

Work Order Procedure

The following outlines the procedure for reporting a work order to Continental Management Company. Continental Management has a computerized system, which catalogs each work order reported. When calling in a work order, please call (216) 664-1919 or toll free, 1-800-525-3404. You may speak with any of the customer service representatives – it is not necessary to speak with the property manager.

The following procedure takes place with each and every work order that is called in:

- Step 1 – All information is taken down from the unit owner.
- Step 2 – The information is then entered into the computerized work order system.
- Step 3 – The work order is then phoned, and/or faxed or mailed to the contractor.
- Step 4 – It is only asked that the contractor contact the resident if there is a need to gain access to the unit.

Non-emergency work orders will be handled in seven to ten working days.

Certain problems/complaints require written documentation. If you feel that a contractor hired by the Board of Directors is not satisfactorily completing the work, the board needs to be able to refer to such feedback when deciding on contractors for the next year. Additionally, written documentation may be needed should the Board investigate possible premature termination of a contract.