

Crescent Sands at Windy Hill Maintenance Process

Owners: This is for **BUILDING** issues
Most in-unit issues are the owner's responsibility



1. DAILY MAINTENANCE ISSUES

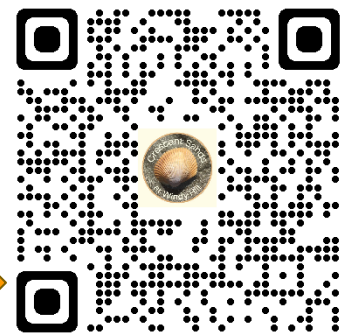
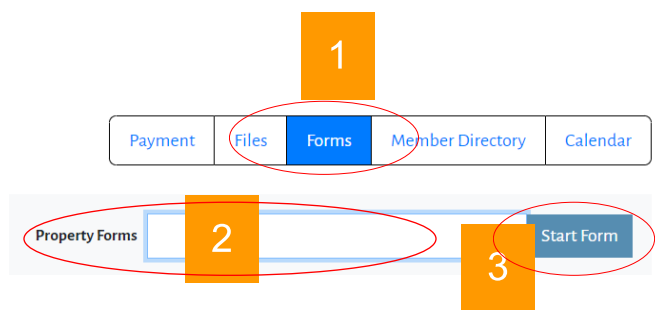
This process should be followed for any non-emergency matters that should be addressed quickly

- **EXAMPLES:** Toilet paper out in the bathrooms; Glass broken on the property; Spill in elevator
- **WHEN:** Building Manager is ON the property
 - **DO THIS:** **Text** the immediate need to the Coastal On Site Staff at **843-742-2811**
 - **ALTERNATE:** Feel free to briefly mention the issue directly to the Building Manager if you see that person on the property
- **WHEN:** Building Manager is OFF the property
 - **DO THIS:** Call Coastal Association Management – **843-663-2040** option **9**
 - Response times will vary based on the type of issue and time reported
- **WHY:** Use of this method reduces interruptions to the Building Manager's schedule allowing them to complete tasks as scheduled by their supervisor
- **HIGHLIGHT:** The Building Manager is an employee of Coastal Association Management and *is supervised and directed by the Coastal Association Management Team*

2. PROJECT MAINTENANCE ISSUES

This process should be followed for any project matters that do not require immediate attention

- **EXAMPLES:** The railing by the south stairwell needs to be repainted; Tree limbs in the overflow parking lot need to be cleaned up; A light bulb is out on the 3rd floor
- **WHEN:** Communicate any time directly to Coastal Association Management
- **DO THIS:** Complete a Maintenance Request via the Coastal Association Management Homeowner portal
 - Go to coastalassociationmanagement.com
 - Click on the **Homeowner Portal button** at the top right
 - If registered, login to your Portal Account
 - Not registered? Scroll down to Register Account button
 - **1.** Click on **Forms**
 - **2.** In the property Forms Window, use the dropdown to select **Maintenance Request Form**
 - **3.** Click on **Start Form**
 - Please complete and submit this form with as much information as possible
- **RESULT:** The request will be sent to Coastal Association Management for prioritization and task completion. Timelines and priorities will be determined in collaboration between Coastal Management and HOA Leadership



[CLICK HERE](#) for the link to the form or **point phone camera**

3. EMERGENCY MAINTENANCE ISSUES

This process should be followed for any emergency matters that require immediate attention

- **EXAMPLES:** **Active Water Leak** anywhere on the property; **Elevator down**; **Pool** has suspicious material in the water or needs to be closed for some other reason
- **WHEN:** At all times
- **DO THIS:**
 - While Building Manager On Site: **Call 843-742-2811** or tell the Building Manager in person about the matter
 - All Other Times: Call Coastal Association Management – **843-663-2040** option **9**
- **RESULT:** Coastal Association Management will implement next steps which may include
 - Communication to Coastal’s “ON CALL” staff to expedite a solution
 - Communication to appropriate vendors to expedite a solution
- **HIGHLIGHT:** Coastal Association Management will work in collaboration with HOA leaders to determine the best course of action based on details and timing of the emergency
- **NOTES:** Response times may vary due to vendor and staff availability-Patience is advised

COMMUNICATION CHANNELS

HOA Board Email HOA@CrescentSandsWH.com

HOA Website CrescentSandsWH.com **Point phone camera**

Crescent Sands at Windy Hill **Files/Data Room** [CLICK HERE](#)

(account and login required)



ADDITIONAL BACKGROUND AND PURPOSE

The goal of this Process Document is to help owners understand the **maintenance processes** that will result in Crescent Sands at Windy Hill being the best building on the Grand Strand. Our HOA Leadership Team is working in collaboration with our management company. Implementation of the systems described above will result in: 1) More efficient and timely completion of maintenance tasks; 2) Less owner/HOA leadership involvement in direction of onsite Coastal Association Management staff; and 3) Lower overall management and maintenance costs which should help lower dues.