



Operational Policy 02: HOMEOWNER REQUESTS AND CONCERNS

Date Adopted by Board: 4-10-18

Related Policies: CCR Article IX, Section 7; LSV Community Rules and Regulations, Alterations, Additions and Subdivision.

Related Forms: ***Architectural Change Request***

Policy Statement: Owners shall follow established procedures for making requests and presenting concerns to management and the Board.

Introduction/Background:

Requests and concerns of Owners are handled most efficiently when communication processes are clear. This policy clarifies processes for communication between Owners and the Board or management.

Procedures:

- A. **Homeowner Concerns to the Board of Directors** - Requests for homeowner concerns to be discussed at a monthly board meeting must be submitted in writing to the Board, with a brief description of the concern and the requested solution, no less than 7 days prior to the monthly meeting.
- B. **Common Area Maintenance Requests** – Requests for maintenance should be made to management by email or letter. Phone requests should be made to management for urgent matters.
- C. **Architectural Changes** - Owners who wish to alter the exterior of their units or patios must first complete and submit to the Board an ***Architectural Change Request*** form.
- D. **Gutter Cleaning** - Requests for gutter cleaning shall be made by email or written letter to management. Gutters are to be cleaned once per year. If they reclog, they will be cleaned once more upon request of the Owner.
- E. **Management Concerns** - Concerns about management issues, including personnel, must be communicated to the Board in written form.