

# ***Grand Haven Master Association, Inc.***

Post Office Box 354785 | Palm Coast, Florida 32135

[www.GrandHavenMHOA.com](http://www.GrandHavenMHOA.com)

## **Board Position Statement re: Damage Claims resulting from PLM/Other Vendor(s) Services**

When damage/incidents occur:

1. Any damage claims for repair or replacement must first be reported to SSMG with details to include photographs if/when available. Reports should be made by contacting Troy Railsback ([TRailsback@SSMGroupInc.com](mailto:TRailsback@SSMGroupInc.com) or 386-446-6333). Resident should also report the damage/incident to PLM Vendor Crew Supervisor if they are immediately available.
2. SSMG will contact the PLM Vendor Crew Supervisor to arrange for site visit/resolution.
3. SSMG and PLM representative will inspect the damage/replacement claim and make a determination on cause and appropriate resolution.
4. Resident will be notified by SSMG of inspection results and next steps (if any).
  - a. If PLM vendor is responsible, they will do the repair/replacement in a timely manner or arrange for an appropriate properly licensed subcontractor if work is outside their technical skills.
  - b. SSMG to determine appropriate resolution time frame.

PLEASE NOTE: Any and all requests for reimbursement, must be accompanied by written approval from Troy Railsback. Unapproved expenditures will not be considered for reimbursement.



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