



## MINOR MAINTENANCE PROGRAM

*We recognize the investment you have made in your vacation rental property. Consistent and professional maintenance is required to preserve your property's value, and to ensure a positive experience for our guests.*

Our Minor Maintenance Program covers the cost of labor for providing guest services to your home and for maintaining a wide range of items that need attention on a regular basis.

Owners on the Wild Dunes Property Management program have the benefit of knowing that the basic home maintenance is being performed by our experienced staff of maintenance technicians. For larger or more specialized repairs that are not included in this program, we will coordinate with outside contractors to perform repairs or maintenance. This Minor Maintenance Program results in fewer trouble calls and provides a higher quality of service, enhancing the guest experience and improving your home's rental appeal.

The monthly fee includes the cost of labor to repair the following items (reverse page). All parts and supplies will be billed to the Owner in addition to the monthly fee.

### MONTHLY FEES

- The Village at Wild Dunes \$25-\$45 (*Rates increase per bedroom*)
- Homes and Condos \$45-\$105 1-7 bedrooms (*Rates increase per bedroom*)



## PLUMBING

- Reset/remove obstructions from garbage disposal
- Repair bathtub and sink stoppers and pop-ups
- Toilet plunging
- Removing obstructions from sink and bathtub drain
- Replacement of toilet seats; tighten loose toilet seats
- Installation of toilet flappers and fill valves
- Repair leaking faucets and valves

## ELECTRICAL

- Replace light bulbs; remove broken bulbs from fixture sockets
- Breaker resetting
- Dimmer knob and outlet cover replacement
- Replace light diffusers and globes

## HEATING & AIR CONDITIONING

- Clean or replace furnace filter
- Set thermostats for seasonality
- Basic trouble-shooting for heat and air conditioning problems and coordinating HVAC contractor if necessary

## GENERAL

- Guest information calls (such as how to operate DVD, TV, fireplace)
- Lubricate door hinges
- Tighten door knobs
- Fall/Spring maintenance (includes removal/placing of deck furniture, testing and replacement of smoke alarm batteries, replacement of remote control batteries, confirmation of charge on fire extinguisher, thermostat/AC cycled, cleaning or replacement of furnace filter, excluding cost of parts & materials)
- Initial investigation and arrangement of the outdoor maintenance

## MISCELLANEOUS

- Free loaner items (TV, Refrigerator, Microwave and DVD) until repair or replacement
- Reinstall sliding screen doors back on track; lube tracks
- Replace doorstops, bumpers and tips
- Tighten loose towel bars, shower rods, cabinet hardware and hinges
- Minor repairs to blinds and drapes. Restringing and other mechanical repairs will be coordinated with outside vendors

## EXPENSES

Fee includes labor only. Repairs for items that are not specifically included in the program will be outsourced and billed to owner, or performed by our maintenance staff at standard hourly labor rates (presently \$50.00 per hour). Parts & materials are not covered under this program and will be billed in addition to the monthly fee. Monthly fees, labor rates and services provided are subject to change. Owners will be provided with 30 days notice of any increase in fees or expenses on this program. Parts and project management subject to handling fee.