

Date: Dec 2, 2012

Standard Operating Procedure
For
Unit Issues Impacting Residents

The intent of this SOP is providing a procedure for handling day to day emergencies. There are two types of issues that may arise. The first is when it is limited to one residence with no impact to any other unit, and the second is when an issue in one unit impacts other units or the structure of the building.

- A. Limited to one unit. Contact the owner and notify them of the issue.
- B. An issue arises in one unit that impacts other units. When an issue arises that impacts other residents the following procedures are to be followed:
 - 1) Notify the owner and request the owner remedy the situation immediately
 - a. Request that the owner notify DVW Personnel of the actions they are taking to resolve the issue.
 - b. Provide them with the option of having DVW personnel taking care of the issue or contacting a plumbing or electrical company, whatever is needed to take care of the issue immediately. Please inform them they will be financially responsible for any action that is needed.
 - c. If the issues don't require immediate action request the owner rectify the issues within two – three weeks. This will be a case by case basis.
 - d. If the issue has the potential to impact other residents request that the issue be rectified within one week or that the BOD will be notified and immediate actions will be taken. Offer them the option of DVW personnel managing the issue, again let them know they will be financially responsible.
- C. Notification: When an issue arises where the board of directors must be contacted to approve the use of any type of funding /payment the following procedures should be followed:
 - a. When immediate action is required please call Board of Directors.
 - b. If there's a critical time issue immediately notify the President and he/she will contact BOD members
 - c. If the issue does not require action email notification is acceptable
- D. In the event of an owner refusing entrance during an issue where the issue is a results of problem resonating from their unit, request that law enforcement be called and BOD be notified.

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E. In the event of any life threatening emergency - call 911!