

**RESPONSIVE UNIT MAINTENANCE
Policy 513.10**10/12/2025
Effective**Bill Grabowski**
Association President**POLICY**

It is the Tides policy to ensure responsive unit maintenance (such as repairs) reported by anyone (owner, renter, guest or staff) *be attempted as quickly as required* based on the circumstances. Some urgent matters must be addressed immediately by the staff; others allow for more time. Under the directions of the Office Manager or Assistant Manager, the **Tides authorizes the maintenance staff 15 minutes to correct issues for free if the staff is available**. If the maintenance cannot be completed in that time, this policy enables the Tides staff to use its own personnel or to call in an external contractor to rectify the situation. If the Tides has been unsuccessful in reaching the owner due to unresponsiveness of the unit owner, any funds spend by the Tides to rectify the situation shall be billed to the unit owner.

In situations deemed urgent, the Tides can take corrective maintenance and bill the owner **even if the owner does not agree** due to the cost, timing or any other reason that unreasonably delays action. Urgent situations include but are not limited to:

- Any time a rental unit is unusable/"uninhabitable" for an "unreasonable" amount of time (i.e. when the plumbing is backed up or when the heat pump is not working and the repair will take one or more days)
- When damage is possible to other units or community property such as electrical issues (like sparking), water leaks, no heat in the winter which could cause frozen pipes, or a storm door that does not latch (which the wind could blow open uncontrollably)
- When visible owner property detracts from the "first-class" appearance of the Tides (i.e. broken window, storm door or entry door)

Note that urgent responsive maintenance may require entry into a unit with or without explicit owner approval (e.g., when the Office cannot reach the owner within a reasonable time) following the process in Procedure 521.30. "Urgent" issues are defined for this policy as a situation posing risk to life, limb, property or reputation of the Tides. Note pest infestations are covered in a dedicated Procedure 513.20.

PURPOSE OF THIS POLICY

In the event a maintenance issue is reported in a unit, the Tides staff will attempt to contact the owner to get permission to enter as fully explained in Procedure 521.30 Non-Owner Unit access. They will also try to get the owner's directions/instructions on addressing the issue if not already known. However, if the owner cannot be reached, the Office or Maintenance may be placed in position where they must react quickly and make decisions on the spot.

The best way to illustrate the situation is with an example. Consider the case where a renter is waiting to enter the unit and the toilet is still not functioning correctly after the employee has spent 15 minutes trying to repair. The owner cannot be reached and there is no plumber is listed in the rental unit file in the Office. One option could be to use a Tides employee if they available. The other option would be to contact plumber(s). By the authority granted in the governing documents, this policy gives the Tides Office the authority to make that decision, which in this example is to use an employee for the repair. Taking this example further, this policy also allows the Tides to bill back the cost of the service commensurate with the employee plumber acting as an independent contractor as defined below. The Tides pays the employee and invoices the owner.

The definitions for an employee's two possible roles in handling responsive maintenance are as follows:

- Acting as an employee = when the employee can rectify the situation within 15 minutes, within normal working hours
- Acting as an independent contractor = when an employee cannot rectify the situation within 15 minutes within normal business hours or the task mandates working outside the employee's normal scheduled hours

SCOPE OF THIS POLICY - PROCEDURE

This policy applies to all Tides owners.

RESPONSIBILITIES AND AUTHORITIES

The Board of Trustees maintains the responsibility and authority to make necessary changes to this policy. The Tides staff have the responsibility and authority to execute the procedures listed herein. The owner has a responsibility to inform the staff of their directions/instructions on responsive maintenance when contacted.

PROCEDURES

- The office will attempt to contact the owner as per policy 521.30 Non-Owner Unit Access. The Maintenance staff will enter the unit upon direction of the Office (either with or without permission).
- Maintenance will devote 15 minutes in an attempt to correct the issue. If longer time is needed or if the task exceeds their ability, the maintenance staff will inform the Office.
- The Office will attempt to contact the owner again to get instructions on who or which company should be contacted to rectify the issue. Renting units may have their owner's service providers listed in the file maintained in the Office. If the owner does not respond nor is reachable and time is of the essence, the Office or Maintenance staff will proceed with the best solution in their opinion and depending on the availability of an individual or company (i.e. service provider).
- When contacting the service provider, The Tides will attempt to have them bill the owner directly. If the service provider refuses, the staff can offer that the Tides can be billed as long as the service provider is willing to list the work done, the date and the unit number so the Tides can bill the owner for reimbursement.
- If the service provider demands payment in advance or upon completion, the Tides will try to find another more accommodating provider. Note the Tides does not have the ability to pay immediately.
- If no one can be found to do the work as quickly as needed or willing to invoice the Tides or the owner, The Tides will make every attempt to stabilize the situation to the best of its abilities (i.e. turn off the water, heat pump, electricity, etc.). After that action, all responsibilities and consequences are the owner's.
- Once the Tides receives an invoice for responsive maintenance from a service provider, it will issue a separate invoice to the owner with a copy of the original invoice. If a Tides employee did the work, the Tides will generate and send a separate invoice to the owner where the cost is *based* on what role the employee had (see Purpose of This Policy section above).

Cost for the employee is dependent on their role:

- Acting as an employee → their hourly wage (including overtime if applicable) rounded up to the near hour of expended time (after the first free 15 minutes) plus/times a markup or processing fee at the discretion of the Board since the Tides must bill the owner.
- Acting as an independent contractor → as determined by the employee based on market price plus/times a markup or processing fee at the discretion of the Board *if the Tides must bill the owner*.

OWNERS RIGHTS UNDER THIS POLICIES

The affected unit owner has the right:

- To receive a copy of this policy
- To be promptly notified of any issues with their unit
- To make the decision on maintenance for their unit including the service provider to use if available
- To dispute the cost invoiced by the Tides via Policy 133 Alternative Dispute Resolution

RELATED POLICY

133 Alternative Dispute Resolution
 513.20 Unit Infestation
 521.30 Non-Owner Unit Access
 532 Unit Alteration-Renovation

RELATED DOCUMENT

Tides Condominium Association Master Deed & By-Laws Articles X.1, XI