

# Village of Hartwick Operating Procedures

## Issue and Resolution Reporting and Tracking Process

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Version 3.0

Approved: Jun 27, 2023

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### **Section I – Definitions**

VOH – Village of Hartwick Resident Association

Residents – Homeowner

Board – Board of Directors of Village of Hartwick Resident Association

Executive Committee – Refers to the officers of Hartwick Village Resident Association that includes the President, Vice President and Secretary/Treasurer

Committee Chair – Usually a Board Member assigned to head a specific committee

Project Champion – Person who has primary responsibility for a project. Often this will be the Committee Chairperson

Property Manager – Refers to Cornerstone Property Manager

Vendor – Supplier, Company or individual who may bid or deliver a service or product or project for Village of Hartwick

Approvers – Refers to the Committee Chairperson and Board

DCCR – Means all governing documents including Articles of Incorporation, DCCRs, Bylaws and Rules and Regulations

Notices – Refers to official notices for non-compliance which may be either Courtesy Notice, Second Notice and Final Notice

### **Section II - Overview**

The VOH encourages all residents to contact the Property Manager with any questions or concerns they may have. This document defines the process of reporting, tracking, escalation and final resolution of resident contacts with the Property Manager.

### **Section III – Types of questions or issues**

1. Questions regarding DCCR or governance
  - a. The Property Manager will answer the question after reading DCCR and will provide the Paragraph, Article # to the resident. If the answer is not clear or can not be found in the DCCR then the question will be escalated to the Executive Committee of VOH
  - b. If a resident or agent needs a copy of DCCR, the Property Manager will provide them with the Web URL for the documents or forward (via email or USPS) the document to them if requested.
2. Questions regarding water bill, water usage, VOH maintenance billing or past dues
  - a. Property Manager will address the issue or question directly to resident
  - b. If the issue cannot be addressed with documented standards or processes by the Property Manager, then they will escalate to the Executive Committee
  - c. If the issue is excess water usage, Property Manager will refer to Water Billing process to answer resident and will also escalate to the Executive Committee

3. How to request and get approval for Landscaping or Exterior modifications
  - a. The Property Manager will provide the appropriate form to the resident and ask them to fill it out completely and return it to the Property Manager.
  - b. The Property Manager will receive the completed form and review it for completeness, ensuring all appropriate sections are completed and all signatures applied and dated.
    - 1) If form is incomplete or additional details are needed it will be sent back to Resident explaining what else needs to be completed
    - 2) If the form is complete, it will be forwarded to the appropriate party. If it is for Landscaping Modification, it will be forward to Landscaping Committee Chair. If for Exterior Modification, it will be forwarded to Architectural Committee Chair.
  - c. Once the form is complete the Property Manager will inform the resident that approval is pending.
  - d. The Approvers will review the form to ensure it is in compliance with all DCCR and meets all VOH standards for appearance and overall style.
    - 1) The Landscaping Committee will review all modifications for Landscaping according to Landscaping Process document and make a recommendation to the Board for approval or rejection.
    - 2) The Architectural Committee will review all Exterior Modification request and make a recommendation to the Board for approval or rejection.
    - 3) A majority vote of the Board is required for all final decisions
  - e. When the form is returned from Approvers with either approved or rejected, the Property Manager will inform the resident of the decision and instruct the resident to keep the Approved Modification for their records. After final approval or rejection, the Property Manager will keep a permanent file of all Modification Requests
4. Problems with VOH vendors such as landscapers, termite inspections or pest treatments
  - a. For most routine issues with landscapers, termite, or pest treatment the resident will notify Property Manager of the problem, who will call vendor and ask them to contact resident for resolution.
  - b. Property Manager will follow up with resident to ensure problem has been resolved
  - c. If problem is not resolved in step 4.a. then follow the Complaints process in item 5 below
5. Complaints regarding Vendors, appearance, or issues within the Village or with any resident
  - a. Resident making complaint will complete a Complaint or Property Damage Report and return it to the property manager
  - b. The Property Manager will determine if it is a problem they can resolve. If so, the Property Manager will respond back to the resident with a completed Complaint or Property Damage Report stating the solution.
  - c. If Property Manager cannot resolve issue or answer question, then it will be escalated as follows
    - 1) Landscaping issues will be sent to Landscaping Chairperson
    - 2) All other issues will be sent to Executive Committee
  - d. Once a resolution is decided the form will be completed and sent back to the Property Manager who will update the Log and send completed Complaint form back to Resident,
6. Property damage caused by a VOH vendor.
  - a. Resident will complete a Complaint or Property Damage Report and return it to the property manager

- b. Property Manager will determine if it is a problem they can resolve, if so will respond back to resident with completed Complaint or Property Damage Report stating the solution.
  - c. If the Property Manager cannot resolve the issue they will forward it to the Executive Committee for follow-up.
    - 1) If Executive Committee can resolve problem to the satisfaction of the resident, they will do so by completing the resolution section and returning it to Property Manager.
    - 2) If damage is extensive or complicated the Resident and Vendor will be asked to complete a Damage Mitigation form to ensure both Vendor and resident knows exact scope of work to be complete.
7. Needing copies of Board minutes or financial reports
- a. The property manager will provide copies as requested. Financial reports sent to homeowners will only include a Balance Sheet and Statement of Operations.
8. Questions regarding VOH services included with maintenance dues
- a. The Property Manager will provide the Web link to the resident to download the General Information Process document. If the resident does not have on-line capabilities the Property Manager will mail a copy to resident.
  - b. If the question regards clubhouse or pool the Property Manager will refer the resident to the Springhurst web site or property manager.
9. Handling complaints and issues with resident that are suspected to not be in compliance with DCCR or Rules and Regulations.
- a. Complaints can be any issue in regards to landscaping, appearance of property, noise, stray animals, nuisance, lack of proof of insurance, or any issue the Property Manager, Resident or Officer suspects that is a violation of DCCR or Rules and Regulations
  - b. When a complaint is filed by a resident or Officer, the Complaint or Property Damage form (Exhibit A) will be completed and sent to the Property Manager. It will state the possible violation and recommended action that should be taken.
  - c. The Property Manager will review the complaint and try to verify if the complaint is justified. If the Property Manager cannot resolve the issue, they will forward the Complaint form to the Landscaping Chair if it is related to Landscaping otherwise it will be forwarded to the Executive Committee.
    - 1) Once the complaint has been determined to be a violation by the Executive Committee, the Property Manager will complete and mail to the resident a Courtesy Notice (Appendix C) that explains the violation with a reference to the specific DCCR or Rules and Regulation Section and Paragraph number. The resident will normally have 30 days to come into compliance and must return the Violation Response form within the 30 days.
    - 2) If the resident does not remedy the complaint within 30 days a Second Notice will be mailed stating, they have not fixed the issue and have 15 days to come into compliance before additional action will be taken including possible referral to an Attorney.
    - 3) After 45 days if the resident has not corrected the problem or has not responded to the Second Notice a Final Notice will be sent. The Final Notice will once again state the issue with reference to DCCR or Rules and Regulations, and dates of previous notices as well as language stating the issue may be turned over to an Attorney for legal action. It should state the Resident will be responsible for any legal expenses.

- d. The Property Manager will send a copy of all the Notices to the Executive Committee prior to mailing them to the resident. The President or Vice President will confirm with the Property Manager to proceed with mailing the Notice.

**Section IV – Maintaining Log**

The Property Manager will maintain a log of all calls from residents and record question, concern, and final resolution. The log is an excel spreadsheet that will be maintained by the Property Manager. A sample of the log follows.

**Resident Contact Log**

Date	Resident Calling	Contact Info	Regarding	Escalated to:	Follow up date	Final Resolution Date
06/25/02	Joe Smith	502-555-555	Resident has termites after the termites treatment. I informed I will call EnviroSate and have them contact the resident to schedule and inspection or treatment	Jim Smith @ EnvironSafe	06/28/20	07/03/20
07/01/20	Jane Doe Sales Agent for 4111 Hartwick Village	502-555-5555	Needed copy of CCR and Latest Financial Statement. I forward info to her.		07/02/20	07/02/20



**Section V – Final Resolution**

Final resolution occurs once the answer to a question has been provided to the originator or the Complaint or Property Damage Report has been completed with a written answer in Resolution section and forwarded back to the originator. The Property Manager will ensure that all appropriate information is complete in the Resident Contact Log

**Appendix A**  
**Complaint or Property Damage Report**

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Use this form to report any problems, such as dead shrubs in communal area, tree needs to be trimmed, resident parking in public parking, garage door constantly open, unauthorized modifications, unsightly area, property damage by vendor etc.

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**Name, address & phone number of person reporting problem:**                      **Date:**

**Name:**

**Address:**

**Phone #:**

**Email Address:**

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**Address of Problem:**

**Provide details of the Problem:**

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**Who do you think, if anyone, is responsible for the problem: Identify a Vendor or resident:**

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**What if anything do you propose as a solution:** (Note: If extensive damage by Vendor a Damage mitigation form may be required)

-----Following is completed by Property Manager, or VOH committee or Board. -----

**Date Received by Property Manager:** \_\_\_\_\_

**Contact Name at Property Manager:** \_\_\_\_\_

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**If problem cannot be resolved by Property Manager, Problem is escalated to Executive Committee or Landscaping Chairperson.**

**Escalated to:** \_\_\_\_\_

**Date escalated:** \_\_\_\_\_

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**Resolution:**

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**Date resolved:**

**Party recommending solution**

**Date of follow-up with Originator:**

**Appendix B**  
**Damage Resolution Form**

**Date:** \_\_\_\_\_

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**Resident Information:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

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**Vendor Information:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

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**List all damage caused by Vendor: Include pictures if possible**

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**Scope of work for Vendor to restore to original condition:**

List all products or material to be used: (Include product name, color etc.)

List in detail specific work to be performed: (such as painting, replace wood, install new pavers, etc.)

Plan start Date: \_\_\_\_\_

Estimated complete date: \_\_\_\_\_

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**Agreement between resident and Vendor:** Both parties agree that if the work is satisfactorily completed as stated above the problem will be resolved and no further action will be needed.

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Signature of Resident

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Signature of Vendor

## Appendix C

Month dd, yyyy

### COURTESY NOTICE Non-Compliance

<< Name>>  
<< Address>>  
Louisville, KY 40241

Ref: Property: <<Property Address>>  
Category: <<Landscape, Insurance, Architectural, etc.>>

Dear Homeowner:

Purchasing a home in a community association offers many advantages to the homeowner, but at the same time it imposes some restrictions and requirements. These restrictions are a means of maintaining a uniform, marketable community.

**On a recent site inspection one or more items were noted, as described below:**

<b>ID and Photo (if available)</b>	<b>Description</b>
Example VOH-AG-22Jun15-V-001	Example: Cite exact Sec, Par # of DCCR or Rules and Regulation  Description of Issue:  Example: Per Rules & Regulations Sec XIV para 3 3. Resident is responsible for the maintenance and up keep of all plantings, shrubs, and trees on their property. All dead shrubs, plants and trees must be removed within a reasonable time.

Please note that attached to this letter is a Response Form that we are requesting you complete and return to this office within 10 days so we will have a record of the resolution of this matter.

If you feel you have received this letter in error, please feel free to contact me with any questions you may have. Thank you for your contributions in making the Village of Hartwick Residents Association a nice place to live.

Sincerely,

Melinda Eaton, Property Manager Village of Hartwick  
Cornerstone Property Management  
Phone: 502.384.9012  
Email: melinda@contactcornerstone.com

**VIOLATION RESPONSE FORM**  
Village of Hartwick Residents Association

<< Name>>  
<< Address>>  
Louisville, KY 40241

**Violation ID:** VOH-AG-22Jun15-V-001

**Property:** << Address>>

**Description:**

Overgrown weeds, holly and suckers in front of courtyard and in courtyard.  
Dead limbs and overgrown shrubs, plants, etc. in/on back patio

I have done the following to rectify the violation stated in the letter:

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I will do the following to rectify the violation described above by the date stated:

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This violation does not pertain to me for the following reason(s):

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**Please return this form to:**

Melinda Eaton, Property Manager Village of Hartwick  
Cornerstone Property Management  
8003 Lyndon Centre Way #101  
Louisville KY 40222  
Phone: 502.384.9012  
Email: melinda@contactcornerstone.com