



## SERVICEWORKS COMMITMENT

- ❖ **Your apartment is your home.** It is our responsibility to assist you in maintaining your home in a good and workmanlike manner. It is our ServiceWorks commitment to you that we will perform routine maintenance of your home on an on-going basis in accordance with the highest professional standards of our industry. We know that having a maintenance problem is unpleasant. To assure prompt service and efficient service, we encourage you to read and follow the simple steps set forth.
- ❖ **What to expect:** We will use our best effort to respond to routine service requests by the next business day following receipt of a Maintenance Request. We will use our best effort to respond to an emergency service request within three (3) hours after being notified of such request. An emergency request is generally defined as an uncontrollable water leak; gas odor; complete power loss to unit; front door lock that will not open. Routine maintenance service will be provided during the regular eight-hour business day, Monday through Friday (excluding holidays).
- ❖ **What normal maintenance means:** We will repair and/or replace, at our option, any part or fixture which does not work, the failure of which is not due to any negligence or misuse or use which exceeds the normal use for which any such part or fixture was designated.
- ❖ **What if it's your fault:** Should our Maintenance Associate determine that the maintenance problem is due to negligence or misuse on your part, there will be a minimum \$35/hour service charge, plus the cost of parts used. If an outside vendor is needed the cost will be charged back to you.
- ❖ **To assure prompt/efficient service:** In order to expedite service, it is your responsibility to ensure that we have adequate access to the part or fixture to be repaired. It is your responsibility to comply with our instructions regarding special service requests, such as for fumigation, painting, plumbing and the like. Please make sure that any counter areas and cabinets to which we require access to undertake the repair are clean and/or empty. Should we be required to prepare any area prior to undertaking any repairs, at our option, we may decline to undertake the service request, reschedule the service request, or charge you a minimum \$35 charge for preparing the area in accordance with our requirements.
- ❖ **Decor, carpet and useable items:** Painting, cleaning or the repair or replacement of any item, which is deteriorated due to the passage of time, is your responsibility. You are responsible for the replacement of any light bulbs, filters, smoke alarm batteries, and the like following move-in.
- ❖ **Entering a Service Request:** To enter a service request please log into the portal at [www.rentcafe.com](http://www.rentcafe.com), click login, click on go to maintenance, and NEW REQUEST. Be sure to enter as much information as possible and be specific, (i.e. guest bathroom toilet, master bathroom sink, kitchen sink, etc). If we do not have permission to enter, please list a day that works best and if you prefer AM or PM as we cannot guarantee specific times.
- ❖ **After Hours Maintenance Emergency:** For maintenance emergencies such as overflow of water, clogged toilet in units with only 1 toilet, no heat, malfunctioning door or window locks please call 310.854.5384.
- ❖ **We really care.** If you are for any reason dissatisfied with our ServiceWorks maintenance, please give us your concern in writing directed to our Community Office.
- ❖ **Thank you.** We look forward to serving you. Your satisfaction is our primary business. Thank you for your cooperation.