

ROADS & GROUNDS COMMONLY ASKED QUESTIONS
THAT EFFECT ALL RESIDENTS

The following questions and answers are to assist and inform Greenbriar residents of some of the most commonly asked questions regarding issue you may have about your property maintenance.

As a resident it is critical you read the following information especially if you have submitted a resident service form about the issue.

The following Question and Answers are to aid the community in understanding:

- a) How to report property issues to the Association,
- b) How a Resident Service Form (RSF) is processed
- c) Provide answers to the most commonly asked roads and grounds questions.

A delineation of the streets by section number can be found in Attachment 1 on the last page.

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1) Question: I have a property issue or complaint, what should I do?

Answer: The Association is not responsible for home, home construction, resident's personal sidewalks. Issues pertaining to any home less than 1 year of age should go directly to the builder.

SECTIONS 1-4- Residents that live in Sections 1 thru 4- ONLY issues regarding lawn maintenance, snow removal, fences, and common ground issues can be filed to the Association. (If you have a home on Beach Haven Way, please contact the Community Manager.)

SECTION 5 thru 8- Residents that live in Sections 5 thru 8 should go to the Community Manager's Office and complete a Resident Service Form (RSF). (See Policy 2014-12).

If you have already filed a resident service form, see #3 below.

2) Question: What is a Resident Service Form, where can I get one and how do I submit it?

Answer: The Resident Service Form is a document that provides for an organized and systematic approach to acquiring, tracking, addressing, filing and archiving residents' complaints, comments, concerns and issues. The Association instituted the process in 2007. The form can be picked up at the Community Manager's Office/Concierge Desk. The resident completes the form. **The RSF can ONLY be processed by the Community Manager's Office.** The resident will receive a copy of the RSF with an assigned tracking number. The resident should ensure they save the RSF copy with the assigned tracking number in order to check on the status of their RSF in the future.

3) Questions: What if I desire an update on a previously submitted Resident Service Form?

Answer: Contact the Community Manager's Office to receive an update. Please have your RSF assigned tracking number available.

4) **Question: What happens with the Resident Service Form?**

Answer: Once received, the Roads and Grounds Committee will investigate the issue.

Depending on the type of issue, some of the next steps **may be:**

- a) referred to the Community Management office,
- b) referred to the township,
- c) returned to the homeowner to address themselves.

5) **Question: How do I know if my issue has been determined to be a Transition item?**

Answer: There are no items that are on an individual's property that can be considered for the transition process. Contact the Community Manager's Office for the status of your RSF and if it was included for further review by the township engineer to determine if it qualifies as a bond item. (See question 7.)

6) **Question: There seems to be some confusion since I reported my problem to the Association many years ago and there is no record of it.**

Answer: The Association started the current RSF program was started in 2007 and the Association should have a copy. Bring in your pink copy with the tracking number to the Community Managers office to check the status.

REPAIR COMPLETION and BONDS

7) **Question: I completed a RSF and was told by a Roads & Grounds Committee member that the bonds had been released by the township and my problem was not covered. I was never told anything about bonds or their impact on my problem.**

Answer: The Association was not routinely told in the past about bond release as a bond is between the Township and the developer.

The developer, prior to the building of this community, was required to post bonds and or monies to ensure their actions were in accordance with the work agreed upon between the township zoning planning board and the developer. These monies are called bonds which a financial tool that is posted and held by the township in an escrow account. The bonds posted are between the township and the developer to insure compliance to the township. The developer notifies the township when it feels it met their commitment. The township engineer conducts inspections either accepts the work as completed or will notify the developer of additional work required, if necessary, for the bond release.

The Association is generally not involved in this process; however since 2007 and starting with Sections 3 continuing to the present, the Association began forwarding copies of relevant RSFs to the township to notify the township of a reported problem that the township should consider for review prior to bond release. A relevant RSF would be one that identifies an issue that is typically covered in a bond such as drainage. The Association has hired a private engineering firm (Falcon Engineering) to review various issues and the Association engineer is provided copies of all the township's engineer punch lists used throughout the process. However, the final decision on acceptability of the corrective action/repair on the issue is determined by the Township engineer.

If the township engineer deems that the construction and subsequent repairs were not adequate, the township can choose to not release the funds back to the developer. Any funds held back by the township are funds that are between the homeowner and the township. **The Association cannot represent the homeowner on this issue.** In the broadest of terms, the Association is only responsible for the common areas. Problems not covered by bonds or where the bonds have been released become the homeowner's responsibility.

8) **Question: I live in Section 1 and am still experiencing drainage problems on my property. What will the Association do for me?**

Answer: Any property issues on properties where the bonds have been released (Sections 1, 2, 3 & 4) are the responsibility of the homeowner to address directly with the US Homes (d/b/a Lennar). As of March 1, 2015, bonds have been released on all but a few properties in Sections 1, 2, 3 & 4. The Township released all bonds (except on a few homes) based upon the township engineers recommendation. The few homes where bond monies were withheld should contact the Township. The Association has no legal standing to represent the homeowner or make any repairs deemed necessary. The Association does NOT receive any bond monies on behalf of or for any residential properties.

For additional information on other potential remediation options, check the "Grading and Drainage" items in your "Home Owners Limited Warranty" which addresses the first two years limited warranty items and your "2-10 Homebuyers Warranty" which addresses the second through the tenth years.

9) **Question: I live in Section 5 and have drainage problems on my property. What will the Association do for me?**

Answer:

In Sections 5-8 -If you have not completed and filed an RSF, please report the problem by filling out a Resident Service Form and submitting it to the Community Manager's Office. In Sections 5 through 8, some but not all the posted bonds have been released by the Township. It is critical that a RSF be on file noting your problem. The RSF will be forwarded to the Township by the Community Manager's Office. The resident will be notified in writing at this point the Association has no further responsibility.

If your home is less than 2 years old, check your home "New Home Warranty" to see if there are any property issues that fall under the policy. You may have an option to file your claims pursuant to the warranty. The New Home Warranty policy contains time limitations depending upon the nature/type of the claim and provides for an election of remedies, i.e. choice of warranty proceedings may preclude other legal action against the Builder.

You, the homeowner, should be aware of the bond status on your property. If you are still experiencing problems, you should contact the Township to note that your problem has not yet been addressed. (See Question 7 about bonds)

If you did not file an RSF, no entity (the Association or the Township) will be aware that you were experiencing any problem and consequently no action will be taken. Filing an RSF is a key action the homeowner should undertake so the problem can be on record.

Again, the Association does NOT receive any bond monies on behalf of or for any residential properties. If the bond is still being held by the Township in regard to your property, contact the Township about the potential to receive those monies.

Any property issues that remain after bond release are the responsibility of the homeowner to address directly with US Homes (d/b/a Lennar) or their homeowners' warranty insurance policy. The Association has no legal standing to represent the homeowner **or** make repairs that may be deemed necessary.

COMMON AREA ISSUES

10) **Question: The asphalt sidewalk around Heritage Circle has cracks in several places.**

Who is responsible for correcting this?

Answer: Residents should report via a RSF all issues or concerns, whether common area or their residential property. All the roads and sidewalks are being monitored by the Association. Our engineers will review the problems to determine if repair's are necessary and then if the cost is Lennar's or the Association's responsibility.

11) **Question: The common ground berm that abuts my property at the rear of my house still has a lot of sand showing that washes down during rain storms. How do I get this corrected?**

Answer: Submit a Resident Service Form so the Association can determine what if any action needs to be taken.

12) **Question: During a recent windstorm one of the trees that are very clearly on common ground or the golf course fell down across my lawn. Who do I contact to get the fallen tree removed?**

Answer: Submit a Resident Service Form and the Association will assign the appropriate contractor to remove the tree.

13) **Question: I have observed a serious safety issue. Should I use the normal RSF process?**

Answer: Contact the Community Manager's Office **immediately** to report the issue and submit an RSF form.

DRAINAGE

14) **Question: Many residents do not recall ever being notified that there was a cutoff date to submit resident drainage problems. Will individual homeowner problems be honored by the Association?**

Answer: Several notifications to the community were given in mass e-mails, flyer notices, and at board meetings stating deadlines for such issues. When the Association receives a drainage complaint, the Association copies the township and the Association's engineer to make them aware of the complaint. The township investigates the problem as well as the Association's engineer. These evaluations will guide the Board in determining what will be the Association's responsibility and what will be the homeowner's responsibilities in these matters. Since 2007, the Township has been directly notifying those residents who have submitted RSFs of their positions on the claims.

15) **Question: I submitted my drainage RSF years ago and it still has not been fixed. If US Homes (dba Lennar) does not fix it will the Association do so?**

Answer: Several factors will drive this decision and must be addressed on a case by case basis. Generally, the Association will only be responsible to fix drainage problems coming from common grounds and affecting the resident's property. Contact the Community Manager's Office for the status of your RSF.

16) **Question: The small storm drains that were installed on my property have been overgrown with grass. How do I get this corrected?**

Answer: This is the homeowner's responsibility to maintain.

17) **Question: The space between my house and my neighbor's house has a very spongy wet lawn. How do I get this repaired?**

Answer: File a Resident Service Form. The issue will be reviewed for cause and repair responsibility. It may be determined to be the homeowner's responsibility and their cost to repair.

18) **Question: My backyard has wet spots with standing water throughout most of the summer and also through some of the winter. How do I get this corrected?**

Answer: File a Resident Service Form. The issue will be reviewed for cause and repair responsibility. It may be determined to be the homeowner's responsibility and their cost to repair.

19) **Question: My lawn is very soggy and contains many lawnmower wheel ruts. How do I get this corrected?**

Answer: File a Resident Service Form. A determination will be made if it is the vendor's or homeowner's responsibility to repair. The wetness may have been caused by an action of the homeowner and would be the homeowner's choice to have it fixed or not.

20) **Question: Is there someone I can contact during a rain storm as water seems to be flooding my backyard or side yards?**

Answer: No. Flooding in the yard during a rain storm is not considered a problem unless there is standing water 48 hours after the storm has finished. If you have standing water after 48 hours, file a Resident Service Form.

21) **Question: Water lies against my foundation and I am concerned about infiltration into my house. Who has the responsibility to correct the situation?**

Answer: Submit a Resident Service Form. If the water source is from a common ground area it may be the Developer responsibility to repair. If not, this is the homeowner's responsibility and remains the responsibility of the homeowner to correct.

22) **Question: Is it okay for me to dig trenches and pipe my leaders up to the community's underground storm drainage system?**

Answer: It may be acceptable, so start with the filing of an Architectural Review Application. If approved, you may then need to file for a Township permit. It is critical before any digging and construction on any property occurs that all utility providers be called to flag the area. All costs for this action will be the homeowner's responsibility.

23) **Question: How can I get my property re-graded so that water drains away from my patio? Who shall I contact to get this work started?**

Answer: If the patio is the developer constructed patio, you should directly notify the developer. If the patio was an addition by you or the prior homeowner, it is the homeowner's (your) responsibility.

LAWNS & PLANTINGS

24) **Question: My lawn has something funny growing in it like crabgrass or a very wide bladed vegetable that looks really strange. How do I get this corrected?**

Answer: File an RFS form. If it is determined that it is a vendor problem, a supervisor from the company may meet with you to discuss the problem. It may remain the responsibility of the homeowner to correct.

25) **Question: My lawn has dandelions and other weeds in it. Who is responsible for removing or killing the weeds?**

Answer: The Association pays for general weed control in the community. Some weeds may not be controlled by the general spraying. If the problem appears to be something general spraying should resolve then file an RFS form. If it is determined that it is a vendor problem, a supervisor from the company may meet with you to discuss the problem. It may remain the responsibility of the homeowner to correct.

26) **Question: Lawn grass keeps encroaching into my shrub beds. Isn't the Association responsible for making sure that the lawn is correctly edged up to the shrub beds?**

Answer: The Association is not responsible for edging the homeowner's shrub beds. This is the homeowner's responsibility.

27) **Question: My splash blocks are continually getting chewed up by the lawnmowers passing by the corners of the house. Who do I speak to about having this damage stopped from occurring?**

Answer: After filing the RSF, the condition will be reviewed by the lawn cutters supervisor with you.

28) **Question: My shrubs that are located near my rain downspouts keep dying. Who do I contact to get the shrubs replaced and the ground and downspouts repaired?**

Depending upon the age (usually less than 1 year old) of the home, it may be the builder's responsibility and therefore you should directly contact the builder. Otherwise this is the homeowner's responsibility.

29) **Question: Bugs come into my house. Who is responsible for correcting this?**

Answer: This is the homeowner's responsibility.

TREES

30) **Question: The bark on my tree is gouged, probably by the lawn maintenance staff. How do I get this stopped and how do I get the tree repaired or replaced?**

Answer: File a RSF. After filing the condition will be reviewed by the lawn cutters supervisor with you.

31) **Question: I live in Section 2 and my tree in the front area is getting very big with lots of branches and roots. When will the Association trim the tree?**

Answer: The homeowner is responsible for the maintenance and cost of trimming and root girdling for all the trees on their property, including the front tree.

32) **Question: My tree died in the front yard. How do I get the tree replaced?**

Answer: Lennar is responsible for the survival of the trees until the performance and maintenance bonds have been released, which is done in sections. (See Question 7 about bonds). With a few exceptions, bonds have been released in Section 1 through 4, therefore, residents in these sections may request approval to change their trees. In Sections 5 through 8 the bonds have not been released so residents in these sections may not change their trees.

Once all bonds expire, the trees become the responsibility of the homeowner and can be replaced by the homeowner, with approval by the Association Architectural Review Committee. There is an approved list of trees that must be used to replace any of the community's street side trees.

DRIVEWAYS & SIDEWALKS & FENCES

33) **Question: My driveway is pitted and has rust spots. Who is responsible for correcting this?**

Answer: This is the homeowner's responsibility; however the homeowner may contact the developer for possible remediation.

34) **Questions: The sidewalk in front of the house and the driveway apron was repaired but the repair has cracked. Who is responsible for correcting this?**

Answer: File a RSF so the issue can be evaluated for cause and next steps.

35) **Questions: In the winter, water flows over my front sidewalk and freezes because of improper grading. Who is responsible for correcting this?**

Answer: File a RSF so determination can be made if it is the developer's, the Association's or homeowner's responsibility.

36) **Question: The sidewalk in front of my house near the street has a lot of brown stains. How do I get this corrected?**

Answer: The stains are from ground minerals which wash across the sidewalks as a result of rain storms or lawn irrigation. This is typically cosmetic in nature and remains the responsibility of the homeowner to correct if they wish. Homeowners are permitted to clean the sidewalk. If the homeowner cleans the sidewalks they are responsible for any damage the chemicals may cause the lawn areas adjacent to the cleaned sidewalks.

37) **Question: The walkway leading to my front door is stained. Who is responsible for correcting this?**

Answer: This is the homeowner's responsibility. This is typically cosmetic in nature and remains the responsibility to the homeowner to correct if they wish. Homeowners are permitted to clean the sidewalk and correct the cause if they wish. If the homeowner cleans the walkway they are responsible for any damage the chemicals may cause the lawn areas adjacent to the cleaned walkway.

38) **Question: When the contractor plows my driveway, they gouge the cement. Who is responsible for correcting this?**

Answer: File a RSF. The contractor will review the problem and its potential correction with you.

39) **Question: Last year Lennar workers replaced the grout on the Belgian block curbing in front of my house. The grouting is now falling out and is worse than before.**

Answer: File a Resident Service Form so the condition can be evaluated. Some of the roads are still bonded so it will be the responsibility of US Homes (d/b/a Lennar) to repair the Belgian block. For Sections 5-8, the Association's engineer is monitoring and identifying the streets/areas that have grouting issues and noting these to the Township.

40) **Question: I live in Section 5 and the fence behind my property is falling down. Will this be replaced and who pays for the replacement?**

Answer: Complete a RSF. US Homes (d/b/a Lennar) is responsible for the fences until the bonds are released. After the bonds are released, replacement/repair of the fences will be the responsibility and at the cost of the Association as the fences are on common ground areas.

MAILBOXES

41) **Question: My mailbox is damaged but I don't know who caused it or how it was caused. How do I get the mailbox repaired or replaced?**

Answer: This is the homeowner's responsibility. If a homeowner is aware of the cause (such as a contractor damaging the mailbox) complete a RSF.

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Attachment 1 – Sections by Street Address

SECTION 1	SECTION 2	SECTION 3	SECTION 4	SECTION 5	SECTION 6	SECTION 7	SECTION 8
BEACH HAVEN	DEAL	BRIGANTINE 1-44	AVALON 1-35	AVALON 34-58	BRIELLE (A)	BAYHEAD	BAYVILLE 120-154
BELMAR	LAVALETTE	BRIGANTINE 175-211	AVALON 12-32	AVALON 37-73	CAPE MAY (B)	BAYVILLE 1-121	BAYVILLE 123-159
BRADLEY BEACH	MILLSTONE	BRIGANTINE 180-208	BRIGANTINE 45-97	BRIGANTINE 96-170	HARVEY CEDAR (A)	BAYVILLE 2-118	HOLGATE
CHADWICK	MANASQUAN	OCEAN GROVE	BRIGANTINE 46-94	BRIGANTINE 99-173	MARGATE (B)	SEA BRIGHT 9-27	SHIP BOTTOM
LOCH ARBOR	PANCOAST 2-92	SPRING LAKE 70-156	EAGLESWOOD	POINT PLEASANT 2-54	MANTOLOKING (A)	FAIR HAVEN	VENTNOR
LONGPORT	SEA BRIGHT 1-7		HIGHLAND (0 houses)		STONE HARBOR (B)		
PANCOAST 1-93	SPRING LAKE 1-68		POINT PLEASANT 3-45				
RUMSON							
SEA GIRT							
STRATHMERE							