

Westbury Village News

Fall Quarter Newsletter

October 2019

Texting

In order to get in contact with our Community Association Manager you must email or call. We have heard recently of owners trying to text us. Our Management Company has a business land line with an extension to our individual Community Association Manager, this phone does NOT receive texts. The Community Association Manager will not receive any requests that are sent in via text.

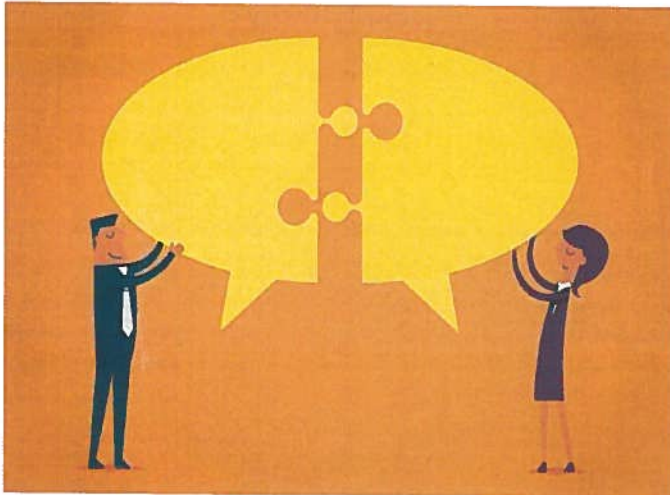
Board Meeting Information

Meetings are usually held at the Clubhouse on the 3rd Tuesday of each month at 6 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.

"I Have a Complaint!"

Techniques to Use That Get Results

Our Board of Directors and Management Company welcome constructive complaints because they help them do a better job. Results-oriented complaints usually can be settled in the initial stage and the result will be fewer complaints in the future.



Here are some techniques to follow to ensure results:

- Keep the tone polite and professional. Try not to get angry or emotional.
- Avoid using threats. Threats diminish productive communication. If you push others they may respond emotionally, and the issue will be lost in the process.
- State what you want done. Listen and ask questions. You may want to negotiate. Be ready to suggest alternative solutions. If there is an agreement, confirm it. Make a written note to yourself. If the problem is complex or money is involved, confirm the agreement by letter. If you cannot agree on a solution stay calm. Do some more research. But remain calm.
- Understand that your complaint may need to be written to

the Board of Directors for action. The Manager doesn't make all the decisions regarding the community, but rather facilitates requests between parties.

Our Community Needs You!

An attractive feature of living in a community association is that it eliminates much of the responsibility of home ownership. But the price of that convenience is sometimes the creation of an atmosphere for apathy. As owners in community associations we tend to allow that elite group known as "them" or "they" to operate the Association, attend related meetings and make important community decisions. We need to realize that "them" and "they" are always made up of "I," "we," "you," and "us." We all tend to be too busy to participate in association affairs and expect others to stay up-to-date on the affairs of our community association. If our association is to be successful, individual owners must become active and participate in association affairs. We look forward to your participation!

Community Manager Contact Information

John Morway (614) 488-7711 extension 564

If you call and get the welcome greeting you may immediately press the first three letters of John's name (JOH or 564) to reach his extension.

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 Westbury Village!

Board Meeting Notes

A summary of the actions taken by your Board of Directors

- July** **Approved**
- Payment plan for a unit owner.
 - Getting updated pricing for lawn and snow from current vender.
 - Brewer and Sons tree work for a cost of \$1,050 plus tax.
- Aug.** **Approved**
- Payment plan for a unit owner.
- Sept.** **Approved**
- Branscome Construction to make exterior repairs to unit 5261 Marci Way at a cost not to exceed \$29,000.
 - Asphalt repairs near unit 829 Cherlyn Way at a cost not to exceed \$1,945.

Annual Meeting

Plan to attend the Annual Meeting of the Unit Owners of the Westbury Village Condominium Association. It will be held at It will be held at the Clubhouse on Tuesday, December 3, 2019 at 6:00 pm.

We have two three-year positions that need filled. We will also be taking nominations from the floor at the meeting.

Proxy Q&A

What is a proxy?

A proxy is a person who is authorized to act for you. For the purpose of the Annual Meeting, someone authorized by you to vote for you at the meeting.

Is a proxy the same thing as a vote?

No! A proxy is what you use to cast your vote only when you can't attend the meeting to cast it yourself. If you plan to attend the meeting, don't fill out or sign a proxy form. If someone visits you at home or calls you and wants you to sign a proxy, tell him you'll be casting your own vote at the meeting. Be suspicious of anyone who tells you they'll make it easy on you by casting your vote for you. These are often people with a vested interest in seeing the vote go their way. So cast your own vote when you can and use a proxy form only when you can't.

Meet Our New Property Manager

There has been a change in management at Westbury Village. Our management company is still Condo Management of Columbus (CMOC), but Kelly is no longer our manager. John is our new manager.

To contact our Association Manager during regular business hours or after hours call 614-488-7711 ext. 564 or you can send an email to john@condocolumbus.com This transition will be seamless for you. Kelly has worked with John to bring him up to speed on all the happenings in your community. We are sure you will enjoy working with him.

Building Rehab

Westbury Village has had 2 buildings completed now with new wood and paint. A third is in progress. Our hope is to try and replace some of the more deteriorated wood on as many buildings as we can. Unfortunately, we will NOT be able to repair every building this year but will do as much as our budget allows. We know all the buildings are in need of some repair, but we have got to "replace and repair" what is deemed urgent before winter. We are slowly but surely chipping away at trying to update as many things as we can. Your patience is and always has been greatly appreciated.

It Takes a Village...

...To keep our community clean. Unfortunately, people (who don't live in the community) aren't very careful with their trash. Pop cans, newspapers, cigarette butts – all these and more can accumulate and make the community look unsightly. Westbury Village doesn't hire anyone to clean the grounds, so we are asking all residents join together to do their part to help keep things clean. If you see some unsightly trash, please pick it up and dispose of it properly!

Please Pick Up After Your Pet

It doesn't take much to remember that we have pets in our community. In fact, if you don't watch your step, your liable to step in one such reminder! It is important to remember to immediately clean up after your pet. By taking a few simple steps to clean up after your pet, you can contribute not only to the beautification of our community, but also towards the elimination of one of the most irritating nuisances in our community. Thank you for your cooperation!

Condo Management of Columbus
PO Box 28249
Columbus, OH 43228

Ten Ways to Help Our Community

1. Attend meetings. Don't just show up if you have a problem or complaint.
2. Accept nomination to serve on the Board or appointment to any committee.
3. Describe the Association in positive terms.
4. Be prepared when asked to contribute; plan details of an event, coordinate with other owners and affiliates.
5. Contribute whatever time you have available for the benefit of the community. Become a dependable, constructive member of the Association.
6. When attending Board meetings, remember that the only time you should address the Board is during the Open Forum session. Don't interrupt during the Business meeting.
7. Keep an open mind and look for the benefits to the community whenever a new program is being initiated.
8. Don't criticize the Board, committee members or other volunteers.
9. Read your newsletter and correspondence from the Management Company in order to understand what is going on and why decisions are being made.
10. Introduce yourself to new owners. Let them know that our community is a great place to live and that you look forward to their involvement.