## THREE COLONIES MAINTENANCE WORK ORDER REQUEST FLOW CHART **COLONY I** WEBSITE PROCESS MANUAL PROCESS Go to: Resident pick up maintenance threecolonies.com work order from the Three ~Select Maintenance **Colonies Security Guard and** Work order Request fill out work order request in Fill out work order in detail. detail. Turn in work order request to the Clubhouse mailbox Clubhouse (4600 Lox Dr) SUBMIT mail checked daily If more information is needed, an HOA Member Upon review of the work will call or email Resident order, Resident will be to schedule time to clarify **HOA Member will** contacted by a Home Owner's what needs to be done determine Plan of Action. Association (HOA) member and ensure he/she has within 5 business days. the correct information needed to complete the work order. Is the work order request part of Three Colonies responsibilities to fix, change, replace, etc.? YES NO **HOA Member determines if HOA Member will verify** handyman/contractor is completion with Homeowner's contractor/handyman and needed; if parts are needed; responsibility. and provides Resident with follow up with the Work order is CLOSED. expectation of completion Resident for confirmation time. of completion. HOA Member will contact the HOA **HOA Member will close** Resident if completion is out the work order with Member will

date of completion and

date of Resident

confirmation.

File completed copy and

invoice.

send invoice

to Treasurer

for payment.

October 2021

delayed (i.e., rain, parts, etc.)

and provide NEW expected

completion time to Resident.