

**Sunscape Estates RV Park Cooperative
Board of Directors Policy (excerpt)**

Subject: Request Policy/Procedure

Policy Statement

A. Definitions of requests:

The Park has two types of requests that are defined as follows:

2. The Maintenance Request that is used by the originator to initiate an action related to the physical nature of the park operation such as repairs, removals, maintenance projects (ex. covers), cleaning, etc. These requests will be processed on a Maintenance Request Form (MRF). (other side)

It is the originators responsibility to determine and request the appropriate form from the Welcome Center.

C. Registering and processing a Maintenance Request Form (MRF):

1. Return the completed MRF to the Welcome Center.
2. The MRF will be assigned a number, initialed and recorded in the 'MRF Log Book' by a Welcome Center staff member. This number will then be recorded on the top right hand corner of the MRF on the line provided and initialed by the Welcome center staff member and a copy of the MRF given to the originator. The Welcome center staff will then place the MRF in the Managers mailbox.
3. The Manager will then:
 - a. record the MRF in the 'Tracking System'
 - b. refer the MRF to the Maintenance Department for the appropriate action.

D. Follow up:

1. The Manager will notify the originator when the MRF has been assigned to the maintenance department and record in the 'Tracking System'.
2. The Manager will notify the originator of the completion of the MRF and record in the 'Tracking System'.