



Welcome to Crofton Perdue!

An Introduction for Concord Square Homes Association, Inc.

MEET YOUR MANAGEMENT TEAM!

Crofton Perdue Associates, Inc. is pleased to serve as your property management firm for Concord Square. We have assembled a team of dedicated professionals to assist you.

Connie Simmons (Connie@CroftonInc.com) has been appointed as your Property Manager. Connie will attend Board and Annual Meetings, conduct weekly site visits to monitor the grounds, and oversee any contract work in progress. During special projects, you can expect to see him on-site more frequently. He will work closely with your Board of Directors to help maintain the Concord Square community.

Your Assistant Property Manager, **Carm Pagan** (Cpagan@CroftonInc.com), will handle your calls, concerns, variance requests etc. **Keith LoPresto** will assist with Carm and manages your association's website.

Crofton Perdue's **Accounting Department** is available to assist with any questions regarding your account.

Your management team can be reached by phone at (585) 248-3840 or by email at Info@CroftonInc.com during regular business hours, Monday–Friday, 8:30 a.m.–5:00 p.m. After-hours and emergency calls are also answered at this number and forwarded to our on-call personnel.

We look forward to working with you and supporting the Concord Square community!

HOW TO MAKE YOUR MONTHLY PAYMENT

Association fee is made payable and mailed to:



Concord Square HOA
c/o Crofton Perdue Associates, Inc.
111 Marsh Road, Suite 1
Pittsford, New York 14534



- Your association fee is due the 1st of each month payable to **Concord Square** beginning 10/1/2026 - Please make sure your property address is in the notation of your check.

****Please mail a check to the address above for your first month's payment****

- A late fee of \$35 will be assessed for payments received after the 15th of the month, *waived for your first payment.*
- Make sure you notify your bank of the address change if your Association payment is automatically set up to be sent from your bank.

A welcome email will be sent from Enumerate/Engage Mid October providing an option of a homeowner portal. This will allow you to enroll in automatic payments, pay by CC, and view your account. ****EXTRA FEES MAY APPLY****

You may also mail a check or set up automatic payments (bill pay) directly through your bank, which typically does not include any additional fees.

HOW TO SUBMIT MAINTENANCE REQUESTS

Please report all maintenance requests & repairs falling under the responsibility of the Association to Crofton Perdue at (585) 248-3840, Info@CroftonInc.com, online- www.CroftonInc.com & click on Request Maintenance.

Crofton Perdue will generate a work order to take care of your issue.



HOW TO SUBMIT VARIANCE REQUESTS

Per the Declaration & ByLaws, any changes or modifications to the exterior of your home must be submitted for Board approval in the form of a Variance Request. Variance requests may be completed online by going to www.CroftonInc.com, click Our Communities & then click Concord Square.

You may begin work once you receive Board approval.

HOW TO ACCESS YOUR COMMUNITY WEB

You may access your community web page at www.CroftonInc.com.

Click 'Our Communities' and then click Concord Square.

Important Association documents, forms, chemical application and association meeting dates may be found on this page.



OWNER/EMERGENCY CONTACT FORM



Please fill out this attached form or submit online to provide important information in case of emergencies or other situations.

TRASH & RECYCLING

Trash & Recycling is picked up Wednesday.

Please contact Suburban Disposal 352-3900 to arrange for special pick ups. (large items, furniture etc.)



CONCORD SQUARE HOMES ASSOCIATION
VARIANCE REQUEST

Return form to:

Crofton Perdue
111 Marsh Rd Suite 1
Pittsford, NY 14534

Name: _____
Address: _____
Phone/ Email: _____

Or email: Info@croftoninc.com - Submit this form online @ www.Croftoninc.com, then click Concord Square

To the CSHA Board of Directors:

I request permission to make the following changes to the exterior of my home.

Variance Checklist - Please initial on the lines

_____ I have attached a sketch of proposed changes, listed the materials to be used or a brochure for the windows, doors, paint colors, etc. **Note:** *Patios must be 6 inches from all fences and clear of garage and drains.*

_____ The contractor doing the work is:

Name: _____

Phone Number: _____

Note: *All contractors must provide a certificate of insurance showing appropriate liability and workers compensation insurance*

_____ Date the work is expected to be started. **Note:** *Work cannot begin until variance is approved and you have been notified of this. Work should be completed within 90 days, unless otherwise approved*

_____ The contractor or I have applied for the Town of Penfield variance and/or building permits, if required.

Homeowner Signature: _____ Date: _____

The Board of Directors will review and respond within 45 days of the date the completed variance is received. Architectural Committee recommendation:

Approved: _____, _____ Denied: _____, _____ Date _____

Board of Directors:

Approved: _____, _____ Denied: _____, _____ Date _____

More information required:

The work has been completed according to the specifications approved:

Concord Square Architecture Chair

Revised 9/1/2026

VARIANCE ADDENDUM LIST

A Variance Request must be **SUBMITTED IN ADVANCE** of any changes to building exteriors. If you have any questions regarding these or any other aspect of the variance process, please contact a board member or our Management Company.

Specific Item requirements include:

- Full view white storm door on front of units
- Required - White Wayne Dalton Steel Gauge garage doors, (with or without windows). If door with windows is chosen, windows must be in the third panel. (As of September 2012, the following vendors supply Wayne Dalton Garage doors – Felluca Garage Doors (585-467-2391) and Precision Garage Door Service, Inc. (585-223-8960).
- Clear glass block windows must be used for basement windows
- Outdoor type electrical outlets
- For Satellite Dish (Please see separate Satellite Dish Variance Form) Cable or dish wires may not be left exposed on any unit exterior walls. To insure compliance by the cable company, please notify superintendent to meet when cable install person arrives

Other Requirements include:

- All patio area floor or base surface repairs /renovations must leave at least a 6 inch clearance next to all buildings & common shared fences.
- New furnace /hot water heater exterior exhaust installs are preferred to exit into unit patio areas whenever possible & require prior variance approval.

CONCORD SQUARE HOMEOWNER INFORMATION FORM

**Please return within 10 days OR submit online: www.croftoninc.com,
then click Concord Square and then click Owner Information Form.**

1. Owner's names _____
2. Unit address: _____
Mailing address (if different from above): _____
3. Phone numbers for all occupants (for *internal* use only):
Home #: _____ Cell #: _____
Other #: _____ Other #: _____
4. E-mail Address(es): _____
5. Number and names of occupants in unit: _____

6. Please identify the make, model, color & license plate of car #1 that resides at this property.

Please identify the make, model, color & license plate of car #2 that resides at this property.

Please identify the make, model, color & license plate of car #3 that resides at this property.

7. Emergency Contact: _____ Phone #: _____
Emergency Contact Email Address: _____
8. Please identify the type of pet #1, name of breed, color, weight, rabies vaccination tag number,
Penfield dog license number (if applicable)?

9. Please identify the type of pet #2, name of breed, color, weight, rabies vaccination tag number,
Penfield dog license number (if applicable)?

Please return form by:
Scan form to info@croftoninc.com
or

mail to: Crofton Perdue, 111 Marsh Road, Pittsford NY 14534
or Submit online at www.Croftoninc.com, then click Concord Square