

24-HOUR MAINTENANCE RESPONSE GUARANTEE

TERMS AND CONDITIONS

Beztak's 24-Hour Maintenance Response Guarantee is in place to ensure that our residents are satisfied with their lifestyle and experience in their apartment home.

The 24-Hour Maintenance Response Guarantee only applies to routine interior repair items. If a service associate does not respond within 24-hours of a request, the resident will receive a rent credit for each day or portion of a day that exceeds the guarantee period.*

If service cannot be completed within the guideline, a service date will be given. Any repairs that exceed the service date will receive the same daily rent credit.

The 24-Hour Maintenance Response Guarantee covers interior routine service requests, received Monday through Friday.

- Requests received after 3:00 PM Monday through Thursday will be considered received at 9:00 AM the following morning.
- Requests received after 3:00pm on Friday or on the weekend will be considered received at 9:00 AM the following Monday.
- Requests requiring an outside contractor or the order of a specialized part will be given a service date.
- The 24-Hour Maintenance Response Guarantee is based on the resident giving permission to enter their home during normal business hours to perform the requested service.

Daily rent credit will begin the day that the management office is notified in writing that the requested service was not addressed.



Only the following are considered routine service requests and **are covered** under the 24 Hour Maintenance Response Guarantee.

Door/Lock Repairs

Lighting/Electrical Repairs

- Outlets
- Switches
- Fixtures

Kitchen Appliance Repair

- Stove burners
- Oven bake/broiler
- Fan/light
- Microwave
- Dishwasher
- Refrigerator/freezer

Plumbing Repairs

- Faucet drips/leaks
- Garbage disposal
- Water heater repairs
- Slow drains
- Toilet running or not flushing

Many requests may require additional time to complete and **are not covered** under this policy, such as:

- Cosmetic finishes
- Damages caused by residents
- Fire or weather damage
- Structural items such as settling buildings, water leaks, unusual plumbing repairs or roof repairs
- Pest control
- Repairs requiring warranty work
- Repairs requiring unusual or special order parts
- Repairs that must be completed by a third party contractor

**Restrictions: Resident must be in good standings and current on all obligations under the terms of their lease. Daily rent credit will be limited to five (5) days. Management reserves the right to modify the 24-Hour Maintenance Response Guarantee at any time.*

