

QUALITY
ASSURANCE PROGRAM
INSPECTION PACKAGE
2017

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SEASIDE HEIGHTS BUSINESS IMPROVEMENT DISTRICT
2017 INSPECTION PROGRAM

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THE EVALUATION PROCESS

The lodging evaluation will cover 5 areas:

- ❑ Exterior and grounds
- ❑ Public areas
- ❑ Guest rooms
- ❑ Bathrooms
- ❑ Safety & Security

We strongly encourage the property owner, manager, or a representative to accompany the inspector during the evaluation. This is an excellent opportunity for you to discuss specific listing and rating issues.

During the inspection process, the inspector will discuss and clarify items needing correction. The inspector will review these items with you before leaving the property. It is advisable for you or your representative to ask the inspector for clarification of any unclear or confusing item notes.

The Seaside Heights Business Improvement District's Quality Assurance Program is as follows:

- a.) An initial inspection will be given. Recommendations by inspector will be made to achieve the highest rating possible
- b.) During the inspection, the inspector has the ability to check that all local and state approvals are satisfied
- c.) Inspector to assess partial points to program

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RATING CRITERIA

The B.I.D.'s rating program represents the overall quality of a facility. This rating program will help the customer choose lodging that will meet their needs and expectations.

The B.I.D.'s rating criteria reflects the design and service standards set by the lodging industry along the Jersey Shore.

The B.I.D.'s inspector is responsible for determining the rating for a facility. The professional judgment, based upon the inspector's ongoing training and experience, is a very important part of the rating assessment.

RATING CATEGORIES

Rating categories are as follows:

- 1) Premium (99-100) – (gold)
Meets the B.I.D.'s highest standards
- 2) Basic Plus (92-98) – (silver)
Exceeds minimum guidelines
- 3) Basic (85-91) – (bronze)
Meets the minimum guidelines
- 4) No Rating (80-84)
- 5) Failed (79-Below)

*7 days to make correction or not in 2016 program

POINT GUIDELINE TO ACHIEVE RATING

There are a total of 100 points in the rating system. All rooms must pass to be in the program.

	<u>POINTS</u>
Exterior Grounds	16
Public Areas/Lobby/Hallways	3
Guest Rooms	43
Bathrooms	24
Safety and Security	14
TOTAL POINTS	100

***All signs are property of the Seaside Heights Business Improvement District**

3 Inspections for 2017: April 2017, June/July 2017, August/spot inspections

If a hotel does not achieve their 2016 status in 2017, they must return their 2016 signs.

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ROOMS

ROOM #: _____

ROOMS

Accurate numbers on all room doors	Exhaust hoods/walls with a grease buildup* (2)
Air conditioner units are: Damaged/noisy/inoperable/missing controls* (2)	Furniture dusty/debris behind Light Medium Heavy
Appliances inadequately cleaned	Furniture: Worn/nicked/chipped/scratched* (2)
Bed frame broken	Furniture laminates: Missing/chipped
Beds inadequately made	Furniture upholstery: Stained/soiled/worn/torn or ripped
Bed mattress: Sagging/soiled/worn/torn* (2)	Furniture hardware tarnished
Bed sheets/mattress pads/pillows are: Worn/torn/stained Plastic mattress covers required* (2)	Lamp shades: Damaged/stained/missing
Bedsprads: Worn/faded/burned/torn/stained	Lamp bases corroded
Beds with: Dust/debris underneath/along platforms	Light bulbs burned out
Carpets/floors/tiles inadequately vacuumed	Locks and deadbolts on all exterior and interior doors
Carpets/Tiles: Worn/matted/stained/split/faded/burned/broken* (2)	Mirrors: Streaked/spotted/inadequately cleaned/desilvering* (2)
Ceilings: Stained/spotted/cracking/peeling	Musty/smoke/offensive odor
Chair/sofa: Debris in crevices/under cushions	Refrigerators not defrosted
Cobwebs/dead insects	Telephone ear pieces: Soiled/dirty/non-working Wifi working if available
Debris around/behind nightstand/credenza	Televisions: Worn/burned/missing panels
Doors: Scarred/smudged/worn finish/holes* (2)	Utensils: Spotted/soiled/tarnished (if provided)
Drapery rods/pulls/wands/are: Broken/missing	Dust buildup: Flat surfaces/pictures/lamps/shades/bulbs
Drapes/window coverings inadequately hung	Wallpaper/paint: Chipping/peeling/stained
Drawers/shelves with: Crumbs/debris	Window/sliding glass door tracks inadequately cleaned if operable with screens

***Designates 2 Points**

	Passed _____	Failed _____
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BATHROOMS

ROOM #: _____

BATHROOMS

Ceilings: Stained/spotted/peeling* (2)	Mirrors: Inadequately cleaned/streaked/spotted/desilvering
Chrome fixtures: Worn/tarnished/corroded	Non-slip surface: Peeling/discolored
Counters/tubs/floors with burn marks* (2)	Shower curtains/walls/soap dish with soap residue* (2)
Daily housekeeping offered (motel only) upon request	Shower curtains: Inadequately hung/torn
Exhaust vents inadequately cleaned	Tile walls/counters/floors: Worn/stained/mildewed/mold/chipped* (2)
Floor coverings: Worn/stained/cracked	Toilets inadequately cleaned
Floor is not properly cleaned	Towels/bath mats: Frayed/worn/discolored* (2) Towel bars/racks: Broken/bent
Hair on: Wall/ceiling/toilet/drain/shelves/floor	Toilet seat worn/broken seat bumpers* (2)
Grout/caulking: Discolored/mildewed/missing* (2)	Medicine cabinet shelves inadequately cleaned Vanity laminate: Chipped/missing/broken
Light bulbs burned out	Walls: Peeling/chipped/marred/smudged
	OTHER:

***Designates 2 Points**

	Passed ____	Failed ____
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EXTERIOR GROUNDS – PUBLIC AREAS/LOBBY/HALLWAY

EXTERIOR

Building paint/stucco: Peeling/faded/chipped/cracked* (2)	Railings: Rusted/weathered
Doors: Faded/scarred/dented/dirty* (2)	Signs: Unattractive/inadequately kept
Grounds: Inadequately maintained/littered	Trim/walkway ceilings: Peeling/chipped/cracked
Parking lot pavement: Cracked/potholed/stripping faded * (2)	Vending/ice machines: inoperable/inadequately maintained/dirty
Garbage dumpsters enclosed* (2)	Walkway surface/carpet: Stained/faded/worn* (2) Stairs: Worn/rusted/broken
Pool deck surface: Worn/stained/cracked	OTHER:

PUBLIC AREAS/LOBBY/HALLWAYS/FRONT DESK AREA

Elevator walls/floor: Scarred/smudged/dirt Inspection/license/report posted* (2)
Front Desk Area and Furniture: Scratched/nicked/chipped Appearance of entire area
OTHER:

*Designates 2 Points

	Passed _____	Failed _____
--	---------------------	---------------------

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SAFETY AND SECURITY

Each of the following has a two-point value.

- Fire extinguisher in all cooking areas
- Exterior fire extinguisher in all hallways and walkways
- Smoke alarm, carbon monoxide detector in working order
- Secure fencing around pool
- Inbound and outbound phone service in each room
- Security guard/Manager/Owner present on weekends
- Safe on premise either in room or main office

POOLS

- B.I.D. inspector has the right to review all state, county and local required inspections and permits.

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SEASONAL CONFIRMATION LETTER 2017 – EXAMPLE

Date: _____

Address: _____

Dear _____:

We have processed your reservation and confirm the following information:

Date of arrival: _____ Number of nights: _____
Date of departure: _____ Number of guests: _____

Room: \$ _____
Tax: \$ _____
Total: \$ _____ Deposit: \$ _____ Amount Due: \$ _____

All guests are responsible for the total balance due at check-in unless cancellation or changes are made according to our cancellation policy. Any changes will be based on availability, and changes in the date of arrival or the number of nights staying will not be accepted unless _____ days advance notice is given. Payment can be made with cash or credit cards (NO CHECKS PLEASE).

In the event that an assigned room is unavailable, the _____ Motel reserves the right to assign a comparable room in its place, or if none is available, the amount of the deposit will be returned and the _____ Motel will not be held liable.

All deposits are used to pay for the rooms from check-in until 12 midnight on date of arrival. _____ Motel reserves the right to rent the room after midnight with all deposits forfeited unless alternate arrangements were made in advance. Up to two children under 12 years of age are free in the same room as their parents. NO PETS ALLOWED. There is a \$20.00 cancellation fee on all refunds.

Check-in time _____ Check-out time _____

Cancellation policy:

7 days notice for refund of deposit, less \$20.00 per room cancellation fee. Less than 7 days notice is subject to forfeiture of entire deposit.

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PROM CONFIRMATION LETTER 2017 – EXAMPLE 1

Date: _____

Name: _____

Address: _____

Dear _____:

Thank you for your reservation deposit, which will guarantee your reservation for your upcoming Prom Celebration Weekend. Please be advised that since the accommodation is held for the dates indicated below, you are obligated for the entire stay. The balance, as well as \$100.00 CASH SECURITY DEPOSIT, will be due upon arrival. This letter will confirm your reservation information as follows:

Confirmation #: _____

Check-In Date: _____ Nights: _____

Check-Out Date: _____

Rooms/Type: _____

Hold Type: (Deposit Received) _____

Total Room Amount: \$ _____

Total Tax Amount: \$ _____

Grand Total: \$ _____

Deposit Amount: \$ _____

Balance Due: \$ _____

Your balance, which is due at check-in, can be paid by cash, money order, traveler's checks or cashier's check. SORRY, NO PERSONAL CHECKS OR CREDIT CARDS.

CHECK-IN time is _____ or anytime after _____. CHECK-OUT time is _____. At least half the guests in the room must be age 18 or older. Proper identification will be required at check-in. All guests must be present at time of check-in.

Parking for ONE CAR PER ROOM ONLY is included. Limited amount on-site. Short walk to additional parking.

Reservation deposit funds on cancelled reservation are as follows:

LESS THAN 72 HOURS NO REFUND

72 HOURS OR MORE DEPOSIT LESS \$25.00

Thank you and Welcome!

Motel Name: _____ Telephone #: _____

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PROM CONFIRMATION LETTER 2017 - EXAMPLE 2

Date: _____

Name: _____

Address: _____

Dear _____

Thank you for selecting the _____ Motel as your "Prom Weekend" destination. Prior to your arrival, we wish to bring to your attention a few of the house rules you will be asked to abide by. It is your responsibility to make sure that everyone staying in your room is aware of and abides by these rules.

Since you have booked a room as a "non-family rental," 50% of the guests registered in your room MUST BE 18 YEARS OF AGE OR OLDER. Maximum allowed in your room is _____ persons. You, as well as the other people occupying the room will be asked for proper picture identification prior to checking in. The \$_____ security deposit must be paid in cash upon arrival and will not be refunded until all guests have vacated the room, and the room is inspected by the _____ personnel. We do suggest that you inspect the room upon checking in and at that time advise the office of any problems.

Only _____ car(s) can be registered to your room and parked in our lots. There is limited on-site parking (first come-first served). Once those spaces are occupied, you will need to park in one of our other off-site lots.

NO alcoholic beverages will be allowed in your room. Anyone violating this rule and all persons occupying the same room will be evicted IMMEDIATELY without a refund. There are NO exceptions to this rule!

It is our intent to make the weekend an enjoyable holiday for you. Please present this letter and your confirmation to the desk clerk upon arrival, and thank you again for choosing the _____ Motel.

Very truly yours,

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PROM RULES 2017 – EXAMPLE

_____ MOTEL

Telephone Number _____

For your safety and the comfort of other guests, it is necessary that you agree to adhere to the following regulations for the duration of your stay at the _____Motel. We thank you for your cooperation.

*Persons under the age of 21 years of age are strictly forbidden to possess or consume alcoholic beverages anywhere on the premises: State Law N.J.S.A. 20:33: 15. Alcohol is not permitted in rooms occupied by minors.

*Only registered guests are allowed on the property or in the rooms. Visiting is not permitted.

*One car per room allowed in parking lot. A parking permit is required.

*Everything in the room has been inventoried and is assumed to be in working condition. Upon check-in, please note and report any damage, etc. to the management immediately or the occupants of the room will assume responsibility for it to the extent that the damage exceeds the amount of the security deposit, the motel will be reimbursed for the full cost of damage. It is understood that the full cost of any damage may include full replacement of the damaged item whether or not it can be repaired should management deem that the item no longer meets their cosmetic standards required for motel use.

*A minimum of \$25.00 will be deducted from security deposit for rooms left in excessively dirty condition.

*Loud noise or music after 11 p.m. is prohibited.

*Wristbands must be worn at all times and must be returned to office upon departure. There is a \$25.00 charge for lost or unreturned wristbands.

*The management reserves the right to refuse service to anyone and is not responsible for lost or stolen property. The undersigned agree that violation of any of these regulations can result in eviction from the property and forfeiture of all monies paid (room rental and security deposit). NO REFUNDS.

SECURITY DEPOSIT \$ _____ NUMBER OF KEYS _____ (Lost keys \$10.00)

THE FOLLOWING PERSONS ARE REGISTERED TO ROOM # _____

NAME (please write legibly) No substitutions allowed	AGE
_____	_____
_____	_____
_____	_____

CANCELLATION POLICY – 2017

THE CANCELLATION POLICY OF ANY MOTEL SHOULD BE STATED OR DISPLAYED IN THE FOLLOWING THREE WAYS:

- 1. CANCELLATION POLICY SHOULD BE VERBALLY STATED AT THE TIME OF BOOKING A RESERVATION.**

- 2. CANCELLATION POLICY SHOULD BE PROMINENTLY DISPLAYED ON THE WEBSITE.**

- 3. CANCELLATION POLICY SHOULD BE CLEARLY STATED ON THE CONFIRMATION LETTER.**

RESERVATION AND CANCELLATION POLICY 2017 EXAMPLE

A RESERVATION CONSTITUTES A TWO-WAY CONTRACT BETWEEN THE _____ MOTEL AND YOU. IT ASSURES THAT YOUR ACCOMMODATIONS WILL BE KEPT AVAILABLE FOR YOU FOR ALL THE DATES INDICATED, AND IT ASSURES US THAT WE CAN TURN AWAY OTHER POTENTIAL GUESTS FOR THE DATES INDICATED. THERE IS A ONE-NIGHT OR 50% DEPOSIT REQUIRED (WHICHEVER IS GREATER) IN ORDER TO CONFIRM RESERVATIONS.

CANCELLATION OF RESERVATION, OR DEPARTURE BEFORE THE AGREED DATE WOULD RESULT IN A LOSS OF REVENUE WITH LITTLE OPPORTUNITY TO RECOVER THE LOSS. THEREFORE, THE CUSTOMER IS RESPONSIBLE FOR THE ENTIRE BALANCE OF THE RESERVATION AMOUNT UPON ARRIVAL. NO CHANGE IN RESERVATION WILL BE PERMITTED AT CHECK-IN.

A TWO-WEEK WRITTEN NOTICE OF CANCELLATION IS REQUIRED FOR THE REFUND OF DEPOSITS. (ALL ELIGIBLE CANCELLATIONS ARE SUBJECT TO A \$30.00 CANCELLATION FEE). YOUR ENTIRE DEPOSIT WILL BE FORFEITED IF YOUR RESERVATION IS CANCELLED WITHIN TWO WEEKS OF ARRIVAL DATE. THERE WILL BE NO REFUNDS IF YOU CHECK-OUT PRIOR TO THE AGREED DATE OF RESERVATION.

IT IS UNDERSTOOD THAT THE _____ MOTEL CANNOT ACCEPT RESPONSIBILITY FOR INCLEMENT WEATHER, CHANGES IN TRAVEL PLANS, PERSONAL SICKNESS OR INJURY, ETC.

THE _____ MOTEL VALUES YOUR PATRONAGE AND APPRECIATES YOUR UNDERSTANDING.

THANK YOU!

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CHARGE CARD RESERVATION FORM 2017 – OPTIONAL

_____ MOTEL

I, _____ authorize the _____ MOTEL to charge to the following credit card (circle one)

VISA M/C DISCOVER

CREDIT CARD NUMBER _____ EXP. DATE _____

On behalf of _____ Reservation # _____

Dates of Reservation: _____

I understand that this deposit amount is non-refundable.

Cardholder's Signature _____ Date: _____

CARDHOLDER NAME (please print) _____

BILLING ADDRESS _____

CITY _____ STATE _____ ZIP _____

DAYTIME PHONE _____ EVENING PHONE _____

FAX _____ E-MAIL ADDRESS _____

This form must be signed and returned before your reservation can be processed and confirmed, if this form is not returned, your reservation will be automatically cancelled.

RESERVATION AND CANCELLATION POLICY

A reservation assures that your accommodations will be kept available for the dates indicated, and it assures us that we can turn away all other potential guests for those dates.

Cancellation of reservation or departure before the agreed date would result in lost revenue to the _____ Motel with little opportunity to recover the loss. Therefore, the customer is responsible for the entire balance of reservation amount upon arrival. Your entire deposit will be forfeited if your reservation is cancelled.

IT IS UNDERSTOOD THAT THE _____ MOTEL CANNOT ACCEPT RESPONSIBILITY FOR INCLEMENT WEATHER, CHANGES IN TRAVEL PLANS, PERSONAL SICKNESS OR INJURY, ETC.

THE _____ MOTEL APPRECIATES YOUR UNDERSTANDING AND VALUES YOUR PATRONAGE. THANK YOU FOR YOUR RESERVATION.

WEBSITE GUIDELINES – 2017

Home Page

Name, Address, Phone Number, Fax Number, E-Mail Address

B.I.D. Link

Use Seaside Heights B.I.D. logo (will be provided upon request.) as many times as possible on different pages

Amenities

- On ocean/walking distance to ocean
- Pool
- Seasonal or Year Round
- Handicap Accessible
- # of Rooms, __# of Efficiencies
- Refrigerator
- Phones
- Free Parking
- Restaurant/Grill
- Free Beach Access
- Jacuzzi
- Ice Machines
- Cable Television
- Faxing

Reservation/Cancellation Policy

Directions from all points (see B.I.D. web page: [www.exit 82.com](http://www.exit82.com))

Pictures coinciding with rooms/rates

Prom

Rules for Reservation

Attractions/Events (see B.I.D. web page)

PLEASE HAVE YOUR WEBMASTER CONTACT THE B.I.D. OFFICE TO PLACE 2017 INSPECTION LOGO ON YOUR WEBSITE, UPON MEETING ALL CRITERIA IN THE 2017 INSPECTION RATING PROGRAM.

USING THE PRIOR YEAR'S AND/OR THE 2017 INSPECTION LOGO WITHOUT B.I.D. APPROVAL IN ANY WAY, PRINT OR ON WEBSITE, WILL BE SUBJECT TO LEGAL ACTION.

PRINTED MATERIAL – 2017

PRINTED MATERIALS ENCOMPASS BROCHURES, VISITORS GUIDE AND NEWSPAPER ADS.

**ALL PRINTED MATERIAL PUBLICIZING YOUR ESTABLISHMENT SHOULD REFLECT TRUTH
IN ADVERTISING.**

**AMENITIES AND SPECIALTIES REGARDING THE PROPERTY ARE WAYS OF HIGHLIGHTING
WHAT YOUR PROPERTY HAS TO OFFER. THIS HELPS DIFFERENTIATE YOUR PROPERTY
FROM OTHER PROPERTIES.**

**USING THE PRIOR YEAR AND/OR THE 2017 INSPECTION LOGO
WITHOUT B.I.D. APPROVAL WILL BE SUBJECT TO
LEGAL ACTION.**

COMPLAINT AND REVIEW PROCESS – 2017

Complaint Process:

- Any complaint to the Borough Hall will be documented and forwarded to B.I.D. inspector to follow up and respond accordingly
- All complaints will be documented by B.I.D. inspector

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ROOM NUMBERS INFORMATION SHEET

Please provide a listing of your room numbers to assist us with the inspection of your motel.
(i.e.) How many floors in your motel? Please provide a list of how the rooms run 1-15, 101- 114, 201- 218 etc.

Total Floors _____

Total Rooms _____

Floor 1

Room Numbers _____ to _____

Floor 2

Room Numbers _____ to _____

Floor 3

Room Numbers _____ to _____

MOTEL INFORMATION SHEET – 2017

ALL INFORMATION MUST BE COMPLETE

Please give us the following updated information. **PLEASE PRINT CLEARLY**

NAME OF MOTEL _____

ADDRESS _____

MOTEL PHONE _____

MOTEL OWNER (IF CORPORATION, PLEASE PRINT NAME OF PRESIDENT)

CONTACT PERSON (IF DIFFERENT THAN OWNER) _____

MAILING ADDRESS _____

WINTER MAILING ADDRESS _____

CONTACT PHONE NUMBER _____

FAX _____ CELL PHONE _____

WEBSITE ADDRESS _____

E-MAIL ADDRESS _____

1. # of Rooms _____ 2. # of Efficiencies _____ TOTAL # of Units _____

3. Pet friendly _____ 4. Pool _____

5. Year round _____ 6. Seasonal _____

7. Amenities _____

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CHECK LIST – 2017

Please put a check next to the item to make sure the package is presented completely and attach a copy of the following items:

- Copy of Motel Information Sheet
- Copy of Motel Policy and Procedures
 - A. Seasonal Confirmation
 - B. Prom Confirmation
 - C. Prom Rules
- Copy of Cancellation Policy
- Printout of website (all pages)
- Copy of printed materials (brochures)

ALL INSPECTIONS WILL BE SCHEDULED BY THE INSPECTOR. ALL INITIAL INSPECTIONS MUST BE COMPLETED BY MAY 24, 2017.

PLEASE LIST CONTACT PERSON FOR INSPECTION _____

BEST PHONE NUMBER _____ FOR INSPECTOR TO SCHEDULE INSPECTION.

I have read all requirements for the 2017 Inspection Rating Program; I understand them and will hereby abide by all.

Signature: _____ Date: _____

**ALL CHECK LIST ITEMS NEED TO BE IN THE B.I.D. OFFICE
NO LATER THAN WEDNESDAY, APRIL 5, 2017.**

Initial Inspections will begin no later than April 19, 2017 and will conclude by May 24, 2017.

ALL ITEMS LISTED ABOVE MUST BE SUBMITTED TO THE BID OFFICE IN ORDER TO SCHEDULE AN INSPECTION.

NO EXCEPTIONS ALLOWED.