

The following document has been copied over from the old website simply as an attempt to give anyone with an interest a look back in time at some of the issues confronted in the earlier days of the conversion from apartment complex to condominium association.

### THE LANDINGS CONDOMINIUMS QUESTION & ANSWER SUMMARY

There have been many unanswered questions regarding the transition from Developer to Association, and also some questions relating to general property issues. Hopefully, the following Q & A's will help you understand the process, the actions the Board of Directors is taking, and how new management is working to handle each situation.

- 1) When did the Association transfer from Developer to Board?
  - June 2006
  
- 2) What issues are pending with the Developer that Sentry never finalized?
  - Repair and/or replacement of the Jacuzzi
  - Repair of exterior wood/soffit/fascia that is deteriorating and creating interior leaks
  
- 3) What steps are being taken by the Board and Management to handle these items?
  - DLG is meeting with the Developers Construction Manager to discuss and finalize the Jacuzzi and to review the proposals taken by DLG for all wood issues. This meeting has been postponed by the Developer several times.
  
- 4) What have been the ongoing issues with the pool and its maintenance?
  - Sentry did not report to the Board that mechanical equipment was in need of repair. This was discovered when DLG began taking bids for a new Monthly Pool Service and was informed of the deteriorated condition of the plumbing to the pool.
  - Bids are now being taken to upgrade this system so the cleanliness of the pool can be maintained.
  
- 5) What is the status of the entry gate system?
  - The gate system was brought into operation by the Board a few days before the management change to DLG. Someone damaged the gate arm within days of that repair. And then several weeks later, someone drove into and broke the exit arm.
  - The Board and Management are taking bids to replace this "easily damaged" system with a slide or swing gate system. Once bids are taken, the Board will send out a proxy and hold a special meeting to obtain a majority vote from the

membership to approve a special assessment charge to replace the system. We have estimated this special assessment, per unit, to be less than \$200.

- 6) Are For Sale, or For Rent signs permitted inside or outside a unit?
  - No. They cannot be visible from the street or a window.
  - The Board is, however, reviewing the Rules and Regulations, to allow for Saturday and Sunday display of Open House and For Sale Signs outside the entry from 10:00-5:00 on these days only. Owners will be permitted to place For Rent or For Sale signs outside their unit at these times only.
  
- 7) What is the process for rental of the clubhouse?
  - Only “unit owners” are covered under the Association Insurance Policy to rent the clubhouse
  - A new rental policy and waiver form is being drafted that owners would sign and hold harmless the Association and Management from any injuries or claims resulting from an incident in the clubhouse
  - The clubhouse can only be used from 9:00 AM to 7:00 PM Monday-Friday. This is to ensure that a Board Member or DLG Mgmt person can meet the prospective renter to allow entry, inspect the condition of the clubhouse, turn off the alarm, and review the policies.
  - A \$200 non-refundable rental fee will be required.
  - A one-day insurance binder will be required by the owner to cover any claims
  - No alcohol will be permitted
  
- 8) What is the result of a violation of the Bi-Laws or Rules and Regulations?
  - After a 2nd warning, a \$100 per day fine, up to \$1000, will be assessed to the owner, if the violation is not corrected.
  - If fines are not paid, or violation is not corrected, arbitration with the State will be conducted.
  - Owners are responsible for fines resulting from their renter’s behavior. Violations by renters will be handled by notice given to the renters/posted on their front door, and by regular mail to the homeowner. If phone contact information is provided, a phone call will be made to the owner to expedite the issue.
  
- 9) What do you do if you see/hear a violation occur?
  - Contact DLG Association Services via phone (962-8800) or by e:mail [aflanagan@dlgmgmt.com](mailto:aflanagan@dlgmgmt.com).
  
- 10) What do the homeowners do if they discover a leak inside their unit, either from the roof or from deteriorated siding/wood trim?
  - They contact the Developer, copy DLG either by e:mail ([aflanagan@dlgmgmt.com](mailto:aflanagan@dlgmgmt.com)) and copy the Board if they desire. DLG is working with a contractor to inspect and handle these repairs one by one, but will be presenting these issues to the Developer’s Construction Manager.

- Or contact DLG by phone and request to speak to Amy Flanagan, Property Manager, at Extension #2.
- 11) What is an owner's obligation to The Board/Association & Management?
- A proper mailing address and phone contact must be provided so valuable information can be provided to that owner. If you relocate, it is the owner's responsibility to notify management.
  - If you sell your unit, your Title Company must provide DLG with the new Owner's Deed and contact information. This will ensure the new owner's information is given to Water Watch (water billing), and that the new owner received valuable meeting and Association information.
- 12) If an owner chooses to rent their unit, what is the process?
- They must provide management with a copy of the application and the lease for that unit. The Board is working to update the Bi-Laws to require Investors to process applications through DLG so that proper screening of that applicant can be done.
  - We strongly recommend that criminal background checks be done on all rental units, and this will be added to the Bi-Laws during the documents re-write.
  - They must provide their renters with a copy of the Bi-Laws and Rules and Regulations, and inform them that they must abide by these policies. If they do not abide by these policies, The Association has the right to terminate that lease and the owner will be obligated for eviction costs.
- 13) If an owner decides to sell his/her unit, what is the process?
- The mortgage company for the seller will notify DLG with a questionnaire and Estoppel Letter. These forms are required for each closing. Very soon, this information will be available on-line via [www.condocerts.com](http://www.condocerts.com). Owners will also be able to pull copies of the Association Documents from this site at a minimal cost. We hope to have this on-line by June 1.
  - The Title Company (or the seller if no one else does so) must notify Management of new owner information, Deed, closing date, and contact info.
- 14) When are assessments due?
- No later than the 10<sup>th</sup> of each month
- 15) What happens when an assessment becomes more than 30-days delinquent?
- Notification will be sent out by DLG that Lien action will occur if the account is not paid with late fees immediately. Sentry allowed assessments to become severely delinquent, which impacted the Association's ability to make repairs and handle Association affairs. This will not be tolerated by DLG and action will be taken.
  - After this notification, DLG will provide Legal Counsel with approval to take Lien Action against the unit owner. All legal fees, and late fees will be the responsibility of the owner.
- 16) What does the Insurance Policy for the Association cover?

- Common areas to include the entry gate, clubhouse, pool, perimeter walls & fencing, tennis courts, etc.
  - Directors & Officers coverage – which provides Liability insurance for the Board of Directors of the Association.
  - Homeowners should obtain a homeowner policy to cover vandalism to their personal belongings and vehicles, & damage to the interior of their unit (inside the drywall is the owner's responsibility). It may be possible to purchase a policy that would provide coverage for the mechanical equipment of your unit.
- 17) When will there be a Membership meeting?
- Once bids are finalized for the entry gate, a membership meeting will be held to hopefully get a majority vote for this expense.
  - In the meantime, the attached notice will explain the date and time for a membership social event. At this time, owners and renters may come and ask for more details on the above listed items.
- 18) What is the procedure for becoming a Board Of Director and be more involved in the decision making process for the Association?
- The Documents state that the Board of Directors consist of a minimum of (3) Directors, and a maximum of (9), but that the number of Directors be an odd number.
  - There are currently (3) Directors
  - An election meeting will occur in either July or August, at which time any member of the Association (owner) may nominate themselves for a Board seat. The membership would then vote by ballot for up to (9) Directors.
  - A position on the Board would require monthly attendance at Board meetings and assistance with necessary committees to run the Association.

We hope that this has answered many of the ongoing questions being addressed to Management!