

Riverbend at Leisure World Condominium
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 a reasonable cost for services by our in-house engineering staff. A one-time \$50.00 membership fee is required for residents to take advantage of this program.

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.

Work done by the Staff will be undertaken during the normal weekdays between the hours of 10:00 A.M. and 4:00 P.M. (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.

\$25.00 eff. 6/1/16

Except in emergencies where life, limb, or property is threatened, the routine work and services of the Association (which are for the benefit of all Unit Owners) will take priority over an individual Unit Owner's request for service under the IUSP. The Building Manager will schedule work under the IUSP to meet the needs of both the Association and the Unit Owners participating in the Program.

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.

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

Riverbend employees are not allowed to *accept* tips; therefore Management requests 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: _____
(Staff Signature)

IN-UNIT SERVICE PROGRAM (IUSP)

The In-Unit Service Program may be of particular interest to those unit owners who are "all thumbs" when it comes to home repairs, or who simply do not have the time to devote to repairs or maintenance. The program offers you the convenience of a reasonable price for services. All income generated from this program is deposited in the Riverbend account and offsets the cost of labor and materials.

The membership fee is \$50.00 and both owners and tenants may enroll. Our engineering staff provides all work at very competitive rates. When you have such chores as hanging large pictures or fixtures, unclogging toilets or drain lines, changing the filter in your HVAC unit, installing fans and chandeliers, or even changing light bulbs, kick back, relax and call us. Our friendly staff will do the work for you.

The guidelines and procedures for enrollment and participation outlined in the following paragraphs will give you valuable information about the program. If you have any further questions or wish to discuss the program, please call the management office.

Eligibility

Unit Owners who meet the Condominium Bylaws, Declaration, and the Rules and Regulations and are current in their unit and parking space assessments may utilize these services. Any tenant of a Unit Owner may also independently join the program, but they are subject to certain provisions.

General Provisions

Management will assign the performance of maintenance calls on a time available basis. Tenants may join the program independently of the unit owner to carry out the repair and maintenance responsibilities required by their lease agreement.

IUSP service requests submitted by tenants who have declined to join the program will not be accepted. Unit Owners who are members of IUSP, whose tenants elect not to join the program, must make all service requests and are financially responsible for such service. In case of special circumstances such as a unit owner's extended absence from the area and at the discretion of the Building Manager, a unit owner may assign the responsibility of authorizing maintenance service request to a family member, agent or counsel. The unit owner must complete a proper assignment of responsibility form available from the management office.

Uses of Association Employees

Management employees may only enter a unit to do a service upon the written request of the owner on a work order ticket and with the instruction and direction of the Building Manager. No Unit Owner may make any direct request of an employee to do services under this program without first checking with management. An employee violating this requirement is subject to immediate review and possible discharge.

Delegation of Authority to the Building Manager

To administer the IUSP effectively the Board delegates the authority to conduct the program to the Building Manager. All requests for service must go through the Building Manager's office. The management office will maintain a written record of requests under this program.

Work Priorities

Except in emergencies where life, limb, or property is threatened, the routine work and services of the Association (which are for the benefit of all Unit Owners) *will take priority over an individual Unit Owner's request for service* under the IUSP. The Building Manager will schedule work under the IUSP to meet the needs both of the Association and the Unit Owners participating in the Program.

Maintenance Schedule (Fig. 1) has been replaced by Admin. Res. #17 eff. 6/1/16

Fees

Unit owners and/or tenants enrolling in the IUSP will pay a one-time non-refundable enrollment fee of \$50.00. Except for certain routine maintenance tasks outlined in the ~~Maintenance Schedule (fig. 1)~~ service rates will be \$30.00 per hour with a \$20.00 **minimum charge**. Fees are subject to change at the discretion of the Board of Directors. In addition, unit owners will be charged for materials at a rate of cost plus a handling fee not to exceed 20%.

Bills for service are considered due and payable within ten days from receipt of invoice. Accounts delinquent over fifteen days will be assessed interest from the due date at a rate not to exceed the lower of the maximum permissible interest rates. Unit owners whose IUSP account is delinquent, or expressing harassing, intimidating or abusive behavior towards the Staff, will be prohibited from further participation in the program.

The Board may establish certain energy conservation policies. Service calls related to water conservation or emergencies affecting the Association may be free from labor charges. The Management personnel may deem a particular repair as non-emergency.

Any nonpayment for service or materials will constitute a lien against the Unit Owner.

Work done by the staff will be undertaken in turn during the normal five day week, between the hours of 10:00 a.m. and 4:00 p.m., and as regular or special Condominium work schedules permit.

Figure 1 lists the services for most repairs that the Management Staff will undertake as part of the IUSP. These items include repairs for which the Unit Owner has responsibility under the By-Laws but that the Board is making available for the convenience of the Unit Owner.

This section has been replaced with Admin. Res. #17 at <http://riverbend-lwva.org/docs/AR-17-Fees2016.pdf>