

**Discussion Item**

Proposed Changes to Services, Fees, and Name  
of Unit Services Program

Maintenance & Repairs Services	Parts	Labor	Service Terms
<b>Plumbing Services (\$120/Min Hr.)</b>			*Billable labor of <b>Plumbing Services</b> requires a minimum charge of one hour per service. After the first hour, charges increment at \$30 per quarter of an hour.
Toilet Clogged	Free	Free	*Parts will be billed with a markup of no more than 30% to cover shipping, stocking, and administrative expenses.
Toilet Running	Free	Free	*All repairs will be performed during business hours. Any work performed outside business hours will be billed at an overtime rate.
Toilet Not Flushing	Billable	Billable	*Repairs not listed here may be approved and billed at the manager's discretion.
Toilet Leaking	Billable	Billable	*All parts used are warranted by the manufacturer.
Toilet Seat Replacement	Billable	Billable	*Parkfairfax labor is warranted for one year after installation.
Toilet Replacement	Billable	Billable	*Billable labor of <b>Other Services</b> requires a minimum charge of one hour per service. After the first hour, charges increment at \$20 per quarter of an hour.
Kitchen Faucet Replacement	Billable	Billable	*All <b>Miscellaneous Services</b> prices are fixed, unless additional parts or labor are required.
Garbage Disposal Replacement	Billable	Billable	
Bathroom Sink Clogged	Free	Free	
Bathroom Sink Faucet Repl.	Billable	Billable	
<b>Other Services (\$80/Min Hr.)</b>			
Door Lock Replacement	Billable	Billable	
Peep Hole Replacement	Billable	Billable	
Deadbolt Replacement	Billable	Billable	
Door knock Replacement	Billable	Billable	
<b>Miscellaneous Services (Fixed Price)</b>			
Photo Cell Porchlight	Free	\$85.00	
Gas Shut Off	Free	\$45.00	
Replace Light Bulb ( Porch light)	Free	\$25.00	
Battery for Smoke Alarm	Free	\$25.00	
Smoke Alarm (Battery Powered)	Free	\$50.00	
Trash Special Pick-Up	Free	\$70.00	

**MEMO TO:** Board of Directors and Management  
**FROM:** Mike Rothenberg, Ward 1 Representative  
**SUBJECT:** Proposed USP Changes -- Questions, Comments, Concerns  
**DATE:** June 20, 2025

The Parkfairfax General Manager has proposed changes to the Unit Services Program (USP).

Basically, the proposed changes appear to reduce the services offered, change the fee structure from set fees currently listed in monthly special promotions to billable hours, increase a markup on parts to be "no more than 30% to cover shipping, stocking, and administrative expense," and proposes to change the name of the Unit Services Program (USP).

When I bought my unit and moved into Parkfairfax in 1987, I read about the USP in the Parkfairfax Owner Manual. It described the Unit Services Program "as a service to owners and tenants, to provide basic home repair services for a reasonable fee." I did not choose Parkfairfax because of the USP, but when I learned about it, it gave me added assurance that I made a good decision. I'm concerned that these proposed changes disregard the purpose of the USP and in reality eliminate the program.

Back then the hourly rate was \$19.50 during regular business hours and \$29.25 per hour after hours (just mention that to wake you up and give you a laugh).

The move to billable rates with a minimum charge of one hour and away from set fees disregards the purpose of the USP to provide reasonable prices. It also appears to forget that unit owners are already paying full salaries to our maintenance staff.

In the May 2024 Manager's Report, it states:

"After meeting with our maintenance staff and service coordinators to learn about the main challenges and ways to improve and consolidate PFX's offered maintenance services, Management proposes that the Board review the attached schedule of services and fees under "Matters for Board Discussion" and provide questions or comments at the June meeting so that we can address those and draft a final version to be reviewed in July."

Following are more of my questions and concerns:

### **Questions & Concerns**

1. What are the main challenges that were identified?
2. How do the proposed changes improve Parkfairfax maintenance services?
3. Please explain what is meant by consolidating services; what services are being consolidated; and what might the benefit be from consolidating services?

4. What services are you planning to no longer cover? I see from the table of listed services previously included in Tab 15 of the May 2024 Board Meeting Packet that Shower & Tub Specials, which include replacement of the shower box wall cap, shower assembly, diverter, handle, escutcheon, and overflow plate and flange are not included.

5. I'm concerned that with the move to hourly billable charges, that the cost of something will now be an unknown to residents, and prompt people to stop using USP services because the cost to do so will in all likelihood no longer be considered "reasonable" when compared to hiring an outside plumber or other tradesperson.

I'm also concerned in what seems like a decline in the offerings of the USP program in recent years. For example, in 2019 a list of USP specials offered seven different bathroom faucets and five different kitchen faucets from which to choose. In 2023, the list of USP specials listed only one bathroom faucet and two kitchen faucets. In PR-11, the current policy resolution for the USP revised on 3/14/18, Exhibit B (WHAT IS DONE UNDER USP) it also states that Parkfairfax can replace the Bradley repair kit in the tub/shower diverter, but years ago I was told that Parkfairfax will no longer do that.

In addition to what appears to me as a decline in USP offerings, I get a sense that there has been decline in revenue from this program. To that end, I'd also like to know what the income and expenses for the USP has been in recent years.

If there has been a decline in revenue, my suggestion would be to not move to what appears to be changes that would increase charges to residents and decrease services offered, but rather to improve promotion of the USP and the value it can provide residents through even more reasonably priced services.

I would like to commend the General Manager and the Parkfairfax staff on their efforts to rethink how things are done and to look for ways to save money -- such as the recent re-compete for a painting contractor -- but concerning the proposed changes to the USP Program, I believe more work has to be done.