



## PROCEDURE REGARDING SERVICE INTERRUPTIONS IN ELEVATORS PROVIDING VERTICAL ACCESS

1. Interruptions in service caused by malfunctions of elevators that provide access to the second and third floors of buildings at Heritage Park at Hilltop have the potential for inconveniencing tenants and may pose hardships and potential threats to health and safety.
2. It is the policy of this company to avoid such malfunctions to the extent possible by a program of preventative maintenance by a reputable licensed third-party elevator service company.
3. The company's agreement with its contracted elevator service and maintenance vendor provides for :
  - a. Monthly inspections of the elevators to begin on or before January 1, 2023;
  - b. Annual testing of elevators;
  - c. Provision of on-call technicians (available at all times including weekends, evenings and holidays) to handle elevator interruptions in service;
  - d. Ongoing compliance with all applicable Elevator Safety Orders including, but not limited to ANSI Standards for lifts and conveyances;
  - e. The availability of expedited overnight delivery of repair parts as circumstances allow.
4. In the case of a planned service interruption, the onsite property manager or other individual(s) designated by the onsite property manager ("management") shall notify all tenants of such planned service interruption at least one week in advance.
5. In the case of a planned service interruption, management will communicate to residents the length of the planned outage as directed by the third party elevator service company.
6. In the case of an unplanned service interruption, management shall immediately notify the on-call technician for the third-party elevator service company following notice to management of an elevator being out of service and shall make reasonable good faith efforts to get the elevator back into service as quickly as circumstances will allow.

7. In planned or unplanned outages, a tenant may contact on-site staff to engage in an interactive process for determining what, if any, reasonable accommodation may be necessary to permit the tenant to ingress and egress from their dwelling unit.

8. Upon notice of an unplanned interruption in service of an elevator, management will promptly notify all tenants in the affected building via signage conspicuously placed in the common area and at the affected elevator, via email, and via written communication placed on the tenant's door, unless other reasonable accommodations have been requested by the tenant to slide such written notice under the tenant's door, regarding the fact that an elevator is out of service.

9. If an elevator is out for more than 24 hours, on-site staff will notify tenants in the manner described in paragraph 8 of their right to seek a reasonable accommodation and management will work with tenants on an individual basis to determine the appropriate reasonable accommodation sufficient to satisfy state and federal law, as well as, the City of Richmond's relocation ordinances as applicable to the conditions created by the elevator outage.

10. Management will determine how tenants will enter and exit the building during an extended unplanned elevator outage and will grant reasonable accommodations that do not impose an undue financial or administrative hardship to ensure that tenants are able to enter and exit the building safely.

11. When, in the opinion of the third-party elevator service company, one or more elements of an elevator has exceeded its useful life and should be replaced, subject to legitimate and documented budgetary constraints, such equipment will be replaced, at company expense.

13. During service interruptions, evacuation chairs for use by emergency personnel are available in each building to assist tenants with mobility disabilities who so request to ascend and descend the stairs.