



Claims Procedure – Damages

Description:

The following procedure describes the steps that must be followed by a property owner when submitting a claim due to damages caused to his property resulting from the execution of the **summer** lawn cutting contract.

Overall objective:

The objective of this document is to achieve a just, reasonable and legitimate claim while ensuring that the cost of services provided remain as low as possible.

Guidelines:

The contractor is responsible for damages caused by his employees or equipment

- The contractor must make every effort to avoid damages
- The property owner must prove which damages were caused
- The cost of the damages must not exceed the actual cost of the repairs

Terms and conditions:

-The property owner is responsible for taking the necessary actions to prove that damages occurred by:

-taking pictures of his property each year before leaving for the season.

-ensure a clearance of 12 inches (pavers, cement or other) between his building and the edge of the lawn.

-The property owner, as soon as he returns to the Park, must inspect his property and determine if there are any damages.

If there are damages, the property owner must, within two (2) weeks of his return, submit a claim with the proof of damage, to a Director of the Board.

-A representative of the Board of Directors will examine the submission with the property owner and, if warranted, will initiate corrective action with the contractor.

-The Board of Directors will group the submissions in order to minimize the number of requests submitted to the contractor.

Effective Date:

This procedure will take effect 5 days after being adopted at the Board's Public Meeting.