

Snow Removal Policy

Holiday Party

The Lookout had a wonderful holiday party, and we were happy to see so many owners and guests in attendance. A big thank you to our Social Committee for all their hard work in making this event a success.

Agenda for 01/11/2025 Board Meeting

The agenda for the January 11, 2025, Board meeting is attached. You can always find the agenda, minutes, and Zoom links on the website under the Executive Board tab.

<https://thelookoutinogunquit.com/agendas-and-minutes-1> We are now trying to include the property management report that will be discussed in the meeting ahead of time to give owners a chance to review prior to the meeting. We have added all the previous property manager reports to the website under the Property Manager tab.

New Pipe Burst Policy Requirements

Please review the attached requirements for Owners, the Board, and the Property Manager. These requirements are now in effect. Please share this information with your renters and guests.

Snow Removal Policy

We would like to remind all owners of our snow removal policy. It is the responsibility of all owners to make sure their vehicles and their guests' vehicles are cleared of snow and moved as per this policy. Please see the attached policy for more details.

Association website:

<https://thelookoutinogunquit.com/>

Facebook:

The Lookout in Ogunquit

Upcoming Events:

01/11/2025 Board Meeting 9:00 AM

02/08/2025 Board Meeting 9:00 AM - Immediate Needs Only/Zoom Only

03/08/2025 Board Meeting 9:00 AM

04/26/2025 Board Meeting 9:00 AM Budget and Immediate Needs Only

05/25/2025 Annual Owners Meeting 9:00 AM (8:00-9:00 AM Coffee Hour)

3 attachments



Pipe Burst Mitigation Board Approved Requirements.pdf
249K



Snow Removal Policy.pdf
56K



01112025 Board Meeting Agenda plus attachments.pdf
1394K

HCOA Board Meeting Agenda
Meeting Date January 11, 2025, 9:00 am
Fireplace Common Area

09:00 Welcome – Kathy

Review Board Meeting guidelines

09:05 Approve minutes of last BOD Meeting – Michele

09:10 Owner Discussion

09:25 Property Manager Report – Ed

09:45 Treasurers Report-Tom

10:05 Old Business (Stop at 10:30)

- Reserve Study -Kathy
- Cottage 6 Loss - Kathy
- Stairway to C6 in place of walkway-Kathy
- New PM Admin Position - Kathy
- Gate for Fire Lane (Beachmere) – Mike (*Tabled until May/June*)
- Security Cameras – (*Tabled-nothing new to report*)
- Association rental fee paid to the association each time a unit is rented (*Tabled-nothing new to report*)
- New Owners Information Packet (include cottage information) (*Tabled-nothing new to report*)
- Garage safety-Kathy (*Tabled-nothing new to report*)
- Initiation Fee – Michele (*Tabled-nothing new to report*)
- Owner requests to ban smoking from the building entirely (*Tabled-nothing new to report*)
- Owner request to ban electric bikes and scooters from building (*Tabled-nothing new to report*)
- Dumpster use – develop rules and fines – Kathy (*Tabled-nothing new to report*)
- Standard form for all contractors – Michele (*Tabled-nothing new to report*)

11:00 Executive Session

Next Meeting is February 8, 2025, at 9:00 a.m. for immediate needs only
This meeting will be on Zoom only

The agenda will be completed 7 days prior to the board meeting, and we will not accept any changes or additions after the agenda has been completed. The item will have to wait until the next board meeting, unless it is a true emergency.

Board Meeting Guidelines

We have recently made it possible for owners to attend board meetings remotely via Zoom, and we have been opening these meetings to questions from all owners. While this has achieved our goal of transparency, it is also causing the meetings to run 2-3 hours long. No meeting should ever run that long.

Please understand that while we do invite all owners to attend, we do not have to allow open discussion. The annual meeting in May is for open discussion, and any questions can always be directed to thelookoutboard@gmail.com. The board meetings are when the board needs to get much of our work done, having discussion amongst ourselves, making decisions, and documenting these decisions. Minutes are distributed to all owners via email within 2 weeks of the meeting and as detailed as possible.

Starting with the 11/4/2023 board meeting, we will initiate the following guidelines:

- After the president has opened the meeting, we will allow 15 minutes of owner input. A tally will be taken at the start of this session by the secretary of any owners in attendance that would like to speak. The 15 minutes will be divided by the number of owners that wish to speak, and each owner will be allowed that time. No one owner will be allowed to speak for more than 3 minutes, regardless of the number of owners that wish to speak.
- We will only discuss one agenda item at a time, and in the order presented on the agenda which is prioritized. If you have any questions about a specific agenda item, if time allows, we will take questions during that discussion time.
- Meetings will be limited to 2 hours. The agenda is prioritized, and any items not discussed within the 2 hours will be moved to the next board meeting.
- If you have any questions that only apply to your personal situation, such as a missing bill, document request, maintenance request, etc., these should be handled outside of the meeting. Board related questions can be sent to thelookoutboard@gmail.com and property manager requested can be directed to the property manager. You do not have to wait for a board meeting to send these types of requests in.
- We will not condone disrespectful behavior or disruptive outbursts. If this happens, the owner will be warned once, and if the behavior continues, the owner will be asked to leave the meeting. If the owner does not clear the room within a reasonable time, all owners will be asked to leave, and the meeting will continue without any owner's attendance.

Thank you,

The Lookout Board

Adopted 11/1/2023



**Horizons Condominium Owners Association
Board of Directors Meeting Minutes
Saturday, November 9, 2024 | 9:00 am**

The Meeting of the Board of Directors (the “Board”) of Horizons Condominium Owners Association (the “Association”) was duly held in the first floor Fireplace Room and via zoom on November 9, 2024

There were present:

x	Kathy Degan
x	Ed Chamberland
x	Tom Tremblay
x	Michele Butler
x	Michael Coscia (zoom)
x	Vinny Zaccardi

Constituting a majority of the directors and a quorum. Also present were:

Roseann and Barry Stearns (zoom)	Angela Polino	Jeff and Marie-Anne Ward
Linda Ho (zoom)	Terri Perlini (zoom)	Dave Degan
Leo Dunn	Lorriane Ilsley	David and Cindy Barton

ITEM I. Approval of Minutes

Michele Butler

- Minutes from the September 7, 2024 regular BOD meeting were presented for approval.

MOTION WAS MADE BY KATHY DEGAN AND 2ND BY TOM TREMBLAY TO APPROVE THE MINUTES AS PRESENTED. VOTE WAS UNANIMOUS TO APPROVE.

ITEM II. Remodel requests

- Unit 405**

- Request made by unit 405 for kitchen countertop and cabinet replacement

MOTION WAS MADE BY MICHELE BUTLER AND 2ND BY KATHY DEGAN TO APPROVE THE REMODEL REQUEST. VOTE WAS UNANIMOUS TO APPROVE.

- Unit 410**

- Request made by unit 410 for painting, kitchen cabinets, and replacement of HVAC split units.

MOTION WAS MADE BY MICHELE BUTLER AND 2ND BY KATHY DEGAN TO APPROVE THE REMODEL REQUEST. VOTE WAS UNANIMOUS TO APPROVE.

ITEM III. Owner Discussion**Kathy Degan**

- The floor was opened for discussion by owners in attendance.
 - Lorraine Ilsley inquired about getting a separate code for family - separate codes can be provided by the Board if requested

ITEM IV. Property Manager Report**Ed Chamberland**

- Ed Chamberland presented the Property Manager highlights to date
- Additional owner construction requests pending - 206, 208, 212
- Property manager review was completed and new three year contract was negotiated and signed
- C6 detail work ongoing, but project is substantially complete
- Air leaks in sprinkler lines fixed and some sprinkler heads replaced - currently working through system evaluation but system is fully functioning and compliant
- Annual safety inspections will be starting at end of November, which will include high level inspection of windows and sliders and washer/dryers in units
- Ongoing tree trimming and removal
- Hot water tanks successfully installed. Expansion tank had failed and was also replaced
- New elevator service contractor did evaluation - some concerns over old parts that are not easy to obtain and could cause elevator to be out of service for a long period of time
- Two new laundry machines replaced. Contract had expired and in process of renewing to include new pay system and new equipment. Waiting on install date for new equipment.

ITEM IV. Treasurer's Report**Tom Tremblay**

- 10/1 HOA fees - 3 units not yet paid; 7 owners prepaid 1/1 HOA fees
- 1/1 invoices will include storage unit fees and cost for new exterior door keys
- 51 owners have paid assessment; 22 owners still owe - due date is 11/15
- Assessment has paid for C4 sewer break and water tanks
- Operating account balance - \$141k
- Reserve balance- \$51k
- Assessment account balance - \$12k
- YTD budget analysis presented
 - Expenses tracking as projected
 - Windows/doors and deck budget items - G2 slider replaced so far
 - MEP and snow removal - potentially unpredictable items moving into winter season

ITEM VI. Aesthetics Committee Report**Kathy Degan**

- Kathy Degan presented the Aesthetics Committee proposal for seasonal decorations - \$200 for Christmas and \$500 for summer flowers.

MOTION WAS MADE BY MICHELE BUTLER AND 2ND BY ED CHAMBERLAND TO APPROVE THE AESTHETIC COMMITTEE PROPOSAL. VOTE WAS UNANIMOUS TO APPROVE.

ITEM VII. Immediate Needs**Kathy Degan**

- **Rental Policy**
 - New rental policy was presented for approval.
 - Guidelines for owners who rent units

- Owners must agree to guidelines each year in order to rent unit
- Fine system for owners who do not comply
- Discussion ensued regarding occupancy limits in units. Town of Ogunquit follows NFPA rules for occupancy.
- A meeting for owners who rent will be held in February to explain guidelines and agreement process

MOTION WAS MADE BY KATHY DEGAN AND 2ND BY VINNY ZACCARDI TO APPROVE THE RENTAL POLICY PROPOSAL. VOTE WAS UNANIMOUS TO APPROVE.

- **Pipe Burst Committee Report**

- Committee report was presented to the Board with recommendations to consider. Recommendations include:
 - All owners not here in winter consistently obtain heat sensors, adhere to freeze alert requirements, notify Property Manager of renters
 - Property Manager monitors building and units when under 10 degrees, emergency leak kit on every floor, add electric heaters to “cold” units, confirm shut off valves are functioning and property labeled
 - Board creates priority list of windows and doors to identify and fix leaks, install Moen flow valves in cottages that do not close in winter (starting with 7/1 fiscal year), Board solicits volunteers to assist Property Manager in monitoring building during freeze alerts

MOTION WAS MADE BY MICHELE BUTLER AND 2ND BY TOM TREMBLAY TO ACCEPT THE PIPE BURST COMMITTEE REPORT AS AMENDED. VOTE WAS UNANIMOUS TO ACCEPT THE REPORT.

- **Storage Unit Review**

- Vinny Zaccardi, Ed Chamberland and Jake Kennedy inspected all storage units
- 59 storage units on property
- Current charge - \$150/year; \$550/year for pool units - billed on calendar year basis
- Some units have electricity in use
- Immediate recommendation - renumber storage units
- Future recommendations:
 - Rekey all units
 - Shift billing to fiscal year instead of calendar year
 - Increase rate for storage units, effective 7/1/25 - Board will work on new amounts and policies

ITEM VIII. Old Business

Kathy Degan

- Lobby Door Key Code Lock project is complete

ITEM IX. New Business

Kathy Degan

- Owner request to ban smoking from entire building
 - More research needed on what can be done with respect to all open flames and will be on January agenda
- Owner request to move smoking area
 - Picnic table will be moved and aesthetic committee to make sign
- Owner request to ban lithium batteries used by electric bikes and scooters

- More research needed on what can be done with respect to UL devices and will be on January agenda
- Parking passes for winter renters
 - Winter renters will receive a sticker for use

MOTION WAS MADE BY KATHY DEGAN AND 2ND BY TOM TREMBLAY TO MOVE THE SMOKING AREA TO THE TOP OF THE DRIVEWAY. VOTE WAS UNANIMOUS TO APPROVE.

With no further items of discussion:

MOTION WAS MADE BY KATHY DEGAN AND 2ND BY MICHELE BUTLER TO ADJOURN THE NOVEMBER 9, 2024 BOARD OF DIRECTORS MEETING AND MOVE INTO EXECUTIVE SESSION.. VOTE WAS UNANIMOUS TO APPROVE.

Meeting adjourned at 10:58AM.

Respectfully Submitted,

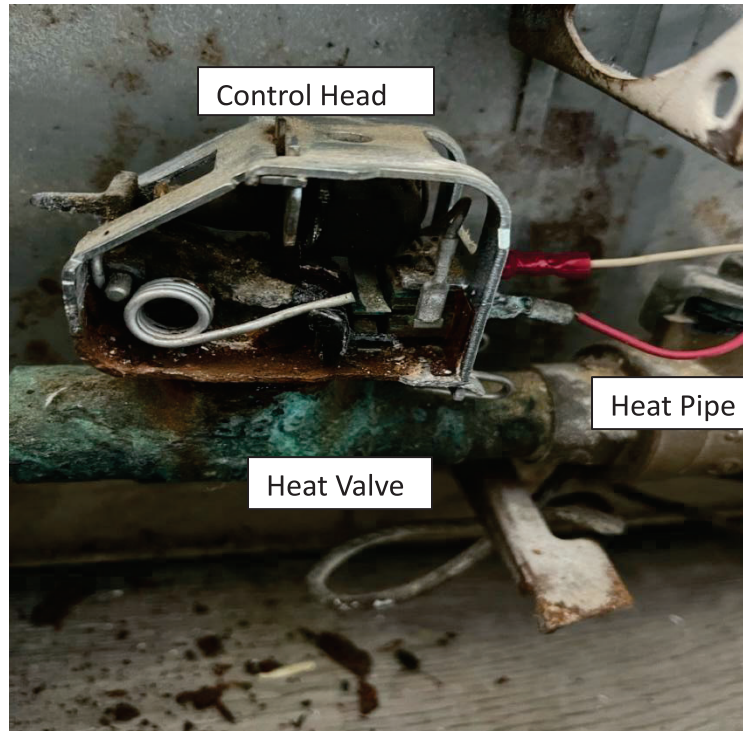
Michelle Butler

Secretary

**HCOA Board Meeting Property Manager
Meeting Date Jan. 11, 2024**

November – December Log Highlights

- Deck structural issues on unit 211. Repairs completed
- Window sash falling out of frame needs to be replaced. Obtaining quote to replace window. Unit 211
- Winterization notifications went out to all owners. Property Manager is assisting cottage owners with seasonal unit preparations and closings.
- We have received requests from unit owners regarding suggestions for low temperature and water leak alarm devices. There are many devices that are available online. If you search [Low Temperature Alarms for the home](#) several options are available from local sounding to smart devices that can be connected to WIFI.
- Boiler failed to operate was investigated and repairs made. Fuel lines feeding boiler were blocked. Flow was restored. Fuel line cleaning has been added to scheduled maintenance of the boilers.
- In 2024 a total of 22 units in the main building had some type of heat issue that was resolved. Heating system devices like a thermostat, transformer, control valve was repaired or replaced to maintain the heating system.
 - Actual heating valve that required replacement. Heating baseboard was not operational Unit was cold



- Patch and paint repair to G Hallway completed
- Scheduled underground fuel tank inspection
- Repaired weather damage to Cottage 2 roof. Roof requires replacement and will be added to the list of roofing replacements.
- Implemented first Freeze Alert for December 21 – 22. An email was sent out to all owners and postings were placed in the entrance ways on December 19th. Actual weather conditions did not support a fully implemented alert. The decision was made to implement the alert to test the new procedure. We did receive good feedback from owners and it allowed for a better understanding of the process. We were able to better identify weather condition recommendations that would drive future freeze alerts. Moving forward:
 - Outside temperatures lows less than 10-degree Fahrenheit
 - Wind speeds above 25 MPH, Gusting above 30 MPH
 - Wind direction from the North
 - Duration longer than 48 hours
 - Owners need to do their part to protect their property from a freeze. Please reference file shared previously. Highlights below:

Requirements for all owners from the Pipe Burst Committee:

- All owners of units that are not occupied as a primary residence are encouraged to purchase water sensors and heat sensors and activate them when they are not occupying their unit.
- Adhere to the Freeze Alert requirements when notified by the property manager of a freeze alert.
- Owners who rent must inform the Property Manager that they are renting and provide the Property Manager with the name of the renter and contact information.
- Make all guests and renters aware of any communications received from the Board or Property Manager.
- Thermostats that use batteries should be checked often and fresh batteries placed regularly
- Cold units must:
 - Keep faucets on drip during freeze alerts
 - Ensure heat is flowing under sinks by leaving vanity doors open
 - Make sure water sensors are placed
 - Make sure the heat is adequate
- The property Manager must have a working key to your unit, not a code. You may use a code lock on your door, but it should be the type that also allows a key.
- Owners who have individual water shut off in their units (Cottages) must shut the water off when you leave the unit overnight or longer)

Review owner construction requests

Unit 405 – Shansky – kitchen counter top and cabinet door replacement. Work has started with counter top replacement. Owner is moving on with replacing cabinet fronts. Work approved by BOD

Unit 410 Mandel – remodel request - painting, additional kitchen cabinets installed, and replacement HVAC Split units. Work approved by BOD.

Unit 205 - Bathroom floor replacement was reviewed by the Property Manager and the work being performed required no BOD approval.

Unit 200 – Kitchen remodeling. Owner dropped off plans for Jake to review. Jake was unable to meet with owner before they left for the winter. Jake needs to review the details with owner or contractor to make a recommendation. No action required by BOD at this time.

Project Work:

Cottage 6:

- Contractor has returned and is in the process of completing all work.
- Code Enforcement office inspected all three units and issued final occupancy permits for all.
- Auto controlled water valves for each unit in Cottage 6 have been installed and in operation. Owners are working on the connection to their cell phones to have full control of the valve and will be alerted if valve status changes.

Fire Suppression:

- System evaluation is currently on going by the service provider. A report of their findings should be completed in January 2025.

Tree Maintenance:

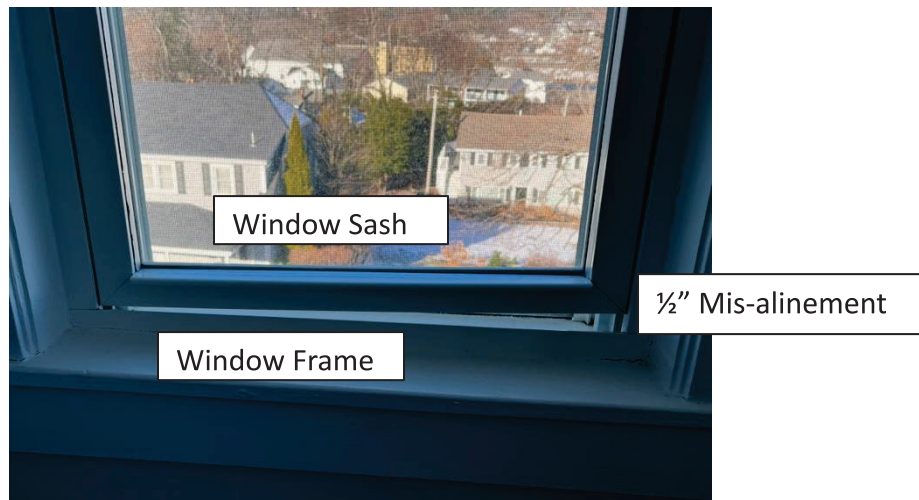
- Tree trimming and removal due to safety concerns is scheduled to be completed in November. Dead tree trimmed in front of Cottage 1
- November-Trim 2 large trees by pool and remove branches by Cottage 4.
- Trim dead wood on tree near Cottage 1

Annual Inspections:

- Annual safety inspections of all units were started in November. The property Manager will notify and work with owners to resolve any issues that were identified.

Window and Slider Door Inspections:

- During the annual inspections of all units the Property Manager inspected all windows and slider doors. Based on the age of existing windows and sliders the majority need to be replaced. The inspection data will create a priority list of potential replacement in the future. Inspection process included identifying misalignment, air gaps, unable to secure and lock, seal and gasket failure.
 - Actual mis-alinement of a window.



- Actual window security issue.



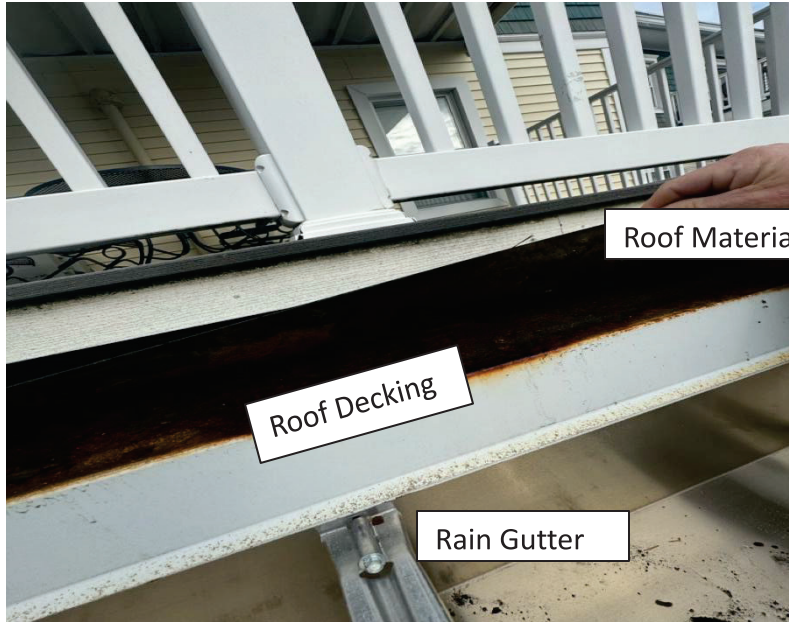
Roofing:

- We have started to collect information regarding the roofing of all building. Most roofing is old and will require replacement in the future. Roofing concerns are being driven by input from owners, Property Manager and roofing contractors. More information is still required to understand the full scope of the roof conditions. So far, we have this information.
 - Cottage 2 remove existing & replace
 - Main Building center remove existing & replace
 - Main Building center roof deck replacement
 - Flat Roof over 205 remove existing & replace
 - Flat Roof over 105 remove existing & replace

Main Building Center Area. Roof decking and Roofing is in poor condition



Flat roof over Unit 205 and 105. Roofing material is no longer attached to roof decking.



Roof Material Separation

Roof Decking

Rain Gutter

BUDGET ANALYSIS 1/6/25

	Budget Amount	Paid Expenses as of 1/6/25	Difference	
INCOME				
Condominium Fees	\$587,054.00	\$ 402,646.00	\$ 184,408.00	69%
Other Income	\$18,000.00	\$ 9,387.00	\$ 8,613.00	52%
PM Unit Rent	\$26,400.00	\$ 15,400.00	\$ 11,000.00	58%
Total	\$631,454.00	\$427,433.00	\$204,021.00	68%
EXPENSES				
<u>Facilities</u>				
Building(s) Maintenance	\$30,500.00	\$ 11,793.00	\$ 18,707.00	39%
Plumbing and Mechanical	\$26,500.00	\$ 10,886.00	\$ 15,614.00	41%
Elevator	\$6,000.00	\$ 5,460.00	\$ 540.00	91%
Landscaping and Snow Removal	\$43,000.00	\$ 17,703.00	\$ 25,297.00	41%
Fire Protection	\$35,400.00	\$ 12,448.00	\$ 22,952.00	35%
Pool	\$9,450.00	\$ 7,087.00	\$ 2,363.00	75%
Trash	\$20,000.00	\$ 10,642.00	\$ 9,358.00	53%
Windows and Doors	\$10,000.00	\$ 8,000.00	\$ 2,000.00	80%
Decks	\$20,000.00	\$ 7,000.00	\$ 13,000.00	35%
*Aesthetics Committee	\$700.00	\$ 200.00	\$ 500.00	28%
Total	\$201,550.00	\$91,219.00	\$110,331.00	45%
<u>General Administration</u>				
Legal and Accounting Fees	\$7,500.00	\$ 1,418.00	\$ 6,082.00	19%
Property Management	\$78,085.00	\$ 38,168.00	\$ 39,917.00	49%
Insurance	\$114,000.00	\$ 66,473.00	\$ 47,527.00	58%
Office and General Supplies	\$1,000.00	\$ 17.00	\$ 983.00	2%
Postage	\$500.00	\$ 384.00	\$ 116.00	77%
Bank Charges	\$100.00	\$ -	\$ 100.00	0%
Taxes Paid	\$100.00	\$ 12.00	\$ 88.00	12%
*Cottage Heating Rebate	\$9,015.00	\$ 7,108.00	\$ 1,907.00	79%
Education	\$305.00	\$ 305.00	\$ -	100%
Technology	\$2,291.00	\$ 909.00	\$ 1,382.00	40%
Civil Engineer Survey	\$10,000.00	\$ -	\$ 10,000.00	0%
Total	\$222,896.00	\$114,794.00	\$108,102.00	52%
<u>Utilities</u>				
Electric	\$29,313.00	\$ 8,905.00	\$ 20,408.00	30%
Fuel Oil	\$68,015.00	\$ 22,831.00	\$ 45,184.00	34%
Water and Sewer	\$12,180.00	\$ 6,068.00	\$ 6,112.00	50%
Cable and Internet	\$45,000.00	\$ 25,965.00	\$ 19,035.00	58%
Telephone and Fax	\$1,700.00	\$ 1,827.00	\$ (127.00)	107%
Total	\$156,208.00	\$ 65,596.00	\$ 90,612.00	32%
Total Operating Expenses	\$580,654.00	\$271,609.00	\$309,045.00	47%
<u>Miscellaneous</u>				
Cottage 6 Loan	\$20,400.00	\$ 9,759.00	\$ 10,641.00	48%
Contribution to Operational Reserve	\$0.00	\$ -	\$ -	0%
Contribution to Capital Projects	\$30,000.00	\$ -	\$ 30,000.00	0%
Social Committee	\$400.00	\$110.00	\$ 290.00	28%
Total	\$50,800.00	\$9,869.00	\$ 40,931.00	19%
Total Expenditures	\$631,454.00	\$281,478.00	\$ 349,976.00	45%

*Changes approved 11/9/24 Board Meeting

Snow Removal Policy

The HCOA has contracted Patton Landscaping for snow removal and sanding during the winter months. All owners and renters staying during the winter months have been added to a text group for notifications during impending winter weather. We ask that all cars be parked in the front and side of the pool area during impending weather. This will allow the two bottom parking lots to be plowed. Once that occurs, a text will be sent requesting that all cars be moved to the back parking lots.

HCOA is not responsible for digging out or clearing off anyone's vehicle. It is the responsibility of the owner of the vehicles. If a renter is unable to move their car, it is the responsibility of the owner of the unit to arrange for moving of the car.

There are many property watch service's available in the Ogunquit area if you need assistance. We recommend Eagle Eye Property Watch & Care, Owner David Kenary 1-860-558-6604.

01/31/2024

Pipe Burst Mitigation Board Approved Requirements

A committee was formed to mitigate the occurrence of pipe bursts in the Lookout properties, and performed the following steps:

- Most units along with common areas were inspected by Frank Sarno and Dave Degan in November 2023. Frank and Dave checked all windows and doors to be sure they closed and locked properly, heating, and thermostat controls. Any issues were brought to the board's attention and repairs have been ongoing.
- Owners were surveyed to determine the history of their unit with any pipe bursts and any renovation improvements such as insulation that have been done to the unit.
- Developed Owner, Property Manager, and Board Responsibilities (See attached)
- Created signage for the lobby to notify occupants of a freeze alert. (See attached)

The committee has dissolved after the issuance of their final report. The board would like to thank you committee for their hard work.

Kathy Degan, Lorraine Isley, Tom Tremblay, Frank Sarno and Dave Degan

Special thanks to Beth Chamberland for assisting with the survey.

The board has reviewed the recommended requirements, amended as necessary and issued the final requirements as seen in the attached documents.

Requirements

Owners Requirements

- All owners of units that are not occupied as a primary residence are encouraged to purchase water sensors and heat sensors and activate them when they are not occupying their unit.
- Adhere to the Freeze Alert requirements when notified by the property manager of a freeze alert.
- Owners who rent must inform the Property Manager that they are renting and provide the Property Manager with the name of the renter and contact information.
- Make all guests and renters aware of any communications received from the Board or Property Manager.
- Thermostats that use batteries should be checked often and fresh batteries placed regularly
- Cold units must:
 - Keep faucets on drip during freeze alerts
 - Ensure heat is flowing under sinks by leaving vanity doors open
 - Make sure water sensors are placed
 - Make sure the heat is adequate
- The property Manager must have a working key to your unit, not a code. You may use a code lock on your door, but it should be the type that also allows a key.
- Owners who have individual water shut off in their units (Cottages) must shut the water off when you leave the unit overnight or longer)

Property Manager Requirements

- When temperatures drop below 10, notify owners of a freeze alert and place sign in lobby and on exterior doors of main building.
- Inspect property regularly during freeze alerts.
- Track unit vacancy and tenant information during the winter.
- Make sure all shut off valves are labeled and working properly.
- Work with the Board to create emergency leak kits on each floor for immediate prevention of water damage.

Board Requirements

- Create a priority list of windows and doors that need to be repaired or replaced and develop a line item in the budget to cover costs.
- Install Moen Flo Valves in all cottages that do not close for the winter.
- Assist Property Manager with tracking vacancies and tenant information every October by creating a survey.
- Hire help for the Property Manager to perform more frequent inspections during a freeze alert.
- Assign a board member to be in the building during freeze alerts to assist the Property Manager and tenants who may not have Property Manager contact information.
- Work with the Property Manager to create emergency leak kits on each floor for immediate prevention of water damage.



FREEZE ALERT

For:



FREEZING temperatures expected

- * Make sure heat is on in your unit
- * Cold units keep faucets on drip
- * Cold units keep heat flowing under your sinks
- * Make sure water sensors are in place and working

RENTERS:

Please contact your unit owner with any questions or to see if you are in a cold unit

OWNERS:

Please submit questions and requests through HCOA website, or call/text the Property Manager

*In the event of an emergency -
Follow instructions posted in the lobby*



