

Crystal Tower Contractor/Vendor Policy

Effective 02/08/2022

Owner's Responsibility- If a Contractor/Vendor will be on-site for a service call, remodeling and/or delivery, the Owner must give management advance notice (minimum of two (2) days) prior. It is the Owner's responsibility to relay the Crystal Tower Contractor/Vendor Policy to their Contractors/Vendors and to ensure that the company has a clear understanding of the rules. If any damage is caused by the Contractor/Vendor to the property in any way, which includes the common elements, elevators, roof, etc., the repairs required by the Association to repair the damaged area will be at the Owner's expense.

Scope of Work- All remodeling schedules must to be approved by management in advance three (3) weeks prior to the start of the project. Please send an e-mail to DeAnn Duhon at dduhon@youngssuncoast.com with the Contractor's name, the type of work being done and the construction schedule timeline. On service calls, management must be informed in advance Contractor's name, the type of work being done and date and time of service. For deliveries, such as appliances, furniture, TV's, etc., management must be informed in advance Vendor's name, what is being delivered and date and time of delivery.

Contractors/Vendors- All Contractors must be licensed, bonded and insured prior to performing any work. This is true for all service calls and remodeling projects. All Vendors must be licensed and insured. This is true for all deliveries. Prior to the start of work, if you have any questions about a Contractor/Vendor, please reach out to DeAnn at (251) 213-6342.

Hours of Operation- All service calls must take place during regular business hours 8:00 AM to 5:00 PM Monday to Friday. After approval has been received by management, remodeling projects must take place during regular business hours 9:00 AM to 5:00 PM Monday to Friday. For noisy remodel projects (removal of tile, etc.), work should take place in the "Off Season" (October 1 to December 31) from 9:00 AM to 5:00 PM Monday to Friday. Deliveries (appliances, furniture, TV's, etc.) need to take place during regular business hours 8:00 AM to 5:00 PM Monday to Thursday. **Since Fridays, Saturdays and Sundays are busy check in and check out days, deliveries must take place between 1:00 PM to 3:00 PM.**

Check In and Parking- All Contractors/Vendors need to check-in at the front desk to sign in and obtain a neon green Vendor Parking Pass. Unless material is being delivered, all Contractors will be required to park in the "Designated Vendor Parking Area", which is located on the east side of the building. **Note: If a Contractor/Vendor does not check in, they may not be allowed into the Owner's condo.**

Check Out and Departure- Once the service call is complete, at the end of the day or the item(s) have been delivered, all Contractors/Vendors need to check out at the front desk to sign out and return the neon green Vendor Parking Pass.

Material Deliveries- After check in, the Contractor/Vendor will be instructed where to park to deliver the material or item(s). Contractors/Vendors are not allowed to block the entrances to the building with vehicles or trailers. If a trailer is brought on the property, it must be parked near the back of the parking lot and take no more than two (2) parking spaces. No vehicle or trailer may be left in the parking lot overnight. After the delivery is made the vehicle will need to be moved.

Management needs to be aware of the delivery in advance (minimum of two (2) days). For deliveries requiring the use of an elevator (appliances, furniture, TV's, etc.), management will allocate one car and outfit it with pads and plywood for material transport. **Note: Luggage Guest Carts are for Guest use only. If a Contractor/Vendor is found using a Guest Luggage Cart, the Owner will be fined \$50.00/incident.**

Work Being Performed- At all times, Contractors/Vendors are to leave the breezeways, common elements and roof area clean and free of tools and debris. Contractors (ex. HVAC) performing any work on the roof need to be notified Crystal Tower has a TPO Roof Membrane. Any sharp objects (screws, metal, etc.) will puncture the membrane, which will require repair. All HVAC units are to be tied down with strapping to the Roof Platform and have the Owner's condo unit number written on it which is visible.

Clean Up- After the service has been performed, at the end of each day of work or material deliveries, the Contractor/Vendor **MUST** remove all debris from the property. This includes carpet, tile, wood, sheet rock, plumbing fixtures, appliances, furniture, TV's, cardboard packaging, etc. The Trash Chute or Trash Room are **NOT** to be used. **This applies to Owners as well** who are performing their own work. If a Contractor/Vendor or Owner is found to be disposing of these items in the Trash Chute or Trash Room, they will be asked to remove the items. If unable to remove or unavailable for removal the Owner **will be assessed a \$50.00 fine and any charge the Association might incur for disposal or damage to the Trash Chute will be billed to the Unit Owner.**

Emergency Repair/Replacement- If a Contractor/Vendor is needed for situations requiring immediate repair/replacement (HVAC, plumbing, electrical, appliances, etc.), during regular business hours reach out to management to let them know the type of repair/replacement, the name of the Contractor/Vendor who will be on-site and arrival time. If the emergency occurs after 5:00 PM and before 1:00 AM, contact IPSC at (251) 597-2233. If the emergency occurs after 1:00 AM and before 8:00 AM please contact management via text or email at 251-213-6342 or dduhon@youngssuncoast.com and management will follow up during regular business hours.