

BUILDING WIDE NOTICE

Nina Dunn HDFC

WORK ORDER POLICY

1670 Longfellow Avenue, Suite 1F
Bronx, NY 10460
Email: Ninadunn1670@outlook.com

To ensure timely, organized, and documented handling of all maintenance issues, repairs, and service requests, the Board of Directors has adopted the following **Work Order Submission Policy**. This policy applies to all residents of the building.

Please note- Shareholders will be charged accordingly for repairs.

1. All Maintenance Requests Must Be Submitted in Writing

Effective immediately, **verbal requests to the superintendent, board members, or neighbors will not be accepted.**

All work orders must be submitted **in writing** using ONE of the following methods:

Accepted Submission Methods

- **Email:** Ninadunn1670@outlook.com
- **Work Order Drop Box:** Located at office door slot

Work orders must include:

- Resident name
- Unit number
- Contact phone & email
- Detailed description of the issue
- Permission to enter (Yes/No) leave key with Superintendent
- Preferred time window (if applicable)

2. Emergency Issues Must Be Reported Directly to Superintendent.

For emergencies, residents must **call immediately**, then follow up with a written work order.

Emergencies include:

- Active leaks or flooding
- No heat or no hot water
- Gas odors
- Fire or burning smells
- Electrical sparks or outages
- Building security emergencies

Emergency Phone Number: 718-300-8717

3. Response Time Standards

The building will make every effort to respond as follows:

- **Emergencies:** Immediate response
- **Urgent repairs (24–48 hrs):**
Examples: clogged drains, broken door locks, partial power loss
- **Routine maintenance (3–7 business days):**
Examples: minor leaks, fixture repairs, cosmetic issues

All response times depend on the nature of the issue, access to parts, and availability of outside vendors.

4. Permission to Enter

Residents must say whether the superintendent has permission to enter:

- **Yes, enter with key / super access**
- **Yes, but only with resident present**
- **No – contact resident to schedule**

If access is denied or missed, the work order will be **closed** and must be resubmitted.

5. Work Order Tracking

Residents will receive a written confirmation of:

- Work order received
- Work order completion
- Notes if additional parts or vendor services are required

All work orders are logged for building records and compliance.

6. After-Hours or Weekend Requests

Non-emergency requests submitted after 5 PM, on weekends, or holidays will be processed the next business day.

Only emergency calls will be addressed outside of regular hours.

7. Shareholder vs. Building Responsibility

The building will only perform repairs that fall under building responsibility per the proprietary lease / house rules.

Items that are the **shareholder's responsibility** will be noted and must be handled privately at the shareholder's cost.

8. Conduct & Communication

All residents must communicate with staff respectfully.

Harassment, yelling, or inappropriate behavior towards building staff, board members, or contractors will not be tolerated and may result in disciplinary action per building policy.

9. Policy Enforcement

Failure to follow this work order policy may result in delays.

Repeated refusal to use the system may result in written warnings or fines (where applicable under the building's house rules).