

# VOLC Procedure

## Complaints/Issues/Concerns for BrightView Services *rev*

11/02/2021

**IPS**, our management company, is our first point of first contact for issues regarding services performed via our current contract with **BrightView**, our landscape maintenance company. TruGreen subcontracts via BrightView.

IPS Website: <http://ipsde.com/about/>

BrightView Website: <https://www.brightview.com/>

### **Procedure:**

1. Resident sends a picture (cell phone is good) with their written concern described, to IPS. Although a picture is preferable it is not required. IPS has a copy of the VOLC - BrightView contract for reference.
2. Email or phone Kelly, administrative assistant at IPS. Email Kelly at [info@ipsde.com](mailto:info@ipsde.com). Pictures and details should be sent to this email. Alternately phone IPS at # 302-994-3907. Ask for Kelly. She is there 8am - 4pm Monday - Friday. Kelly will take your call and get the ball rolling ASAP with IPS managers Christina Peronti or Dino Peronti or directly with BrightView.
3. IPS prefers to receive the complaint in a timely fashion i.e. within 24 hours.
4. IPS may visit VOLC to check out the actual issue - they drive through VOLC at least once a month to look over the VOLC grounds conditions.
5. IPS handles the issue with the resident and BrightView as appropriate – email, letter, or direct phone call.
6. Resident **may** also send a copy of the communication with IPS to the Grounds Chair, the Board Liaison, and/or the Board Chair so they are aware of the resident's concern:
7. The board and the grounds volunteers will monitor the effectiveness of this procedure and modify as needed.