

## **MAINTENANCE, REPAIR, AND REPLACEMENT GUIDELINES**

### **Overview**

The SSV Declaration divides the maintenance, repair, and replacement responsibilities between the Owners and the HOA. Usually, these types of projects are handled by outside contractors hired by the responsible party, which then involves numerous issues including insurance coverage of the contractors, county permits and code compliance, parking and/or debris removal. These Guidelines are intended to (i) clarify the responsibilities for maintenance, repair, and replacement, (ii) ensure that both the Owners' and the HOA's interests are protected during these projects, and (iii) create a history of projects and changes to SSV homes.

### **HOA Responsibilities for Maintenance, Repair and Replacement**

- Common Elements
  - Landscaping (mowing, pruning, weed control, removal of trees and shrubs)
- Parking pads (not including driveways)
- The following portions of the Living Units of Owners (except if result of (i) casualty loss required to be covered by homeowners insurance or (ii) negligent acts of Owner, their family, guests, invitees or lessees):
  - Adjacent fences - Gutters (excluding (i) replacement of gutters and (ii) downspouts) - Roof shingles, underlayment, decking or sheathing, and roof flashings - Outermost surfaces of townhomes (not including doors, decks, patios or porches, windows, exterior stairway, shutters)
  - Siding

### **Owner Responsibilities for Maintenance, Repair and Replacement**

- Interior portions of townhome (NB: structural changes to interior walls must be Board approved)
- HVAC (heating, ventilation and/or cooling systems)
- Interior pest control
- Replacement of gutters
- Downspouts and underground or overground piping connected thereto
- Entry doors
- Decks, patios and porches
- Wall sheathing
- Windows and exterior glass, shutters
- Exterior stairways, steps or fencing and handrails
- Driveways and walkways
- Privacy walls
- Mailboxes
- Settling costs of Living Unit or its utilities

### **Requests for HOA-Covered Maintenance, Repairs and Replacement**

- Requests for work covered by the HOA must begin with an email request to the Board at [ssvrepairs@outlook.com](mailto:ssvrepairs@outlook.com) for evaluation. NO repair will be funded without prior Board approval.

- The request should specify with as much detail as possible what work needs to be done. Please attach pictures of the area if possible. If the Owner wants to be home when the work is performed or otherwise wants notification of the date the workers will be on site, contact information must be in the request. The Board will confirm receipt of the request to the Owner.
- After its evaluation, the Board or its designee will notify the Owner in writing of its determination of whether the work is the HOA's or the Owner's responsibility and will provide scheduling information as it becomes available.
- The Board will maintain a file of all repair projects for future reference.

***For emergency repairs, please contact the Management Company for assistance.***

### **Request Process for Owner Maintenance, Repair and Replacement Projects**

- Email the Project Requests Manager listed on the Who to Contact List, available on the SSV HOA Website (*in Vine go to Documents > Southside Village Reference Documents > Southside Village Contact List. PDF*), in advance, a brief description of the project.
- The Project Requests Manager will notify you which Board member has been assigned to act as the SSV Project Manager for your project. The SSV Project Manager will be your contact person to review your project plans for clarity and to discuss any necessary steps that will need to be taken. In the case of project denial, you may request a discussion with the full Board.
- A Project Request Checklist will be maintained by the SSV Project Manager during the course of the project. For interior-only projects, only debris removal, parking and dates will need to be addressed. The Board will maintain a file of all project Checklists for future reference.
- Send (i) a copy of the contractor's required liability insurance, workers compensation, and Form W-9, and (ii) the project's projected start and end dates to the SSV Project Manager for review and approval. The Owner must deliver to their contractors a copy of the SSV Contractor's Guidelines, which are available on the SSV HOA Website.
- After project approval, notify the SSV Project Manager in advance of the confirmed start date and request any needed parking reservations.
- Contractors are to be supervised by the Owner. Issues with contractors will be brought to the Owner's attention.
- Prior to the start of the project, all Common and Limited Common Elements need to be marked through the NC 811 Locator program (gas, electricity, water, phone and cable lines). Call 811 and go through their process.
- Notify the SSV Project Manager of any issues or changes to the project and of the completion of the project.

### **Specific Projects' Guidelines**

- For exterior stairway and screened-in deck projects, see the Guidelines for Stairways and Screened in Decks and the SSV Color Guidelines available on the SSV HOA Website.
- For deck staining, see the Deck Staining Guidelines and the SSV Color Guidelines available on the SSV Website.
- For walkway projects, see the Walkway Replacement Guidelines available on the SSV HOA Website.
- For Landscape projects, see the Landscaping Policies and Guidelines available on the SSV HOA Website.
- The SSV Color Guidelines for all exterior features is available on the SSV HOA Website.