



CROFTON PERDUE ASSOCIATES, Inc.

COMMUNITY LIVING FAQs

After Hours Emergencies

Q: What do I do in case of an emergency?

A: If the nature of the concern poses an immediate threat to the structure of the building or its occupants, this would be a true emergency. Under these circumstances, please call 911 and then our emergency service at 248-3840.

Association Documents

Q: How can I request closing documents for a unit?

A: Please have your attorney contact the Director of Operations at Crofton Perdue Associates Inc. for closing document requests: (585) 248-3840 or info@croftoninc.com.

Association Living

Q: What is the biggest difference between association living and rental living?

A: In an association the care of the building exteriors and grounds is governed by the Board, (elected homeowners from the property). Any interior maintenance to a person's home would be their responsibility. In a rental situation the property care and interior maintenance would be governed by the landlord.

Q: What is the biggest difference between association living and private ownership?

A: In an association the exterior care of the property is governed by the Board, (elected homeowners from the property). The Association is a mini government with a Declaration of Covenants, Conditions and Restrictions. In private ownership the governing body may be the village/town or city in which you reside.

Board of Directors

Q: What role does the Board play in Association living?

A: The Board is a volunteer group of homeowners who have final authority for choosing a property management company, approving variances to ensure the integrity of the association's appearance and making decisions for the use and distribution of association fees.

Property Management Condominiums Townhouses Office Parks

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Q: How does someone participate on the Board?

A: An individual is elected to the board usually at the annual meeting. They serve a set term and must be re-elected if they choose to continue their participation. (Length and number of terms are defined in the association's declaration.)

Insurance

Q: How can I get information about my Association's policy?

A: If you need specific information about your Association's policy or need to request a certificate of insurance for your mortgage please contact the carrier.

Q: Why should I purchase my own individual insurance?

A: An association policy will not cover an individual's belongings. It is important for a homeowner to purchase their own individual policy to cover contents (*form HO-6 "all risk"*). A commonly used generalization is: If you could turn your house upside down and shake it, anything that falls out would not be covered by the association's policy.

Maintenance concerns

Q: How do I request maintenance?

A: You can place a request online or by phone (585) 248-3840 or email at info@croftoninc.com.

Q: How do I know who is responsible for a specific exterior maintenance concern?

A: Each association's policy on this matter is different. If your Association has a Responsibility Matrix it will be available on your community's web page or in your handbook.

Q: What happens if I need repair or maintenance to the inside of my home?

A: If you need maintenance or repair to the interior of your home the responsibility would lie with the homeowner. If you are in need of a contractor you may ask your Assistant Property Manager for suggestions. Our **HOME SERVICE** program may also meet your needs.



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Parking

Q: Are there any parking restrictions at my Association?

A: Each association's policy on this matter is different. Please review your Association's handbook or Rules & Regulations for guidelines on parking.

Payment Policy

Q: What are acceptable forms of payment?

A: You can make payments in one of five ways:

- “ ACH (Automated Clearing House) direct debit from your checking or savings account
- “ Direct payment through your bank
- “ Personal check
- “ Money order
- “ Online payment: credit cards and e-checks

Pets

Q: Are there any restrictions on pets at my Association?

A: Each association's policy on this matter is different. Please review your Association's handbook or Rules & Regulations. Reminder: All pet owners are required to pick up after their pet no matter where it “goes”.

Property Sales

Q: How can I request closing documents for a unit?

A: Please have your attorney contact us at (585) 248-3840 or Info@CroftonInc.com.



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Variance Requests

Q: When do I need a variance?

A: Anytime you are planning to make a change to the exterior of your unit you will need to complete a variance request form. These are reviewed on a monthly basis during association Board meetings. For more common requests like window and door replacements the process is often much shorter. Some restrictions apply in your association's rules and regulations. Be sure to consult your association's page on this site for more details.

Q: How can I get a variance form?

A: You can place a variance request online from your community's web page or contact our office to request a paper copy be mailed to you.