4. Insulate pipes in H&AC closet.
5. Replace condensate pan. (Sections V & IV and Sections II & III new units only)

#### **C. UNIT DOORS**

1. Replace locksets.

#### **D. ELECTRICAL**

1. Repair or replace light fixtures. (Note: New fixtures to be supplied by owner.)
2. Install ground fault interrupter (GFI) receptacles.
3. Replace switches, receptacles, and covers.
4. Replace hard-wired smoke detectors.

#### **E. APPLIANCES**

1. Purchase and/or install new refrigerator, dishwasher, range hood, and microwave hood.
2. Purchase range and coordinate installation with plumbing contractor.
3. Install ice-maker line.

## **Other Services as Authorized by the General Manager or Board of Directors**

If it is not clear whether a particular service is to be covered by the In-Unit Service Program, the General Manager has the authority to make such a determination.

### **Fees**

Only unit owners who are current in their monthly assessments levied by the Condominium Association and are not in violation of the Association's Bylaws or other regulations are eligible to participate in this program.

1. A non-refundable membership fee of \$60, per unit owned, must be paid in advance for an owner to be eligible for services. These monies are used for administrative expenses.

A separate account, rather than the regular Association operating account, records all operating costs. Therefore, please **do not include condominium fee payments with In-Unit Service payments (or vice versa)**.

2. Parts and materials used are billed to the unit owner at cost plus thirty percent (30% includes 6% Maryland tax).

3. Labor is charged at \$60 per hour per technician, including time spent traveling and obtaining parts and supplies. Time is billed to the nearest quarter hour, with a half hour minimum.

4. Accounts delinquent over thirty days shall be assessed interest at the highest rate permitted by law, and future service requests will not be accepted until the account is made current.

5. There is an additional \$30 charge for estimates. All estimates are based on current part prices and are subject to change. An estimated labor cost will be included; however cost may vary when work is performed because circumstances vary with each job.

### **Program Administration**

To administer the In-Unit Service Program effectively, the Board of Directors delegates the authority to conduct the Program to the Facilities Director under the supervision of the General Manager. All requests for services under the In-Unit Service Program must be submitted in writing to the Management Office. A written record of all requests is maintained by the office.

If a tenant whose landlord participates in the program requests services of the program, the tenant will be instructed to contact the owner to authorize the Management Office to make the repairs. No oral requests will be accepted. Owners must submit a written work request form to the Management Office in one of the following ways: Drop off, e-mail, or fax to 301-493-5031. If you have any questions about work that has been performed, you must notify management within seventy-two (72) hours of the work's completion.

### **Use of Association Employees**

Association employees may enter a unit to perform a service under this program only upon the instruction and direction of the Management Office and with a written work order in their possession. Therefore, **no unit owner or tenant may make any direct request of an employee to perform services or contact employees directly.** Any employee found violating these requirements will be subject to immediate review and possible dismissal.

### **Work Priorities**

Except in an emergency where life, limb, or property is threatened, the routine work and services of the Association (which are for the benefit of all unit owners) shall take priority over an individual unit owner's request for service under the In-Unit Service Program. The General Manager shall schedule work under the In-Unit Service Program to meet the needs of both the Association and the unit owners participating in the In-Unit Service Program. All routine work will be scheduled on a first-come, first-served basis and should be completed within 7-10 business days, except that emergencies (as determined by management) will take priority.

### **Change in Program**

The Board of Directors reserves the right to change the fee schedule and to add to, delete, or otherwise change any of the services or procedures relative to the In-Unit Service Program. The Board of Directors shall communicate such change to the unit owners participating in the In-Unit Service Program.

### **Right to Terminate Program**

The In-Unit Service Program is offered as a benefit and convenience to unit owners, and the Association has no obligation to continue to offer the program. The Board reserves the right, therefore, to terminate the In-Unit Service Program at any time without notice.

### **Indemnification**

Each unit owner who subscribes to the In-Unit Service Program agrees, in doing so, to indemnify and hold harmless the Association and its staff from and against any and all damages or claims for damages associated with entry into the unit or the performance of work requested, except in the case of gross negligence or willful misconduct.

### **Join the Program**

If you as an owner are interested in joining the In-Unit Service Program, please submit the In-Unit Service Program Agreement to the Management Office. Your check in the amount of \$60 should be made payable to **Parkside Condominium In-Unit Service Program**.

**PARKSIDE CONDOMINIUM  
IN-UNIT SERVICE PROGRAM AGREEMENT**

Owner Unit Information

Owner's Alternate Address  
(Live off owners)

Name: \_\_\_\_\_

\_\_\_\_\_

Street: \_\_\_\_\_

\_\_\_\_\_

Unit #: \_\_\_\_\_

Telephone #: (h) (\_\_\_\_) \_\_\_\_\_

Managing Agent: \_\_\_\_\_

(w) (\_\_\_\_) \_\_\_\_\_

Telephone #: (\_\_\_\_) \_\_\_\_\_

Special Notes:

The above-named individual(s) represent that they are the owner(s) of the unit identified above and ask to participate in the In-Unit Service Program. In-Unit Service Program participants agree to the provisions of the attached In-Unit Service Program descriptive material, which is considered a part of this agreement.

Upon payment of a fee in the amount of \$60.00, which is non-refundable, the unit owner shall be entitled to all the privileges of a participant in the program as outlined within the attached descriptive material.

I/We agree to all the provisions of the attached In-Unit Service Program and wish to participate in this program.

Signature of OWNER: \_\_\_\_\_ Date: \_\_\_\_\_

**REMINDER: WORK REQUESTS WILL ONLY BE ACCEPTED FROM THE OWNER.**

**IN-UNIT SERVICE PROGRAM  
WORK REQUEST FORM**

Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Unit: \_\_\_\_\_

DAYTIME Phone: \_\_\_\_\_ Other: \_\_\_\_\_

Please give a detailed description of the work requested:

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**It is the owner's responsibility to contact any tenants where applicable.**

**IMPORTANT INFORMATION, PLEASE READ:**

Routine work will be performed on a first-come, first-served basis and should be completed within 7 - 10 business days. Emergencies (as determined by management) will take priority.

The owner's signature on this request authorizes management to enter the unit and perform the work requested. **FOR SECURITY PURPOSES, STAFF MUST LOCK BOTH LOCKS WHEN EXITING THE UNIT. WE URGE ALL RESIDENTS TO ENSURE THAT THEY CARRY A COMPLETE SET OF KEYS TO THEIR UNITS. NO AFTER-HOURS LOCK-OUT SERVICE IS PROVIDED!** The owner also assumes full responsibility for all charges incurred. Please remember, all work will be scheduled on a priority/first-come, first-served basis as determined by management. If you have any questions regarding the work performed, you must notify management within seventy-two (72) hours of completion of work.

**ESTIMATE:** \_\_\_\_\_ Estimates are available at an additional cost of \$30.00.  
**Check here if an estimate is required before work is performed.**

**SETTLEMENT:** \_\_\_\_\_ If settlement of a unit occurs before the work can be completed, the cost of repairs will be estimated and collected in escrow. If your work must be completed in a shorter time period than 7-10 business days, we suggest that you hire an outside contractor.  
**Check here if this work is for a settlement of a unit.** Date of Settlement: \_\_\_\_\_

\_\_\_\_\_  
Owners Signature