Crescent Sands at Windy Hill
Maintenance Process

1. DAILY MAINTENANCE ISSUES

This process should be followed for any <u>non-emergency</u> building matters

- **EXAMPLES:** Toilet paper out in the bathrooms; Glass broken on the property; Spill in elevator
- **WHEN:** Building Manager is <u>ON</u> the property
    - **DO THIS: Text** the immediate need to the Coastal On Site Staff at **843-742-2811**
    - **ALTERNATE:** Feel free to briefly mention the issue directly to the Building Manager if you see that person on the property
- **WHEN:** Building Manager is <u>OFF</u> the property
    - **DOTHIS**: Call Coastal Association Management – **843-663-2040** option **9**
        - Response times will vary based on the type of issue and time reported
- **WHY:** Use of this method reduces interruptions to the Building Manager's schedule allowing them to complete tasks as scheduled by their supervisor
- **HIGHLIGHT:** The Building Manager is an employee of Coastal Association Management and is *supervised and directed by the Coastal Association Management Team*

2. EMERGENCY MAINTENANCE ISSUES

This process should be followed for any <u>emergency</u> matters that require immediate attention

- **EXAMPLES**: Active Water Leak <u>anywhere on the property</u>; Elevator down; Pool has suspicious material in the water or needs to be closed for some other reason
- **WHEN**: At all times
- **DO THIS**:
    - <u>While Building Manager On Site</u>: **Call 843-742-2811** or tell the Building Manager in person about the matter
    - <u>All Other Times</u>: Call Coastal Association Management – **843-663-2040** option **9**
- **RESULT**: Coastal Association Management will implement next steps which may include
    - Communication to Coastal's "ON CALL" staff to expedite a solution
    - Communication to appropriate vendors to expedite a solution
- **HIGHLIGHT**: Coastal Association Management will work in collaboration with HOA leaders to determine the best course of action based on details and timing of the emergency
- **NOTES**: Response times may vary due to vendor and staff availability-<u>Patience is advised</u>