

## WHAT IS DONE UNDER USP?

### GENERAL

1. We will respond to all sink and drain stoppages, Common element stoppages (approx 5 feet and more) will not be charged. If stoppage is in a pipe within the unit's system, (approx 5 feet or less) There will be charge for time and materials as appropriate.
2. We do not make appointments for service calls and cannot guarantee work will be performed on a specific day. We will try to accommodate residents when possible in scheduling work inside a unit.
3. We do not install or repair any homeowner purchased items.
4. Pets should be contained prior to a worker entering a unit & alarms turned off.
5. Replacement of outside main circuit breakers is a common element expense and not billed to the unit owner.
6. We do not do cleaning, floor work, carpentry, painting, or remodeling.

### PLUMBING

1. Drains – Stopped up kitchen sinks, toilets, bath sinks, and bathtub drains can be cleared. The technician may use a K38 snaking machine, plunger, and/or drain cleaning chemical. Owners will be charged for any stoppage that occurs in the drainpipe from the inlet to the stack pipe (approx 5 feet.) Stoppages in the stack pipes or main sewers under the building are common element expenses and are not charged to the unit owners.
2. Faucets – Kitchen and bathroom faucets may be repaired by installing repair kits, "O" rings, aerator seals, and/or gaskets. If the faucet has an internal crack, fracture or other flaw it will have to be replaced. We have two handle and single handle faucets available. If the bath faucet is replaced, the drain/pop up assembly must also be replaced along with the supply/line connections.
3. Tub Diverter/Shower Assembly – We can replace the shower hose, spray head, holder and tub spout. We do not replace the Bradley repair kit in the shower faucet or the shower faucet.
4. Bathtub – We can replace tub overflow gaskets and chrome cover plate. We can replace the white fiberglass shower assembly box. We do not re-grout ceramic tile walls or do tile repairs. We do not Caulk tub.

5. Garbage Disposal – We can reactivate the disposal by pressing the reset button, clearing jams out of the blade area, or replace the disposal. If replaced, we will replace the waste arm if necessary, to accommodate the new disposal.
6. Water Supply Piping, Drain Piping – We repair leaks and replace fittings, connections, and couplings as needed. We can install Back-Flow Preventers on water supply piping to the kitchen faucet.
7. Toilets - We can replace the Fluidmaster, seals, flapper, lift handle, overflow tube, toilet seat, wax ring, and the complete toilet as needed or specified. Replacement toilets are water saving models.
8. Plumbing Inspection (No Charge) – A visual inspection is made to see if faucets or toilet is leaking/running. Water is drawn through faucets to see if there are any leaks from joints or in the drain piping. We inspect the condition of the tub wall grouting and caulking. If a portable washer (clothes or dishwasher) is observed in the unit, a backflow preventer is needed and can be subsequently installed by USP. The tub overflow gasket is inspected by removing the cover plate. The tub diverter is inspected by removing the chrome cover around the tub valve handle. We do not take any faucets apart during the inspection.

Notes on Plumbing – We do not install or repair any owner-purchased fixtures or parts. We do not remodel. We do not do tile work or install sinks. We do not work on, or install, a resident’s appliances (dishwasher, water purifier, etc.)

Stoves – We do not do any repairs to stoves. We do not adjust thermostats, replace valves or regulators, or make any component repairs or replacements. We will not disconnect stoves or move stoves for cleaning purposes. However, we will coordinate gas shut offs so that an owner may replace their stove. We require a 10 days notice for gas shut-offs; we will deliver notifications to affected units, verify access via available convenience keys, contact unit owners who have pets or who have not provided keys, turn the gas off at the agreed time, turn the gas back on, and re-light pilots in the neighboring units. There is a \$45.00 charge for this service.

Refrigerators – We do not do any repairs to or replacements of refrigerators.

## **UNIT REPAIRS**

1. Entry Door Locks – We can repair mortise locks if parts are available. We

replace mortise locks and cylinders. We can install and/or replace a single- or double-cylinder deadbolt lock but they will not be “keyed-alike” with the other lock.

2. Entry Door Hardware - We can replace mail slots, door knockers, and peepholes, in addition to door locks.

Windows – We replace broken window glass on casement windows and the original back doors. We do not work on replacement windows.

3. Smoke Detectors – We furnish and install battery operated smoke detectors.

### **ELECTRICAL**

We replace porch lights for a flat fee of \$85.00

**HEAVY TRASH PICK-UP** – We will remove large items for disposal provided that the owner places them outside near the front door or at curbside. There is a \$70.00 per (pickup truck-sized) load charge.

**MISCELLANEOUS** – As a courtesy, and to protect property, we will check heat in units for out of town residents, unplug irons, etc. We will also replace light bulbs in porch fixtures and replace batteries in smoke alarms for those residents who are physically unable to reach the fixture at a minimal charge.

### **LABOR RATES**

Half hour charge	\$70.00 Minimum Charge
Routine Hourly Rate	\$120.00 Per Hour
Emergency	\$120.00 Minimum Charge
Special Trash pickup	\$70.00 per load
Gas Shutoff	\$45.00
Light Bulb Replacement	\$25.00
Toilet Augured	\$25.00
Toilet Tune Up	\$65.00
Porch light	\$85.00
Smoke Alarm Installation	\$45.00
Smoke Alarm Battery Replacement	\$25.00