

Spinnaker Bay Homeowner's Association Maintenance / Issue / Task Tracking

Updated September 22, 2017

'The 7-step Process' for Maintenance / Issue / Task Tracking:

1. Homeowner notifies Snow's of maintenance issue.
2. Snow's advises Board of new issue within 2 business days.
3. Board will assign a Task Number for future reference.
Board will decide whether action will be taken within 3 business days.
(Approval by minimum of two Board members required)
Either:
 - a) If no action will be taken, Board notifies Snow's and Snow's will notify Homeowner >END<
 - or
 - b) If action will be taken, Board notifies Snow's - proceed to step 4.
4. Snow's obtains bids. Two minimum, three preferred. Snow's notifies Board of bids within 5 business days. If unable to obtain bids by then Snow's will notify Homeowner and Board of delay in obtaining bids.
5. Board decides which bid to accept and notifies Snow's to proceed.
6. Snow's contacts contractor to schedule work and
In a new email: notifies Homeowner and Board when work will be done.
7. Snow's will notify both the Homeowner and the Board when the work has been completed.