

# Concern Form Process

Concerns are any item(s) that require action by AAM and/or contractors **not construction**. Unfortunately, though questions, opinions and statements are always welcome, they are not concerns.

**Below are examples of what is a concern and what is not a concern**



## **Correct Concern**

- My lawn has bare spots in the back yard
- Our front pear tree is losing leaves
- There is a broken sprinkler head near the right corner of my patio
- A street light is out at the corner of Bridgewater Way and Crystal Drive



## **Incorrect Concerns**

- My grass looks horrible
- Paint the park benches
- The pool is too cold
- The storm drain in front of my house is full of mud

***Suggestions—Not a concern***

***Questions—Not a concern***

***Statement—Not a concern***

**Please direct all construction concerns to Pulte Warranty**

nclsmichigan@pulte.com

1-866-681-0640

Concern forms can be completed and submitted either on line at [www.mybridgewater.net](http://www.mybridgewater.net). Click on the online resident concern form link near the bottom of the home page. Additionally concern forms can be found at the Lodge in the forms carousel and turned in at the front desk.

## **Processing Your Concern**

- Once your concern has been received, you will receive an acknowledgement from one of the team members either by email, phone call, or in person.
- Your concern will be entered onto the Concern Log on the Google Drive which is shared with each team member and contractors. It can be updated and viewed in real time.
- The concern form is initialed and dated by the team member who logged the concern.
- Concern forms are placed in a binder under the street name where the resident resides until the concern has been addressed.
- The concern log is reviewed daily by a team member.

- When a concern on the log is complete, the resident will be notified via email, phone, or in person that their concern has been addressed, what was done to complete the concern, and any potential next steps.
- The concern form is removed from the concern binder, initialed and dated by the team member who notified the resident the concern has been addressed.
- Based on the season and the type of concern, please allow 14 business days for the concern to be addressed.
- The concern is then removed from the open log and placed on the closed log. Additionally, a copy of the form will be scanned and saved to your digital lot file for community records.
- Each month a concern report is created with a breakdown of items that have been addressed in these categories, Landscape, Irrigation, Snow, Maintenance, and HOA . The report includes any concerns that are carried over from the previous month, number of concerns that have been submitted within that month, how many concerns have been addressed, and how many are outstanding. Once the report is complete, it is emailed to each of the Board Members for review.

| Landscaping   |      |           |            |       |         |        |         |               |             |       |                     |             |
|---------------|------|-----------|------------|-------|---------|--------|---------|---------------|-------------|-------|---------------------|-------------|
| Irrigation    |      |           |            |       |         |        |         |               |             |       |                     |             |
| Snow removal  |      |           |            |       |         |        |         |               |             |       |                     |             |
| CDDP          |      |           |            |       |         |        |         |               |             |       |                     |             |
| HOA           |      |           |            |       |         |        |         |               |             |       |                     |             |
| Team Initials | Date | Last Name | First Name | Email | Address | Street | Concern | Genl Comments | GI Comments | DJSPM | Management Comments | Date Closed |
|               |      |           |            |       |         |        |         |               |             |       |                     |             |
|               |      |           |            |       |         |        |         |               |             |       |                     |             |
|               |      |           |            |       |         |        |         |               |             |       |                     |             |
|               |      |           |            |       |         |        |         |               |             |       |                     |             |
|               |      |           |            |       |         |        |         |               |             |       |                     |             |

The open and closed concern log are color coded for each contractor to identify what they need to address.

| Type of Concern | August-19             |           |                    |             |
|-----------------|-----------------------|-----------|--------------------|-------------|
|                 | Concerns Carried Over | Submitted | Concerns Addressed | Outstanding |
|                 | 30                    | 188       | 162                | 56          |
| Snow            | 0                     |           |                    | 0           |
| Landscape       | 6                     | 83        | 70                 | 19          |
| Irrigation      | 2                     | 80        | 73                 | 9           |
| Maintenance     | 18                    | 18        | 15                 | 18          |
| HOA             | 4                     | 7         | 4                  | 7           |

| Comments   | July                                   |  |  |  |
|------------|--|--|--|--|
| Snow       |  |  |  |  |
| Landscape  | Soil and Seed Applied, Trimming Shrubs |  |  |  |
| Irrigation | Broken Sprinkler Heads, Adjusting      |  |  |  |
| Maintaince | Street Lights/ Globes Tilting          |  |  |  |
| HOA        | Split Rail Fencing                     |  |  |  |

Monthly concern report sent to all Board Members