

**Pomeroy Place Condominiums
Maintenance & Repair Services by Kendrick Property Management (KPM)**

What maintenance services does KPM provide?

- KPM staff are responsible for maintaining and repairing the condo’s COMMON ELEMENTS (e.g., roofs, siding, parking lot, common utilities)
- KPM staff are available to handle some INDIVIDUAL UNIT issues, on a limited basis.

How are maintenance issues prioritized?

- KPM maintenance priorities are developed with Board input and approval, and focused on ensuring safety and structural integrity of the common elements.
- Individual unit owner issues may be handled by KPM, but response is dependent upon the capacity of their maintenance team, and priority of the issue.
- Urgent and emergency issues with impact on common property are prioritized over less urgent issues.

Who do I call for maintenance and repair issues?

Urgency of Request	Examples		Recommended Action/Contacts
	Common Elements	Individual Units	
Potential Life-Threatening emergencies	<ul style="list-style-type: none"> • Fire • Smoke • Fire sprinklers or multi-unit fire alarm(s) going off 	<ul style="list-style-type: none"> • Fire • Smoke • Unit smoke alarm(s) going off 	<p style="text-align: center;">Call 911 – Dispatch will send Fire Department</p>
Urgent maintenance	<ul style="list-style-type: none"> • Basement flooding • Tree fallen onto roof • Unable to lock or unlock common entry door 	<ul style="list-style-type: none"> • Broken window (especially in winter) • Interior water leaking 	<p>If during regular business hours, call KPM: 413-253-0285</p> <p>If after 4:30 pm or on weekend, call KPM’s after-hours line: 413-253-1285</p>
Non-Urgent maintenance	<ul style="list-style-type: none"> • Gaps in siding • Leaves in gutters • Overhanging branches • Small cracks in pavement 	<ul style="list-style-type: none"> • Appliance not working properly • Electrical shorts in unit • Torn window screen 	<p>For non-urgent common area issues, submit request via KPM portal or email kpm@kendrickmanagement.com</p> <p>For non-urgent in-unit issues, unit owners are encouraged to contact their own contractor/vendor.</p> <p>If unsure or affecting multiple areas/units, contact KPM.</p>

Who pays for maintenance and repair services?

- The HOA covers costs of all maintenance/repair of COMMON elements.
- Unit owners are responsible for covering costs of maintenance/repair on items within their unit’s boundaries, as defined in the Master Deed Section 7, and will be billed for KPM services.
- KPM staff time during regular business hours to remotely triage/assign requests is covered by HOA fees.
- KPM staff time during regular business hours requiring on-site work is charged at \$62.00/hr.
- KPM staff time after-hours – whether remote or on-site – is charged at \$110.00/hr.
- KPM subcontractors will bill the HOA or unit owner at their going rates.