

Property Management - Who to contact

Realty Performance Group (RPG)
1800 Hudson Avenue
Rochester, NY 14617
(585) 225-7440

Website: <https://realtyperformancegroup.com>

Property Manager: John Standing

Hours:

Monday - Friday 8:00am - 4:30pm

Maintenance Request Process

1. Before contacting RPG, refer to the **Maintenance Responsibility Chart** and/or **Homeowner Resource Sheet "Where to find it"**. Reach out to a BOD member if you are unsure.
2. For items that are the Homeowner responsibility:
 - contact your own contractor/handyman
 - contact a neighbor for a trusted resources
 - contact RPG for suggested vendor
3. For items that are the Association responsibility:
 - contact RPG
 - maintenance requests for non-emergency work orders will be grouped and completed on a regular basis to reduce service call expenses (BOD approval required for these items)
 - maintenance requests for emergency work orders - roof leak or sewer lateral leak/structure failure (foundation to main) will be addressed immediately

*Contractors/workers hired by homeowner for exterior maintenance must have a Certificate of Insurance.

Variance Request Process for modifications to exterior of Townhouse

1. Refer to the RPG website for the Variance Request Form and instructions.
2. BOD approval is required for all Variance Requests.

Notes:

1. If a homeowner calls the HOA and they perform a repair or service that is not a covered item, you will be billed for that service call and for the labor/materials, etc. The homeowner and RPG must be clear as to what is or is not a covered service or repair. The HOA is not responsible for these items.
2. Please DO NOT ask the workers that provide services to our community (mowing, trimming, fertilizing, etc.) to do additional work around your property or in the community. If this occurs, you will be billed for the service(s) performed. The HOA is not responsible for these services.
3. Refer to the **Homeowners Resource Sheet "Where to find it"** and the HOA General Covenants & Restrictions in the handbook for additional information including information on completing and submitting a variance request to the BOD.
4. For Structural Warranty, refer to your New Home Manual provided by Morrell Builders and direct any questions to them.

PIPER MEADOWS HOMEOWNERS ASSOCIATION
MAINTENANCE RESPONSIBILITY CHART

ITEM	ASSOCIATION	HOMEOWNER	OTHER
Air Conditioner and pad		X	
Awnings (variance required)		X	
Cable television internet underground cables			your service provider
Concrete (patios/ pavers/ porches/stoops/walkways)		X	
Decks and porches - repair/replace/clean		X	
Doorbell		X	
Doors - repair/replace/clean exterior metal doors/storm/sliding/screens		X	
Door - Front paint/replace (reserves established)	X		
Driveway sealing (every 3 yrs)	X		
Driveway resurfacing (reserves established)	X		
Dryer vents and exterior vents - repair/replace/clean		X	
Entrance monument - High Street & Cassidy Ct.	X		
Extermination - insects, bees, rodents, bats, etc.		X	
Foundation/basement walls (including water infiltration (also see your structural warranty provided by Morrell Builders)		X	
Garage door repair/replace/clean including opener/mechanicals/exterior flashing and seals		X	
Garage floor		X	
Gutters and downspouts including discharge tubes - repair/replace/clean		X	
Hose bibs		X	
Ice control roofs/concrete walks (non- corrosive ice melt only - see Handbook)		X	
Insurance - master policy for fire/casualty/liability	X		
Insurance - personal property/dwelling/contents/ improvements made after original purchase		X	
Lawn mowing/fertilization/trimming/clean-up of original installed lawns/landscaping	X		
Lawn mowing/fertilization/cleanup Common Areas	X		
Lawn/tree/shrub watering		X	
Lights - additional fixtures/fans/recessed lighting added to porches		X	
Lights - common exterior fixtures (2 garage/1 front door/ 1 light post/ 1 backyard door if applicable)	X		
Lights - holiday installed along roof lines (owner responsible for any damages) (variance required)		X	
Light bulbs - all exterior and interior		X	
Mailboxes and posts	X		
Pest Elimination (all)		X	
Roofs - repair/replace (reserves established)	X		
Sewer laterals - foundation to main; repair leak/structure failure	X		

ITEM	ASSOCIATION	HOMEOWNER	OTHER
Sewer laterals - blocked or clogged		X	
Sewer mains			Victor town
Shrubs/trees originally installed by Sponsor - trimming & fertilizing only (not replacement)	X		
Shrubs/trees installed by Sponsor - replacement		X	
Shrubs/trees installed by homeowner		X	
Sidewalks (7143 to High Street)			Victor town
Siding - repair/replace/clean		X	
Skylights (variance required)		X	
Smoke/CO2 detectors including battery replacement		X	
Snow plowing driveways (3" or greater)	X		
Snow removal from roof (owner responsible for any damages)		X	
Snow shoveling/clearing - front walkway		X	
Sprinkler systems - maintain/repair/winterize/pressure test		X	
Telephone cables			your service provider
Trash/recycling disposal and containers	X		
Trees/brush in Conservatory	Conservation Easement rules state the area is to remain in its natural state. Contact a BOD member for guidance.		
Trim painting exterior (reserves established)	X		
Water mains			Victor town
Water service lines (foundation wall to main)	X		
Windows - repair/replace/clean including screens/panes/includes egress and masonry windows		X	
Window wells/covers including egresses		X	

Additional items included in monthly HOA Maintenance Assessment:

1. Reserves for scheduled periodic maintenance/replacement:
 - Roofing
 - Asphalt driveways
 - Exterior painting of non-aluminum trim (originally installed by Sponsor)
 - Front doors (paint/replace)
 - Pond/swale management (3 yrs)
2. Taxes on common areas
3. Management fees to Realty Performance Group
4. Accounting fees for annual audit of HOA
5. Supplies and payroll costs approved covered items

While not an exhaustive list, included above are the most common items homeowners generally call the HOA for. Homeowners should read and refer to the HOA Offering Plan that can be found at <https://realtyperformancgroup.com> for our community. Also, refer to the **Homeowner Resource "Where to find it"** chart which is helpful in navigating the Offering Plan and Bylaws.