

**Resort Maintenance, Inc.
1326-A Ben Sawyer Blvd.
Mt. Pleasant, S.C. 29464
(843) 881-1044 (FAX) (843) 881-2126**

Owner/Partnership Maintenance Program
(January 1, 2017 – December 31, 2017)

Let us help care for your property. We will coordinate with vendors during your absence, perform the preventative maintenance needs, protect it during freezes, and provide you with the peace of mind that your home is being cared for. We will respond to your general maintenance requests and those identified by your guest(s), housekeeper, or during any emergencies. **Nonrefundable annual contract fee: \$330.00 per address, with one HVAC system included. Each additional HVAC system will add \$125.00 to the annual fee. PAYABLE IN ADVANCE.**

The basic program gives you the following:

1. A unit walk-through inspection when you begin the program. This inspection will identify potential problem areas, minor discrepancies, and provide you with a record of our inspection. Larger items will be brought to your attention. Minor items will be repaired following the inspection.
2. An annual unit inspection in the fall will be performed just to insure that there have been no major system failures. Additionally, this gives us a first hand feel for the condition of the unit on an ongoing basis. A written report, with recommendations for repairs, will be sent to each property owner.
3. **HVAC System(s).** This is the most expensive system in the home and requires a planned care program in order to protect the system. We will provide detailed preventative maintenance inspections for your system(s). You do not need a contract with any other company for this service.
 - a. Spring System(s) Check: A preventative maintenance inspection to thoroughly check the system(s). This includes a check of system(s), pressures, temperatures, amperage, and voltage. The filter is changed, the fans, motors, and housings are looked at for condition, rust, corrosion, or any other potential problems. The program serves to identify potential problems and allows us to pinpoint replacement needs early. (We suggest leaving the thermostat at 82 degrees during the summer when the unit is vacant to help control moisture.)
 - b. Fall System(s) Check: Identical to the spring check but with emphasis on the winter season. The heat section and operation of the unit are thoroughly checked prior to the winter to insure trouble free service. Includes a filter change. (We suggest leaving the thermostat set at 55 degrees during this season when the unit is vacant.)

4. **Service Calls.** General maintenance service calls by Resort Maintenance technicians will be performed at the following rates. (Calls from owners, guests, housekeepers, or emergencies will be billed.)

a. MAINTENANCE RATES	NONCONTRACT	CONTRACT
Rates:		
General Maintenance:	\$88.00	\$68.00
Appliance:	\$98.00	\$86.00
Electrical:	\$118.00	\$98.00
Minimum -- Day	1 hour	1 hour
Minimum – Night/Holiday/Weekend	2 hours	2 hours

b. HEAT/AIR RATES	NONCONTRACT	CONTRACT
Diagnostic Fee (During regular working hours)	\$112.00	\$92.00
Hourly:	\$118.00	\$98.00
Minimum:	1 hour	1 hour
Night/Holiday/Weekend:	\$138.00	\$118.00
Minimum:	2 hours	1 hour

NOTE: If subcontractors are used, their rates will apply. Major repairs and replacements shall be by individual bid.

5. **Freeze Precautions.** When low temperatures are forecast which may cause frozen pipes or freeze related problems, we will go through your unit, check the heat temperature (60 degrees), open cabinet doors, and drip water in the faucets as a precaution. Our tap water is warm and this flow tends to protect the pipes except in the most extreme cases. During periods of extended cold temperatures, we recheck to insure that nothing has frozen. If a frozen pipe situation occurs, we shut off the water to the unit to prevent damage until repairs are completed. At the end of a low temperature period, we return to the home, cut off the dripping faucets, and check the thermostat. Our success with this program has been excellent during the past twenty-eight (28) years. **One freeze precaution check is included in the contract cost. Additional checks are billed at the rate of \$60.00 each (2 trips – on & off) and \$30.00 for each additional trip during extended freezes.**

6. **Hurricane Weather.** During Hurricane season, if there is an imminent arrival of a storm, we will move all deck/patio furniture to a secure location. Furniture will remain secured until we are informed of an arrival to your property. After the storm passes, we will walk your property and advise of any obvious damage. **There will be minimal charges for these 3 services.**

7. **Filter Changes.** A filter is a low price item, but serves as the single most important factor in assuring the low cost, efficient operation of your HVAC system. Filters are changed free of charge with each preventative maintenance check. We have found that most owners regularly replace their filters to ensure proper operation of their heat/air systems. However, Resort Maintenance, Inc. can complete additional filter changes at the owner's request. **Additional filter changes will be completed upon request at the reduced labor rate of \$35.00 + the cost of the filters.**
8. **Contractor Technical Services.** When necessary, we will use qualified technicians for correction of identified problems. Areas affected are: carpet installation/cleaning, painting, major carpentry, wallpaper removal/hanging, broken windows/glass, high exterior screens, wall/ceiling repair, roof repairs/replacement and others as needed. All such services are chargeable.
9. **Nuisance Calls.** These do occur when guests are not familiar with a home (i.e. switches off, breakers tripped, lamps unplugged, etc.). We will respond to such calls for your family's or guest's convenience. This will be billed according to our rate schedule.
10. **Arrival Preparation/Weekly Walk Through.** If you desire us to turn on the heat/air prior to your arrival, we will do so. At that time, we will also make a cursory scan to insure that no major problems exist in your residence. Should you want a weekly/monthly/twice monthly walk through of your property, we can also perform this service. **Either of these can be done at your request for the reduced rate of \$50.00 per trip.**
11. **Miscellaneous:**
 - * Contracts are automatically renewed unless you advise us differently.
 - * You must provide us with a key to allow entry into the unit.
 - * Housekeeping services are available upon request. Please let us know what you need.
 - * If you have service contracts for appliances, we need contract numbers and copies of the contracts to allow for arranging of warranty service.
 - * You may allow any heat/air inspection contracts with other companies to expire since such inspections are a part of this contract.
 - * All billing will be directly to owners. We request that you remit payment promptly.

**PLEASE RETURN THIS PAGE WITH YOUR REMITTANCE
ANNUAL CONTRACT FEE PAYABLE IN ADVANCE**

BILLING INFORMATION

TELEPHONE INFORMATION

NAME _____

HOME _____

STREET _____

ALT _____

CITY _____

MOBILE _____

STATE/ZIP _____

E-MAIL _____

AUTHORIZED SIGNATURE
(IF NOT ALREADY ON FILE)

DATE _____

SERVICE ADDRESS _____

PHONE NUMBER _____

NEIGHBORHOOD _____