

Westbury Village News

Summer Newsletter

3rd Quarter 2023

Paying Your Condo Fees

Lately, we have received a lot of calls from Unit Owners regarding the status of their accounts. We've been asked questions like, "Have you received my payment yet?" or "Have you misplaced my payment?" and "Why did I get hit with a late fee?" Many of these calls come from Unit Owners who send physical checks in the mail to our office or use an online payment service through their personal bank. Below are some reminders to clear up this confusion.

Board Meeting Information

Meetings are usually held at the Clubhouse on the 2nd Monday of the month at 6 PM. Meetings are not held every month. All interested homeowners are encouraged to contact the Community Manager prior to the meeting to verify meeting time, place and date in case of any changes.

Assessments are due on the 1st of the month. If your Association has a period of time before the assessments are considered late, usually 10 or 15 days, please keep in mind that **this period is to account for mail delays**. Mail delays are much more common than you may think. If your check is post-dated after the 1st and doesn't reach the management company's office by the allowed period, it is considered late, and you will receive a late assessment added to your account.



Per the USPS's own website, standard ground delivery will take a minimum of 2 to 8 business days. This means that if the USPS is delivering your payment under ideal circumstances, it may still take over a week to arrive at its destination. The days of next-day delivery are very much behind us. If you still send physical checks, you should be sending that payment approximately a week prior to the 1st of the month to ensure it's delivered in a timely manner.

Unit Owners that use their bank's online bill-pay service should also anticipate delays. Although some banks participate in a bank-to-bank transfer, other banks will write a physical check and send it to the management company. If your bank sends physical checks, there can be a delay of up to 5 business days from when you process the payment online and when the bank actually places it in the mail. Then that online payment is subject to the same USPS ground delivery time. In the worst-case scenario, your online payment may not arrive at the management company's office for 13 business days.



Your Association offers an automatic withdrawal program that has no cost attributed to you. Signing up for this is easy and you would no longer have to worry about writing or mailing your check. At the beginning of the year any changes to your assessment will be handled by the management company and once again you won't need to worry about sending in the incorrect amount. To sign up for this program contact your Community Association Manager for the paperwork. Please note that only your usual monthly assessment will be taken. If there is an extra charge for additional services, you must request in writing if you would like that taken along with your usual monthly withdrawal.

Community Manager Contact Information

John Morway (614) 488-7711 extension 564

If you call and get the welcome greeting, you may immediately press 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!

If you continue to write a check for your assessments, the management company requests that you write in a dark ink, preferably blue or black. Check scanners can't read lighter colors such as red, purple, pink, yellow, or green.

Board Meeting Notes

A summary of the actions taken by your Board of Directors

April **No Meeting**

May **Approved**

- Various modification requests of Unit Owners.
- Cy Hatfield to serve remaining term on the Board until the next annual meeting.

June **No Meeting**

Revenue Sharing Agreement

The Association has entered into a revenue sharing agreement with Spectrum Cable.

What this means:

For every unit owner signed up with Spectrum Cable, the Association will receive a portion of that money as revenue sharing income.

How this affects owners:

This will have no bearing on who an owner can contract with. Owners are not required to contract with Spectrum Cable

Does Spectrum offer a discount:

There are no discounts offered through the revenue sharing agreement. However, since the Association receives a portion of every contract, more contracts will equal more income for the Association, which will then be reflected in your annual budget.

Association Contractors

Please do not engage the contractors that work for the Association. This includes lawn care and maintenance personnel. If you have any questions about any work being done in the common elements, please contact the Association Manager.

Clubhouse Reservations

The 2024 calendar is open for reservations! Payment of \$75 must be made two weeks prior to use. Responsibility in using the Clubhouse for reservations includes but is not limited to: removing all decorations, emptying trash to outside receptacles, cleaning any messes/spills, and returning all furniture to their original location.

Email Correspondence

When corresponding by email, we kindly ask that you include your Unit Address in the subject line. The Association Manager's email may at times be monitored by several other employees of CMOC who may not be as familiar with you as your Association Manager. In addition, it will make it a lot easier to review past communication related to your Unit. Your cooperation in this matter is much appreciated!

Exterior Modifications

Do you want to upgrade your windows? How about getting a new front door? Garage door? Landscape alteration? Did you know, you need to submit all such requests to the Board for approval before you can get the work done?

Per your governing documents, no modifications, changes, additions, or improvements to the exterior of the Unit buildings, common grounds, and limited common grounds may be made without written approval of The Board of Directors. This includes, but is not limited to: windows, doors, Ring/Nest doorbells, exterior light fixtures, and shrub removals/replacements. All requests should be submitted in writing to the Association Manager.

Please Pick Up After Your Pet

When walking your dog in our community, remember that it should always be leashed. Also, it is important to remember to immediately clean up after your pet. Take along a baggie with you to pick up waste with and then dispose of it properly. 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!

Trash

A friendly reminder that trash containers may be set out after 5:00 pm the day before the collection day and must be returned to storage by 9:00 pm on the day of collection.



Quiet Hours

As a friendly reminder, please note that quiet hours for the City of Columbus are 10:00 pm to 7:00 am.

Emergencies

There are many examples of “emergency” situations that an Owner would be responsible for or **that do not require an immediate call to the Community Association Manager.**

- Plumbing issues that affect only your Unit (i.e. no water, hot water tank leaking, toilet or sink problem, etc.)
- Smoke detectors beeping
- Routine maintenance (Such as clogged gutters or peeling paint)
- Pests or animal entry
- Violations by other Unit Owners
- Garage doors
- Roof leaks (Roofers will not climb on a roof during an active storm or after normal business hours)

True emergencies that require a call to the emergency line after business hours are immediate danger to life or property such as:

- Fire (after you’ve called the fire department)
- Flood
- Lightning strike
- Gas leak (after you’ve called the gas company)
- A tree down in the common area that has caused building damage or is blocking a street
- Sewer backs up in a main line
- Exterior water line break

If you believe you are experiencing an emergency like those listed above, call the emergency line. **Be ready to provide both your Association’s name and your street address.** Thank you for using the emergency line responsibly