

# Addendum

To the

## Homeowners Responsibility Matrix

This addendum is meant to clarify when and who homeowners should call when service is required.

### For Emergency Concerns:

- **New Homeowners:** (still covered under Developer Warranty (within one year of closing))
  - Contact the appropriate emergency agency. **911**(ie: Fire Dept., Gas & Electric Co.)
  - Contact the Developer after the emergency agency has been notified.
  - Contact a HOA Board Member to provide support and assistance to homeowner.
  
- **Homeowners** (who are not covered under Developer Warranty)
  - Contact the appropriate emergency agency. **911**(ie: Fire Dept., Gas & Electric Co.)
  - Contact Property Manager as time is permitted.
  - Contact HOA Board Member who will provide support and assistance when required.

### For Non Emergency Concerns:

- **New Homeowners:** (still covered under Developer Warranty within one year of closing).
  - Contact WCI Customer Service Dept. for any service related items.
  - Contact HOA Board Member if assistance is required.
  
- **Homeowners** (who are not covered under Developer Warranty)
  - **Refer to Note One Below**
  - Contact Property Manager for high priority issues.
  - Contact HOA Maintenance Committee Chairman. (See note 3)

### Notes:

1. If the Homeowner issues are determined to be a covered HOA issue, the service call will be paid by the HOA. If the Homeowner issues are determined to be the Homeowner responsibility and not the HOA, the homeowner will be charged with the service call. (See Note 2)
  
2. Refer to pages 1 thru 3 of the Homeowner Responsibility Matrix for which services are either the homeowners or the Association (HOA) responsibility.
  
3. The HOA Maintenance Chairman will bundle several Homeowner issues together to reduce charges to our HOA thus saving us money.

### Contacts:

**WCI Customer Service Dept:** - 585-563-1392 service@wegmancompanies.com

**Crofton Perdue Associates, INC.:** - 585-248-3840 croftoninc.com

**Association (HOA) Current Maintenance Chairman:** \_\_\_\_\_

Insert contact info here