

Errol Maintenance Protocol

For All Owners

When to Call Maintenance: Maintenance staff should only be called by owners when there is an emergency that may affect the entire stack/building such as flood, fire, etc. Errol Maintenance staff will evaluate any emergency, but will **not** do any appliance work, plumbing, electrical, sheet rock, moving furniture, etc.

- In case of fire, the person discovering the fire should pull the nearest fire alarm box to alert the fire department.
 - In case of flood, the person discovering the issue should call the office at (386)-427-3641. The answering service will pick up when the office is closed and direct the call to the Manager who will deploy the appropriate resources.
1. Owners are responsible for maintaining individual units. Condominium Owners Association (COA)/Maintenance fees pay for the upkeep of the common areas only. To be clear, no maintenance or work will be done by EBTS that does not fall under the responsibility of the Association (See *Declaration of Condominium, Section 7*, in Owners' Corner on EBTS website).
 2. All owner requests must go through the Office Assistant answering the phone, or the Manager.

Office phone number is: (386)-427-3641, or email Manager@errolbythesea.com.

3. EBTS does not provide any stock items to owners such as: lightbulbs, toilet paper, appliances, garbage disposals, etc.

For Owners Who Rent

- **On Site Maintenance:** Owners who rent their unit through service or agency do not have maintenance service through the front office at Errol and will be instructed to call the contracted owner/agent/company for service.
- **Rental services:** Owners utilizing services such as HomeAway, VRBO, Craigslist, etc. are responsible to their renters for:
 1. providing the Association's *Rules and Regulations for Renters at Errol by the Sea*
 2. providing an on-call contact number for any questions or maintenance needs
 3. servicing those maintenance needs
- **Off-Site Rental Management Agencies:** Owners who rent through other Rental Management agencies such as Great Ocean Condos, Ocean Properties, or through local realtors should expect that all service requests go through **those rental agencies**.