

TO: SOUTHERN VILLAGE TOWNHOME OWNERS
FROM: SVHOA BOARD OF DIRECTORS; Tony Smith, Pres./Dick Lowe, Sec.
DATE: AUGUST 1, 2007
RE: HOME OWNER ASSOCIATION / OWNER MAINTENANCE

POLICIES AND PROCEDURES

This and the attached schedules are to clarify for owners, townhome committee (SVTC)/ Board members and management the separate responsibilities and procedures required for exterior maintenance of townhomes. **It will guide management decisions on maintenance and is designed to be uniformly fair and equitable to all owners.**

When an individual owner or authorized HOA representative perceives the need for exterior maintenance the attached list or schedule should first be checked to see if the responsibility for maintenance is that of the owner or the HOA. Other sources to refer to or consult are the recorded Covenants/Supplemental Covenants, Frequently Asked Questions and community management contacts at www.southernvillage.org.

If the need is an authorized responsibility of the HOA a request should be made to the community management company by telephone, fax or email. (Harrington Bank provides free computer use.) If the need is NOT listed in the attached HOA schedule or IS a part of the itemized maintenance scheduled by the HOA at intervals shown, a request should NOT be made. Piecemeal, exterior maintenance is by owner only.

If the work or maintenance requested is an owner responsibility or is a part of HOA maintenance periodically scheduled, the person requesting it will be clearly and appropriately so advised by management. Denials of maintenance requests may be appealed to the townhome committee (SVTC) and/or the Board prior to or at their next regularly scheduled meetings.

When a maintenance request, which is the responsibility of SVHOA, is approved, management or SVTC or a designated Board representative will ask one or more of the service providers/handyman in the approved list attached to inspect, give an opinion and quote and then perform the work. Competitive quotes should always be encouraged and used when appropriate. Maintenance amounts exceeding \$500 must be approved by a Board representative and/or SVTC member prior to performance and payment.

The **ATTACHED LIST** of service providers is recommended for owners use as well; these referrals have been researched and compiled through actual and satisfactory experience of townhome owners, board members and SVTC members.

This policy/maintenance responsibility/procedure has been fairly interpreted from Covenant provisions and developed from practical experience. Money spent on townhome maintenance is owner money whether or not it is first collected by the HOA. NOTE, home inspections issues are not relevant to this policy and should be settled by sellers/purchasers prior to closings. **Volunteers are encouraged to get involved and continue to improve the townhome maintenance process.**