

Gate Damage Policy

Effective date August 3, 2021

Scope:

This policy addresses homeowner and homeowner's tenants, guests or invitees who operate vehicles in a manner (or by means other than a vehicle) that cause damage to the North Shore at Lake Hart Homeowner's Association, Inc.'s (NSLH) gates, arms, cameras, call boxes and any and all other equipment related to the operation of the NSLH gates.

Reference: NSLH CC&R's Sections 6.4, 10.2 and 15.3.

Property Manager Responsibility:

1. Obtain available evidence including eyewitness accounts, video records from the gate security system, information from NSLH data base systems and other sources identifying the vehicle, tag information, driver of the vehicle, owner of the vehicle, and property address where the vehicle was going to or coming from or the person or persons causing damage in the case of non-vehicular damage.
2. Advise the homeowner and homeowner's tenants, guests and invitees, if applicable by written notice which shall include a description of the incident, date and time of the incident, and the costs of any damages resulting from the incident (per the attached schedule of cost of damages and/or the actual costs of damages obtained from invoice of vendor repairing the damages) and associated administrative charges.
3. Attempt to collect directly from the person (or company in the case of a vendor) causing the damage the costs of damages and associated administrative charges which include among other things a charge for researching sources to obtain evidence and information relating to the incident.
4. If collection efforts are unsuccessful after thirty (30) days from the date of identification of the person causing the incident the Property Manager on behalf of the Board will levy an Individual Assessment against the homeowner and turn over all information to legal counsel for collection efforts.

Homeowner and Homeowner's Tenants, Guests or Invitees Options:

1. The homeowner or homeowner's tenants, guests or invitees may review the video and other information with the Property Manager by making an appointment in advance.
2. The homeowner or homeowner's tenants, guests or invitees can acknowledge responsibility and pay for the damages and associated administrative charges at that time. Failure of homeowner or homeowner's tenants, guests or invitees to pay the costs of the damage will result in a levy for an Individual Assessment against the homeowner for any unpaid balance.

3. The research fee will be waived for those who self report to the office within 30 minutes of the incident. Then a report can be made 24 hours a day 7 days a week via email at manager@northsoreatlakehart.org or by call/leaving a message at 407-207-0520.

Schedule of Charges for Damages (repairs by Property Manager or representative)

\$ 400 - Each Arm knocked off or removed from operator and reinstalled

\$ 400 - Each Arm knocked off or removed from operator and replaced with new Arm (if previously knocked off and reinstalled)

\$ 800 - Each Arm knocked off or removed from operator and replaced with new Arm (if not previously knocked off and reinstalled)

\$ 100 - LED light strip replaced

\$ 150 - Light pig tail to operator replaced

\$ 50 - End cap for arm replaced

\$100 per hour - Research required

\$25 - Mailing cost per mailing

We will report to insurance

If insurance does not pay (or for any portion not paid by insurance) it will be added to ledger with interest as allowed by law