

Condominium Maintenance Request	
CORPORATION SSCC396	

Procedure

The purpose of this document is to clarify the necessary steps and procedures in dealing with condominium maintenance request process. Note all emergency repairs will be immediately processed and paper work to follow with board approval. Please note that Vista 111 will be introducing a new webpage starting in 2019. All owners are asked to use this webpage and the forms and documents associated with the new website as this method will allow tracking and timely response.

1. Owner picks up the Maintenance Request form from the Vista 111 Website this would be the preferred method. www.vistaiii.com or, Owner picks up the Maintenance Request form from the Bayshore office or can download and print it from their website, <https://www.bayshoreproperty.ca>
2. Owner completes Maintenance request form with all relevant information and hits send on the Vista Web this will automatically send the form to the Property Management Company and the Maintenance Director. Or if using the Bayshore form returns the application to Bayshore office via mail or email.

The owner should thoroughly review Vista III Schedule of Responsibilities which outlines who has the responsibility to make repairs.

3. The applications are accumulated until the next board meeting at which time they are reviewed. Board approval requires two board members. When approved the Property Manager will add to the Maintenance Log and the priority will be set.
4. The board meeting agenda includes a line item to review all current outstanding maintenance items. Each application is reviewed and considered by the board. The board will do one of three things: approve, deny, or delay its decision. The board decision will likely put an application on hold if all relevant information is not included, or if any research or further board deliberation is deemed necessary. Consultation with the owner as well as a possible site visit may be necessary depending on the repair being requested.

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Prepared by: Don Macrae	March 21, 2019	Board Review:
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5. If the application has all relevant information and the board is able to render their decision, the application is added to the Property Manager Maintenance Spread sheet.

6. The Bayshore office will provide homeowners with notification prior to work being completed.

7. If the homeowner has any issues or concerns after the work has been completed the owner should enter a complaint in the Vista 111 Web Page, This would provide information to the property manager and the board.

8. Complaints will be logged and reviewed at the next Board Meeting. Follow up actions will be discussed or items noted for future consideration.

Tracking Applications

An excel spreadsheet is maintained by the Property Manager to keep a record of all maintenance requests.

The information includes applicant name, home address, email address, date received, application complete, and details of the repair Board decision and date with comments as necessary. The item when complete will show the date and cost.

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