

Country Club Villas Homeowners' Association
5200 Villa View Drive - #21A
Farmington, New Mexico 87402

All Owners, Residents, and Tenants
5200 Villa View Drive
Farmington, New Mexico
87402

13 March 2013

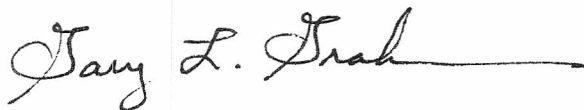
BROKEN ROOF TILE POLICY

Roof access for maintenance of HVAC equipment and for installation of satellite and telephone equipment (among other things), has been, and continues to be, a source of concern for CCVHA. The Association has performed a "wholesale" replacement of roof tile, which was time-consuming and quite expensive. As of this writing, the official policy to be pursued by the Board and the Manager will be to replace broken roof tiles as they are discovered. In an effort to minimize breakage, the Board is asking for cooperation of all Building Owners.

- 1) Access to the flat-roof areas should be achieved using two-story ladders over the parapet walls – which will eliminate need to walk on the roof tiles. All maintenance personnel should be informed by the Unit Owner of this requirement.
- 2) All maintenance personnel should be informed by the Unit Owner to contact Rob Anderson (or the current CCVHA Manager) at 327-1005 or 320-1991 the day before service is to be performed and should "check in" with Mr. Anderson at the time of service.
- 3) All Residents, Unit Owners or Tenants, should contact Mr. Anderson before accessing any of the roof areas.

Many of the service providers have been led to believe that, "If you know how to walk of the tiles, they won't break." Any tile which has an inherent weak spot will break – despite what the serviceman thinks he knows. Assuming that CCVHA is able to achieve cooperation of the Building Ownership and that tile breakage does not again become a budget issue for the Association, it is not anticipated that "formal policing" of this issue will ever be undertaken. Frankly, the Board is more interested in having the Manager spend his time "getting things done" than in having him guard the brittle roofs.

Sincerely,
Country Club Homeowners Association Board of Directors



Gary L. Graham, President