

**Tanglewood Hills Condominiums
Protocol for Remediation and Rebuild
Plumbing Failures or Other Water Damage***

Order of Work

When a plumbing failure or water damage is detected Excelsior Property Management will take the lead in coordinating the work of the various contractors needed to assess the problem and make necessary repairs. Initially, the plumbing contractor will be called in to provide emergency repair and to assess the source of the problem. Plumbing failure or water damage in common elements is the responsibility of the HOA to repair. Failures or water damage resulting from plumbing or fixtures within owner's responsibility will be repaired at owner expense, including damage to neighboring units. Owners shall be notified immediately of any repairs for which they are responsible and given the option of using HOA approved contractors to complete the work. Owners will be asked to notify the HOA when repairs have been completed. If the HOA is forced to conduct repairs, the owner will be billed for all related expenses.

Prior to the work commencing, the repair contractor will document through photos those areas subject to repair so that materials needed for the rebuild can be matched (e.g. fixtures, appliances, trim, etc.). Samples of flooring or other materials may also be taken at that time.

If mold is detected during the rebuild process and remediation is necessary, work will stop immediately and the remediation contractor will be called in. Any area requiring mold remediation should be covered over with plastic and taped off. Once that work is done, the repair contractor will then complete the rebuild. At the completion of the project, a spore test will be done to insure that the mold is gone.

Contractors are instructed to take direction from the HOA only and to refer any owner requests to the HOA for consideration.

Rebuild Policy

The HOA is committed to repairing the damaged unit to its original condition. The rebuild will consist of reusing as much of the existing materials, fixtures, etc. as possible. The HOA will attempt to match paint, flooring and other building materials to the original or similar materials used in other parts of the home. Where a match is not possible, the HOA will replace with comparable materials, fixtures, etc. of similar design and price. The owner may not substitute items without HOA approval. No upgrades will be allowed. Cash out is allowed for carpet only where original color or style cannot be matched.

Should remediation be necessary, the HOA will provide a hotel room at the Crowne Plaza Hotel on Kruse Way during the time the unit is not livable. During the remediation and rebuild process the homeowner must not go on site as the home is not safe for them. Prior to moving out of the unit, the homeowner should remove all valuables and pack and remove any personal items from the areas affected by the remediation or rebuild. The refrigerator and freezer should be emptied since the power will be shut off to the unit from time to time. This is for the safety of the contractors and workers as they repair the unit. Arrangements should be made for pets and houseplants. Crowne Plaza will accept some pets but this should be confirmed by homeowner.

*This policy may be subject to change and revised as necessary by the Tanglewood Hills Board of Directors.