

## PVIA Procedures for External Repairs

The following procedure is to be used by any homeowner or Board Member to report a problem with their house as it relates to the PVIA External Maintenance Policy (EMP).

1. Homeowner or Board member is to notify the management company of a potential exterior problem including roofing problems.
2. The Management Company is to notify the CIC Chairperson who will assign a committee member of the CIC to contact the respective homeowner about the problem. The assigned committee member will contact and review the problem with the homeowner.
3. Based on his/her discussion with the homeowner, the committee member shall attempt to identify if the problem is covered under the Exterior Maintenance Policy and report his findings to the CIC. Pictures and diagrams are recommended to help describe the problem for review by the Committee. If the roof has an active leak with water running, the management company will call our roofing contractor to correct the leak. RENCO is used for tile roofs and Foam Experts is used for flat roofs.
4. The CIC will determine if the problem is part of the EMP and will make recommendations to resolve the problem if it is a PVIA responsibility. A consultant may be necessary to review the problem and, if so, the CIC Chairperson shall advise the management company to contact the responsible consultant and have him/her investigate further. The consultant will report back to the CIC with his findings. The committee will review all collected information.
5. The CIC Chairperson will contact the management company to advise the homeowner of the CIC investigation results based on the findings of the Committee.
6. Notwithstanding Item 3 above and elsewhere in this or other documents, if the result of the investigation determines the problem is a responsibility of PVIA, the CIC Chairperson shall have the management company request proposals from approved contractors to assess damage and recommend solution(s) with proposal quality pricing. If it is determined that the problem is the responsibility of the Homeowner, then the Homeowner shall be billed for the inspection and any other expense by PVIA.
7. The management company will obtain a bid(s) from contractors for the required exterior repairs. The Proposals shall be sent to the CIC for their review and to recommend a selection of the proposals.
8. CIC may approve any repair under \$1,000. Any amount over \$1000 will require Board approval. The CIC shall inform the PVIA Board of Directors at the next Board meeting of this expense for final approval.