

The Villas at Falls Run Condominium Unit Owners Association

Standard Operating Procedure

Reporting Problems with Condominium Common Elements February 28, 2012

(September 6, 2018, updated monetary threshold for Community Manager action)

1. **Process:**

- a. A problem with a common element within The Villas at Falls Run Condominium (the “Condominium”) shall be reported to The Villas at Falls Run Condominium Unit Owners Association (the “Association”) Managing Agent who shall be known as the Community Manager.
- b. If the problem is ascertained to be Association responsibility and the cost for any repair or correction is determined to be \$2,000 or less, the Community Manager shall arrange for the necessary repairs or corrections to be done.
- c. If the problem is ascertained to be Association responsibility and the cost for any repair or correction is determined to be over \$2,000, the Community Manager shall send a report to: (1) the Chairperson of the Buildings and Grounds Committee, (2) the President of the Board of Directors of the Association, and (3) the Board of Directors liaison to the Buildings and Grounds Committee.
 - i. Following receipt of such a report, the Buildings and Grounds Committee shall review the problem and provide a recommendation to the Board of Directors.

- ii. The Board of Directors shall consider the recommendation of the Buildings and Grounds Committee and notify the Community Manager of its decision.
2. **Emergency Process:** Initial action shall be to stabilize the problem and prevent or limit personal injury or property damage. The Community Manager shall make immediate arrangements for repairing or correcting the problem. If repair or correction of the problem is estimated to cost over \$2,000, the Community Manager shall also immediately contact the President of the Board of Directors, or designee, for approval or review of a further course of action.
3. **Buildings & Grounds Committee Responsibility:** For repairs or corrections costing over \$2,000, and any other issue as requested by the Community Manager, the Buildings and Grounds Committee shall inspect the situation (including emergencies, if time permits) and recommend action(s).
4. **Board of Directors Responsibility:** The Board of Directors shall consider and approve or disapprove recommendations for repairs costing over \$2,000.

Standard Operating Procedure for Reporting Problems within Villa Units or Common Elements dated September 15, 2008 is rescinded.