

# Villas at Five Ponds Shingles Replacement Project

April 25, 2025

Dear Amy,

I hope you are doing well.

As we complete week #8 of operations at the Five Pond Villas Community, we are pleased to report that the project is progressing smoothly and on schedule.

Although we initially lost some time due to adverse weather conditions, we successfully recovered several of those days by utilizing an additional labor force. As of today, the schedule indicates that the crews are on track to complete the first stage of 12 buildings by the first week of June. Minor complaints and concerns from residents have been addressed promptly along the way, which has helped maintain a positive flow of operations and communication.

We are now preparing to send the second batch of invoices, covering another 6 buildings. Based on recent feedback, we believe that the adjustments made to our documentation and communication processes with residents will have a much greater positive impact compared to the first billing cycle.

***Regarding the concern about the attic fan at the pool house: Following our meeting with Mark, our team returned later that afternoon to double-check the unit, and we confirmed that the fan is indeed functioning properly. This power fan is equipped with a thermostat and humidistat.***

Looking ahead, as temperatures begin to rise, we do anticipate that production may slow slightly due to weather conditions. However, at this point, there are no major issues to report, and we remain committed to maintaining the project's momentum.

Thank you for your continued support and partnership.

Please feel free to reach out if you have any questions or need additional information.

**Best regards,  
Mario A. Aguilar  
Lemus Construction**

**April 10, 2025**

Dear Amy,

I hope this message finds you well.

As we conclude Week #6 of the roof remediation project, I wanted to provide you with an updated construction schedule and highlight some important observations from the past few weeks. As expected during spring, the weather conditions throughout April have posed significant challenges, resulting in about one full week of lost production due to rain and high winds. Despite these setbacks, we are committed to making up for the delays and adjusting our workflow to stay as close to the schedule as possible.

Our crews are continuing to progress, and we are currently finishing work on the last building from our most recent email (4 for both crews) that required additional time onsite due to weather interruptions. We appreciate everyone's patience and flexibility as we navigate these seasonal challenges.

The first round of billing was sent out last week. While we initially anticipated a more resistant response, we have noticed that residents are gradually beginning to accept the additional charges associated with unit-specific plywood and attic work. For those who have requested it, we are providing photo documentation to clarify the necessity of these repairs. However, we've observed that close-up images can sometimes create doubt, as homeowners occasionally question whether the documentation corresponds to their unit. On the other hand, wider photos may not clearly show the level of plywood deterioration. Our Project Managers have been instructed to maintain detailed records moving forward, including time-stamped and unit-specific images to support all documented work.

The memo you kindly helped distribute seems to have been effective in providing additional context, and we hope it continues to assist in managing expectations in the coming weeks.

We understand that we are still in the early stages of this large-scale project, and we remain focused on quality execution and transparent communication. Please find attached the updated construction schedule that reflects our current position and adjusted timeline. Additionally, as we prepare for next week's workflow, we kindly ask for your confirmation on whether we are permitted to work on Good Friday. This will help us better coordinate labor and logistics as we aim to recover lost time.

Lastly, we want to express our sincere gratitude for the ongoing support from both management and the Board of Directors. Your trust and collaboration have been invaluable as we navigate the challenges of this season and remain focused on delivering a successful outcome for the community.

As always, please feel free to reach out with any questions, and we will be happy to assist.

**Best regards,  
Mario A. Aguilar  
Lemus Construction**

**April 3, 2025**

Dear Amy,

I hope you're doing well. Unfortunately, the weather hasn't been in our favor this week, but overall, things are going smoothly. We're confident that we'll be able to make up for the lost days and stay on track.

Invoices for the first six buildings were sent out earlier this week, and as you may be aware, we would appreciate your support in sharing the attached memo. This is in anticipation of potentially receiving additional concerns or complaints, similar to those from Unit XXX, where our explanations regarding homeowner responsibility for extra work were not well received. We kindly request your assistance in distributing the attached memo to all unit owners.

This memo is intended to provide clear, transparent communication regarding the scope of additional work discovered during the roofing project - specifically items such as damaged plywood, bathroom vent corrections, attic fan removals, and other repairs that fall under individual homeowner responsibility. As discussed during our open meeting at the clubhouse and outlined in the prior communications, these items are essential to ensure the long-term integrity of the new roof system and to maintain compliance with the Golden Pledge Warranty standards.

We believe that by sharing this information proactively, we can help minimize confusion and provide clarity on why these costs are necessary, as well as the care we take to do the right thing for each homeowner's property.

Please see below for Lemus communication regarding the scope of additional work discovered during the assessment of each homeowner's roof. As always, thank you for your continued support and collaboration.

**Best regards,  
Mario A. Aguilar**



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Apr 3, 2025



## Memo: Project Clarification – Villas at Five Ponds Roof Replacement

Dear Residents,

We hope this message finds you well. As the roof remediation project continues across the Villas at Five Ponds community, we want to take a moment to clarify a few important details and address some of the recent concerns we've received from homeowners. First and foremost, we appreciate the opportunity to work in your community and understand that projects of this magnitude can be disruptive. Our goal remains to deliver a high-quality roof system backed by the GAF Golden Pledge Warranty — a top-tier protection that reflects our commitment to durability, workmanship, and peace of mind.

### Scope of Work – Homeowner Responsibility

During our open meeting in **November, 2024** and in follow-up communication distributed by management, we outlined that certain items discovered inside the attic space fall under individual homeowner responsibility. These include:

- Replacement of deteriorated or damaged plywood sheathing.
- Bathroom fan duct connections.
- Attic fan removal.

These were not arbitrary decisions. Rather, these repairs are necessary to maintain the structural and functional integrity of your new roof system.

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We ask:

**“What would you think of a contractor who knowingly left behind compromised roof decking beneath a brand-new roof?”**

That's not how we operate. We chose to replace those sections immediately, preserving your investment and maintaining compliance with the Golden Pledge Warranty. This work falls under homeowner responsibility as it is specific to individual unit conditions.

It's important to emphasize that we do not profit from plywood replacement. In fact, this type of work often slows down the production process. However, we treat each home as if it were our own. If we discover compromised sheathing during removal and choose to leave it behind, not only would that reflect poor workmanship, but it would also jeopardize the long-term performance of the new shingles. Our decision to replace this material is rooted in doing what is right — not what is easiest.

- **Bathroom Vent Ducting**

In the first buildings completed, we discovered that many bathroom fans had flexible ducts left disconnected or terminated improperly inside the attic, allowing moist air to circulate and contributing to condensation and mold risk. We took the initiative to correct this issue during roofing, utilizing existing materials where possible to minimize added costs, and only billing for the time needed to make these vital corrections.

Please keep in mind that the timeframe to complete these repairs is limited, as we must fully close and seal each area by the end of the day to protect your unit from weather exposure.

- **Attic Fan Removal**

As part of the new roofing system, any existing power attic fans must be removed in order to comply with GAF's shingle manufacturer installation standards. These systems are being phased out in favor of balanced passive ventilation (ridge vents and intake vents) which improves energy efficiency and eliminates conflict between different exhaust sources. Removal of attic fans carries an additional cost, which has been clearly itemized in homeowner invoices.

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### Important Note on Warranty Eligibility

Please be advised that the **GAF Golden Pledge Warranty** is a collective certification that applies to the entire building as a unit. This means that if any resident within a quad fails to remit payment for their portion of the additional work, we will be unable to process and submit the warranty registration for that building. Unfortunately, **GAF will not honor or issue partial warranties on shared structures.**

We strongly encourage each homeowner to fulfill their responsibility so the building as a whole may benefit from the full 25-year labor and materials coverage that this premium warranty provides.

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We remain committed to quality, transparency, and doing what's best for both the homeowners and the HOA. Should you have any further questions or require clarification, please don't hesitate to reach out to our team.

Sincerely,  
Lemus Construction, Inc.

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**March 28, 2025**

Dear Amy,

I hope this email finds you well. As we complete Week 4 of the roof replacement project, I'm pleased to report that everything is moving right along with the anticipated project schedule. The crews have built strong momentum, and our process continues to improve with each completed building.

While progress remains steady, we do anticipate losing a couple of days next week due to the weather forecast. We'll continue to monitor the conditions closely and make necessary adjustments to the schedule to stay on track as much as possible.

Throughout the week, our team addressed minor items such as vent terminations and flashing adjustments. We've also received a few resident comments and minor concerns, all of which have been promptly handled as part of our ongoing daily operations. At this time, there are no major issues to report. We continue to log all unit-specific additional work, which will be itemized and reflected in the upcoming billing cycle.

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We're grateful for the ongoing support and patience from the residents — by now, we've even started making a few friends along the way! Our team remains committed to delivering what was promised during the open meeting: a top-quality roofing system, installed with precision and extra care.

We've noticed that some drivers become distracted while observing the roofing work in progress and are unaware of nearby equipment or dumpsters. As a proactive safety measure, we will be placing temporary speed bumps in areas where dumpsters are located. I'm currently waiting for "Speed Bump Ahead" lawn signs, and once they arrive, the bumps will be installed to help manage traffic more safely during active construction. We are approaching completion of the first group of six buildings and will begin processing homeowner billing for their portion of the completed work.

Please let us know if there are any questions, suggestions, or additional support we can provide. We appreciate your partnership and look forward to continuing the project with the same momentum and care.

**Best regards,  
Mario A. Aguilar  
Lemus Construction**

**March 21, 2025**

Any updates we receive from Lemus Construction about the Villas at Five Ponds "shingle replacement project" seem to come late Friday or Monday, upon receipt we will post it on our website.

So please keep checking it.

In addition, the Shingles Replacement project plan with targeted dates for Phase 1 has been posted outside the multipurpose room. A few copies of the project plan are located on the reception desk. It is also posted on the website. Please note the target dates are the goals of the project. Circumstances beyond the control of the project such as inclement weather or a quad that has issues that will preclude the ability to complete their roof replacement within the week will delay the subsequent shingles replacement on the quads that follow. Thank you for your patience and understanding.



Good afternoon, Amy,

As we conclude Week 3 of the roofing remediation project at Villas at Five Ponds, I am pleased to share that we are making steady and efficient progress. We are refining our workflow and addressing any unexpected challenges that arise.

Having completed work on the first four buildings, we now have a better understanding of the layouts and how unforeseen additional work can impact our production. With this knowledge, we have adjusted our approach and are currently nearing completion of the second set of buildings. Although we have encountered a few minor issues, we are addressing these promptly as we move into the next set of buildings. Things are looking up, and I believe we can only improve from here!

#### General Notes:

1. This week, both the Red Crew and the Blue Crew made significant progress on the second set of buildings. They gained a better understanding of the layouts and production efficiency.
2. We are nearing completion of this week's task, with only minor detail work left to finalize before moving on. Despite a challenging start to the project, we are now heading in the right direction and streamlining our approach to ensure quality and efficiency.



3. Due to strong winds, we will evaluate the safety of removing the remaining portion of the roof at 102-108 Villa Drive today. If conditions are not favorable, we will return tomorrow to complete the task. The next set of buildings is still on schedule for next week, and notices have already been delivered to residents.

4. As we improve our workflow, each adjustment enhances our efficiency and execution. We sincerely appreciate the residents' patience and cooperation, which have helped us maintain smooth operations despite initial challenges. By now, Marco and Wilson have made new friends, and we feel very optimistic about the future!

5. As noted in prior updates, we will begin processing homeowner billing once the next set of buildings is completed.

We appreciate everyone's continued support and collaboration as we move forward in this large-scale project. We will keep you informed of any major developments and continue to provide weekly progress reports.

Please let us know if you have any questions. Looking forward to another productive week ahead!

**Best regards,  
Mario A. Aguilar  
Lemus Construction**

**March 17, 2025**

Amy is working on a process to get a written weekly update from Lemus Construction on our now on-going Community "shingle replacement project". Once this process is in place, the updates will be placed on our community website.

Here is the first "home" shingle replacement update:

As we conclude Week 2 of the roofing remediation project at Villas at Five Ponds, I am pleased to report that we are making steady progress as we navigate through the initial phase of the work.

General Notes:

- This week marked the official start of the project, focusing on the designated buildings for Stage #1. Both Crews <Red> and <Blue> started their first building.
- We successfully completed the roof replacement for Units 273-279 Fairway Drive <Blue Crew>
- The roof replacement for Building 110-116 Villa Drive, Red Crew, is nearly complete, with just one more day of work remaining.
- We faced some challenges at the start of the project, encountering active leaks in several areas, particularly around the dormers over the garage roofs.
- Despite these initial setbacks, we gained momentum and completed two buildings this week while identifying areas for efficiency improvements moving forward.
- To help alleviate traffic issues, we placed no-parking signs around Fairway Drive, specifically in areas surrounding the dumpster located in the street. This, together with the email blast sent by management, has been effective in reducing congestion.

- We will keep the option of installing a speed bump available should we find it necessary to implement additional measures.
- While we have completed the roof replacements, there are still detail-oriented tasks remaining on both buildings, including:
  - Siding reinstallation
  - General clean-up
- As the project progresses, we anticipate that the workflow will become more streamlined, allowing for an even smoother process.
- We are closely tracking additional work performed on each individual unit to ensure accurate billing. We plan to submit the first set of invoices once we have completed work on six buildings.
- According to the current forecast, we anticipate rain on Monday. However, if conditions clear up, we will proceed as scheduled while monitoring the situation closely.
- Start notices will be delivered tomorrow morning to keep residents informed. Each crew will be working on Building #2, respectively.

*We will keep you updated on any significant changes and provide weekly progress reports on the overall project. This is to ensure transparency and alignment throughout the process. We appreciate everyone's continued support and cooperation as we navigate these critical phases. Please feel free to reach out with any questions or concerns. We look forward to another productive week ahead!*

**Best regards,  
Mario A. Aguilar  
Lemus Construction**

Good afternoon, Amy,

Thank you for reaching out and sharing your observations about the roof replacement project. We appreciate your attention to detail and your patience as we work through this process. I apologize for the delay in responding to your email; I wanted to give the crews time to complete the first two buildings and review the final results of the siding reinstallation.

As part of the roof replacement, certain areas of siding will need to be temporarily removed to properly install new step flashing and ensure a watertight seal. This is an industry best practice that helps protect the long-term integrity of the new roof system and prevents future leaks. Additionally, the installation of ice and water shield is a mandatory requirement for the GAF Golden Pledge Warranty standards. We discussed this process during the Homeowner Open Meeting on November 14, 2024.

It is important to note that during this process, some incidental damage to the existing Tyvek or siding may occur. This is why we included a carpentry/repair line item in the project scope. While this provision primarily covers pre-existing deteriorated siding, Lemus Construction will also replace any siding or J-channel that sustains damage during the removal process at no cost to the homeowner.

To clarify, homeowners are not responsible for replacing siding that was in good condition prior to the removal. However, they may be responsible for replacing pre-existing

deteriorated siding identified during the work. Our team takes great care in re-installing the siding properly, and any damage directly caused by the removal process will be addressed as part of the agreed scope.

All replaced materials will be installed according to manufacturer specifications and best practices, ensuring their functionality and durability. Furthermore, the new roofs are covered under the GAF Golden Pledge Warranty, which provides 100% coverage on labor and materials for the first 25 years.

We appreciate your patience and cooperation as we continue with the project. If you have any further questions, please feel free to reach out, and we will ensure that the Board is kept updated.

Best regards,  
Mario A. Aguilar

**March 11, 2025**

Resident Notifications and Project Kickoff

- We have distributed start notice letters via door hangers to residents in the first two buildings scheduled for work next week.
- As we begin, we appreciate everyone's collaboration as we work through each structure, identify existing deficiencies, and determine the best remediation approach.
- Once the first two buildings are completed, we will compile a detailed progress report, including any findings that may impact the broader project scope, and provide an updated construction schedule.

**We have also captured drone footage of the newly installed roof at the clubhouse. This footage will serve as both a record of progress and a visual representation of the improvements being made.**

We appreciate the cooperation and support of all involved and look forward to the smooth continuation of the project. Please let us know if there are any additional concerns or if further coordination is needed.

**Best regards,  
Lemus Construction**

**March 9, 2025**

Effective Sunday, March 9th, the Villas at Five Ponds Clubhouse is open as the roof replacement has been completed.

**March 1, 2025**

The Villas at Five Ponds Clubhouse will be closed from Monday, March 3<sup>rd</sup> through Saturday March 8<sup>th</sup> while the Clubhouse Roof is being replaced.