
From: Cindy Hooper <hoopelf422@gmail.com>
Sent: Wednesday, May 20, 2015 8:22 PM
To: Rebecca Thompson
Cc: contactllr@llr.sc.gov; Allison Fetchko; Taylor Davis; complaints@upstatesc.bbb
Subject: Re: Cynthia Hooper
Attachments: IMG_3475.JPG; IMG_3432.JPG; IMG_3388.JPG; IMG_3386.JPG; IMG_3387.JPG

Dear Mrs.Haley, could you please review the attachment and the emails. This is concerning our H OA and our property management in nhe of Greenville, SC

I have a water leak outside my unite. I have had Greenville Water, Kens Plumbing, and have filed a claim on my home owners Ins. Policy. They have all done an investigation, and have determined it would be on my HOA, the water lines are outside and under slab. My HOA will not send out a plumber to do an investigation, per our by-laws and Master Deed.

Thanks for your time,
Cynthia Hooper
3706 East North Street K-12
Greenville SC 29615

On Wednesday, May 20, 2015, Rebecca Thompson <rethompson@nhe-inc.com> wrote:

Hello Cindy,

I am sorry you are having this issue to deal with. Unfortunately, it's not as easy to identify who is responsible for maintenance of certain items. I understand you have an old letter from someone trying to explain the various areas of maintenance. In this case, the Master Deed for Town Park will always be what should be referred to for guidance. If you look at Article XVI, Section A, you will note that the unit owner agrees to maintain many elements, including the HVAC unit outside of the unit and all of the plumbing and electrical lines serving the unit, etc. If this was a shared waterline (multiple units using the same waterline), then the association would maintain it as a common element. In this case, this is a waterline coming off of a meter that only serves your individual unit (verified with Greenville Water). If the waterline was broken before the water meter, then Greenville Water would maintain the line and repair as needed.

If you are unable to have the waterline repaired at this time. The association has the right to protect the community and make the needed repair. In this case, the cost of the repair would be billed back to you unit and a lien filed until the balance is paid in full.

Please let me know if this is the route you prefer to take and I will make arrangements with a plumber.

Please let me know if you have any questions.

Rebecca Thompson

Vice President of Association Management

NHE | Property Management | Development | Service Coordination

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-----Original Message-----

From: Cindy Hooper [mailto:hoopelf422@gmail.com]

Sent: Wednesday, May 20, 2015 7:46 PM

To: contactllr@llr.sc.gov; Allison Fetchko

Cc: hoopelf422@gmail.com; Allison Fetchko; Rebecca Thompson; Taylor Davis

Subject: Cynthia Hooper

I have a complaint with our HOA. I have a water leak outside, this would be on our HOA per our By-laws and Master Deed. Greenville water is getting ready to disconnect my water because of my bill is so high. It is outside my unit, I have no problem on the inside of my unit and our H O A refused to send a contractor out to look at it. Could you please give me some help?

Cindy Hooper

3706 East North Street

K-12 Town Park Condos

Greenville SC 29615

nhe Property Managment/ Town Park Association.

Greenville. SC 29606

864-467-1600

www.nhe-inc.com

Sent from my iPhone