

June 9, 2020

## **To All Laguna Homeowners**

### **Damage Claim Handling**

There will inevitably be some damage to our community during the process of replacing our roofs and windows and sliding glass doors. This is especially true for our landscape. Any such damage will be monitored, and appropriate repairs or replacements made at a time that makes the most sense (e.g., when work on the building involved is complete or at the end of construction) at the contractor's expense. If you feel you need to report landscape damage, please contact John Campbell.

The same is generally true for damage to common elements like building walls, windows, doors, driveways, entryways, pool area, etc. Such damage may be reported to either John Campbell or Corey Hughes, Reconstruction Experts' onsite Project Manager.

In the event any homeowner (whether in person or through neighbors or home watch services) notices damage to their personal property, or to any common element that affects their unit directly, they should immediately document the damage and file a claim via email as follows:

- describe the damage (pictures where appropriate);
- provide address, location and contact information (cell phone number and email address); and
- describe the proposed remedy, including a repair invoice where appropriate (for flat tires, a picture of the nail in the tire will be required in addition to the repair invoice).

This documentation should be sent, or provided to, Corey Hughes of Reconstruction Engineering ([corey.hughes@reconexp.com](mailto:corey.hughes@reconexp.com)), John Campbell ([jfc1219@gmail.com](mailto:jfc1219@gmail.com)) and Casey Ward of Forge Engineering ([cward@forgeeng.com](mailto:cward@forgeeng.com)), as soon as possible.

Casey Ward and John Campbell will investigate the claim, in consultation with Corey Hughes, and determine responsibility within 7 days of receipt. John Campbell will then notify the homeowner involved of the decision on responsibility and when, and by whom, repairs will be made, or reimbursement provided.

Casey Ward will coordinate with the contractor regarding how and when repairs or reimbursement will be handled.

### **The Laguna Board**