



June 30, 2020

Mrs. Linda Fusco, Chairperson
Derby Housing Authority
101 West Fourth Street
Derby, CT 06418

RE: Proposal for Emergency on Call and General Rental Property Maintenance Services
For Derby Housing Authority State Portfolio Property

Dear Mrs. Fusco:

You invited Imagineers to provide a quote for emergency interim maintenance services in support of Ellen Oczkowski (Property Manager) and Derby Housing Authority State affordable housing units. In our discussions, you stated that there was a need for emergency 24/7 on call support, as well as some site maintenance support to help prepare units to rent, respond to work orders and oversee vendors.

We believe we are a good match to offer DHA the emergency interim maintenance services that you seek. Imagineers is a housing services company and we manage housing and housing programs. We have been in operation since 1973 and employ 175 employees with offices in Hartford and Seymour. You are familiar with us through our administration of the DHA HCV program, but we also manage approximately 20,000 housing units in more than 220 client properties in Connecticut. This includes Low Income Housing Tax Credit (LIHTC) developments; HUD and State Multifamily low/moderate housing; apartments; Condominium and Homeowner Associations and PUDs.

Below is our quote to provide emergency on call support, as well the site maintenance support to help prepare units to rent, respond to work orders and oversee vendors. If we have missed the mark on what you are seeking, or you wish to discuss further please let us know:

Service Type	Pricing
Emergency On-Call Support: Imagineers will provide a 24-hour per day, seven day per week emergency call program for vital support systems on the DHA properties. As part of this program, a dedicated responsible staff person (Property Superintendent) shall be designated "on-call" for emergencies and other extraordinary situations. Imagineers will coordinate with DHA your list of prequalified vendors that you would want us to help to respond to emergencies such as water line breaks, broken windows, roof leaks, and any such deficiencies requiring emergency-type attention. Our staff person would also respond where directed and warranted. The staff person we have in mind is staffed out of our Seymour office. They will become familiar with your properties, so they know how to best respond to emergencies calls and residents needs. Our maintenance staff are reliable, dedicated, experienced and good at providing handyman type services. All maintenance staff are fully insured and licensed. We provide regular ongoing professional industry training. We could arrange a time for you to interview with our proposed candidate.	Ongoing 24/7 emergency on call phone service is include with the below pricing (no recurring charge): 1) For phone calls received after hours that require no site visit: The charge is \$45 per hour but only charged in 15-minute increments for the time spent handling the calls. 2) For phone calls received after hours that require a site visit: The charge is \$45 per hour with a minimum charge of 2 hours.
Maintenance Service Requests Support: Including General Maintenance, Apartment Preparation, Work Orders and Vendor Oversight: At the direction of the DHA Property Manager the Property Superintendent will respond to the need for general maintenance or handyman services, apartment preparation and vendor oversight needs. Imaginers will provide an onsite Property	The going rate is \$45 per hour. The charge is only incurred while Property Superintendent is on the property. The only exception being that an

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<p>Superintendent designated for DHA as required. Performance requirements are to be specified in a separate document titled "Superintendent Job Responsibilities" developed jointly by Imagineers and the Property Manager. The range of Property Superintendent hours shall be defined in the same document. The Property Superintendent will be an employee of the Imagineers. Imagineers will provide and pay for the expenses related to the following: health and dental benefits; employer match of social security; state and federal unemployment compensation; workers compensation; standard disability, life and AD&D; 401(k) plan; supervision and other indirect labor; general liability insurance; employee human resource support; advertising, recruiting and interviewing candidates; job training expense; environmental hazards awareness training; uniforms and safety equipment. The compensation to Imagineers for superintendent services shall be based on a negotiated hourly rate. Imagineers would be responsible for supplying the Property Superintendent with a cell phone at no additional cost to the DHA.</p>	<p>unexpected but necessary hardware run is needed.</p>
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We are staffed and ready to support your property maintenance and on call needs. Our Seymour office is located within six (6) miles of the Derby Housing Authority. This office manages 9,000 housing units throughout the Naugatuck Valley and the Western part of Connecticut and currently staffed with 18 fulltime office workers and 28 off-site Property Maintenance staff.

Thank you for giving us the opportunity to offer this proposal. We would be available to meet to discuss any questions you may have. Thank you

Sincerely,

Kenneth G. Schultz

Kenneth G. Schultz
President



INTERIOR PAINTING AND REPAIRS

Our Maintenance Division has been busy developing our interior painting and repair product in response to the high demand for these services. We have been able to accommodate large business volume at many of our communities, while providing high-end product and service, and have experienced significant success and positive feedback. We have established strong interior teams in both our Hartford and Seymour offices and would like to remind our property managers that these are services we offer and would like to be considered for future projects.

Services Include:

- Job estimating
- Sheetrock installation and repair
- Insulation replacement
- Framing/wood-rot repairs
- Stain sealing
- All finish-levels taping
- Wallpaper removal
- Carpentry repairs and trim installation
- Finish painting (residential and commercial grade)
- Trim and cabinetry painting
- Textured ceiling removal, application and patching

Our crews are professional, courteous and clean.

Don't just take my word for it; see reverse for testimonials from unit owners we have served this year!

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About Us

Imagineers has been providing property maintenance services to rental properties, condominiums and homeowner associations for over 30 years. **Imagineers** has a staff of in-house **dependable, skilled and experienced** property maintenance personnel. Each property maintenance staff member is properly licensed and insured for the work they perform. The advantage to you is that our property maintenance personnel know your property and the preferred approach to your maintenance needs. While their usage is not required as part of our property management services, many of our client communities have elected to use our maintenance personnel because of the superior workmanship and value they offer. Please also note that even if you are not a homeowner or board member of a community currently managed by **Imagineers**, we welcome the opportunity to bid on any maintenance projects you might have.

Services Performed by Our Maintenance Personnel

Interior Handyman Work-Including drywall installation and repair, painting, insurance loss restoration, and sump pump installation.

Exterior Handyman Work-Including exterior groundswork, sidewalk and asphalt repair, carpentry and building prep, power washing, painting and sign installation.

Highly Skilled Carpentry Work

Including deck construction repair or replacement, structural repairs, and siding, soffit and fascia repair.

Roof Raking and Gutter Cleaning

Including ice-dam prevention and removal; year-round gutter repair and cleaning.

Cleaning Services or Janitorial

Type Work-Including carpet cleaning, general cleaning services and bulk item trash removal.

Emergency 24/7 Services-**Imagineers** has a 24-hour per day, seven day per week emergency call program for vital support systems on the property.

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Imagineers Can Offer Valued Property Maintenance Services to Your Community By Delivering:

Skilled Employees who Perform Quality Work that Imagineers Stands Behind-Our maintenance staff are reliable, dedicated and experienced.

They are fully insured and licensed and we also provide ongoing professional industry training.

Cost Saving Opportunities for your Community-We do this by bundling non-emergency service requests and ensure that our maintenance staff complete these service requests using less billable time.

Greater Familiarity of the Ongoing and Preventative Maintenance needs of your Property-We provide consistency in the maintenance employees working at your property. Our maintenance staff also know the nuances of serving common interest communities.

Greater Accountability and Oversight of Maintenance Staff Serving your Community-Dedicated supervisory staff oversee each project to ensure quality of work and billing accuracy.

Effective Management Information Systems-Our service request reporting system allows you to track work in your community and generate custom reports.

We can provide references from existing clients using these services-We will provide such business references on request. Imagineers is also designated as an accredited

business by the Better Business

Bureau (BBB) with

that business

"Grade A" ranking.

Our good

name and dedicated

staff are our

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For more information please
contact our office and ask for
the Maintenance Division: