

## **PRE-APPROVAL PROGRAM**

The property management repair services provided through Wilderness's management contract with your Association pertain to common areas only. The contract outlines the services and schedules that apply and does not include in-home repairs.

Wilderness Property Management has personnel assigned to its Repair & Maintenance Department who can accomplish in-home repairs. This department's rates are lower than those charged by other similar local contractors and because it is under Wilderness's control, the quality of service is outstanding and the response time to problems is significantly minimized. Nonetheless, you always have the prerogative to hire any contractor you choose.

In an effort to keep our costs down (a cost savings that would be passed on to you as an owner), we have a Pre-Approval Program. If you sign and return the attached form giving Wilderness prior approval to complete work required in your home, we will then attach a special status to your account. If it is estimated that the charges for a repair will not exceed \$200, work will be completed automatically. Please note that only if expected charges exceed \$200, will we contact you for your approval to proceed.

Another benefit of the Pre-Approval Program is a reduction in hourly rates (billed in ½ hour increments). With Pre-Approval status, you will receive a \$10.00/hour savings off the hourly rate for labor repair work done by the Wilderness Repair & Maintenance Department. The Pre-Approval discount does not apply to plumbing, electrical, and heating work. In addition to the hourly rate, a trip charge for travel and set up costs applies per incident.