

To: All Williamsburg Residents
From: Williamsburg HOA Board of Directors
Re: Interior repair issues
Date: August 19, 2008

Dear Residents,

As always, the financial responsibility for a repair issue should first be determined by referring to the Williamsburg Homeowner's Maintenance Chart (attached to this email) BEFORE contacting Veracity or the Williamsburg HOA Board of Directors.

In general, exterior repairs are the responsibility of our HOA community, paid for through monthly assessments to owners, while interior repairs are the responsibility of the individual homeowner. In certain cases, a resident may believe that an item within the HOA's responsibility has affected or caused damage to an internal home structure and wish for Veracity to investigate.

However, in these cases, the homeowner must FIRST hire a service technician, at the homeowner's expense, to evaluate the issue and to have the service technician state IN WRITING that the repair issue is a result of an external, HOA-responsibility item. This documentation, along with the service technician's bid for the cost of repair work should be submitted in writing to Veracity to present to the HOA board for evaluation.

The HOA Board commits to responding on a timely basis, and IF the repair issue is found to be within our HOA's responsibility, then the Board will:

- 1) Reimburse the cost of the service technician, with the appropriately submitted documentation.
- 2) Reserve the right to hire its own service technician to provide such service and repair as deemed necessary and prudent for the welfare and benefit of the HOA community.
- 3) Pay that portion of the repair that is deemed attributable to the Williamsburg HOA as per our Maintenance Responsibility Chart.

Thank you for your cooperation with these guidelines and procedures.

Best regards,

The Williamsburg HOA Board