

THE COUNCIL OF THE DEVON

The Devon Condominium
2401 Pennsylvania Avenue, #106
Wilmington, Delaware 19806
Phone: (302) 658-5366
Fax: (302) 658-5647

FEBRUARY 2019

For: DEVON RESIDENTS

TIPS FROM THE MAINTENANCE DEPARTMENT

The Devon maintenance staff is available to assist you with maintenance requests for your unit. All requests for maintenance should be made by email thedevon@comcast.net or a telephone call (658-5366) to the Devon office. This will result in a work order which the mechanic needs before he can respond.

Our maintenance staff will perform the following types of requests:

- changing light bulbs
- changing an electrical outlet or switch
- repairing faucet leaks, installing a new faucet (excluding showers)
- repairing toilet problems, unclogging drains
- unclogging, repairing or installing a new disposal
- moving light furniture items
- giving advice on a planned project

(This list is not all-inclusive; please call the office with your request.)

Labor charges apply to all requests for assistance within your unit by a member of the maintenance staff. Maintenance service is billed at a labor rate of \$32.00 per hour in 15 minute increments. **There is a minimum labor charge of \$8.00 for the first 15 minutes, or any portion.** There is no charge for labor if it is a building related problem. In either case, if any parts are installed in your unit, these are billed to you.

For safety related items, such as gas odors, there will be no charge to investigate since this is a potential building related problem. If the problem is found to be specific

to a unit and requires corrective action by our staff, the resident of the unit will be charged according to the above rates.

Do not use chemical drain cleaners such as Drano. They pose a safety hazard to the maintenance staff who may have to make repairs.)

A maintenance mechanic is on call for emergency repairs on evenings and weekends. For anyone requiring such service, **there is a minimum labor charge of \$25.00 for the first hour, or any portion.** Again, there is no labor charge if it is a building related problem. Call the Devon office (658-5366 – answering service will respond) and give details of the emergency. The on-call maintenance man will be contacted.

The on-call maintenance man will call you to determine the nature of your emergency and discuss your concerns. If possible he will “walk you through” a possible solution on the phone. For example: If you have a leak from a pipe under the sink, he may tell you how to shut off the water valve and minimize the damage to your unit or your neighbors. If you need further assistance, the maintenance man will come in.

The maintenance staff does not perform the following types of requests:

- Requests that require a city building permit or licensed contractor, such as:
 - Installing or moving electric wiring
 - Installing or moving plumbing supply or drains
 - Removing or building walls, doors, etc.
- Requests for assistance in remodeling a unit, such as:
 - Drywall or crack repair, painting and papering
 - Removal of fixtures, cabinets, carpets, etc.
- Requests for assistance that are beyond the scope of the department, such as:
 - Major appliance repair
 - Cable TV installations and repairs

All maintenance requests are evaluated for appropriateness, safety and ability to complete by our staff. You will be notified when your request is beyond the scope of the maintenance department and recommendations for further assistance will be made, where possible.

We're here to help:

Gary Morris – Lead Mechanic
Robert Raison – Maintenance Mechanic