

MAINTENANCE

In consultation with the Village Baxter Residents Committee, we have reviewed the range of services provided by the Maintenance Department for residents. Maintenance costs form a significant part of the expenses covered by service fees and we aim to keep these to a minimum. The following are the services offered:

1. Services which the village is responsible for:

A. *To buildings, equipment and furnishing* (excluding additions and alterations made by residents):

Structural repairs to all buildings
Service of all company equipment
Repairs to doors and windows including locks, keys, screens and seals
Repairs to wall heaters, hot water units and stoves
Repair to toilets, bathroom fixtures and plumbing
Regrouting tiles in bathrooms and kitchens
Repair or replace broken clothes lines
Repairs to gutters, down pipes, leaking roofs
Remove birds, vermin, nests and major infestations of ants and wasps from within building cavities
Investigating noises with any associated buildings, attending any emergency affecting company property. For all other noise that raises your immediate concern please phone 000.

B. *To lawns and gardens:*

On request, converting garden beds to grassed areas (in whole or part)
Mowing lawns
Maintaining croquet greens and surrounding areas
Maintaining communal garden beds, shrubs and trees (communal gardens are those not adjacent to any specific unit)
Control weeds in paths and roadways
Digging, forming and clearing drains

2. Tasks which residents may undertake if they are willing and able but for which the village maintenance manager will advise on prior to any works being performed and attend to if requested:

a. *To unit equipment and furnishings:*

Replace door bell globes
Take down curtains for washing by residents and then rehang
Remove and replace light fittings, fit ceiling light globes and fluorescent tubes
Remove ILU exhaust fans for cleaning by resident then reposition (hostel exhaust fans will be cleaned by staff)

b. *To lawns and gardens:*

At management discretion, spray, prune or remove shrubs planted by residents
Planting new shrubs supplied by residents for residents gardens only and in accordance with the planting new shrubs policy

3. Services that are the resident's responsibility and do not require management approval, the maintenance manager will advise on prior to any works being performed, that can be done by a private contractor at the expense of the resident and can include:

- Secure appliances, pictures and mirrors to walls as appropriate
- Put up rods and hooks for net curtains
- Fit additional internal blinds
- Connect water filters to taps
- Fit gutter guard
- Assist with moving of heavy items of furniture
- Transporting furniture from unit to unit (except if at company's request)
- Fixing hooks and brackets for hanging baskets or hoses
- Replacement or repairs to garden hoses and connections
- Installing concrete edges or trellises
- Moving pot plants

The Village has home care services available for residents on a fee per service basis, to assist with other minor services. The costs of these services are available from Administration.

Our hostesses will assess individual maintenance requests on the basis of this document as to the way in which the request will be handled. If the request is for the Village maintenance team to provide assistance, the request will be prioritised according to the urgency of the work. Clearly our priority is to ensure that maintenance issues affecting the health and safety of residents and staff or the habitability of a dwelling is our highest priority. In the case of non urgent or low priority works, Maintenance will endeavor to indicate when the work will be undertaken.

We also ask that you do not approach staff to carry out additional jobs which have not been formally requested, nor engage them in lengthy conversations. Your co-operation will assist our Maintenance staff to work efficiently and to handle their tasks in correct priority order. We would also take this opportunity to remind you that, given the size and complexity of our village and the need to keep maintenance costs at an affordable level, we are reliant on residents to notify their hostess of any building or equipment faults. All reports will be assessed and where possible and where there are resources available, the defect will be remedied.

Naturally it is not possible to guarantee that every defect will be remedied or that work will always be carried out as promptly as we would like it to be. However, our best endeavours will be applied to try to ensure a comfortable, safe and attractive village.