

TO: SOUTHERN VILLAGE TOWNHOME OWNERS
FR: SVHOA BOARD OF DIRECTORS

Updated: Tuesday, October 18, 2011

RE: HOA / OWNER MAINTENANCE POLICIES AND PROCEDURES

This and the attached schedule 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 to 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.

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.

Maintenance and painting of siding and trim for all Southern Village townhomes will begin in early 2013.

Volunteers are encouraged to get involved and continue to improve the townhome maintenance process. Please contact the Board of Directors or Townhome Committee if you would like more information about how you can help.

SOUTHERN VILLAGE TOWNHOUSE OWNERS SCHEDULE OF MAINTENANCE RESPONSIBILITIES

SVHOA RESPONSIBILITY:

- Maintain all unfenced lawn, landscape and streetscape areas as needed
- Repair, paint, refurbish, replace exterior wood trim every five years.
- Refurbish, maintain or replace all exterior caulking every five years
- Paint exterior doors, shutters, wood and iron railings every five years
- Paint/repair outside fence surfaces parallel to alleys every five to ten years
- Paint and repair siding estimated as needed every ten years
- Provide tuck pointing of exterior brick walls and miscellaneous brick maintenance estimated as needed every ten years
- Replace exterior shutters every fifteen to twenty years; repaint every five
- Replace gutters and downspout systems every twenty to twenty-five years; clean and maintain as needed
- Repair exterior roofs (including leaks around chimneys and vents) as needed
- Replace exterior asphalt shingles on roofs every twenty to twenty-five years
- Provide annual termite inspection and protection

SVHOA responsibility is limited to **exterior** maintenance, repairs, and replacements resulting from normal aging and exposure. Items not specifically listed above are excluded. Damages or needs resulting from all other sources are the individual owner's responsibility.

OWNER RESPONSIBILITY:

- Maintain, repair, repaint, refurbish, replace, or touch up all exterior wood surfaces and caulking as desired or needed in the interim of the SVHOA maintenance scheduled every five years
- Maintain, repair, refurbish, paint or replace all masonry or wood porches, steps, stairs, stoops, inside fence surfaces and privacy fences as desired or needed
- Repair or replace all door jams, frames, thresh holds as desired or needed
- Repair or replace all window components including all glass, frames, casements, trims, hardware, caulking and sealants as desired or needed
- Repair, clean or replace all patios, walkways and driveways as desired or needed.
- Maintain or replace all attic/roof fans, ventilation devices including foundation vents and skylights as needed
- Repair or replace all mailboxes, garage doors, exterior light fixtures and other hardware as desired or needed.
- Maintain all private gardens, landscape additions, owner plantings, flowers, additional fences, trellises, masonry walls and any other owner installed decorative pieces
- Repair or replace all exterior area items damaged from sources such as owner negligence, willful destruction or hazardous loss