

The Villas at Falls Run Condominium Unit Owners Association

Standard Operating Procedure for Reporting Problems within Villa Units or Common Elements

The intent of this standard operating procedure is to outline procedural steps and provide guidance for reporting building problems and common element issues.

1. **Owner responsibility:** Before reporting a building problem to the property manager (PM), the owner must check the Villas Owner/Association Responsibility Matrix to determine if the building problem is the owner's responsibility or not. If the problem is the owner's responsibility, it is important for the owner to review the Del Webb Home Warranty Document to determine if Pulte warranty coverage is still applicable in order to avoid possible unnecessary personal costs. The owner must deal with Pulte directly for action on these issues. Problems that come under the FRCA responsibility (for example mailboxes, street sign etc.) need to be reported to the FRCA management company representative. Only problems that are under the Villas Association responsibility should be brought to the attention of the Villas Association PM.

2. Process:

a. A Villas problem report is made by telephone, e-mail, or letter by owner to the Villas PM.

b. PM adds problem report and related information to Villas problem status spreadsheet.

c. PM notes status of problem: emergency, urgent (safety hazard), or routine.

d. PM notes party responsible for implementing/funding the corrective action, such as Warranty Coverage (Developer), Unit Owner, Villas Occupant, Villas Association, FRCA, Sub-Contractor/Services Provider, Utilities Company, etc. that need to be brought into the process.

e. If the problem is the Association's responsibility and the cost is determined to be \$500 or less, PM arranges for work to be done. To keep costs down, PM groups projects together for specific vendors.

f. If the problem is the Association's responsibility and over \$500, PM sends problem report (including emergencies over \$500) to Buildings & Grounds Chair (BGC), Board Buildings & Grounds Liaison (BGL), and Board President (BP), or the respective designee of each, via email.

g. Upon receipt, BGC visits problem site (including emergencies, if time permits). BGC recommends action or action options to BGL and BP. BGL refers all repairs over \$500 to the full Board with his/her recommendation.

h. Board approves or disapproves work and notifies PM of decision. For work expected to exceed \$1,000, the PM will attempt to obtain three bids for referral to the Board.

i. When a repair is approved, PM contracts for work and informs the owner of any access required to perform the repairs. Throughout the process PM updates Villas problem status spreadsheet. PM provides BOD with a copy of problem report status spreadsheet with the PM's monthly report.

3. Emergency Process: If problem report is an emergency costing under \$500 (by PM's best estimate), PM gets problem corrected ASAP. If the problem report is an emergency costing over \$500 (by PM's best estimate), PM contacts the BP or BP's designated Director ASAP for approval. The PM then gets the problem corrected ASAP.

4. Villas Buildings & Grounds Committee Responsibility: For problem reports over \$500, BGC inspects site of problem (including emergencies, if time permits). BGC recommends action for problem reports over \$500.

5. BOD Responsibility: BOD approves information to be included in the design of the problem report spreadsheet. BOD reviews and approves or disapproves repairs over \$500.

6. Owner Liability: When repairs are an owner's responsibility but are not done correctly, the owner shall be liable for correcting and paying for all maintenance, remediation, repair, or replacement rendered necessary by the improper repair. Owners are also responsible for other work they perform or that is performed by vendors they engage, such as the installation of satellite dishes, awnings, etc. For further information regarding owner liability issues see Article VI, Section 5.(b) of the Bylaws, The Villas at Falls Run Condominium Unit Owners Association.

7. Problem Status Report: The Problem Status Report will contain the following columns: Address/Name; Date Reported; Problem Description; Action/Solution; Cost; Date Completed; and Notes.