

Community service and accountability

Our organizational chart and the process
for resolving service concerns

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Organization Chart



Standing committees advise the Board; day-to-day operations run through the Community Manager.

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How responsibilities fit together

Board of Trustees	Sets Association policy, approves budgets and provides oversight.
Community Manager	Directs daily operations and holds management accountable for service.
Department managers	Review work, supervise staff and coordinate corrective action.
Standing committees	Advise the Board within their assigned responsibilities.

The first contact depends on the concern

Building Maintenance

Building repairs, unfinished maintenance work and facility cleaning.

Grounds

Mowing, edging, irrigation and grounds conditions.
The Grounds Coordinator can assist with follow-up.

Recreation

Activities, event arrangements and recreation scheduling.

Accounting / Office

Account questions go to Accounting. Administrative concerns go to the Association Office.

A clear service record helps us act

When reporting a problem, include:

- 01** Your name, unit address and contact information
- 02** The specific problem and its exact location
- 03** The original request date and work order number, if available
- 04** Photos, prior visits and what remains unresolved

Ask who will follow up and when you should expect an update.

The service escalation process

- 1 Service department**
Report the concern and obtain a service record.
- 2 Department manager**
Request review when the response or work falls short.
- 3 Community Administrator**
Provide the history and explain what remains unresolved.
- 4 Assistant Community Manager**
Request further operational review.
- 5 Community Manager**
Seek review of continuing service failures.
- 6 Board of Trustees**
Present unresolved concerns for oversight or a policy decision.

When a concern needs the next level

No follow-up

The agreed update date passes without a response.

Incomplete work

The work leaves the reported problem unresolved or creates another issue.

Repeated problems

Multiple visits address the same concern without a clear plan.

Poor communication

You cannot obtain an explanation, a responsible contact or a next step.

Why the escalation process matters

The right manager

The manager closest to the work can inspect it and direct a correction.

A complete history

One record helps avoid duplicate requests and conflicting instructions.

Accountability

Management can identify where service failed and who must follow up.

Board oversight

A documented history gives the Board useful facts about unresolved issues.

An example: a repair remains unfinished

Initial report

A resident reports unfinished exterior repair work to Maintenance.

Manager review

The Building Maintenance Manager reviews the ticket and inspects the work.

Further escalation

If follow-up fails, the resident provides the same history to the next management level.

Resolution

Management explains the next action and confirms whether the original concern is resolved.

Service accountability and urgent concerns

Residents should receive

Acknowledgment of the concern

A clear explanation of the next action

An update if the plan or timing changes

Urgent situations

Report active damage or a safety hazard promptly through the Association's emergency contact process.

Call 911 for immediate danger or a medical emergency.

Urgent concerns need immediate attention. The routine sequence should never delay an emergency report.

A clear path to better service

Please begin with the department responsible for your concern.

If service falls short, provide the history and request review at the next level.

This allows management to correct the problem, identify where we failed and improve service for the community.