

## WHAT IS DONE UNDER USP?

### GENERAL

1. We will respond to all sink and drain stoppages, on an emergency basis, regardless of USP membership. Common element stoppages will not be charged. If stoppage is in a pipe within the unit's system.
2. We will try to accommodate appointments for service calls and do not guarantee work will be performed on a specific day. We will try to accommodate residents, when possible, in scheduling work inside a unit.
3. We do not install or repair any homeowner purchased items.
4. Dogs should be contained prior to a worker entering a unit. If we enter a unit and have to reschedule because a dog is not crated, there will be a \$25 service fee.
5. Replacement of outside main circuit breakers is a common element expense and not billed to the unit owner.
6. We do not do cleaning, floor work, carpentry or remodeling.
7. If a service request cannot be completed due to a dog loose in the unit or if a service request is canceled after we attempt to enter a unit, there will be a \$25 service fee.

### PLUMBING

1. Drains - Stopped up kitchen sinks, toilets, bath sinks, and bath tub drains can be cleared. The technician may use a K37 snaking machine, plunger, and/or drain cleaning chemical. Owners will be charged for any stoppage that occurs in the drain pipe from the inlet to 1 inch inside the wall. Stoppages in the stack pipes or main sewers under the building are common element expenses and not are charged to the unit owner.
2. Faucets - Kitchen and bathroom faucets may be repaired by installing repair kits, "O" rings, aerator seals, and/or gaskets. If the faucet has an internal crack, fracture, or other flaw, it will have to be replaced. We have two handle and single handle faucets available. If the bath faucet is replaced, the drain/pop up assembly must also be replaced along with the supply/line connections. We also stock and install gold Moen lavatory faucets.
3. Tub Diverter/Shower Assembly - We can replace shower hose, spray head, holder and tub spout. We can replace the Bradley repair kit in the diverter. We do not replace the diverter assembly in the tub.
4. Bath Tub - We can re-caulk shower boxes and bath tubs (where the tub meets the tile wall), after removing old caulk. We can replace tub overflow gaskets and chrome cover plate. We do not re-grout ceramic tile walls or do tile repairs.

5. Garbage Disposal - We can reactivate the disposal by pressing the reset button, clearing jams out of the blade area, or replace the disposal. If replaced, we will replace any connecting drain piping required.
6. Water Supply Piping, Drain Piping - We repair leaks and replace fittings, connections, and couplings as needed. We can install Back-Flow Preventers on water supply piping to the kitchen faucet.
7. Toilets - We can replace the Fluid master, seals, flapper, lift handle, overflow tube, toilet seat, wax ring, and the complete toilet as needed or specified. Replacement toilets are water saving models and are sold and installed at a greatly reduced price.
8. Plumbing Inspection (No Charge) - A visual inspection is made to see if faucets or toilet is leaking/running. Water is drawn through faucets to see if there are any leaks from joints or in the drain piping. We inspect the condition of the tub wall grouting and caulking. If a portable washer (clothes or dishwasher) is observed in the unit, a back flow preventer can be installed, if needed. The tub overflow gasket is inspected by removing the cover plate. The tub diverter is inspected by removing the chrome cover around the tub valve handle. We do not take any faucets apart during the inspection.
9. If the only discrepancy found is a minor item such as a bad overflow gasket or clogged Fluid master seal, the inspector will replace it or attempt to repair it at no cost to the resident.
10. Bathroom Pedestal Sinks - We can replace bathroom pedestal sinks. A suitable unit will be stocked.
11. Notes on Plumbing - We do not install or repair any owners purchased fixtures or parts. We do not remodel. We do not do tile work or install sinks. We do not work on, or install, a resident's appliances (dishwasher, water purifier, etc.).
12. Stoves - We do not do any repairs to stoves. We do not adjust thermostats, replace valves or regulators, or make any component repairs or replacements. We will not disconnect stoves or move stoves for cleaning purposes. However, we will coordinate gas shut-offs so that an owner may replace their stove. We require a 10 days notice for gas shut-offs in this case we will deliver notifications to affected units, turn the gas off at the agreed time, turn the gas back on, and re-light pilots in the neighboring units.
13. Refrigerators - We do not do any repairs to or replacements of refrigerators.

## **UNIT REPAIRS**

1. Entry Door Locks - We can repair mortise locks if parts are available. We replace mortise lock cylinders. We have "keyed-alike" replacement cylinders available for units with back

doors. We can install and/or replace a single or double cylinder dead bolt locks. "Keyed-alike" cylinders are available.

2. Entry Door Hardware - We can replace mail slots, door knockers, and peepholes, in addition to door locks.
3. Note: We do not shave doors or replace storm doors or interior doors. We do not install weather stripping, or install an owner purchased lock or hardware. We can replace most hardware on storm doors if they are compatible with universal or generally available parts.
4. Windows - We replace broken window glass on casement windows and back doors. We will also install torx screws on windows to help make units more secure. We do not work on replacement windows.
5. Smoke Detectors - We furnish and install battery operated smoke detectors.

## **ELECTRICAL**

1. Fixtures - We will replace fluorescent tubes and/or plastic cover diffusers in the kitchen light. We will not replace tombstones, ballast, or the entire fixture. We will replace the socket inset on the bath light fixture. We will also stock and install 24" square kitchen ceiling fixtures (with wood trim). We will retrofit 40 watt fluorescent kitchen light fixtures with energy saving T-8 ballasts and light bulbs.
2. We will replace the bath light fixture. The hall light fixture can be repaired by replacing the socket insert, switch, or the entire fixture can be replaced. The entry light fixture can be replaced with a solid brass fixture with photocell. We stock and install gold (five light) chandeliers.
3. Switches/Receptacles - We can replace switches/receptacles with GFI and the polarized grounded type. We can also install a dimmer switch in the dining room.
4. Wiring - We do not repair or replace bad wiring.
5. Fasco Heater - We can replace an entire heater.
6. Baseboard Heater - We can replace the thermostat. We will not replace heating coils or the fixture.
7. Ceiling Fans - We can install ceiling fans in dining rooms. Parkfairfax will stock 42" white and brown polished brass fans, with or without a light kit.
8. Notes - We can disconnect heaters at the unit. We will not work on any owner purchased units or install any owner purchased parts.

**HEAVY TRASH PICK-UP** - We will remove large items for disposal provided that the owner places them outside near their front door or at curbside. There is a \$70.00 per load charge. Refrigerators or air conditioners - add an additional \$70.00 pick-up charge for Freon recovery as required by law.

**MISCELLANEOUS** - As a courtesy, and to protect property, we will check heat in units for out of town residents, unplug irons, we will also replace light bulbs in porch fixtures for those residents who are physically unable to reach the fixture for a service fee of \$25.00. If a service request cannot be completed due to a dog loose in the unit or if a service request is canceled after we attempt to enter a unit, there will be a \$25 service fee.

**LABOR RATES & FEES: Effective June 1, 2011**

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| 1. | Routine Service Rate  | \$70.00 minimum charge (first 30 minutes)<br>\$30.00 for each additional 15 minute increment |
|    | Emergency (after hours)   | \$120.00 minimum charge (first 30 minutes)<br>\$30 for each additional 15 minute increment   |
|    | Service Call Rate   | \$25.00 fee  |
| 2. | All parts used by the technician are charged to the unit owner. |  |
| 3. | Special trash pickup  | \$70.00  |