



Courtesy:

Keola La'i staff have been trained to treat all residents and guests with courtesy; nevertheless, there are limitations on the assistance they can provide and still fulfill their critical duties.

Keola La'i staff is not permitted to provide additional assistance such as help delivering groceries or other items, personal phone calls, holding of keys, etc. All conversations with staff should be kept to a maximum of 10 minutes during business hours and 5 minutes during night hours, unless otherwise deemed necessary by Keola La'i staff.

Owners are encouraged to hire properly licensed plumbers, electricians, and other tradespeople to perform maintenance duties. Owners may choose to hire Keola La'i staff members for general assistance as long as it is *outside of the working hours of the staff member*. Acceptance of these jobs is strictly at the discretion of the individual, and the association assumes no responsibility for the work performed. The association's tools and equipment shall not be used for work performed off-hours by employees.

Unit Related:

Staff have at times been asked to help residents with maintenance activities within individually owned apartments. Bylaws Section 8.1 makes it clear that this help is not appropriate because maintenance and repairs appurtenant to the apartment is the responsibility of the homeowner.

Keola Lai staff is NOT PERMITTED to enter the units for any reason other than for emergency reasons, such as water leaks.

On-duty Keola La'i staff will not assist with **any** in-home projects, including, but not limited to:

- Cleaning rugs and carpets
- Changing batteries and light bulbs
- Fixing windows
- Turning a unit's main water valve on and off
- Moving objects/furniture
- Operating or maintaining appliances
- Resetting circuit breakers or testing wiring
- Plumbing
- Maintaining or cleaning HVAC equipment
- Troubleshooting any individually owned device
- Other tasks

Use of Association Assets:

Residents are not allowed to use the following association assets and equipment, including, but not limited to:

- Phone
- Fax Machine
- Printer
- Office Supplies
- Maintenance Tools
- Vacuum
- Broom
- Cleaning Supplies

Residents may borrow and use the following at their own risk if they're available:

- Flatbed Cart
- Step Ladder
- Tool Kit
- Car Jump Starter
- Tire Inflator
- Wet Vac (in the event of a water leak)

Requests to borrow these items should be made at the Security Office. Items borrowed from the association are for the benefit of all residents, therefore, these items must be returned to the Security Office within **15 minutes**, unless otherwise arranged. **Fines will be applied if these items are not returned in a timely manner and/or your unit will be assessed for the cost of the item.**