



## Service Completion Times

Below you'll find a list of the most commonly requested services, along with the estimated number of business days it typically takes to complete each one. These timeframes are known as service level expectations (SLE), which are guidelines that help residents understand what to expect. SLEs are based on average completion times under normal circumstances. Weather, workload or access issues may sometimes extend these timelines.

Security Services/Compliance		
Service	Service/Event Code	Business Days to Complete
Alterations - Unauthorized	CM101	5
Clutter - Balcony	CM107	3
Clutter - Breezeway	CM108	3
Clutter - Carport	CM109	3
Clutter - Common Area	CM110	3
Clutter - Patio	CM112	3
Key Access - Resident Lock Out	SC11	1
Key Access - Service Personnel	SC99	1
Nuisance - Animal	CM102	3
Nuisance - Other	CM103	3
Other	CM118	3
Unauthorized Occupancy	CM105	3

General Services		
Service	Service/Event Code	Business Days to Complete
Three-Story Bldg. Cleaning (Incl. Carpet Cleaning) (Third)	5402	4
Breezeway Wash Down	5405	4
Chimney Ash Bins	5307	4
Clean Breezeways/Common Areas	5404	4
Clean Laundry Buildings	5403	4

Cleaning Required	5301	4
Concrete Grinding	8416	30
Concrete Repair and Replacement	8401	90
Item Pick-Up	5303	2
Janitorial Foreman Callback	CB935	4
Masonry	8403	30
Miscellaneous Janitorial Service	5407	4
Paving Misc. Service	8419	30
Stain/Oil Clean Up Service (concrete/asphalt)	8411	30
Trash Chute Problem/Cleaning (Third)	5302	4
Welding	8405	45

Landscaping		
Service	Service/Event Code	Business Days to Complete
Animal Problem	4303	10
Ant Problem	4301	3
Christmas Tree Removal	4146	5
Clippings Pick-Up	4101	5
Dead Animal Reported	4315	3
Drainage Problem	4210	20
Exterior Bee Problem	4308	10
Herbicide Application	4317	7
Irrigation Information Request	4220	5
Irrigation Not Working	4204	3
Irrigation Supervisor Contact Request	4215	10
Lawn Infestation	4319	3
Lawn Repair	4105	30
Lawn Too Dry	4219	5
Lawn Too Wet	4217	4
Leaves	4111	7
Line Broken	4202	1
Mulch Request	4141	15
Pest Control Supervisor Call	4305	16
Rodents	4304	120
Shrub Infestation	4311	10
Shrub Prune	4128	30
Shrub Replacement	4127	25
Shrubs Too Dry	4218	5
Snail Bait Request	4130	10

Sprinkler Adjustment	4203	15
Sprinkler Head Off	4201	1
Supervisor Contact Request	4113	10
Tree/Limb Down	4405	2
Tree Needs Stake	4102	9
Tree Problem	4103	10
Tree Pruning	4411	14
Tree Supervisor Contact Request	4413	10
Weeds	4110	14

Maintenance and Construction		
Service	Service/Event Code	Business Days to Complete
Alteration Variance Request	SA106	90
Appliance Pick-Up/Salvage	1902	30
Application for Mutual Consent	PA01	14
Bath Countertop - Replace (United & GRF)	9902	30
Bath Enclosure Repairs (United & GRF)	9919	30
Bath Heater/Exhaust Fan Repair (United)	3315	30
Bath Mirror Replacement (United)	9950	30
Bee/Wasp Removal Services	OS26	30
Breaker Repair	3310	30
Cabinet Alteration for Appliance Install (United)	6829	30
Cabinet Repair	6830	30
Carpentry Service: Miscellaneous	6874	30
Check Smoke Detector/Replace Batteries	3224	30
Common Area Decking	6702	30
Cooktop Repair (United & GRF)	1201	30
Countertop - Repair	9915	30
Countertop Measurements (United)	9947	30
Covenant to Run with the Land	ID105	30
Dishwasher Repair (United & GRF)	1301	30
Dishwasher Replacement (United & GRF)	1309	30
Door Bell Repair	3305	30
Dry Rot Inspection	6710	30
Dry Rot Repairs	6711	30
Dryer Repair	1501	30
Drywall Repair	6839	30
Drywall/Ceiling Crack Inspection	6894	30
Electrical Repair	3312	30

Elevator Service Request	9433	30
Entry Door Inspection	IN79	30
Entry Door Repair	6802	30
Escrow Termite Inspection	2639	30
Exterior Rodent Inspection	IN102	30
Exterior Touch Up Painting	6502	20
Faucet Repair	7916	30
First Resale Inspection Fee	RS01	10
GRF Facilities HVAC Service Call	9262	20
GRF Facilities Kitchen Service Call	9263	20
GRF Facilities Pool Equip Service Call	9264	20
GRF Facilities Pool Service Call	9265	20
GRF Facilities Services Request	9314	20
Inspect DW Electrical (United)	IN51	10
Interior Components Services Project (GRF)	9951	30
Interior Touch-Up Painting	6501	20
Kitchen Countertop - Replace	9901	30
Light Ballast/Fixture Repair	3303	30
Light Bulb/Light Ring Replacement	3302	30
Light Not Working	3301	30
Manor Entry Door Paint	6505	30
MI Event - Plumbing Leaks - Alteration Related	M2Alt	90
MI Event - Plumbing Leaks - In Wall, Drain Line	M204	90
MI Event - Plumbing Leaks - In Wall, Supply Line	M203	90
MI Event - Plumbing Leaks - Toilet Base	M201	90
MI Event - Plumbing Leaks - Under Slab	M202	90
MI Event - Plumbing Stoppages - Multi-Fixture	M305	90
MI Event - Rain Leaks - Roof Membrane	M101	90
Mixit Valve Check/Repair/Replacement	7923	30
Moisture Intrusion Event Reported	MI01	30
Multi Fixture Stoppage	7935	30
Notice of Required Correction	9378	30
Outside Services - Plumbing Leak Related	M200	90
Oven Repair (United & GRF)	1601	30
Paint Call Back/Contact	CB932	2
Paint Can Pick-Up	6503	10
Permitless Alteration Form	PA03	14
Plumbing Leak Reported	7919	30
Refrigerator Repair	1101	30
Refrigerator Replacement	1109	30
Regulated Materials Evaluation	CI07	60

Replace 10-Year Smoke Alarm (United/GVRR Only)	3327	30
Resale Landscape Inspection	RS04	10
Responsibility Evaluation Request	CI03	180
Rodent Proofing Notice of Required Correction	9307	30
Shower/Tub Tile-Inspection (United & GRF)	IN21	30
Single Fixture Stoppage	7937	30
Slow Drain	7962	30
Soap Dish Repair/Replacement (United)	9962	30
Stucco Repair	6705	30
Termite Inspection	2608	30
Tile Grout - Repair/Replace (United & GRF)	9917	30
Toilet Repair	7908	30
Tub Enclosure - Replace (United)	9934	30
Tub/Shower Enclosure - Inspection (United & GRF)	IN12	30
Under Fixture Leak	7920	30
Washing Machine - Repair	1401	30
Washing Machine Replacement	1406	30
Water Heater Check and/or Secure/Repair	7940	30
Water Heater Electrical Upgrade <Watts Device>	3324	30
Window Operational Repair	6823	30