

KEY VISTA VILLAS TROUBLE SERVICE COMPLAINT (TSC) PROCEDURE

Any member of the Association who has an issue concerning the services provided by KVV or compliance with its covenants can either;

1. **Submit an eForm** on the Villas HOA website (mykeyvista.com) under **eForms**
2. **Call RPM at (727)796-5900 Ext 2128 for Kim Hipps**
3. **Fax a TSC to RESOURCE PROPERTY MANAGEMENT, (727)796-5011 c/o Kim Hipps**
4. **Email Kim Hipps, khipps@resourcepropertymgmt.com**

The following information will be needed to submit the TSC:

- Name
- Address
- Telephone number
- Trouble or Complaint, in detail, including the location of the issue.

Once the information has been received, a work order will be generated in RPM's operating database, ONESORCE. The work order will automatically contact the proper vendor and the Grounds Committee via email for the repairs. The member will receive a confirmation email or return call regarding the TSC. ****Do not leave the TSC in the clubhouse.**

If it is an irrigation/landscaping issue that is a normal repair or maintenance, it will be handled. If our landscape vendor needs to gain access for any unforeseen reason, the vendor will notify RPM. If the vendor does not need access, a door hanger will be left when the repair is completed. If the TSC was generated through email, the homeowner will receive an email that the repair has been completed.

If it pertains to sod replacement, or any other TSC not concerning irrigation/landscaping normal repairs or maintenance, the Grounds Committee will discuss the issue at the next Grounds Committee meeting, which is held every 1st and 3rd Monday of the month. Once the discussion and a decision has been made, the member will be notified in the manner in which they communicated originally; i.e. email or phone call.

No member should call the Grounds Committee members unless it is an emergency. An emergency constitutes, but is not limited to; main irrigation break, broken head in which water is flooding an area, or any other emergency that cannot be taken care of during normal business hours.

Any other issue or concern about the community and/or compliance with its covenants will be anonymously shared by RPM with the board of Directors.

OneSource will send an updated spreadsheet to the Grounds Committee, as requested. This will expedite irrigation/landscaping issues, and create a much quicker way to communicate to the member regarding actions taken.

The Board of Directors believes all TSC's are important to be resolved.

Revised **10/31/2022**