

Fleet Service Offers Minor Repairs and Maintenance on Nisqually Elder Vehicles

ATTENTION ELDERS: Nisqually Fleet Service has created an excellent benefit to perform minor repairs and maintenance on your private vehicle. Below are the steps and and policy. You **MUST** register as a recipient for services through Financial Services **FIRST**.

See the policy and steps below. Once you have completed registration, contact Benjamin Vasquez @ 360-456-5221 X1066 to schedule repairs. The garage is located at 11940 Billy Frank Jr. Blvd. in the Facilities and Transportation two-story gray building.

"We have several openings this month and next. Oil changes usually take an hour or less and we offer transportation to and from scheduled appointments," said Billy Henry, Fleet Manager for the Nisqually Tribe.

Purpose:

This policy is intended to create a system to perform minor repairs and maintenance on privately owned vehicles for Nisqually Tribal Elders at a lower cost through Nisqually Fleet Services.

Policy

1. Must be an enrolled Nisqually Tribal elder.
2. Vehicle must be on the elder vehicle list. Limit of two vehicles per elder.
3. Must be on the list of eligible enrolled Tribal elders.
4. The cost of repairs must be for parts only. No service charges will apply.
5. Services will not be offered on Tribally recognized holidays or administrative closures.
6. Fleet Services will not provide loaner vehicles.
7. Invoices must be paid within five (5) business days of completed service.

Procedure:

1. Register as a recipient for services through Financial Services.
2. Finance provides fleet with an excel tracking mechanism of all enrolled Tribal elders.
3. Finance will verify enrollment and elder status.
4. Schedule appointments for services through Nisqually Fleet Services. Appointments must be made within 24 hours of the service requested.
5. Fleet Services will assess vehicle needs and provide an estimate for repairs to the elder.
6. Services will be performed within a two (2) week time period based on scheduling, and part availability.
7. Fleet Services will provide the elder with an invoice.

8. Elder will pay invoice in the Financial Services office by cash, card, or check within five (5) business days of completed service.
9. Financial Services will provide receipt of payment to the elder and keep copy for Tribal records.
10. Service payments will be applied to Fleet Services budget.

Approved list of Repairs:

1. Replacement of worn-out tires (this includes the purchase). *
2. Mounting, balancing of tires and disposal of old tires.
3. Oil changes and filter replacement every 3000 miles or 12 months.
4. Battery replacement (12-volt combustible engines. No electric vehicles).
5. Replacement of wipers.
6. Repair or replacement of headlights, taillights, and brake lights.

Any vehicle safety issues/concern that may arise during the repairs will be addressed prior to additional services being performed. If the additional repair does not fall within the approved repairs list, the elder will be referred to a local auto repair facility near the reservation. Written documentation will be provided to the elder related to the issue/concern.

Cancellations:

1. Customers can request a cancellation at any time up to 24 hours in advance of the scheduled service appointment.
2. Cancellations after the scheduled service appointment may result in repayment of purchased parts for the repair by the elder.

Elder Responsibility:

1. Must register to be placed on the eligible elders list.
2. Must sign the payment agreement form prior to repairs being made.
3. Must schedule an appointment 24 hours prior to service request.
4. Vehicles must be clean of garbage and/or waste prior to repairs. Vehicles not meeting this criterion may result in cancellation of services by Nisqually Fleet Service.
5. Must be on time for scheduled appointments.