

## EMERGENCY GARAGE DOOR REPAIR PROCEDURES

It was agreed that if a Co-owner is in a bind, one of the Association's vendors can be contacted directly.

If your repair can wait, please contact Kramer-Triad Customer Service during business hours at 866-788-5130, press Option 1. If your call is not answered 'live' please leave a message. If you feel it is urgent, press \* for an emergency.

After-hours you may contact one of the following vendors. However, please note that you must pay the vendor directly and submit a copy of your invoice and paid receipt to Kramer-Triad, to be submitted to the Board for reimbursement approval:

**#1 Tarnow Door (Farmington Hills) – 800-478-9060 – PLEASE NOTE:** This is The Villas first choice, but Tarnow does not have 24/7 service. If you leave a message, they service The Villas the next business morning.

**#2 Overhead Door of Whitmore Lake (Whitmore Lake) – 734-449-0400**

**#3 Altech Doors, LLC (Livonia) – 734-525-0875**

Please understand that calling a service after business hours is more costly than calling during business hours so we hope that you consider the situation and use good judgment, in order to keep Association fees as low as possible. If none of the vendors are able to respond to your repair needs, you may call a vendor of your choosing. Please only allow the vendor to repair the immediate concern if choosing a vendor outside of the listed "preferred" Association vendors. The Villas reserves the right to only reimburse the customary charges that the preferred vendors charge the Association for similar repairs.

To submit an invoice and paid receipt, please email PDF copies to [customerservice@kramertriad.com](mailto:customerservice@kramertriad.com). Please do not send jpeg or other file types. Please include a short write-up about what happened and why you chose to contact the vendor vs. Kramer-Triad. Otherwise, mail hard copies to:

**Villas at Northville Hills C/o Kramer-Triad Management Group 555 Briarwood Circle, Suite 140 Ann Arbor, MI 48108**

Your cooperation is appreciated.