

# GLENABBY NEWS

Spring Newsletter

2nd Quarter 2018

## Welcome to CMOC!

After careful consideration and a lot of research the Board has chosen to enter into a management contract with Condo Management of Columbus. Condo Management (hereafter referred to as CMOC) specializes in managing condominium associations (like ours) and brings to the table a wealth of experience to advise and assist the Board. Our Property Manager's name is Jim Chew. There are a few things you need to be aware of now that we are working with CMOC:

## How to Contact Jim

Jim would be happy to hear your concerns and answer your questions about condo matters. You can contact Jim anytime via email at [jchew@condocolumbus.com](mailto:jchew@condocolumbus.com) or by dialing **(614) 488-7711**

When you hear the greeting you can get to Jim immediately by pressing the first 3 letters of his name on your phone's keypad. In this case that would be JIM or 546.

CMOC uses modern technology to manage effectively, so don't be surprised if you are asked to leave a detailed message. You'll find that Jim looks into your concern and calls you back quickly with an answer.

If you are calling with an emergency maintenance need you can press 9 when you get to the greeting and you will be routed to the CMOC emergency hotline (you can also dial the hotline directly at (614) 722-7007). A CMOC staff member (most likely Jim) will be contacted and will call you back within a few minutes. If you call the emergency line please be sure your concern is a true emergency. If it isn't the call will be deferred until the next business day.

## When to Contact Jim

Jim is your point of contact for all condo-related issues, including reporting maintenance concerns, making complaints, submitting requests for architectural modifications, and more.

One of the reasons we chose CMOC is because they have an active philosophy of management, meaning that they, rather than individual Board members, are the point of contact for owners. No individual Board member has the authority to make a decision that requires Board approval. Instead contact Jim.

## Email

CMOC uses email to send out newsletters, give notifications about work performed on your unit, and send out letters. Rest assured, we never share email addresses you provide with anyone, and we won't fill your inbox with junk email.

To start receiving condo communications via email, send an email, to [addme@condocolumbus.com](mailto:addme@condocolumbus.com). For the subject line put "Glenabby", and in the body of the email put your unit address. You can stop receiving emails from us by sending an email to [removeme@condocolumbus.com](mailto:removeme@condocolumbus.com).

## Newsletters

You'll see a newsletter like this one coming out once a quarter. Inside will be information you need to know about things happening at Glenabby, so please read over them carefully to make yourself aware of the goings on in the community.

## Direct Deposit

You can save time and money and avoid having to remember to write a check each month by using Direct Deposit. This is a free service. Email Jim for a form.

## Board Meeting Information

Meetings are usually held at the Clubhouse on the 3rd Tuesday of each month at 1:30 PM. All interested homeowners are encouraged to contact the Property Manager prior to the meeting to verify meeting time, place and date in case of any changes.

## Property Manager Contact Information

**Jim Chew (614) 488-7711 extension 546**

*(During business hours)*

Press the first three letters of Jim's name (JIM or 546) when you get the welcome message.

**Email** [jchew@condocolumbus.com](mailto:jchew@condocolumbus.com)

**Emergency (614) 722-7007**

Call this number if you need to report an emergency. An emergency is when there is immediate danger to life or property, or suspension of services. Remember to say your unit number, and that you are calling from Glenabby!

## Board Meeting Notes

A summary of the actions taken by your Board of Directors

- Jan. Approved**
- Collection Policy
  - Collection Procedure
  - Complaint Procedure
  - US Bank Resolution
  - Accountant for Income Tax Return
  - Insurance Policy renewal with Middle Oak Insurance at a cost of \$17,638
  - 2018 Budget
- Feb. Tabled**
- Snow Removal Policy for further study
- Mar. Approved**
- Proposal from Able Roofing to repair a leak
  - B-Level Ltd. to provide a sidewalk leveling assessment
  - Attendance by our Attorney at the Annual Meeting

## Unit Owner Information

Make sure you fill out and return the Unit Owner Information form that you were provided. This information must be kept on file so that we have emergency contact information.



## CMOC Website

Maintenance requests, account inquiries, address changes, and other requests can be submitted to Condo Management online. Go to [www.condocolumbus.com](http://www.condocolumbus.com) and click on "Owner Requests"

When you click on "Owner Requests" the Condo Management Request Form will pop up. Select what type of request you have and fill in your name, address (so we know how to find you!), and the details of your request. There's also a required space to put in your email address, so that we can contact you if we have questions about your request.

## How to Complain

Do you know what to do if one of your neighbors is violating the rules in a way that reduces your quality of life? No one wants to be a complainer -- though if you do, you probably need to complain a little less! -- but sometimes something needs to be said. If you find yourself in this position, here's how it works.

First, consult your Owner Handbook and determine if the behavior that is bothering you is actually a violation of the Association's rules. If you don't have a copy of the Association's rules you can contact our Property Manager to get a copy. If you still can't figure out if the behavior is a violation, call the Property Manager and he can tell you.

Second, contact the Property Manager. The Manager will write a letter, based on your complaint, to the person in question which will include a description of the violation, as well as what needs to be done to correct the problem. We assume that everyone wants to be in compliance with the rules, so this letter is a gentle reminder. **Your identity is not mentioned in this letter.** You will also receive a letter which will serve as a confirmation that this complaint was sent out.

Third, keep an eye on the situation. If the problem continues after 10 days contact the Management Company again and let them know that there is still a problem. Proof of a violation (in the form of photographs, written statements from multiple owners, etc.) is required in order for enforcement actions to advance to this level. The second letter, like the first, does not say who brought up the complaint. Violations that are not corrected after the first letter receive a \$50 enforcement assessment with the second letter.

Of course, we hope it won't come to this, and most of the time it doesn't. Most of the time people will deal with the problem as soon as they are made aware of it. The most common response we get is "I didn't know that was against the rules."

Don't rely on someone else to report a violation. Everyone else may also be relying on someone else too, which means that everyone gets more and more frustrated about the issue, but no-one ever reports it! Instead take the initiative to do something about it. This is your community too!

# FINANCIAL REPORTS FOR GLENABBY CONDOMINIUMS AS OF THE FIRST QUARTER OF 2018.

## PRELIMINARY OPERATING STATEMENT

From 1/1/2018 to 3/31/2018

### INCOME

Homeowner Fees Assessed	\$38,400
Uncollected Fees	(\$3,148)
Clubhouse Reservations	\$80
Late Fees	\$100
Revenue Sharing	\$403
<b>TOTAL INCOME</b>	<b>\$35,835</b>

### EXPENSES

Accounting	\$235
Clubhouse	\$19
Electric	\$794
Gas	\$385
Insurance	\$5,782
Legal	\$600
Management	\$3,450
Office	\$696
Repairs	\$718
Snow Removal	\$7,936
Trash Removal	\$2,275
Water & Sewer	\$747
<b>TOTAL OPERATING EXPENSES</b>	<b>\$23,637</b>
Reserve Contributions	\$11,136
<b>TOTAL EXPENSES</b>	<b>\$34,773</b>

## BALANCE SHEET

As of 3/31/2018

### Assets

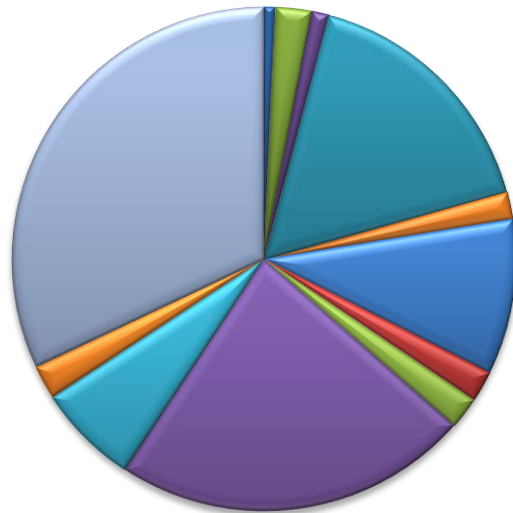
Cash	
TOTAL Operating	\$45,136
TOTAL Reserves	\$174,690
TOTAL Cash	\$219,826
Net Accounts Receivable Current Year	\$3,148
<b>Total Assets</b>	<b>\$222,973</b>

### Total Liabilities

### Net Worth

Fund Balance as of 1/1	\$207,203
Net Income YTD	\$15,771
<b>Total Net Worth</b>	<b>\$222,973</b>

<b>Total Net Worth and Liabilities</b>	<b>\$222,973</b>
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Condo Management of Columbus  
PO Box 28249  
Columbus, OH 43228

## CONDO PETS

Our Association is proud to be pet-friendly, and we're happy your four-legged family members are part of our community. Of course, like any good neighbor, it's important that these pets don't create an unpleasant environment for everyone else. To avoid unnecessary disputes and potential rule violations, here are some guidelines owners should follow to ensure their furry friends continue to be a welcome addition to the neighborhood.

**Read the Rules:** While we welcome pets in our Association, we have a few rules and requirements. Please check our rules and regulations for more information.

Service animals are exempt from some of the Association's pet requirements. However, please contact the Board or Manager to ask for an accommodation to keep a service animal. Proof of the service animal's training or a doctor's certification may be required.

**Keep it Clean:** No one wants to see, smell or accidentally step in the "gift" your dog left on the grassy common area. So when your dog needs to go, be sure to properly dispose of it, preferably in a pet waste disposal can. Not only will this keep our community looking better, but it will help keep ground water clean and help prevent the spread of fecal-borne diseases.

**Quiet Down:** Pets will be noisy from time to time. However, when loud barking or meowing becomes annoying to neighbors, it's time to help your pet become less talkative. Try to find out what causes your pets to get vocal: Do they get noisy when they've been alone and bored all day, or gone through a stressful change in environment? Do they simply like saying "hello" to every squirrel, or person that passes by? When you've identified the cause, take remedial actions such as confining them to an area where they feel calm while you're away.