

Touchstone Policy and Procedure to Access Touchstone Units for Repairs/Maintenance

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The following is intended to spell out procedures authorizing access to TS units for carrying out maintenance and repairs paid for through the Touchstone Association. The purpose is to minimize miscommunication, and to ensure that residents are aware of and comfortable with timing, personnel, and means of access so that scheduled maintenance can be accomplished efficiently and without unnecessary delay.

1. When possible, maintenance should be carried out when residents are present. However, there will be times when access is required when no one is home. It is recommended that each resident select a nearby neighbor or someone within the community to hold a key and be authorized to provide entry for scheduled maintenance in the event the owner is not available. It should be the resident's responsibility to make arrangements with their designated key holder in advance of needed access (including telephone numbers where needed) so that repair persons do not have to wait, since additional costs to the community may be involved. A list of residents and their designated key holders (with phone numbers) should be compiled and be accessible in the maintenance files for that use only. Another possibility may be to purchase a lock box to mount on the outside of each building to hold keys to each of its units, accessed by a code known only to maintenance and the building residents. Each box would cost \$30. The Maintenance Committee will evaluate these options and make a recommendation.
2. A Maintenance Committee representative will communicate to the resident(s) the date and closest approximate time when the authorized repair person or company carrying out the work is scheduled, and the nature of the work to be performed in sufficient time for them to make arrangements for access. It should also be the resident's responsibility to make a reasonable effort to clear obstructions around the work site to make it possible for the work to be carried out easily and to minimize chances of inadvertent damage.
3. In event of a maintenance emergency, advance notification may be impossible due to the nature of the situation. The resident would need to be understanding of the need for immediate entry, perhaps without permission, especially in the event of fire, plumbing or fire suppression failures, etc., where lack of access would endanger lives or adjacent property.
4. When a contractor or repair person requests maintenance or grounds assistance in the unit needing repair, the resident shall grant permission for a representative from grounds or maintenance to enter in order to show where the repair is needed or to explain the nature of the problem, if the resident is not home.
5. Agreement with Honey Creek Cohousing Company (HCDC) will be sought when access is needed to rental units for scheduled maintenance. This will include advance

notification so that residents are informed about the timing, need, and purpose of access to their units. As with emergency access described in # 3 above, emergency situations may necessitate access without permission.

6. Permission to access should include arrangements for locking up after completion of repairs and return of keys. The owner is responsible for making arrangements for any pets in the unit during the time when maintenance work is being carried out.
7. Maintenance has a responsibility to hire only those repair persons and companies who are licensed, bonded, and insured to do work at Touchstone in order to ensure security for our residents and protection for the Association. In most cases, persons/companies hired will be those with whom the community has had experience and who have been “vetted” by maintenance. In cases of “new” vendors, it will be noted, and maintenance will observe them at work to determine quality, appropriate behavior, and other factors involved in evaluation for repeat business.
8. Cooperation with the above guidelines by the community can make the difference between a disorganized, chaotic situation and one that runs smoothly and predictably. For maintenance volunteers, access is one of the most time-consuming parts of arranging for work in the community. Cooperation and flexibility are very much appreciated.