

Stevens Management

Customer Service Goals:

Emergencies – response to resolve ASAP, same day

Such as: running water/sewer leaks causing damage
 Outside water leaks/or irrigation leaks causing wasted water
 Snowplowing issues
 Fire or tree fallen on a house

Within 1-2 days

Building materials missing, exposed wood
Mailbox replacements (for properties with association-owned mailboxes)
Fallen tree, not on a house

Phone Calls or emails: acknowledged/ returned within 24 hours
 Routine questions answered at the same time.

Followup service: Routine maintenance or landscape concern – within 1 week
Example: fence repairs, downspout strap off, siding repair – not leaking, light fixture

Requests for maintenance services that also affect other units:

Example – shrub replacements, painting, concrete work or other items done as a project for cost efficiency: owner to be advised that this is group work and when the project should be completed, so they know what to expect. In a situation with a dead shrub – the dead shrub could be removed until the new one is replaced. Siding damaged by landscapers or golf balls is usually fixed at the end of the season and charged back to the contractor, unless the repair is in a highly visible area.

Repairs that need to be made, but are not critical – within +-8 weeks
Such as stone work, column repairs.

Condo Questionnaires – returned within 3 days.

Considerations:

Completion of work ordered may be dependent on weather, availability of supplies and contractors' schedules, association's budget considerations.

When maintenance is within our scheduling control ex: our staff or association's regular landscaper/snowplower, we have better control over scheduling.

If service is warranty work, we place the order timely, but since no payment is made, we have less control over when work is completed.