

October 4, 2022

Dear Homeowner,

R&R Realty Management, LLC provides maintenance and repair services to your Condo Association.

The maintenance department also offers their repair and improvement services to individual homeowners at their expense.

Every Condo Association's governing documents determine what is a unit owner responsibility and what is an association responsibility for maintenance and repairs. Some of the services offered by R&R Realty Managements in-house maintenance team may or may not be covered by your condo association. If you are unsure whether you will be billed for a requested service, please check with your condominium manager first, before opening a work order. Upon opening a work order, if there is an association approved paint color, composite decking, or something else, please be sure to note this in your request. Maintenance operates separately from your Association's management contract. If Board approval is required, please open an architectural review request. Once you receive the proper approval, you may open a work order request. Please attach photos if applicable and complete details on your work order request. Should you accept an estimate, you may be asked to pay a deposit. All invoices and payments are billed separate from your condo account.

Labor rates are between \$60-\$80 per man hour, depending on the service requested. Third party contractors are used for HVAC, plumbing, and electrical. R&R Realty Management's Maintenance is licensed and fully insured with an unrestricted construction supervisor license. All technicians are experienced to perform the jobs they are assigned.

Services include, but are not limited to the following:

- General handyman repairs
- Smoke detector maintenance and replacement
- Plumbing repairs, sinks, toilets, drains
- Cleaning refrigerator coils and dishwasher filters/screens to help appliances run more efficiently and last longer.
- Window and door replacement, Storm door installations
- Deck repairs, Trex conversions
- Kitchen & Bath remodeling
- Bulkhead repairs/replacements
- Painting
- Foundation crack repairs
- Water damage, determining the cause and resolving
- Leveling and cleaning AC coils

Please reach out to our office at (508) 234-3414 for any questions you may have regarding the services offered. Ask for the maintenance department and a free estimate will be provided for any request, or submit a work order request through your portal.

Thank you,

David Mitchell, Director of Maintenance