



EMERGENCY REPAIR POLICY

Emergency electrical, plumbing and HVAC repairs may be made on weekends, legal holidays and after working hours upon notice to the Property Manager or a TLCA Board member for pre-approval. Emergency repairs will be performed **ONLY** by a Contractor/Vendor who has filed with the Association a Certificate of Liability Insurance and Worker's Compensation, if applicable, naming the Association as the Certificate Holder and a copy of their Florida contractor's license for that trade. The complete list of Contractor/Vendors may be found on Tops under the "Documents" section, file "Frequently Used Vendors".

An electrical emergency is one that results in a total loss of electrical power to a unit or loss of electrical power to the HVAC system.

A Plumbing emergency is any condition that entirely deprives a unit of hot or cold-water delivery, of sewage service, or any domestic, sanitary, or sprinkler plumbing leak that presents the likelihood of flooding or damage to the unit or surrounding units.

HVAC emergency is the failure of an air-conditioning compressor, condenser, or an air handler or any combination thereof which results in an **occupied** unit not being able to maintain an AC temperature of 78 degrees Fahrenheit, or a minimum heat temperature of 68 degrees Fahrenheit. Roof access for HVAC repairs can only be provided during daylight working hours. Contact the property manager or a Board Member to provide access to the roof through the 11th floor vestibules.