

## **PARKSIDE PLACE HOMEOWNERS ASSOCIATION, INC.**

---

### **GUIDELINES FOR SUBMITTING AND MANAGING MAINTENANCE & SERVICE REQUESTS (MSR)**

**References: Declarations 5.01:** The Association shall operate, maintain, repair and replace, as a common expense, the following portions of the subject property, as detailed in: 5.01.2 landscaping; 5.01.3 subdivision wells and water sprinkler system; 5.01.4 Utility Services; 5.01.5 Building Exteriors; 5.01.6 Surface Water Management System; and, 5.01.7 Other Property.

**Preamble:** Your Board, our Management Company and all our contractors do their best to ensure that everything is well maintained and that known problems are addressed as they arise. However, the community must also rely on everyone to report new problems immediately; the Board and the Management Company are then responsible for addressing each report as promptly and diligently as possible, and responding to the MSR originator.

**General:** Any resident may submit a written, phoned or on-line Maintenance/Service Request (MSR) or at any time, reporting any problem, whether unit-local (a broken sprinkler head) or in any common area (a lamppost light burnt out). All requests must go directly to The Management Company, **never** to a contractor.

#### **Typical Procedure**

1. The Management Company receives MSR and transfers the details into the Management Work Order (WO) system. Note: for each WO, the WO system automatically sends an email acknowledgment receipt to the submitter and the relevant PSP Committee.
2. The Management Company coordinates the disposition of the WO with the appropriate PSP Committee, if appropriate.
3. The Management Company Assigns the WO to the appropriate vendor/contractor or codes it as "deferred to the BOD" or "deferred to a PSP Committee". If deferred, it is sent to the BOD or Committee for consideration. Deferred requests may be sent to a vendor, or removed. If they are removed, an email will be sent to the requester by the PSP Committee or Management explaining why.
4. The vendor responds to the Management Company and, if the costs are beyond normal contractual obligations, informs them of anticipated costs to complete the WO.
5. If necessary, the Management Company presents the vendor proposal to the Board for action/approval.
6. If the proposal is approved, the Management Company, in conjunction with the relevant PSP Committee, establishes the schedule for completing the WO.
7. The relevant PSP Committee may choose to monitor the implementation of the WO and will coordinate with the affected unit owner(s).

---

**ONLINE PROCEDURES FOR SUBMITTING MAINTENANCE REQUESTS  
LELAND MANAGEMENT INC.**

**To Submit a Request:**

Go to: "www.lelandmgt.com/parksideplace"

1. Login to resident account: click on "Resident Login"; enter login name and password.
2. Click on tab "eforms".
3. Click on tab "service request"; enter the required data and nature of request; click "submit".
4. The Management Company will respond as per Step 2: (Both) Procedures for Submitting and Managing Maintenance / Service Requests.

**To Monitor a Request:**

Go to: "www.lelandmgt.com/parksideplace"

1. Login to resident account: click on "Resident Login"; enter login name and password.
2. Click on tab "account info"; work orders and service request will display.

**To Set up a Management Account:**

If a resident does not yet have a login and password:

Go to: "www.lelandmgt.com/parksideplace"

- a. click "Login Request Form"; complete Form as required.
- b. The Management Company will email a login and password back to the submitted e-address.