

HUNTINGTON POINTE

Work Order's: "What happens now?" – the next steps!

Work Order is placed via:

- Maintenance Supervisor
- Website: www.huntingtonpointe.net
- Front Desk – paper form to fill out

Once Work Order form has been completed and ready for submission:

- Maintenance Supervisor
 - Sends email to Vendor
 - Sends email to Phase Manager
- Website: www.huntingtonpointe.net
 - Sends email to Maintenance Supervisor.
 - Sends email to Vendor
 - Sends email to Phase Manager
- Front Desk – paper form to fill out
 - Maintenance Supervisor sends email to Vendor
 - Maintenance Supervisor sends email to Phase Manager.
 - OR – form given to Phase Manager for processing

Once Work Order form has been submitted to Vendor and Phase Manager:

- Vendor will contact homeowner to schedule an inspection within 1-2 days, depending on time of day Work Order was submitted.
- Vendor will inspect the matter, create estimate of repair costs, then email the estimate to Phase Manager for approval.

NOTE: estimates can take 1-2 days from time of inspection to be forwarded to Phase Manager for review.

Once the estimate has been emailed:

- It will be reviewed by the Board of Directors and the Phase Manager.
 - Between 2-3 additional Vendor inspections may be required.
 - Vendor will contact homeowner and schedule an inspection.
 - Vendor will send estimate to Phase Manager via email for review.
 - Phase Manager will submit all estimates to Board for review and approval.

Once final approval from the Board has been given, the homeowners will be informed:

- Vendor information who will be doing the repairs
- Estimated start date
- Estimated completion
- Additional information needed to assist with the repair project