

SERVICE MAINTENANCE

Requests for Service

Except in emergency, call your Parcel Director. (Posted in Laundry Room) If your Parcel Director is unavailable or you would rather speak to someone else, you may leave a message or call another Mutual 12 Director. Directors will call Service Maintenance or may stop by and solve a small problem to save you a service charge.

Emergencies only, call 911 for fires, paramedics or police; call Service Maintenance (562) 431-3548 between 8:00 a.m. and 4:30 p.m. weekdays; and call Security (562) 494-4754 between 4:30 p.m. and 8:00 a.m. weekdays and on weekends and holidays.

NOTE: Any plumbing clog or property damage caused by shareholder or guest, negligence/misuse, whether accidental, careless, or intended shall be corrected at shareholder's expense. Any work (except emergency on standard items without misuse involved) individually requested from service maintenance is at shareholder expense. Mutual 12 is not responsible for unsatisfactory work when requested by a shareholder. Remember, "Mutual 12 money" is ours and your neighbors' assessments. You also pay for minor repairs and replacements. (Occupancy Agreement Article 11 Repairs, 1.1(a), (b), and (c).