

## GREENTREE HOMEOWNERS' ASSOCIATION

### RESERVE REALTY MANAGEMENT – EMERGENCY LINE POLICY

In following with industry trends and necessitated by HOA emergency line abuse (not specifically by Greentree HOA residents, but in general), Reserve Realty Management and the Greentree HOA Board of Directors have adopted and implemented the below policy regarding the 24 Hour Emergency Line provided for the association. This policy is being incorporated into and made part of the existing Greentree HOA Association Management Agreement as an addendum to Section 11.0, and is as follows:

11.08 Non-Emergency Calls to the Emergency Line. In the event that the Association's members, board members, representative(s) cause a call to be made to the 24/7 emergency line, when the call is not an emergency, Agent shall charge back the associated owner \$50.00 for the first infraction, and \$100.00 per infraction thereafter for the second infraction and all other subsequent infractions. This charge shall be billed back directly to the owner's account. The Board has the power to challenge any infraction cost if there are any perceived errors, which shall be challenged/disputed on behalf of the owner within 60 days of the owner receiving notice of such billing. An emergency is defined as a situation involving a substantial threat to life or property. Examples of proper emergency calls include: Fire, Flood, Sewer Backup, Burst Association-Responsibility Pipes, Substantial Roof Leaks, Vehicles Running Through Structures, Fallen Trees (onto Structures Only or blocking necessary access for emergency vehicles on the Association's private roadway), common area garage doors trapped shut, and scheduled party room locked. For all true emergencies involving the need for police, fire, and/or ambulance, please call 911 first.

What does this mean for Greentree residents? Calls/emails received during normal business hours and voicemails or emails left for the association manager at their regular business contacts (regardless of time of day or day of week) are not subject to this policy. This policy is specific to the use of the emergency line phone number, which is provided during the automated message when calling Reserve Realty's office during non-business hours. Non-emergency use of the emergency phone number will result in a fine being assessed to your HOA dues account.

Examples of non-emergency calls/texts include but are not limited to:

- Association Information Requests
- Snow Plowing / Landscaping
- Complaints
- Neighbor Disputes
- Trash / Recycling Pickup Questions
- Cable or Internet Outages
- Power Outages and other Utility Outages

Please note, the HOA manager is not the police. If your call is a police matter or a main line utility issue, please contact the police or the appropriate utility company. Reserve Realty normal business hours are 8:30 AM to 4:00 PM, Monday through Friday. For a quick reference, the below list of Streetsboro contact phone numbers has been provided.

Police or Fire Emergency #: 911

Streetsboro Police Department (non-emergency #): (330) 626-4976

Streetsboro Fire Department (non-emergency #): (330) 626-4664

Streetsboro Water Department (emergency services during business hours): (330) 626-2856

Streetsboro Water Department (emergency after hours): Call the Police non-emergency # above.

Dominion East Ohio Gas Company (natural gas services emergency #): 877-542-2630

Ohio Edison (electric services emergency #): 1-800-633-4766

Ohio Utilities Protection Service ("Before You Dig" program): 811

Kimble Trash & Recycling Collection: 1-800-201-0005

Streetsboro Public Works Service Department (not an emergency #): (330) 626-2856 or

<https://www.cityofstreetsboro.com/departments/public-works-service-department/>

Thank you for your attention to this change.

Reserve Realty Management

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