

## HERITAGE VILLAGE MASTER ASSOCIATION UNIT OWNER NOTIFICATION

### **BILLABLE SERVICES**

ASSOCIATION-RESPONSIBILITY ITEMS

OWNER-RESPONSIBILITY ITEMS

#### **What are Billable Services?**

BILLABLE SERVICES as the name implies are additional services available to residents not covered by your Heritage Village Association Condo Common Charges.. They are paid for directly by residents.

#### **Why isn't Billable Services part of my Condo Common Charge?**

Condo Common Charges cover the maintenance of the structure of your unit. You have the option to use Billable Services to repair or maintain parts of your unit that are not part of its structure. The names of these services and their costs are included within the publication **HERITAGE VILLAGE MASTER ASSOCIATION UNIT OWNER NOTIFICATION** that is published periodically on the Website and is available in hard copy as published in the Bulletin.

Within the **UNIT OWNER NOTIFICATION** is a list of the Association-Responsibility Items, and Owner-Responsibility Items.

#### **How do Billable Services differ from the services covered by our Condo Common charges?**

Heritage Village is responsible for maintaining your unit's structure in its original condition-from the outside walls to the inside paint. You are responsible for everything (including the paint) inside your unit. Heritage Village offers Billable Services to unit owners for Items listed in the **UNIT OWNER NOTIFICATION** at a rate typically lower than from an outside vendor.

The Billable Services listed there are those found to be most common and within the capabilities of our staff to handle. They may be expanded or changed as time goes on.

**What is the advantage to the unit owner?**

**BILLABLE SERVICES** are made available as a convenience to residents of Heritage Village at a cost below what you would pay externally. The work provided under Billable Services is guaranteed to be done by qualified professionals. Residents request and agree to pay Heritage Village for the service rendered.

Each invoice will consist of labor, parts, and sales tax on both with a total. Labor and parts are billed at Heritage Villages cost plus 20%, our cost of maintaining the business to provide these services.

***IMPORTANT: All services listed may be purchased directly from any other vendor of the Resident's choice.***

**When a Heritage Village employee provides work for a Billable Service, am I not paying twice for the labor?**

No. The labor charge on your billable service covers the cost of the employee's time, which is then charged back through accounting to offset the employee's salary.

# BILLABLE SERVICES

Updated 4/5/2018

**Important Note: All Prices Subject To Change**

## PLUMBING

**Plumbing Labor Cost: \$86.00/hour + Tax  
(Minimum charge of 1 hour)**

### Service Description

### Part Price

### (Minimum charge of 1 hour)

#### **TOILETS**

##### REPLACEMENTS:

White	\$219.59	\$86 + \$5.46 = \$91.46 per hour
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##### TOILET SEATS:

White (Closed Front)	\$44.33	Hourly Rate Applies
White (Open Front)	\$44.61	Hourly Rate Applies

##### REPAIRS:

Wax Seal (Standard)	\$1.21	Hourly Rate Applies
Wax Seal (Deep Seal)	\$1.58	Hourly Rate Applies
Fluidmaster Anti-Siphon Ballcock	\$9.10	Hourly Rate Applies
Fluidmaster Replacement Seal	\$1.58	Hourly Rate Applies
Flush Valve	\$12.58	Hourly Rate Applies
Seat Discs (Lavelle Snap or Screw On)	\$1.56	Hourly Rate Applies
Flapper (Fluidmaster)	\$12.44	Hourly Rate Applies
Flapper (Korky)	\$4.74	Hourly Rate Applies
Flapper (American Standard)	\$12.00	Hourly Rate Applies
Tank Chain	\$1.60	Hourly Rate Applies
Flush Handle	\$10.86	Hourly Rate Applies
12" Braided Toilet Supply	\$2.60	Hourly Rate Applies
16" Braided Toilet Connector	\$3.04	Hourly Rate Applies
Tank-To-Bowl Gasket Kit	\$7.71	Hourly Rate Applies
Closet Bolt Set (Johnny Bolts)	\$1.00	Hourly Rate Applies

#### **FAUCETS**

##### REPLACEMENTS:

Kitchen - Moen Chateau one handle, no spray	\$101.13	Hourly Rate Applies
Kitchen - Moen Chateau one handle, with spray	\$124.27	Hourly Rate Applies
Kitchen - Moen Banbury one handle pullout	\$165.40	Hourly Rate Applies
Lavy - Moen Chateau one handle, low arc	\$94.77	Hourly Rate Applies
Lavy - Moen Chateau two handle, low arc	\$198.05	Hourly Rate Applies
Lavy - Moen Eva one handle, high arc	\$172.49	Hourly Rate Applies

##### REPAIRS:

Cartridges (Regular)	\$23.72	Hourly Rate Applies
Handle (1; Kitchen)	\$22.92	Hourly Rate Applies
Spout - Kitchen	\$86.79	Hourly Rate Applies
Spout O-Ring Kit	\$4.25	Hourly Rate Applies
Aerator (Swing & Spray; Kitchen)	\$37.33	Hourly Rate Applies
Aerator (Fixed; Lavy)	\$11.52	Hourly Rate Applies
Lavy P-Trap Assembly	\$15.34	Hourly Rate Applies
12" Lavy Supply	\$2.60	Hourly Rate Applies
30" Lavy Supply	\$4.35	Hourly Rate Applies

#### **TUBS / SHOWERS**

##### REPAIRS:

Showerhead	\$32.98	Hourly Rate Applies
Shower Handle	\$21.62	Hourly Rate Applies
Trip Waste Tub Assembly	\$79.74	Hourly Rate Applies

#### **WASHING MACHINES**

##### REPLACEMENTS:

Washing Machine Valve (1)	\$4.86	Hourly Rate Applies
Washing Machine Valves (1 Pair @ \$4.86 Each)	\$9.72	Hourly Rate Applies
Washing Machine Hoses (1 Pair @ \$8.61 Each)	\$17.21	Hourly Rate Applies
Washing Machine O-Ring Kit	\$0.55	Hourly Rate Applies

##### REPAIRS:

Repack Washing Machine Valves	N/A	Hourly Rate Applies
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# BILLABLE SERVICES

Updated 4/5/2018

**Important Note: All Prices Subject To Change**

## PLUMBING (continued)

**Plumbing Labor Cost: \$86.00/hour + Tax  
(Minimum charge of 1 hour)**

Service Description	Part Price	
<b>GARBAGE DISPOSALS</b>		
REPLACEMENTS:		
1/2HP Badger-5 Garbage Disposal-2yr warranty	\$124.62	Hourly Rate Applies
3/4HP Contractor-333 Garbage Disposal-3yr warranty	\$207.70	Hourly Rate Applies
Remove Existing Garbage Disposal & Install Strainer	\$41.32	Hourly Rate Applies
REPAIRS:		
Original Garbage Disposal Service Call	N/A	Hourly Rate Applies
<b>MISCELLANEOUS</b>		
MISCELLANEOUS PARTS:		
Chrome Angle Stop	\$17.71	Hourly Rate Applies
Chrome Straight Stop	\$19.12	Hourly Rate Applies
Chrome Stop (R14X)	\$7.71	Hourly Rate Applies
Chrome Stop (R19X)	\$6.13	Hourly Rate Applies
SERVICE CALLS:		
Drain Blockage (If Deemed Resident Responsibility)	N/A	Hourly Rate Applies
Frozen Pipe Repair (Pipe Splits)	varies per job	Hourly Rate Applies
Pipe Thaw (If Deemed Resident Responsibility)	N/A	Hourly Rate Applies
Plumbing Service Call (During Hours)	N/A	Hourly Rate Applies
Plumbing Service Call (After Hours)	\$602.00	Flat Rate per Visit; See Note Below
Winterization (Inspection Only)	N/A	Hourly Rate Applies

**NOTE:** Plumbing Service Call is defined as anything not specifically mentioned on this list that is also deemed not to be the responsibility of the Master Association, including but not limited to: water heater isolation, leaking tile, leaking shower doors/pans, garbage disposal reset, mold inspections determined to be due to inadequate ventilation, response to show shutoff valve locations, response for upgraded fixtures, sounds of running water determined to be nothing, requests for specific toilets to be repaired when another is available, "2nd Opinion" responses, etc. Be advised that additional Carpentry charges may apply if a wall is opened and a request is deemed resident responsibility.

## ELECTRICAL

**Electrical Labor Cost: \$87.00/hour + Tax  
(Minimum charge of 1 hour)**

Service Description	Part Price	
<b>THERMOSTATS</b>		
REPLACEMENTS:		
Honeywell T4398A1021 (Lavy Only)	\$40.44	\$87 + \$5.52 = \$92.52 per hour
Honeywell T410B1004/U (All Others)	\$21.60	Hourly Rate Applies
Columbus Thermostats	\$62.24	Hourly Rate Applies
Honeywell T8775C-1005 (Total Comfort)	\$70.42	Hourly Rate Applies
Thermostat Calibrations	N/A	Hourly Rate Applies
<b>MISCELLANEOUS</b>		
Fluorescent Fixture (Closet Pull-Chain)	\$25.86	Hourly Rate Applies
No Power Call (Tripped Breaker Reset Only)	N/A	Hourly Rate Applies
Electrical (Interior) (If Deemed Resident Responsibility)	N/A	Hourly Rate Applies
Electrical Service Call Only; After Hours	\$609.00	Flat Rate Per Visit; See Note Below
Electrical Outlet Replacement - Duplex Receptical	\$1.42	Hourly Rate Applies
Electrical Outlet Replacement - GFCI Receptical	\$20.22	Hourly Rate Applies
Electrical Switch Replacement - 3way	\$1.76	Hourly Rate Applies
Electrical Switch Replacement - Single pole	\$1.15	Hourly Rate Applies

**NOTE:** an Electrical Service Call is defined as anything that is not specifically mentioned on this list that is also deemed not to be the responsibility of the Master Association, including but not limited to: overloaded circuits (See Maintenance Standard #14), thermostat usage tutorials, etc.

# BILLABLE SERVICES

Updated 4/5/2018

**Important Note: All Prices Subject To Change**

## CARPENTRY / LOCKSMITH / PAINTING

**Carpentry Labor Cost: \$76.00/hour + Tax  
(Minimum charge of 1 hour)**

Service Description	Part Price	
<b>GARAGE DOORS</b>		
REPLACEMENTS:		
Garage Door Button (ALL Garage Doors)	\$2.68	\$76 + \$4.83 = \$80.83 per hour
Garage Door Bottom Panel	\$328.51	Hourly Rate Applies

REPAIRS:		
<b>SERVICE CHARGE:</b> Response to ALL Garage Calls excl. Carriage House & 2-Car Berkshires	Parts as Listed Below	Hourly Rate Applies; See Maintenance Standard #8
Garage Door Spring (140lb. Blue)	\$9.74	Hourly Rate Applies
Garage Door Spring (160lb.)	\$11.73	Hourly Rate Applies
Emergency/Safety Cable	\$1.39	Hourly Rate Applies
Pulleys	\$0.80	Hourly Rate Applies
Pulley Cable	\$0.51	Hourly Rate Applies
Rollers	\$0.76	Hourly Rate Applies
Garage Door Track (Upper)	\$113.32	Hourly Rate Applies
Garage Door Track (Lower)	\$11.88	Hourly Rate Applies
Garage Door Bottom Bracket	\$2.15	Hourly Rate Applies

<b>CHIMNEY CAPS</b>		
Chimney Cap Replacement	\$88.90	Hourly Rate Applies

<b>DRYER VENTS</b>		
Dryer Vent Cleaning	N/A	Hourly Rate Applies

<b>MISCELLANEOUS</b>		
SERVICE CALLS:		
Carpentry Service Call (During Hours)	N/A	Hourly Rate Applies
Carpentry Service Call (After Hours)	\$532.00	Flat Rate per Visit; See Note Below

**NOTE:** Carpentry Service call is defined as anything not specifically mentioned on this list that is also deemed not to be the responsibility of the Master Association, including but not limited to: reattach dryer hose, inspect noise in attic (if nothing found), entry storm door won't open/close & install screen, cannot put cabinet drawer back, cabinets coming off the wall, misc removal from windows for repairs (curtains, shutters, shelves, etc), garage door emergency cable reconnect (non-outage related), popping the front storm door due to lockout, chimney flu won't open/close (not broken), storm doors off track, remove upgraded cabinets (built-ins, etc.), smoke detector installation, cut lock from garage storage unit, inspect mysterious odor in unit, change A/C return filter, A/C vents won't open/close, Bifold door repair, remove/attach awning from/to unit, awning bracket loose, mirror falling from vanity, interior lock-out.

**Locksmith Labor Cost: \$68.00/hour + Tax  
(Minimum charge of 1 hour)**

Service Description	Part Price	
<b>LOCKS</b>		
REPLACEMENTS:		
Front Entry Lock Replacement- Security Tulip Entry	\$17.05	\$68 + \$4.32 = \$72.32 per hour
Front Entry Lock Replacement- Security Tulip Passage	\$12.63	Hourly Rate Applies
REPAIRS:		
Lockouts (Security Response ONLY)	\$34.00	Flat Rate Per Visit
Lockouts (Carpentry Response); During Hours	N/A	Hourly Rate Applies
Lockouts (Carpentry Response); After Hours	\$476.00	Flat Rate Per Visit

**Painting Labor Cost: \$68.00/hr + Tax  
(Minimum charge of 1 hour)**

Service Description	Part Price	
<b>PAINTING</b>		
Interior Paint Touch Ups (Excluding Roof Leaks)	\$4.78	\$68 + \$4.32 = \$72.32 per hour
Gallon Exterior Stain	\$33.75	N/A

**NOTE:** Interior Paint Touch Ups are billed only for stains deemed to have been created by equipment or events that are not the responsibility of the Association, such as air conditioner condenser leaks, plumbing leaks caused by an upstairs neighbor, touching up nail pops in walls repaired by the Association, etc. Residents are responsible for supplying their own paint, should it be a color the Association does not stock.

**NOTE 2 -** Carpenters will be necessary to respond to a lockout should the unit keys provided to the Security Department not work or the entry lock is found to be broken and access to the unit is needed by other means. Please check your keys with Security at the Dispatch office at 719 East Hill Road to avoid these unnecessary responses and additional charges.

# BILLABLE SERVICES

Updated 4/5/2018

**Important Note: All Prices Subject To Change**

## MISCELLANEOUS

**MATV Labor Cost: \$94.00/hr + Tax  
(Minimum charge of 1 hour)**

Service Description	Part Price	
<b>MATV</b>		
MATV Service Call	N/A	\$94 + \$5.97 = \$99.97 per hour

<b>ALL DEPARTMENTS</b>		
Variance Inspection	<b>Cost Of Work</b>	<b>Fee</b>
	\$0 - \$50	\$0.00
	Landscape (Plantings)	\$5.00
	\$51 - \$250	\$10.00
	All Other Landscape	\$10.00
	\$251 - \$500	\$15.00
	\$501 - \$750	\$20.00
	\$751 - \$1000	\$25.00
	\$1001 - \$1250	\$30.00
	\$1251 - \$1500	\$35.00
	\$1501 - \$1750	\$40.00
	\$1751 - \$2000	\$45.00
\$2001+	\$50.00	
		Flat Rate Per Visit

## ASSOCIATION-RESPONSIBILITY ITEMS

<b>THE FOLLOWING SERVICES ARE INCLUDED IN YOUR MONTHLY COMMON CHARGES</b>		
Aerator Repair	HVF Support (Plumbing)	Roof Repair/Recheck
Asphalt Curb Repair	Iron Railing Repair	Sand
Asphalt Driveway Repair	Lawn Renovation	Security (Traffic/Crowd Control)
Asphalt Road Repair	Leaf Removal	Sewer Excavation
Asphalt Sidewalk Repair	Lighting Improvements (Ext)	Shop Work (Electrical)
Bluestone (Front Entry)	Masonry Steps & Landings	Shop Work (Plumbing)
Bluestone (Patio; 6'X9' Only)	Masonry Repair	Shrub Pruning
Bulb Change	MATV (CBYD)	Shrub Pruning (Follow-Up)
Ceiling Inspection	MATV (Head End/Tower Maint)	Silcock Repair/Replacement
Ceiling Repair	MATV (System Maintenance)	Site, Electrical, MATV & Pest Support
Claim	Meadow Mowing	Snake-Out Preventative Maint.
Cluster Care	Misc. Carpentry – Slabs	Snow Follow-Up
Deliveries (Hay, Mulch, Seed, Soil, Stone)	Misc. Carpentry Inspection	Snow Removal
Drainage Repair (Exterior)	Misc. Carpentry (Exterior)	Snow Removal (Roofs)
Follow-Up	Misc. Painting (Exterior)	Snow Removal (Prep)
Foundation Repair	Miscellaneous Site	Split Rail Fence
Garage Doors (Carriage House & Berkshire-2 Only)	Mowing	Stock Ordering/Inventory
General Mill Support	Pathway Lights	Street Lights
Glass Replacement (Windows & Sliding Doors)	Pest Control	Touch Up Painting (Exterior)
Grounds Work Request	Planting (Shrub)	Tree Care
Gutter Installation & Repair	Ponds	Unit Door & Window Repair (Frame, Lock, etc.)
Heat Vent Light Repair/Replacement	Remove Stump	USB (All Departments)
HVF Support (Carpentry)	Restoration Carpentry Repair	Window&Sliding Door Screen Repair/Replace
HVF Support (Electrical)	Retaining Wall Repair	Weekly Blanket Work Order
HVF Support (MATV)		Winter Projects

## OWNER-RESPONSIBILITY ITEMS

<b>HVMA WILL NOT PROVIDE THE FOLLOWING SERVICES, EVEN AS BILLABLE</b>	
Air Conditioners	Carpets (Excluding Common Hallways)
All Upgraded Items (Interior & Exterior)	Garage Door Openers (incl. Remotes)
Appliances	Tile
Attic Maintenance	Water Heaters
Chimney Cleaning	Winterizations
Bathroom Fixtures (Soap Dish, Grab Bars, etc.)	

**NOTE-"After Hours" defined as any time before 7:00am & after 4:30pm, all weekends, & all holidays. After Hours cost is based on hourly rate multiplied by 1.75 to cover overtime for a 4 hour minimum.**