

WORK REQUEST PROCEDURES

The following work request procedures have been established so that we may respond efficiently to your request for service. By following these procedures the service process will provide an opportunity to determine items which require attention either as a warranty call or maintenance call.

Pursuant to the terms of your Unit Sales Agreement, Seller warrants that it shall replace or repair, as Seller may elect in its sole discretion, any defective plumbing, electrical, mechanical, structural, or other components of the newly constructed Unit. The warranty on a Unit will continue for one year after the Purchaser is given possession of the Unit. The warranty is for defects in workmanship only and does not apply to normal wear and tear and would not include such things as dings in floors, scratches on cabinets, millwork, countertops, etc. or paint touch-up.

All requests for service must be in writing and should be faxed to the number on the **Work Request Form**. With the exception of emergencies, work request are typically done in two phases during the first four months in your new home. They are as follows:

Pre-Close Inspection

Prior to the closing of your new home purchase, a representative of the Developer will conduct a pre-close inspection with you and a Punchlist will be created of items that need to be corrected. The contractor will attempt to resolve all issue on this Punchlist prior to your closing date, but will in no event shall such work be completed later than 30 days from the date of closing. If work needs to be performed after closing, the Developer will coordinate with you and require written consent to enter your unit to complete the work. You may use the **Key and Access Agreement** form included in this manual for this purpose. Upon taking possession of your unit, please review the completed items on the Punchlist, initial to indicate accepted repairs, and return the form within 7 calendar days. No new items may be added to the Punchlist. After Punchlist items are completed, you may use the Work Request Form to request service for warranty items (see below).

3-Month Work Request

During the first three months in your new home you may find items which require service. Enclosed for your use is a **Work Request Form**. During the first three months in you new home you should list on this form items that require attention, and at the end of that period, submit the form by fax or mail to the address indicated on the form. The Developer will then arrange to meet you or will call you to review your work request and/or schedule service. If the work request is urgent, see the Emergency Work Request procedure below.

Emergency Work Request

In the event of an emergency, such as a water pipe break or gas leak, etc, please call the **CMI 24-hour Emergency Service at 503-233-0300** and leave a message with the operator. A CMI representative will be paged and you will be contacted within five or ten minutes. Assistance will be dispatched promptly. The immediate need to mitigate the damage will be addressed promptly, and responsibility (Owner, warranty, or Association, etc.) will be determined the next business day.

Access

Warranty work will be performed by the Developer and its representatives during normal weekday hours, and will require access accordingly. If you are not able to be present during a Work Request visit, you may use the **Key and Access Agreement** form included in this manual to arrange for access into your unit by the required representative.

Vaux Holdings LLC
30 NW 10th Avenue
Portland, OR 97209
FAX Request to: 503.241.3462



NORTHWEST CONDOMINIUM LIVING

WORK REQUEST FORM

DATE: _____
BUILDING: _____
UNIT # : _____
CONTACT NAME: _____
HOME PHONE #: _____ WORK PHONE # _____

Owner / Tenant Requested Work (Please be specific):

Warranty Work Maintenance Work

Developer will not enter Resident's unit without pre-approval from Resident.

AUTHORIZED BY: _____

Repairs and / or maintenance performed by:

Warranty Work Maintenance Work

COMPLETION DATE: _____
OWNER ACCEPTANCE OF WORK COMPLETED: _____

COMMENTS:

Notes:

Developer reserves the right to not perform maintenance at their discretion.
Maintenance work performed by the Developer's subcontractors shall be billed at cost plus 15%. Payment for maintenance work shall be paid in full 10 days after completion of the work.
Maintenance work performed will not carry a warranty.

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100 NW 10th Avenue
Portland, OR 97209
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COMPLETION DATE: _____

OWNER ACCEPTANCE OF WORK COMPLETED: _____

COMMENTS:

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DATE: _____
BUILDING: _____
UNIT #: _____
CONTACT NAME: _____
HOME PHONE #: _____ WORK PHONE # _____

Owner / Tenant Requested Work (Please be specific):

Warranty Work Maintenance Work

Developer will not enter Resident's unit without pre-approval from Resident. AUTHORIZED BY: _____

Repairs and / or maintenance performed by:

Warranty Work Maintenance Work

COMPLETION DATE: _____
OWNER ACCEPTANCE OF WORK COMPLETED: _____

COMMENTS:

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