

Villas of Arden Mills

Processes that are in place to insure the timely response to Issues/needs raised by Unit Owners:

Effective January 1, 2019

All calls/e-mails relating Unit Owners Issues/needs are to be directed to Community Management Professionals (CMP). These go directly to Carl Wilkinson (cwilkinson@cmpmgt.com 412-279-9280 ext. 260). Carl will do the initial fact finding with the Unit Owner and utilize any standard procedures to handle the Issue/need. Items such as garbage/recycle pickup, water not available, contractor issues will be handled with the appropriate organization. Items such as Alteration Requests, Unit sale documents, clubhouse rentals, new storm doors, new patio installations, or satellite TV installations, have documents, or procedures that will be directed to the Unit Owner to follow. Carl will advise the Board of the action taken. Otherwise, Carl knows the appropriate first responder to direct the Issue for resolution. Most times this will be directed to a Committee chair. All Board Members are copied. The Committee chair will typically select a member of the Committee to do the fact finding associated to the Issue, or handle it themselves. Once defined, the Issue's resolution may require the full Committee to discuss the recommended action to be taken. Each Committee meets monthly or communicates via e-mail if a more timely action is needed. In many cases, the Committee member will be able to resolve the Issue. If the resolution of the Issue requires an expenditure of funds, and the Committee has approved Budget, they will direct CMP to proceed with the resolution and copy the Board. If there is no Budget, the Board is advised of the circumstances and the cost of the resolution and asked to approve the expenditure. In some cases, no further action will be the resolution. When the Issue is resolved, the Committee Chair advises CMP and the Board. CMP conveys the resolution to the Unit Owner. Should the Unit Owner not accept the resolution offered by this process, they are

invited to direct their concerns to the Board, either in writing or at the next Board meeting. Should the Issue be an Emergency, as determined by CMP, they may dispatch a contractor to resolve the Issue and advise the Board and Committee. For example, a roof is leaking into a unit, or a snow removal situation is required for an emergency vehicle. All reported Issues are discussed in the Committee meeting to determine if this is an isolated incident or if this Issue has potential to occur in multiple locations, or whether a Newsletter article to inform the Community is required, or if this needs to be discussed at a Board meeting. The Committee Chair keeps a list of Issues. This list is reviewed in the monthly meeting until resolution is achieved.

Ron Richards November 15, 2018