

**SEAL BEACH MUTUAL NO. ELEVEN****Physical Property****Service Maintenance Requests**

- 1    **1.**    Any service listed as a standard service in the Welcome to Leisure World brochure is  
2           performed without cost to the resident if such services do not result from negligence on  
3           the part of the resident. Any resident can arrange for this service by telephoning the  
4           Service Desk. Requests for other than standard services should also go through the  
5           Service Desk.  
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- 7    **2.**    Servicemen are normally dispatched the day following the request by the resident for  
8           standard services. A maximum of five (5) days should be allowed for performance of  
9           this type of service, and if the work is not done within this period, the resident may wish  
10          to contact the Service Desk again to determine if the work has been scheduled.  
11          Plumbing stoppages, water line breaks and electrical outages are emergency items  
12          requiring priority over other requests. This is why it could take up to five (5) days for  
13          action on a normal request.  
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- 15   **3.**    Requests for service called in over the weekend may not be received by the Dispatcher  
16          until Monday morning; consequently, it may be Friday or Monday morning before the  
17          work is performed.  
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- 19   **4.**    Servicemen are all bonded, and entry to an apartment with a passkey can often mean  
20          quicker and less costly service. Residents must always authorize passkey entry into  
21          their apartments for maximum service.  
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- 23   **5.**    Mutual Board members contacted by residents with requests for service should first  
24          determine whether the resident has previously reported the problem to the Service  
25          Desk to avoid duplication of two servicemen going out on the same job, resulting in a  
26          charge made for the time of both men.  
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- 28   **6.**    Board members and other residents are asked not to make any arrangements directly  
29          with the individual servicemen with whom they come in contact.  
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- 31   **7.**    Board members and residents are requested not to contact the Service Maintenance  
32          Supervisor unless it is absolutely necessary. This can result in delay instead of the fast,  
33          desired action. It should be kept in mind that emergencies take priority in the  
34          scheduling of work and that other work orders are filled according to the date of the call  
35          for service. For the Service Maintenance Supervisor to arbitrarily place any request at  
36          the top of the list would be unfair and costly.  
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**Document History**

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