Village Grande at English Mill Homeowners Association

PROCEDURE XXX Managing Trouble Reports

Process/Procedure Owner: Board of Trustees

1.1 Purpose

This procedure describes the process for managing paper and electronic Trouble Reports.

1.2 Scope

This procedure applies to all VGEM Owners and Residents, applicable committees, the board, and site manager.

1.3 Roles and Duties

Submitter: Submits an online request or prepares a paper form and submits it to Office Manager (OM). The OM Tracks the progress of their request by viewing the online database.

Office Manager: Receives paper forms and triages the forms. If the form is a green or brown form, the OM makes two copies, and places one copy in the Landscape Committee inbox and one copy in the Website Committee inbox. When an online green or brown form is received by the OM, the site manager makes one copy and places it in the Landscape Committee inbox.

Any forms or requests other than green and brown forms are worked by the site manager to completion. Updates the database weekly to capture the status and eventually closes the request.

Landscape Committee: Receives the paper copies of green and brown forms via the Landscape Committee inbox. Forwards the issues to the landscaping contractor via E Mail with copy to the Website Committee members and tracks progress until work is completed. Utilizes email to communicate to all parties involved in green or brown form issues and copies website committee members on all communications.

Website Committee: Receive copies all paper forms and enters the data into the online database. Updates the online database based on subsequent Landscape Committee email communications. All database entries are dated and initialed by the person entering the update.

Board: The board reviews all open items in the database prior to each open session meeting and reports on the reason for items that are open for more than 10 business days.

Procedure for managing "Trouble Forms" (4/5/2025) (revised 4/9/25 TG)

1. All forms received by any means in the VGEM office, are to be triaged upon receipt by the OM.
    a. Green and Brown forms are triaged to the Landscape Committee (see below) with a copy provided to the Website Committee.
    b. All other forms are worked by the OM. The OM will enter and update the form in the online database.
2. Forms received on paper into the office
    a. OM makes two copies of green and brown forms and places one copy in the Landscape Committee inbox and one copy in the Website Committee inbox.
    b. The Website Committee liaison regularly picks up the forms from the office and enters the information into the online database. After entering the information into the online database, the copy of paper copy of the form is shredded.
    c. A Landscape Committee member regularly picks up forms from the office and starts the Landscape Committee process.
        i. Landscape Committee members handle the issue if able.
        ii. Landscape Committee notifies, by email, the landscaper to resolve the issue. The Website Committee members are copied on the email.
        iii. If board intervention is required, the Landscape Committee forwards issue via email to the Landscape Committee HOA board liaison via office manager. The Website Committee members are copied on the emails.
        iv. Landscape committee member files all green forms in a binder.
            1. Reviews binder at least every ten days and re-notifies landscaper (via an emailed list of unresolved forms). Website Committee members are copied on the emails. Landscape Committee member notates progress on the green form.
            2. If there is continued lack of resolution, within 10 days the issue is forwarded to the HOA board liaison via the OM. This communication is via email with copies to Website Committee members.
        v. Once a resolution occurs, the Landscape Committee member notifies the homeowner via email with copies to Website Committee members.
        vi. The Website Committee will update the online database. This function will transition to the OM after proper training.

1. Each file will be updated with a status as follows: Open, Accepted, Investigate, Closed, Defer, Reject, and Other. (definitions of terms below).

   vii. At the end of each season, the Landscape Committee member gives all resolved forms to the office manager to file in the appropriate homeowner's file.

3. Forms received via website
   a. Upon electronic submission of a Trouble Form, Emails acknowledging receipt are autogenerated to the homeowner, to the office manager, and to members of the Website committee.
   b. The office manager prints a copy of the form and places green and brown form copies into the Landscape Committee inbox for pick up by the Landscape Committee member. The Landscape Committee member proceeds as above.
   c. Online submission of a form auto populates the online database.
   d. As above, the Website Committee liaison will receive updates on the forms and enter the information into the online database.
4. As above, all other forms will be worked by the OM and the online database will be updated by the OM.
5. Accountability
   a. All submissions via the VGEM Website populate the online database. Within the database, there is an automatic count of days since submission.
   b. Monthly, at the HOA public meeting, a Website Committee member will report to the board (project database to illustrate) regarding the status of all open submissions.
   c. The board will be requested to address all items open and unaddressed for greater than 10 days.

1.4 Definitions

The following status definitions are to be used when updating the status of the requests:

- **Open:** Request is submitted.
- **Accepted:** Request is accepted by responsible element, for example landscaping committee accepts the request or site manager accepts a non-landscaping request and they begin working / tracking it.
- **Investigate:** Request is being investigated and worked.
- **Closed:** Request is successfully completed. The closing reason must be provided.

- **Deferred:** Request is deferred pending larger action that is needed. The reason for the defer must be provided.
- **Reject:** Request is rejected. The reason for the reject must be provided.
- **Other:** This is an undefined status. The reason for the other status must be provided.
- **Trouble reports:** Name of online forms that include green (landscaping), brown (problems with trees), and other forms used to report concerns, problems suggestions, and communications to the board.

1.5 Attachments

- Landscaping Green and Brown forms
- Online request submission: https://www.vgem.org/mem/request.html
  - Trees - Brown Form Quality Defect
  - Landscaping - Green Form Quality Defect
  - Other Quality Suggestions and Defects
    - Common Area
    - HOA Operations
  - Other Submissions
    - Suggestions
    - General Contact

1.6 References

None

1.7 Inquiries

Questions regarding this procedure should be directed to the Board of Trustees.