

MUTUAL 16

MAINTENANCE CALL PROCEDURE

EMERGENCY – IMMEDIATE SERVICE REPAIR CALL 594-4754 MAIN GATE SECURITY

Danger to the resident; Major damage to the apartment (like flooding), carport building, or laundry room, such as flooding or electrical sparks from all or light switches, inoperable toilet, no water in apartment.

1. Security will notify the Maintenance Department to send a repair person.
2. Next, notify a Board Director so that they are aware of the situation. The phone Numbers of Board Directors are in the Mutual 16 Directory and are posted in the Laundry room.

NON-EMERGENCY SERVICE REPAIR CALL A BOARD DIRECTOR

Appliance (Oven, Stove Top, Refrigerator), Plumbing, Carpentry, Electrical, etc.

1. Call a Board Director. If the Board Director is unavailable to assist you, leave a Voice mail message and call another Board Director.
2. Describe your problem to the Board Director.
3. The Board Director will call the Maintenance Department and schedule a time for the repair.
4. Let the Board Director know, if the Maintenance repairman has permission to enter your apartment when you are not home. Do you have a standard front door lock or a lock box?
5. If you would like to be home, when the repairman comes, the Board Director can schedule an appointment for a specific day and time to do the repair.

DEAD OR INJURED ANIMALS CALL 594-4754 MAIN GATE

LANDSCAPING AND GARDENING CALL SIGNE MERRIFIELD 598-4767

Signe Merrifield is the Board Director in charge of landscaping. She will contact the landscape contractor and see that the problem is taken care of.

LIGHTS FOR THE SIDEWALKS, STREETS, CARPORTS, AND LAUNDRY ROOM THAT ARE BURNT OUT OR FLICKERING CALL BOARD DIRECTORS SIGNE MERRIFIELD 598-4767 OR AL GRENROCK 430-7367

BROKEN LAUNDRY ROOM MACHINES - WASHERS AND DRYERS

1. Take an "Out Of Order" sign from the center bulletin board and place it on the broken Machine.
2. Call a Board Director and give the machine number and describe the problem.
3. The Board Director will call the Maintenance Department and schedule the machine to be repaired.

ELECTRICAL POWER OUTAGE

When you experience an electrical loss of power, either full or partial , call **Southern California Edison 1-800-684-8123** to report the outage. Leave your address, apartment number and phone number on Edison's recorder. Do **not** call the Leisure World Main Gate to report the outage or to obtain updated information.