

November 7, 2007

RE: Southwind Maintenance Fees

Dear Southwind Homeowner,

The Southwind @ Lake Tahoe staff is striving to provide you with the best possible service options available. Keeping in mind that all homeowners are not on site at all times, I have compiled a list of various services that you may be interested in.

These maintenance fee items are in addition to your HOA dues. Please contact me at (814) 352-7842 or e-mail me at [csherbine@7springs.com](mailto:csherbine@7springs.com) anytime you'd like me to place a work order.

Ed Maholtz, Maintenance Supervisor may be reached at (814) 279-4891 for emergency situations. Emergencies are defined as no heat, lock out (before 3:30pm), no water for the entire unit, domestic water leaks with broken pipes (not rain leaks) & no power for entire units.

We are requesting all homeowners shut their hose bibs off at the manifold in your mechanical room. Please leave the outside faucet turned on to allow for expansion.

If you forgot your keys after hours you must contact the Seven Springs Hotel front desk at 814-352-7777, Ext. 5000. The front desk will contact the appropriate person to allow you access into your home.

1. **LOST / FORGOTTEN KEYS AFTER HOURS (3:30pm Daily) - \$50.00 Service Fee**
2. **TOILET DYE TESTING-to detect if there is unusual water loss such as toilet water is running continuously - \$30.00 Service Fee**
3. **LIGHTBULB CHANGING FEE- \$25.00 + Cost of Bulbs**
4. **BATTERY REPLACEMENT-\$25.00 Service Fee + Cost of Batteries**
5. **THERMOSTAT ADJUSTMENT- \$25.00 Service Fee**
6. **TURNING HOSE BIBS ON/OFF- \$25.00 Service Fee**
7. **PLUNGING TOILETS- \$25.00 Service Fee**
8. **OTHER SERVICES NOT LISTED- \$25.00 Service Fee to enter home & inspection of problem- ADDITIONAL- \$30.00 per hour/per person plus materials cost to repair**

Invoices will be mailed out upon completion of the requested services. Please feel free to contact me with any questions or concerns you may have.

Respectively,



Chris Sherbine  
Southwind HOA Manager  
(814) 352-7842