

RESOLUTION OF THE
KEN CARYL RANCH TOWNHOUSE ASSOCIATION INC.

REGARDING POLICY AND PROCEDURE FOR MAINTENANCE

SUBJECT: Adoption of a policy and procedure regarding homeowner requests for improvement

PURPOSE: To provide notice of the procedure to the management company, committees, and /or Board of Directors in addressing, implementing a work order, recording and follow-up to such requests

AUTHORITY: The Declaration, Articles and Bylaws of the Association and Colorado law.

EFFECTIVE DATE:

2-5-13



RESOLUTION:

All requests regarding maintenance issues shall be referred to the management company (MC). Notification may be made by electronic mail, telephone, in person and/or by regular mail. Verbal communication requests will be followed-up by MC with a written record of such request.

MC receives and logs resident information. An electronic log, to include: date in, request description (sorted by request category - concrete, doors/windows, gutters, etc.) and unit address, completion date and follow-up date with resident will be kept to track the process of the request and stored until disposition is reached.

A copy of maintenance (regular or emergency) requests shall be given by the MC to the relevant committee chair, if approved committee is in force. Committee chair can assist in assessing project size, scope and cost by meeting vendors on site and reviewing proposals for recommendations to the MC and Board.

The approved committee chair (or Board) shall investigate the request to determine background information and provide possible remedies.

Approved committee chairs shall conduct subject meetings on monthly or "as need" basis and submit meeting minutes within ten (10) days of meeting date to MC, Committee Board Liaison and meeting attendees.

If the relevant committee, MC (or Board) finds the issue is not valid, as far as size, scope and cost, for the Home Owners Association (HOA) to address, the management company (MC) will inform the resident within 25 days of the finding and the log will be closed as "no action required."

If the relevant committee, MC (or Board) finds the issue is valid, as far as size, scope and cost, for the HOA to address, the committee shall "brainstorm" to find the best possible remedy. Written committee recommendations, along with vendor proposals, will be submitted to the MC for Board review and/or final approval.

If the request is part of an on-going project, the MC shall be advised by the Board to inform the resident, within 25 days, their request is part of a larger project. The resident shall be provided with an estimated time and status of the remedy. The maintenance log will reflect the "bundling" of such requests and the date of the resident notification. The committee meeting minutes will reflect the status of the "bundled" requests and any changes, noting delays.

The monthly Board packet shall include the latest copy of the maintenance log, as tracked by the MC.

When safety and/or security is an impending issue the Chairperson, Board of Directors, and MC shall implement a resolution as follows: Using a "reasonable person" standard, emergency action for the purpose of stabilizing the issue is defined as those actions that if not taken will result in a substantial risk to safety, security, and/or increase future expenses or losses to the Association and/or members' property.