

## Exhibit B

### Owner Maintenance Requests

#### Site Maintenance Manager's Responsibilities and Process

1. **OBJECTIVE:** Define Site Manager's (SM) responsibilities and processes in response to owner identified HOA maintenance issues and to ensure a proactive, responsive, accountable and program to maintain and enhance Lake Forest's capital assets.
2. **INTENT:** Approved Owner Maintenance Requests shall be self-performed by the SM as detailed in Exhibit A, performed by an approved Contractor/Vendor, or, if approved by the Board, subcontracted to the SM as an addition to his base agreement fee. SM shall be responsible to manage the Owner Maintenance Request process and to maintain the condition and appearance of the community to an excellence standard. This responsibility of the SM excludes maintenance, repair and renovation of owner unit interiors and garages.
3. **UTILIZATION:** The Owner Reported Maintenance Issues Form must be used by all Owners as the exclusive form of communication to the SM and Maintenance Committee for maintenance requests.
4. **EVALUATION CRITERIA:** SM shall inspect and evaluate request issues and propose preliminary remediation plans and related costs for each request. SM shall use priority criteria for each request similar to the Maintenance Committee's maintenance priority criteria.
5. **RESPONSE:** SM shall present the request and recommendations to the Board President or designated Board Representative (collectively, BP) within 10 working days of receipt and provide the information necessary for the BP to respond in writing or email to the respective owner with, at a minimum, the process and expected timeline for request evaluation. The BP and Maintenance Committee shall maintain a record of all Owner Maintenance Requests, BP responses and request resolutions.
6. **EXECUTION:** After an Owner Request is approved by the BP or Board of Directors, SM shall schedule, coordinate and manage timely execution of the request remediation plan, coordinating with owner submitting the request as appropriate.
7. **COMPLETION GOALS:** It is the SM's responsibility to manage this process with the goal of completing request remediation plans within (2) months of approval date or as otherwise agreed to by the BP. This goal may be extended depending on seasonal conditions.
8. **REPORTING:** SM shall report at each regularly scheduled Maintenance Committee meeting the number of completed requests, number of pending requests, completion goal duration and budget balance.
9. **FUNDING LIMITS:** The Board President or designated Board Representative must approve requests that exceed the following dollar limits.
  - a. Maximum expense amount per request: \$500
  - b. Maximum expense amount per year: Establish in annual budget.
  - c. All requests exceeding these limits shall be referred to the Board for review and approval, except in the case of an emergency endangering life, property or safety in the complex.

REVISED: 4/23/2022

Board Approval Date: \_\_\_\_\_