

HAO PROPERTIES - PROPERTY MANAGEMENT

PRICES FOR MAINTENANCE REPAIRS AND SERVICES

Effective January 2025

REPAIRS OR SERVICES	Office Hours	After Hours
Make Key	3.00/ per key	N/A
Unlock Door	No Charge	50.00
Change Locks (Fee may be waived with appropriate documentation)	50.00	100.00
Repairs/Replacements due to tenant use that is beyond normal wear and tear as per the Lease will be charged at cost of material and labor. An additional \$50 travel time charge will be assessed for afterhours calls.	At Cost of Material + Labor*	At Cost of Material + Labor* + Travel Time
Reinstall Disconnected Smoke Detector – 1 st offense/2 nd offense	1 st 50.00 /2 nd 100.00	1 st 100.00 /2 nd 150.00
Clean Lawn Trash (per person, per hour)	50.00	N/A
Other Labor or Cleaning Costs (per person, per hour)	50.00	N/A
Bed Bug Mattress Cover (Twin, Full, Queen, King size)	19.90/25.06/27.46/32.25	N/A
Laborer Time for prep/take down for pest treatment when tenant not ready/no call	At Cost	N/A
Bed Bug Treatments (after first occurrence)	At Cost	N/A

Smoke Alarms beeping periodically is not an emergency but will be addressed as an urgent on the next business day. The beeping is due to battery needing to be replaced but the alarm is still fully functional. **A continuously beeping alarm IS an emergency.**

NOTE: Owner reserves the right to assess charges for other work performed, not listed above, or for property maliciously and/or willfully abused by a tenant or when the tenant repeatedly damages and/or destroys property. Charges will be based on time and materials at **\$50.00 per hour for labor**. Move-out cleaning charges will be based on time and materials. **Labor costs will be \$50.00 per hour***.

Repairs required due to lease violation of smoking in apartment will result in charges that are actual labor and material needed to remedy smoke damage.

After-Hours Calls: Maintenance staff will only respond to **Emergency Items** outside of normal business hours. If the Emergency is not due to tenant abuse, neglect or misuse, there will not be a charge for the call, otherwise there will be a charge for the call that will be billed on a work order.

Emergency Items

1. **Natural Gas Leak** - Smell gas
2. **Electrical Outlet/Light Switch, smoking or sparking**
3. **Exposed electrical Wires which could result in fire or shock.**
4. **Water Leak**
5. **No Heat** – IN WINTER
6. **No AC**- Not an emergency unless medical reasons or elderly. Must be on List.
7. **Un-securable Unit**- Front/Back Door or Downstairs window that will not lock.
8. **Clogged/Unusable Toilet** - Apartments with one bathroom only
9. **No Electricity**
10. **No Running Water** -If there is water in the kitchen sink, bathroom sink, or bathtub- it is not an emergency.
11. **Smoke Alarm not working**- **Continuous** Beeping, NOT chirping noises (treated as an urgent on next business day)
12. **Obstacle preventing access or escape from unit** -If a unit has more than one entry not an emergency
13. **Stove not functioning** -All burners and Oven
14. **Refrigerator/Freezer Not Cooling**