Supervision of Capital Projects and Insurance Claims Policy

OPERATIONS

VERSION	EFFECTIVE	REVIEWED
1.0	May 2026	May 2026

POLICY

Barkan is committed to providing professional administrative oversight and coordination for non-routine capital projects and insurance claim restorations undertaken by Associations managed by Barkan. This policy establishes Barkan's role, authority, and general procedures related to the supervision of capital improvements, major repairs, restorations, and insurance-related projects that fall outside the scope of routine property management services.

Routine vs. Non-Routine Services

1. Routine property management services are included within the standard management agreement and fee and consist of day-to-day operational responsibilities.
2. Non-routine services, including capital projects and insurance claim restorations, require additional coordination, administration, communication, and oversight and may be billed separately in accordance with the management agreement.
3. Examples of non-routine services may include:
    a. Major capital improvements or restoration projects
    b. Insurance claim coordination and restoration oversight

Scope of Oversight

1. Barkan's role is to provide administrative and operational coordination related to projects and insurance claims. Barkan does not provide engineering, architectural, legal, or professional design services or advice.
2. Barkan may coordinate with contractors, engineers, consultants, insurance representatives, public adjusters, and other professionals as necessary to support the successful completion of projects.

Fees and Compensation

1. Supervision and coordination of non-routine projects and insurance claims may be subject to additional fees as outlined in the management agreement.
2. Whenever practical, project supervision fees will be reviewed, discussed, and approved with the Board prior to commencement/billing of services.
3. If a separate fee arrangement is not established in advance, services may be billed in accordance with the applicable hourly rates contained within the management agreement.

Communication and Documentation

1. Barkan will maintain communication with the Board throughout the duration of non-routine projects and insurance restorations.
2. Project-related decisions, approvals, schedules, and communications should be documented in writing to ensure transparency and accountability.
3. Barkan will allocate resources as necessary and available to support project oversight while maintaining continuity of routine community operations.

Project Initiation

1. When a non-routine capital project or insurance restoration is identified, Barkan will review the scope of the request with the appropriate internal personnel and determine the level of administrative oversight required.
2. Strategy and fees are to be discussed with the RD/VP prior to discussion with the Board.
3. The Board must authorize Barkan’s involvement in the supervision and coordination of non-routine projects and claims via meeting minutes, memo of understanding, or an appropriate written form of communication.
4. Barkan will review the anticipated scope of work, coordination requirements, and applicable supervision fees with the Board prior to the start of services whenever practical.

Project Coordination

1. During the course of the project, Barkan may:
    a. Coordinate with contractors, vendors, and consultants.
    b. Facilitate communication between stakeholders.
    c. Provide project-related updates to the Board and residents.
    d. Assist with scheduling, access coordination, and administrative expense tracking.
    e. Monitor general project progress and related documentation.

f. Facilitate project funding, including loans.

Insurance Claim Support

1. For insurance-related restoration projects, Barkan may assist with coordination between the Association, insurance representatives, contractors, and other involved parties.
2. Fees related to non-routine project supervision and insurance claim coordination will be invoiced separately in accordance with the management agreement or other approved fee arrangements.

Risk Management

1. Barkan recognizes that non-routine projects and insurance restorations involve operational, financial, and communication-related risks.
2. To support effective project administration, Barkan will encourage:
   a. Clear documentation and approvals
   b. Consistent communication with stakeholders
   c. Coordination with qualified professionals
   d. Ongoing monitoring of project activity and timelines

Escalation

If concerns arise regarding project scope, supervision, fees, or responsibilities, the matter may be escalated to VP/RD for further review and guidance.