



---

## **NOTICE OF ELEVATOR OUTAGES (Broward County, FL)**

To Whom It May Concern,

Regarding the maintenance contract currently in place with the Association, the procedure for handling an elevator shutdown is as follows:

1. Upon a shutdown event, the Association must notify Nouveau Florida by email at [Assistance@nouveauflorida.com](mailto:Assistance@nouveauflorida.com). Upon receipt, Nouveau Florida will generate a service ticket number and dispatch the next available technician to evaluate the elevator.
2. After the technician's evaluation of the elevator, Nouveau Florida will either:
  - Restore the elevator to service during the visit, if the issue can be resolved onsite;
  - or
  - Advise the Association that the elevator must remain out of service pending repairs requiring a formal proposal.
3. If repairs are required, Nouveau Florida will obtain pricing for the necessary materials from vendors and estimate the labor required to complete the work. A repair proposal will then be submitted to the Association for review.
4. Once the proposal has been submitted, it is the responsibility of the Association to review and approve the proposal in a timely manner.
5. If the account is current and in good standing, Nouveau Florida only requires a deposit for repair work exceeding \$7,500. If a deposit is required, materials will not be ordered until the proposal has been signed and the required deposit has been received.
6. Upon receipt of the signed proposal and any required deposit, Nouveau Florida will order the necessary materials and provide the Association with an estimated timeline for the repair. This timeline may be shared with residents to keep them informed of the repair process and anticipated return-to-service date.

Should you have any questions regarding this process, please do not hesitate to contact our office.

Sincerely,

Nouveau Florida