

## Lantana Procedures

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### **Title:** Requests to Open Roof Doors

**Purpose:** The intent of this procedure is to define the Lantana Association process for requests to open roof doors. For new A/C installs, refer to procedure 2e "How to Replace an Air Conditioner Unit on the Roof".

### **Procedure:**

#### **During Business Hours of Monday – Friday 8:00-4:30**

1. Unit owners contact the management company admin / receptionist with their request.
  - a. It is preferable to schedule maintenance requests a few days in advance. If possible, schedule work the same day that on-site maintenance is cleaning the building (bldg. 1 – first wed of month, bldg. 2 – second wed of month, bldg. 3 – third wed of month, bldg.4 – fourth wed of month) as the roof doors will already be open.
2. The management company contacts the on-site maintenance employee to open the door
3. The on-site maintenance employee verifies no trash is left behind and the door is shut and locked when the work is complete

#### **After Business Hours, Weekends and Holidays**

1. Requests beyond business hours of Monday – Friday 8:00-4:30 are considered emergency requests
2. Unit owners contact the management company call center with their request
3. The call center relays the request to the Lantana CAM
4. The CAM contacts the Association's maintenance company
5. The CAM communicates to the unit owner who is opening the door and their estimated arrival time
6. Any non-unit owner on the roof (i.e. contractor) should be accompanied whenever feasible

7. In order to avoid potential liability / other issues from owners on the roof, the association chooses to absorb potential overtime costs for any Management or Maintenance employee's overtime pay.
8. Arrangements must be made between the CAM and Maintenance Company to shut and lock the door when the work is complete.
9. The following work morning, the on-site maintenance employee verifies no trash is left behind and the door is shut and locked.

### **Glossary of Terms:**

<b>A/C</b>	Air Conditioner
<b>CAM</b>	Community Area Manager