



MANAGEMENT FREQUENTLY ASKED QUESTIONS

As a member of an Association it seems there is always confusion as to who owns the responsibility for events which occur during daily operations. In an effort to clarify these questions we have provided a brief summary of when, where, what, why and how to handle the unexpected challenges.

What is the Role of a Owner?

As a owner, it is your responsibility to maintain your property at the highest possible level of repair, be courteous of your neighbors, adhere to the community Rules & Regulations, Bylaws, advise management of all maintenance issues/liability issues/bylaw violations, and be an active participant in your Association. This would include regularly attending meetings and paying assessments in a timely manner.

What is the Role of the Board?

The Board of Directors is the governing agent for the Association as a whole and therefore must act in accordance to the recorded association documents and bylaws. It is not the responsibility of the Board of Directors to manage the community. Issues which arise, should be addressed with the Property Manager. *In the event a homeowner wishes to address a Board member; this should be done in writing. It is improper to call them at home or work or to knock on their door.*

What is the Role of your Management Company?

It is the responsibility of the Property Manager to handle the daily operations of the community. However, it should be noted that condominium living is very different from a private home or apartment living and as such owners must keep the following items in mind:

- The management company reports to the Board and acts at the sole Direction of the Board President. While we strive to respond to each request made by owners, approval must be obtained from the Board President. Please keep this in mind when requesting items such as replacing common area furnishings, landscaping upgrades, exterior/interior painting, elevator upgrades etc.

(Note: It is suggested these types of request be put in writing and forwarded to the Property Manager to be addressed with the Board.)

- The management company is responsible for initiating all common area maintenance and repairs. The Property Manager will walk the community weekly and direct maintenance personnel to address preventive maintenance and repair issues.
- Owners who notice deficiencies should notify the Property Manager of issues that come to their attention so they can be addressed.
- In the event an issue occurs which is beyond the control of management such as city/county water line breaks, power outages, parking violations or security issues; please understand that your Property Manager is at the mercy of these entities. However, we will make every attempt to expedite repairs but ultimately have no control of how quickly the situation is remedied. With that said; the Property Manager will make every effort to keep all owners informed of the progress of the needed repairs.
- The management company is responsible for handling the financial affairs of the Association. This includes ensuring that all payables are handled in a timely manner, researching invoices to ensure their accuracy, collecting all monthly association dues, aggressively collecting past due association dues, preparing monthly financial statements, preparing and submitting to the Board an annual operating budget and maintaining records for future reference.
- The management company is responsible for keeping the Board of Directors informed of all issues which arise and acting in a manner as directed by the Board.
- The management company is responsible for enforcing compliance with the community rules, notifying the Board of violations and taking action as deemed appropriate by the Board. This may include violation notices to owners as well as assessment of fines.
- The management company is responsible for obtaining bids for capital repairs and submitting them to the Board for approval.
- The management company is responsible for preparing and delivering all owner notifications, attending and planning all association meetings and social functions.
- The Property Manager is available to answer any question you may have.
- It is the responsibility of the management company to respond to all life/safety and property damage emergencies. However, owners must call 911 first. Please refer the section below "Who to Call".
- It is the responsibility of the management company to notify the COA Board President in the event a situation arises which requires management to gain entrance to a particular unit and the owner is unavailable. Upon the approval of the Board President, management may enter a unit to address what they deem to be an emergency situation. This would include but not be limited to: water or gas leaks, fire or suspected death of a owner.

WHO TO CALL?

Fire/Flood/Death in your home:

In the event there is a fire/flood/death in your home please call **911 first**. Call your Property Manager by calling the management office phone number. If the event

occurs after normal business hours your call will be answered by the answering service and the Property Manager will be notified. The management staff will assist in securing your home and address any damage to the common areas. Management **is not** responsible for repairs inside your unit but will be happy to assist you in locating a contractor to address your needs.

If a death occurs it is not necessary to call your Property Manager unless foul play was involved?

Fire/Flood/Death in a Common Area:

In the event there is a fire/flood/death in a common areas please call **911 first**.

Call your Property Manager by calling the management office phone number. If the event occurs after normal business hours your call will be answered by the answering service and the Property Manager will be notified.

Personal Attack/Break in/Vehicle Theft:

All criminal activity should be reported to **911** immediately. Call your Property Manager by calling the management office phone number. If the event occurs after normal business hours your call will be answered by the answering service and the Property Manager will be notified.

Water/Sewage Back up:

Contact your Property Manager, they will direct our maintenance personal to assess the problem and they will either repair the problem or contact the proper authority if necessary.

Violation of Bylaws, Rules & Regulations:

Contact your Property Manager and the situation will be investigated and addressed in accordance with the Association's documents.

Noise Complaints:

Per the Association's documents every owner is entitled to "quiet enjoyment" of their home.

In an attempt to maintain harmony in the community it is suggested that on the first occasion owners may contact the Property Manager who will attempt to advise and resolve the problem. On the second occasion the Property Manager will send a noise complaint letter (*your name is not disclosed*), and if these attempts fail **call 911**.

Note: In the event law enforcement is called, and a noise problem is noted there can be a fines imposed per occurrence.

If you are planning a party; notify your neighbors and ask that they let you know if the noise gets out of hand. This will potentially keep problems from occurring.

Working together, the Board of Directors, owners and management company can make the community a wonderful place to call home.

Contact Us