

REPAIR POLICIES AND PROCEDURES

1. In emergencies (like a burst pipe, for example), tenants should go to the super or any member of the maintenance and repair committee. If none of them are around, tenant should try to find any officer.
2. For non-emergency repairs, the following procedure will apply:
 - a. Tenant must fill out repair request form. Forms are available from _____.
 - b. Someone on the repair committee will inspect the request.
 - c. In the semi-monthly M&R committee meeting, the committee will review the repair requests and prioritize them.
 - d. Committee will call in contractor or handyperson to do the repair. For any repair costing over \$500, two written estimates will be obtained and at least two references checked for each contractor.
 - e. Repair committee will arrange with tenant for contractor to get access to apartment. Tenant must provide access with sufficient prior notice. Every effort will be made to give at least 48 hours advance notice.
 - f. Once repair is completed, a representative from the M&R committee will inspect the job, and tenant will sign repair request form verifying that job has been done.
3. Tenants who don't give access when a date for the repair has been arranged may have their repair dropped to the bottom of the priority list.
4. Cosmetic repairs will not be done for tenants who are in arrears. (Emergency repairs will always be done regardless of arrears status)
5. Repairs will be prioritized according to the bylaws:
 - 1st, to protect life, health, safety of tenants
 - 2nd, to prevent building deterioration
 - 3rd, cosmetic repairs
6. No tenant will be reimbursed for labor or materials unless they get prior written approval from the officers or the repair and maintenance committee.
7. A maintenance log will be maintained by the M&R committee which will include a record of all repairs requested and repairs done.
8. Tenants who wilfully destroy or damage anything in their apartment and/or the common areas must be responsible for its repair or replacement.