

# Reporting Problems

Sometimes residents don't know who to call to report various types of issues, both outside and inside units. To clarify, the following guidelines should be generally followed:

## 1. If you have owned your unit less than a year

Direct issues to **Builder's Representative** (Raritan Valley Development) at **908-788-3257** during normal business hours:

- All repair/punchlist items
- Landscaping deficiencies in your just-delivered unit - best to iron these out BEFORE you close on the unit.

Document in writing; take pictures for your records - usually helpful advice.

Please note you need to inspect **both the inside and the outside** of your unit. Generally, our association does **not** have responsibility for the outside at this point. Exceptions include *ongoing* grass/landscaping, garbage/recycling and snow removal. For those, direct your inquiry to **Access Property Management (908-284-3426 during normal business hours)**. Email address & additional contact info for our Property Manager, check website <http://flemingtonfields.com/>

## 2. If you have owned your unit more than a year

- If the issue involves the common elements<sup>1</sup>, generally the **outside of your unit**, contact **Access Property Management** at **908-284-3426** during normal business hours. Once contact has been made, it should be acknowledged within 72 hours. However, the resolution of your request may take anywhere from five days to several weeks as there are varying factors which contribute to its completion. Email address & additional contact info for our Property Manager, check our website <http://flemingtonfields.com/>
- Regarding the **inside of your unit**: it is generally your responsibility.

## 3. If you are faced with a **life threatening emergency** (e.g. fire, gas leak)

- **FIRST**, contact either **911**, or the appropriate municipal authorities.
- Next, contact the **Emergency** Number for Access Property Management at **855-227-1157**.

Thank you for following the above procedures as they will expedite the resolution of your issue.

<sup>1</sup>Common elements and limited common elements are briefly described on Page 10 in the Resident Handbook, and are defined in the Master Deed, Public Offering statement and amendments.