

Riverbend
At Lansdowne Woods
In-Unit Service Program (IUSP)
Participation Form

Name: _____ Unit#: _____
(Circle One) Owner Tenant

IUSP (In-Unit Service Program): Enrolling in this program offers you the convenience of quick response at a reasonable cost for services such as minor plumbing by our in-house engineering staff. A one-time \$50.00 membership fee is required for residents to take advantage of this program. To enroll please complete the IUSP Participation Form. Work done by the Staff will be undertaken during the normal weekdays between the hours of 9:00 AM and 4:00 PM (excluding holidays). Labor charge for the first half-hour or any portion of is \$20.00 and each additional half-hour or portion of is \$10.00. If the Staff is called in for an emergency in a unit outside the indicated regular work hours, overtime fees will be applied. Emergency service on call is \$55.00 per hour, 3 hour minimum. Any non-payment for service or materials will constitute a lien against the Unit Owner.

To administer this program effectively, all requests for service must go through the Management Office. No unit owner may make a direct request of the engineering staff.

Unit Owners or tenants whose IUSP account is delinquent, or expressing harassing, intimidating or abusive behavior towards the Staff, may be prohibited from further participation in the program.

Riverbend employees are not allowed to accept tips; therefore Management request that all gratitude's be given during the holiday season.

I/We have read the guidelines and procedures for the In-Unit Service Program and agree to abide by the terms of enrollment.

Signature: _____ Date: _____

FOR OFFICE USE ONLY:

Enrollment Fee: \$50.00

Date Paid:

Processed by: