

Treetops Towns Storm Damage Policy

Due to the extensive damage that occurred during Hurricane Irene, we want to re-address the policy and procedures for storm damage so everyone is following the proper protocol for repairs. The association is responsible for the normal exterior maintenance of the units with an exception of damage due to weather related situations. The association does not carry insurance to cover the buildings. It is the responsibility of the homeowner to have insurance coverage that covers both inside and outside of the unit.

Please follow this guideline:

1. Contact your insurance company to get an adjustor out and place a claim.
2. Contact the management company. If it is during normal business hours call (252) 565-4820, if outside of normal business hours call the emergency phone at (252) 916-8811. The management company has a list of prefer sub-contractors that is highly recommended to use since they have knowledge of the community. However, if you choose to select some other sub-contractor please let the management company know the name and contact number of the sub-contractor.
3. If you have a outside sub-contractor make the necessary repairs, please make sure the repairs are completed in a manner that is consistent with current roofing and exterior maintenance (materials, etc.).
4. Removal of fallen trees that have fallen on a unit are the responsibility of the homeowners. The association can have the landscaper come out and remove the fallen trees from the unit but the homeowner will receive the invoice from the HOA Management company for the association to be reimburse for the removal of the trees, rather this expense was submitted to the homeowners insurance company or not.
5. If you experience any issues with the repair work not getting done in a timely manner once contracted out please notify the management company and they will try to get involved with the process, if needed.