

NATICK GREEN MAINTENANCE MEMORANDUM

TO: Natick Green Residents
FR: Natick Green Condominium Trust
RE: Maintenance Request Procedures

If you are an owner occupant or the condominium you are renting is on a maintenance contract with Natick Green Condominium Trust, we would like to inform you of the following. (If your condominium is not on a maintenance contract, please contact your landlord for all maintenance requests).

We would like to take this opportunity to explain our message answering service and procedures for maintenance requests and emergencies during non-business hours. You may want to keep this information readily available in case of future use.

For routine maintenance repair requests, or other general business, please call (508) 655-5800 and leave a message on our voice mail. Be sure to include your name, complete address including building number, street name and unit number and the nature of your call. We will return your call as soon as possible.

Should you experience one of the following three maintenance emergencies only:

1. Fire Alarm
2. A leak that can't wait until the next business day
3. Clogged toilet in a one bathroom condominium only

Please call (508) 655-5830 and an operator will page maintenance personnel to assist you. Maintenance will not be paged for any other reason. Please note that since we are charged for these calls, if you call this emergency number for any other reason than the above-mentioned emergencies, you will be charged accordingly.

Due to licensing requirements, there are some repairs that our maintenance personnel are not able to assist you with such as heating and air conditioning and refrigeration repairs. In those instances, you should contact your landlord who may need to call an outside contractor. Two commonly referred companies are:

Hamma (for Heat and A/C repairs)	(508) 845-6148
General Electric (Appliance repairs)	(800) 432-2737

Your landlord would need to initiate the request. If you are unable to be home when the contractor is expected, we will give the contractor keys to your condominium, per your written request, during business hours only of course (Monday through Friday 9am to 5pm). Please note that a Natick Green representative does not accompany the contractor.

Should you have any questions regarding any of the above information, please don't hesitate to contact the Natick Green Office at (508) 655-5800.

Thank you for your attention.

MSOffice/Maintenance Memorandum