

COMMONLY ASKED ROADS & GROUNDS QUESTIONS THAT AFFECT ALL RESIDENTS

The following questions and answers are to assist and inform Greenbriar residents of some of the most commonly asked questions regarding issues you (the resident) may have about your property maintenance and/or observed Common Grounds issues.

As a resident it is critical you read the following information especially if you have previously submitted a Resident Service Form (RSF) or the RSF replacement GOCA Work Order (WO) about the issue.

The following Questions and Answers are to aid you in understanding:

- a) How to report property issues to the Association,
- b) How the WO is processed, and to
- c) Provide answers to the most commonly asked roads and grounds questions with the hope of minimizing your need to submit a WO.

NOTE: A delineation of the Association by Street and by Section number can be found in Attachment 1 on the last page.

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1) Question: I have a property issue or complaint, what should I do?

Answer: The Association is not responsible for home, home construction, and resident's personal walkways.

Residents who have issues regarding: lawn maintenance, snow removal, fences, and common ground issues can be filed to the Association by WO available in the Greenbriar Frontsteps website. (If you have already filed a RSF/WO, see #3 below).

2) Question: What if I desire an update on a previously submitted Resident Service Form or WO?

Answer: You can go onto Frontsteps and look at your RSF/WO to see its status. Each time your RSF/WO is updated or closed an email will be sent advising you of what was done.

3) Question: What happens with the WO?

Answer: Once received, Management will investigate the issue, refer to the Flow Chart attached.

4) Question: How do I know if my issue has been determined to be a Transition item?

Answer: There are no items that are on an individual's property that can be considered for the transition process. Contact the Community Manager's Office for the status of your RSF/WO and if it was included for further review by the township engineer to determine if it qualifies as a bond item.

5) Question: There seems to be some confusion since I reported my problem to the Association many years ago and there is no record of it.

Answer: The Association started the current RSF program in 2007 and the Association should have a copy. Bring in your pink copy with the tracking number to the Community Manager's Office to check the status.

REPAIR COMPLETION and BONDS

6) Question: I live in Section 1 and am still experiencing drainage problems on my property. What will the Association do for me?

Answer: Any property issues on properties where the bonds have been released (Sections 1, 2, 3, 4, 5 & 6) are the responsibility of the homeowner to address directly with the US Homes (DBA Lennar). As of March 1, 2015, bonds have been released on all but a few properties in Sections 1, 2, 3, 4, 5 & 6. The Township released all bonds (except on a few homes) based upon the Township Engineer's recommendation. The few homes where bond monies were withheld should contact the Township. The Association has no legal standing to represent the homeowner or make any repairs deemed necessary. The Association does NOT receive any bond monies on behalf of or for any residential properties.

For additional information on other potential remediation options, check the "Grading and Drainage" items in your "Home Owners Limited Warranty" which addresses the first two years limited warranty items and your "2-10 Homebuyers Warranty" which addresses the second through the tenth years.

7) Question: I live in Section 5 and have drainage problems on my property. What will the Association do for me?

Answer: In Sections 7 thru 8 - If you have not completed and filed an WO, please report the problem by filling out a WO and submitting it to the Community Manager's Office. In Sections 5 through 8, some but not all the posted bonds have been released by the Township. It is critical that a RSF/WO be on file noting your problem. The RSF/WO will be forwarded to the Township by the Community Manager's Office. The resident will be notified in writing at this point the Association has no further responsibility.

Any property issues that remain after bond release are the responsibility of the homeowner to address directly with US Homes (DBA Lennar) or their homeowners' warranty insurance policy. **The Association has no legal standing to represent the homeowner or make repairs that may be deemed necessary.**

COMMON AREA ISSUES

8) Question: The asphalt sidewalk around Heritage Circle has cracks in several places. Who is responsible for correcting this?

Answer: Residents should report via a WO all issues or concerns, whether common area or their residential property. All the roads and sidewalks are being monitored by the Association. Our engineers will review the problems to determine if repairs are necessary and then if the cost is Lennar's or the Association's responsibility.

9) Question: The common ground berm that abuts my property at the rear of my house still has a lot of sand showing that washes down during rain storms. How do I get this corrected?

Answer: Submit a WO so the Association can determine what, if any, action needs to be taken.

10) Question: During a recent windstorm one of the trees that are very clearly on common ground or the golf course fell down across my lawn. Who do I contact to get the fallen tree removed?

Answer: Submit a WO and the Association will assign the appropriate contractor to remove the tree.

11) Question: I have observed a serious safety issue. Should I use the normal WO process?

Answer: Contact the Community Manager's Office **immediately** to report the issue and submit a WO.

DRAINAGE

12) Question: Many residents do not recall ever being notified that there was a cutoff date to submit resident drainage problems. Will individual homeowner problems be honored by the Association?

Answer: Several notifications to the community were given in mass e-mails, flyer notices, and at board meetings stating deadlines for such issues. When the Association receives a drainage complaint, the Association copies the Township and the Association's engineer to make them aware of the complaint. The Township investigates the problem as well as the Association's engineer. These evaluations will guide the Board in determining what will be the Association's responsibility and what will be the homeowner's responsibilities in these matters. Since 2007, the Township has been directly notifying those residents who have submitted RSFs/WOs of their positions on the claims.

13) Question: I submitted my drainage RSF years ago and it still has not been fixed. If US Homes (DBA Lennar) does not fix it will the Association do so?

Answer: Several factors will drive this decision and must be addressed on a case by case basis. Generally, the Association will only be responsible to fix drainage problems coming from common grounds and affecting the resident's property. Contact the Community Manager's Office for the status of your RSF.

14) Question: The small storm drains that were installed on my property have been overgrown with grass. How do I get this corrected?

Answer: This is the homeowner's responsibility to maintain.

15) Question: The space between my house and my neighbor's house has a very spongy wet lawn. How do I get this repaired?

Answer: Have you and your neighbor cut your irrigation back. If that does not correct the problem File a WO. The issue will be reviewed for cause and repair responsibility. It may be determined to be the homeowner's responsibility and their cost to repair.

16) Question: My backyard has wet spots with standing water throughout most of the summer and also through some of the winter. How do I get this corrected?

Answer: Cut your sprinkler's timing back and if the wetness continues file a WO. The issue will be reviewed for cause and repair responsibility. It may be determined to be the homeowner's responsibility and their cost to repair.

17) Question: My lawn is very soggy and contains many lawnmower wheel ruts. How do I get this corrected?

Answer: Cut your sprinkler's timing back and if the wetness continues file a WO. A determination will be made if it is the vendor's or homeowner's responsibility to repair. The wetness may have been caused by an action of the homeowner and would be the homeowner's choice to have it fixed or not.

18) Question: Is there someone I can contact during a rain storm as water seems to be flooding my backyard or side yards?

Answer: No. Flooding in the yard during a rain storm is not considered a problem unless there is standing water 48 hours after the storm has finished. If you have standing water after 48 hours, file a WO.

19) Question: Water lies against my foundation and I am concerned about infiltration into my house. Who has the responsibility to correct the situation?

Answer: Submit a WO. If the water source is from a common ground area it may be the Association's responsibility to repair. If not, this is the homeowner's responsibility to correct.

20) Question: Is it okay for me to dig trenches and pipe my leaders up to the community's underground storm drainage system?

Answer: It may be acceptable, so start with the filing of an Architectural Review Application. If approved, you may then need to file for a Township permit. It is critical before any digging and construction on any property occurs that all utility providers be called to flag the area. All costs for this action will be the homeowner's responsibility.

21) Question: How can I get my property re-graded so that water drains away from my patio? Who shall I contact to get this work started?

Answer: It is the homeowner's (your) responsibility.

LAWNS & PLANTINGS

22) Question: My lawn has something funny growing in it like crabgrass or a very wide bladed vegetable that looks really strange. How do I get this corrected?

Answer: File a WO. If it is determined that it is a vendor problem, a supervisor from the company may meet with you to discuss the problem. It may remain the responsibility of the homeowner to correct.

23) Question: My lawn has dandelions and other weeds in it. Who is responsible for removing or killing the weeds?

Answer: The Association pays for general weed control in the community. Some weeds may not be controlled by the general spraying. If the problem appears to be something general spraying should resolve then file an WO form. If it is determined that it is a vendor problem, a supervisor from the company may meet with you to discuss the problem. It may remain the responsibility of the homeowner to correct.

24) Question: Lawn grass keeps encroaching into my shrub beds. Isn't the Association responsible for making sure that the lawn is correctly edged up to the shrub beds?

Answer: The Association is not responsible for edging the homeowner's shrub beds. This is the homeowner's responsibility.

25) Question: My splash blocks are continually getting chewed up by the lawnmowers passing by the corners of the house. Who do I speak to about having this damage stopped from occurring?

Answer: After filing a WO, the condition will be reviewed by the lawn cutters supervisor with you.

26) Question: My shrubs that are located near my rain downspouts keep dying. Who do I contact to get the shrubs replaced and the ground and downspouts repaired?

Answer: Depending upon the age (usually less than 1 year old) of the home, it may be the builder's. Otherwise, this is the homeowner's responsibility.

27) Question: Bugs come into my house. Who is responsible for correcting this?

Answer: This is the homeowner's responsibility.

TREES

28) Question: The bark on my tree is gouged, probably by the lawn maintenance staff. How do I get this stopped and how do I get the tree repaired or replaced?

Answer: File a WO. After filing the condition will be reviewed by the lawn cutters supervisor with you.

29) Question: I live in Section 2 and my tree in the front area is getting very big with lots of branches and roots. When will the Association trim the tree?

Answer: The homeowner is responsible for the maintenance and cost of trimming and root girdling for all the trees on the property, including the front tree.

30) Question: My tree died in the front yard. How do I get the tree replaced?

Answer: US Homes (DBA Lennar) is responsible for the survival of the trees until the performance and maintenance bonds have been released, which is done in sections. With a few exceptions, bonds have been released in Section 1 through 6, therefore, residents in these sections may request approval to remove and replace the dead tree. In Sections 7 and 8 the bonds have not been released so residents in these sections may not change their tree. Again, once all bonds expire, the trees become the responsibility of the homeowner and can be replaced by the homeowner, with approval by the Association Architectural Review Committee. There is an approved list of trees that must be used to replace any of the community's street side trees.

DRIVEWAYS & SIDEWALKS & FENCES

31) Question: My driveway is pitted and has rust spots. Who is responsible for correcting this?

Answer: This is the homeowner's responsibility; however the homeowner may contact the developer for possible remediation.

32) Questions: The sidewalk in front of the house and the driveway apron was repaired but the repair has cracked. Who is responsible for correcting this?

Answer: File a WO so the issue can be evaluated for cause and next steps.

33) Questions: In the winter, water flows over my front sidewalk and freezes because of improper grading. Who is responsible for correcting this?

Answer: File a WO so a determination can be made if it is the Association or homeowner's responsibility.

34) Question: The sidewalk in front of my house near the street has a lot of brown stains. How do I get this corrected?

Answer: The stains are from ground minerals which wash across the sidewalks as a result of rain storms or lawn irrigation. This is typically cosmetic in nature and remains the responsibility of the homeowner to correct; if they if the homeowner cleans the sidewalks the homeowner is responsible for any damage the chemicals may cause to the adjacent lawn areas.

35) Question: The walkway leading to my front door is stained. Who is responsible for correcting this?

Answer: This is the homeowner's responsibility. This is typically cosmetic in nature and remains the responsibility of the homeowner to correct. If the homeowner cleans the walkway the homeowner is responsible for any damage the chemicals may cause the adjacent lawn areas.

36) Question: When the contractor plows my driveway, they gouge the cement. Who is responsible for correcting this?

Answer: File a WO. The contractor will review the problem and its potential correction with you.

37) Question: Last year Lennar workers replaced the grout on the Belgian block curbing in front of my house. The grouting is now falling out and is worse than before.

Answer: File a WO so the condition can be evaluated. Some of the roads are still bonded so it will be the responsibility of US Homes (DBA Lennar) to repair the Belgian block. For Sections 5 thru 8, the Association's engineer is monitoring and identifying the streets/areas that have grouting issues and noting these to the Township.

38) Question: I live in Section 7 and the fence behind my property is falling down. Will this be replaced and who pays for the replacement?

Answer: File a WO. US Homes (DBA Lennar) is responsible for the fences until the bonds are released. After the bonds are released, replacement/repair of the fences will be the responsibility and at the cost of the Association as the fences are on common ground areas.

39) Question: Weeds are growing in the cracks of my driveway and the Belgian blocks at the street.

Who is responsible for removing them?

Answer: Removing weeds from cracks in the driveway is the homeowner's responsibility. Removal of weeds from the Belgian blocks is the Association's responsibility; file a WO and appropriate action will be taken.

MAILBOXES

40) Question: My mailbox is damaged but I don't know who caused it or how it was caused. How do I get the mailbox repaired or replaced?

Answer: This is the homeowner's responsibility. If a homeowner is aware of the cause (such as a contractor damaging the mailbox) File a WO.