

How HOA Requests Work



You Pay Your Dues... There are Maintenance Needs... Now what?

What happens to a work order after it has been submitted?

After a work order has been submitted it gets divided into various categories by the property management team. Some types of requests require urgent attention, other requests may need to be solved by a third-party vendor. Some types of concerns need to be reviewed by the association board in their next meeting or electronically and some requests need to be completed as part of a capital reserve project.

Below are examples of what happens after a request is made.

URGENT / EMERGENCY ITEMS

Urgent items include emergency repairs like flooding, fires, storm damage or other items that will cause significant damage if not addressed quickly. If an urgent item is reported, the management company can help provide resources to address the situation. In many cases an insurance claim will need to be filed.

THIRD-PARTY CONCERNS

If a landscaper, snow removal provider or another contracted third-party vendor has not completed something at the property and the management company is notified, the management company can contact the provider directly to request they complete their contractual obligation. No board approval is required unless work outside of the agreed upon contract is required.

COMMON AREA CONCERNS

If a request is made for an improvement to be made to the common area it will need to be reviewed by the association board. The board will review the budget plans with management company and determine when the repair can be done.

Repairs will be allocated by budget, priority and available funds. Timing will be dictated by availability of funds and priority needs based on budget.

UPGRADE REQUESTS

Large budgetary items like asphalt replacement, concrete repairs, roof replacement, etc. are dictated by individual CC&R's, budgetary needs and in many cases a long-range capital reserve study. If a request of this nature is made the repair may not be able to be made immediately, but it can be reviewed by the board and analyzed with the reserve study and budget.

