

FREQUENTLY ASKED QUESTIONS About COMMUNITY LIVING

Whether you are a long-time Holloway Terrace resident or a new condo owner, the Board of Directors thought you might find the answers to these FAQ's useful.

➤ **Q: What's the difference between the Board and the Management Company?**

A: Board of Directors: five elected volunteer homeowners
Management Company: a professional property management company hired by the Board

What do they do?

The **Board** manages the Association's assets, enforces the CC&Rs and Rules and Regulations, and sets policies.

The **Management Company**, on behalf of the Board, manages the Association's day-to-day affairs. This includes collecting dues, preparing budgets and financial reports, procuring bids, addressing common area repairs, and providing guidance in governing documents and current condo laws.

➤ **Q: Whom should I contact if I have a problem?**

A: That depends on the problem.

- If it's a common area concern (ex. hallway lights broken, garage gate out of order, etc.), email or call Vines Management Company.

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- If it's a conflict with a neighbor, contact him/her.
- If it's a repair issue inside your unit, not related to the common areas, contact your own vendor. (e.g., clogged toilet, A/C leak, etc.)
- Board members should be contacted only in case of an emergency that requires immediate access to a secured area of the building.

➤ **Q: What is considered 'common area'?**

A: All the areas in the building except your unit. Some parts of your unit (for example, some pipes, electrical wires inside the walls, etc.) may or may not be part of the common area. You can read the exact definition of ‘common area’ on page 4 of our CC&Rs.

➤ **Q: What if I have a conflict with a neighbor?**

A: Conflicts between neighbors are best resolved between the parties without involving the Association. Consider speaking to your neighbor face to face or leaving a friendly note first. (Example: “Dear Neighbor, Perhaps you’re not aware that when you water your plants, water drips down to my patio. Could you be a little more careful when watering your plants so my patio furniture doesn’t get wet in the future?”)

Keep a record of all interaction, if possible, should you need to bring the problem to the Association’s attention later (in case common area rules have been broken). If damage to your unit results from an accident or negligence by your neighbor (flooding from faulty kitchen plumbing, cracked bathtub, etc.), it is strictly a matter to be resolved between you and your neighbor. (Hopefully, you both have homeowner’s insurance covering your units and your belongings, as required by our CC&Rs!)

➤ **Q: Does the Management Company need to know about remodeling projects in my unit?**

A: Yes. Even though your remodeling takes place inside your unit, the work may have common area implications. For example, as your vendor brings materials through the building, he may cause damage to the carpeting, or someone may trip on his equipment. To protect its interests, the HOA wants to be certain that your vendor is properly licensed and insured for such eventuality and that the work done in your unit complies with our Rules & Regulations and with local building codes.

➤ **Q: Whom do I call if I need repairs in my unit?**

A: Call a licensed vendor of your own choice if the repair does not involve any common area component. The Management Company may provide referrals but cannot guarantee the quality of the vendors. You can also find a list of vendors on the Association’s website. www.Hollowayterrace.com
These vendors have worked for various owners in the building, but their work is not necessarily recommended or guaranteed by the Association.

➤ **Q: The Management Company hasn’t been responding to my**

phone calls. What should I do?

A: Follow up with an email and copy the HOA. (info@hollowayterrace.com) The Management Company shares emails with the Board and then responds on their behalf.

➤ **Q: Why should I come to the monthly Board meetings?**

A: Because it is a good opportunity for you to see what issues your Homeowners Association is dealing with, how matters are resolved, how our assets are managed and how the building (aka your investment) is being maintained. It is also a chance to meet your neighbors. Monthly Board meetings are open to all members of the Association, i.e., owners.

➤ **Q: What is an appropriate topic to bring up at Board meetings?**

A: We welcome any comment, question or suggestion that is related to community living. Remember, it is best to put things in writing so that there can be a record and issues can be responded to in a timely manner. If you can't make it to the meetings and you have a non-urgent matter to share with the Board, you can also send an email to info@hollowayterrace.com

➤ **Q: I don't have time to come to the meetings. How do I stay informed?**

A: Read the monthly minutes on our website, www.hollowayterrace.com, or talk to neighbors who attend meetings.