



WHO'S WHO IN THE 'HOOD

If you are uncertain about whom you should contact with questions, concerns, complaints or compliments about how things are going here in Lewes Crossing, here is your guide to “[Who's Who in the 'Hood.](#)”

What	Who	How
<p>How do I update my personal information or find out information about my account?</p>	<p>Premier</p>	<p>You can update your information or check your account online using the Vantaca Portal.</p> <p>If you need assistance, please contact the Property Manager online at Contact Property Manager or by phone at 302.644.2752.</p>
<p>Whom do I call if I have a problem with my house or lot?</p>	<p>Ryan</p>	<p>Any issues with your home or lot (except for post-warranty lawn-care) are between you and Ryan. This includes problems with the interior and exterior of the house, new sod or the irrigation system.</p> <p>You can submit a request for repairs or issues covered by your warranty online at Warranty requests or by calling 877.550.7926. Please note in your closing documents that there are a number of different warranty periods for different items.</p> <p>Although an item may no longer be covered by the warranty, please check with Ryan anyway, as some issues that have been identified by multiple homeowners have been addressed by Ryan, even though the warranty period has passed.</p>

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Whom do I call regarding promises related to the purchase of my home?	Ryan	If you believe that you were promised certain conditions when you purchased your home, but which are not as expected, you must address this with Ryan. Neither the Board nor the Association can address these concerns. Ryan Homes Lewes Crossing 302.200.9445
Whom do I contact for lawn care, pond, tree or other grounds issues?	Premier	There is a form on the Lewes Crossing website for reporting other Landscaping issues , including lawn care after the expiration of your warranty period. You also may contact the Property Manager online at Contact Property Manager or by phone at 302.644.2752.
What if I see suspicious activity or a possible crime?	Delaware State Police	Initial contact should always be 911, and not Premier or a Board Member. You may also call Premier so that information may be shared appropriately within the community.
Whom should I call in an emergency?	Delaware State Police	Initial contact should always be 911, and not Premier or a Board Member.
To whom should I report perceived violations of the CCRs or other rules?	Premier	If you do not want to address an issue directly with a neighbor, you may report your concerns to the Property Manager online at Contact Property Manager or by phone at 302.644.2752. If this is a safety issue, e.g., a dog has attacked a person or another dog, someone ran the stop sign and hit a car, please call 911 immediately. Do NOT call Premier or a Board member!
I need help with completing the Architectural Modification Application or getting information	LCARC	The Lewes Crossing Architectural Review Committee (LCARC) can help guide you through the application process and with submitting a complete application. The

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from my contractor. Whom can I call for help?		<p>LCARC can also help you in working with your contractor.</p> <p>You can contact the LCARC at lcarccommittee@gmail.com</p>
Construction issues	Premier	<p>Lewes Crossing is still under construction and this can directly or indirectly impact all homeowners.</p> <p>All concerns should be reported to Premier online at Contact Property Manager or by phone at 302.644.2752.</p> <p>We may not be able to address all concerns right away due to the ongoing nature of construction. However, safety issues will be addressed immediately.</p> <p>Premier is working closely with the Board and the Transition Committee to address issues with the Developer. By aggregating all our concerns, we are in a better position to obtain support from the Developer.</p>
A common area tree fell on my yard during the last storm. Whom should I call?	Premier	<p>Contact the Property Manager online at Contact Property Manager or by phone at 302.644.2752.</p>
I am having difficulty in adjusting my irrigation system schedule so I don't overwater. Whom should I call?	It depends	<p>If you want help in setting your watering schedule, Premier can help. You can contact the Property Manager online at Contact Property Manager or by phone at 302.644.2752.</p> <p>For issues with the irrigation system, e.g., the sprinkler heads are not working or are watering your driveway, please check to see if you are covered by your warranty.</p> <p>If you are covered by your first year warranty, you should contact Ryan. You can submit a request online at Warranty requests or by calling 877.550.7926.</p>

What	Who	How
		If your home is not under warranty, it is your responsibility to engage a contractor to help with maintenance or repairs.
I don't see my question addressed. Whom should I contact?	Premier	Contact the Property Manager online at Contact Property Manager or by phone at 302.644.2752.