

THUNDER ISLAND CONDOMINIUM OWNERS ASSOCIATION **ALL STATES CONSTRUCTION DAMAGE CLAIM POLICY**

The current construction at Thunder Island is being done to improve and update the facilities. Construction at any level is imprecise and often subjects owners to construction related noise, dust and other inconveniences. Those inconveniences may include unintended damages. Any claims concerning construction related damage to owners' personal property must be resolved using the following process:

1. An owner, having found damage to his/her property that is suspected to be related to the current on-site construction activity contracted through All States Construction, shall report that to Dean Metcalf, our Owners Representative for the All States Construction Project, within 72 hours of discovery, preferably by email.
2. Owners are to forward that email to Dean Metcalfe, our on-site Owners' Representative for the Project, via email at (dmetcalfe69@gmail.com). The Owners Representative will forward the claim to the Contractor within 24 hours.
 - a. The email shall include the following:
 - i. Your name, unit number and alternative contact information (preferably a telephone number),
 - ii. The date that the damage was first noted,
 - iii. A short description of the damage and any resultant outcome, and
 - iv. Any additional information that the owner feels will help.

If you do not have access to email please call Mr. Metcalfe at 717-404-3331.

Our on-site Owners Representative will contact All State Construction within 24 hours of receiving the claim. It is generally expected that most claims can be resolved within 30 days with payment being forwarded from the Contractor. If the claimant is not satisfied with the resolution and petitions the Board evoking the Dispute Resolution Process outlined below, resolution will take longer.

Contact with Contractors - Owners must not communicate directly with All States Construction concerning any complaint or suspected damage. The Owners Representative will be acting as a bridge between owners and the contractor. He will record the suspected damage which will then be forward the information to the contractor. A written description by the owner is needed as a record of damages

Please note the Contractor prefers that any damage claim be inspected by them prior to any repairs being made. An inspection will be scheduled once the claim is received and may be inspection may be necessary to satisfactorily resolve the claim. Please note that receipts for repairs already made will not be accepted for payment.

Dispute Resolution Process - If an owner submits a damage claim and the claim is not satisfactorily settled to the owners expectations, the owner has the right to appeal the original decision one time. To do that, the owner shall resubmit their original claim to the Thunder Island Board by forwarding a Petition to Appeal through the Board President. That Appeal shall include all pertinent facts and circumstances that were included in the original damage claim and why the owner feels the original decision is unsatisfactory.

The President will forward the Appeal to the Board members within 24 hours indicating that the owner has filed a Petition to Appeal the original decision. The Board may then request additional clarifying information. The Board President would then bring the matter to the Board at the next Board Meeting. The owner would have the right to be present if so desired; however, the owner's presence is not required. The Board would consider the appeal claim, a motion and vote would then take place on the final settlement.

8/17/2017