

CANAL RUN HOMEOWNERS ASSOCIATION, INC.
ACR Review Policy

WHEREAS, the Board of Directors (Board) is committed to providing an efficient approval process for Canal Run Homeowners Association (HOA) owners who wish to make changes to their property;

WHEREAS, the Board recognizes that some Architectural Change Requests (ACR) requests are not being reviewed in a timely fashion pursuant to Section 7.01 of the covenants;

WHEREAS, the Board is concerned that the property management company is not adequately following up and tracking ACR requests; and

WHEREAS, the Board believes an enhanced tracking system would benefit the community.

NOW THEREFORE, BE IT RESOLVED, the Board of Directors adopts the following changes to the ACR review process

- (1) The Board will establish a new email account for owners to submit ACR requests; the email is not to be associated with any given employee but rather tied to the purpose it serves, e.g., CanalRunACR@pmpbiz.com;
- (2) Access to the account will be given to all the members of the ACR Committee so all requests can be tracked and to employees of the property management company as necessary to comply with this policy;
- (3) The ACR application will be updated with the new email address immediately upon this policy becoming effective; PMP will send an email notification to the community with a copy of the new form as well as a link to the updated form on the HOA website;
- (4) Should an application be sent directly to a different email address of PMP's employee, such application will be immediately forwarded to the proper email;
- (5) Notification about each new application will be sent to the ACR Committee within 2 business days, but never more than 3 business days of the application being received by PMP. The notification email should include information on whether the application is complete and ready to be voted on or whether additional information has been requested from the homeowners.

(6) Owners will receive consistent notification of the processing of their requests, i.e., acknowledgment of receipt and notification of committee decision through messages from this newly established email account; and

(7) Notification of decision about an application will be provided within 2 business days, but never more than 3 business days of an ACR Committee vote.

This policy shall be effective this 15th day of July 2020.

Adopted by the Board of Directors this 15th day of July 2020.