



**Schedule for Non-Emergency Maintenance Chargeable Services**  
**Resolution 03-19-107; Adopted October 15, 2019**

**WHEREAS**, on October 20, 2015, the Board of Directors adopted Resolution 03-15-156 which reestablished the delivery of non-emergency chargeable services and approved a schedule for non-emergency maintenance chargeable services; and

**WHEREAS**, the service call charge for all Maintenance chargeable services was increased to \$25; and

**WHEREAS**, the Board established a \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit; and

**WHEREAS** the Board approved a \$15 service charge when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance; and

**WHEREAS**, on July 21, 2015 the Board of Directors approved amending the schedule for non-emergency maintenance chargeable services to include the replacement of manor low flow toilets; and

**WHEREAS**, on March 21, 2017 the Board of Directors approved amending the schedule for non-emergency maintenance chargeable services to include Water Heater Maintenance & Element replacement; and

**WHEREAS**, on September 21, 2018 additional non-emergency maintenance chargeable services were added for electrical, carpentry, plumbing and facilities divisions as shown on the attached approved list; and

**WHEREAS**, repair and/or removal of alteration carport condensation panels have been added to the list of Non-Emergency Maintenance Chargeable services.

**NOW THEREFORE BE IT RESOLVED**, October 15, 2019, that the Board of Directors hereby approves the attached new schedule for non-emergency maintenance chargeable services; and

**RESOLVED FURTHER**, that the service call charge for all Maintenance chargeable services shall remain \$25; and

**RESOLVED FURTHER**, the \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit shall remain in effect; and

**RESOLVED FURTHER**, the \$15 service charge for when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance shall remain in effect; and

**RESOLVED FURTHER**, should the Mutual Member not be notified of a scheduled appointment change or the technician does not make the scheduled appointment, the subsequent scheduled appointment will be at no charge to the Mutual Member; and

**RESOLVED FURTHER**, that Resolution 03-18-140 adopted September 21, 2018 is hereby superseded and cancelled; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## Non-Emergency Maintenance Chargeable Services

The board of directors of the Third Laguna Hills Mutual passed Resolution 03-19-107 on September 9, 2019, to approve the following updated schedule of non-emergency maintenance chargeable services. This program has been implemented for the convenience of the members of Third Mutual.

TRADE	DESCRIPTION OF SERVICE	LIMITATIONS	COST*
<b>CARPENTRY</b>	Door lock services (rekeying, gate locks, storage cabinets)		\$55
	Mailbox lock service	Mutual supplied	\$43
	Installation of entry door dead bolt lock (excludes keyless lock systems)	Resident supplied	\$70
	Installation of manor address/letter on entry door	Resident supplied	\$41
	Rescreen sliding screen doors	Mutual supplied	\$77
	Rescreen window screens	Mutual supplied	\$60
	Install/Replace door stops/bumpers	Resident supplied	\$55
	Install/Replace bathroom accessories (towel bars, grab bars, toilet paper holders, soap dishes or toothbrush holders; drywall installations only, not for fiberglass or tile)	Resident supplied	\$55
	Sliding closet door repair and maintenance	Resident supplied	\$77 to \$114
	Sliding glass door repair and maintenance	Resident supplied	\$77 to \$114
	Sliding window repair and maintenance	Resident supplied	\$55 to \$114
	Repair of alteration carport condensation panels		\$111
	Removal of alteration carport condensation panels		\$473
<b>ELECTRICAL</b>	Light bulb replacement (max six bulbs per visit)	Resident supplied	\$59
	Doorbell service	Resident supplied	\$108
	Breaker service (electrical panel)	Mutual supplied	\$63
	Ceiling heat service (thermostat)	Mutual supplied	\$87
	Repair/Replace outlets	Resident supplied	\$59
	Repair/Replace light switches/dimmer switches	Resident supplied	\$59

	Range hood filter cleaning service		\$92
	Replace existing light fixture	Resident supplied	\$92
	Replace existing smoke detector (hardwired only)	Resident supplied	\$59
	Replace smoke detector batteries	Mutual supplied	\$59
<b>PLUMBING</b>	Repair/Replace faucet (cartridge style)	Resident supplied	\$91
	Repair/Replace faucet (old style)	Mutual supplied	\$156
	Repair/Replace toilet seat	Resident supplied	\$58
	Low-flow toilet replacement	Mutual supplied	\$200
	Repair/Replace angle stop valve	Mutual supplied	\$137
	Repair/Replace showerhead and shower hose	Resident supplied	\$58
	Repair/Replace tub spout	Resident supplied	\$91
	Repair/Replace fitting/flange/valve	Mutual supplied	\$129
	Toilet operation repair service	Mutual supplied	\$91
	Mix-it valve service	Mutual supplied	\$95
	Water heater repair	Mutual supplied	\$38 to \$150
	Water heater replacement	Mutual supplied only and 10-year mfg. warranty	\$1,721
	Water heater service/element replacement	Mutual supplied	\$171
	Water shutoff and turn on request		\$58
	Ice maker hose replacement	Resident supplied	\$58
	Clothes and dish washer hose replacement	Resident supplied	\$58
	Clogged drain repair ("resident caused")		\$156
<b>PAVING</b>	Pole/Bollard installation (water heater related)	Building code/permits	\$150 to \$300
	Stain/Oil cleanup		\$126
<b>FACILITIES</b>	Heating/Cooling filter cleaning/replacement service (Includes filter cleaning, filter change, diagnosis of the unit to make sure it is operating to capacity and also check the thermostats)	Resident supplied	\$124
<b>LIMITATIONS</b>	All mutual-supplied parts will be standard brand only.		
	All mutual-supplied parts will be limited to parts in stock.		
	All mutual-provided parts and labor carry a 30-day warranty, unless specified otherwise.		
	Resident supplied: Resident to supply the replacement or repair parts at the time of service.		
	Failure to be present at the time of service will result in a \$15 no-show fee.		
	*Estimated cost includes service charge, labor and materials (unless otherwise specified).		