



Weston Ridge Cottage Homes POA

Together, we make a community.

POLICY ON REPORTING IRRIGATION ISSUES ON PRIVATE PROPERTY

1. Purpose and Scope

This policy defines the responsibilities and procedures for identifying, maintaining, and reporting irrigation issues on private property within the community. While the Property Owners Association (POA) maintains the community's overall irrigation system, individual members share specific maintenance and financial liabilities regarding the components located on their private property.

2. Member Responsibilities and Liabilities

- **Reporting:** Members are solely responsible for identifying and reporting all irrigation issues on their private property.
- **Damage to Equipment:** Members are solely responsible for any damage to irrigation heads located on their private property, unless the damage was directly caused by an authorized POA vendor.
- **Landscaping Interference:** Members must ensure that their landscaping (trees, shrubs, turf, mulch, etc.) does not interfere with the proper operation of the irrigation system or block sprinkler heads.
- **Pre-Reporting Investigation:** Prior to notifying the Board, members are required to take reasonable measures to investigate and determine the underlying cause of the irrigation issue to ensure it is not a result of homeowner neglect or landscaping changes.
- **Financial Liability:** Any irrigation issues caused by member neglect, landscape interference, or modifications to landscaping are the sole financial responsibility of the member. If the POA's contracted vendor remedies an issue caused by member neglect, the Board will bill the member directly for the full cost of the remedy, due upon receipt.

3. Mandatory Reporting Requirements

To request a system inspection or repair, members must submit a formal, written notification to the Board via email at westonridgecottages@gmail.com within **48 hours** of identifying the issue.

The email must comprehensively include the following four pieces of information:

1. **Member Information:** Full name and property address.
2. **Issue Location:** Specific and clear identification of where the issue is located on the private property.
3. **Visual Documentation:** Clear photos and/or videos documenting the system defect. These files must explicitly note the date and time the media was captured.
4. **Issue Description:** Clear, concise, and specific details describing the nature of the irrigation issue.

5. Board Review and Service Timelines

- **Review Threshold:** The Board will only review a maintenance request and determine if a vendor service call is warranted upon receiving **all four** mandatory reporting items listed in Section 3. Incomplete submissions will not be processed.
- **Vendor Deployment Costs:** Because the POA incurs a financial expense for every vendor service call, submissions will be heavily scrutinized to prevent unnecessary dispatches.
- **Resolution Timeline:** For minor, non-urgent irrigation issues, the standard turnaround time for a vendor remedy is **7 to 10 business days** from the date of Board approval. Urgent issues involving severe flooding or property damage will be triaged and addressed dynamically.