

Background - History

Good Afternoon Owners,

This e-mail serves to explain the tasks given to Harvard management by the Board upon taking over the property management of Oak Bridge. When Harvard became Oak Bridge's property management company, one of the tasks that management was given at the beginning of December 2013 was to begin monitoring the property on a regular basis and to make sure the rules were being followed equally by all residents and owners. It was Harvard's understanding that this had not been done in the past. The Bylaws and Declaration have been in place since 1986, the last update in 2006. The Rules and Regulations have been in place since 2005, with minimal changes. It is the Board's responsibility to insure all condo documents are followed equally and fairly. Little has changed except the need for a new parking permit process and the consistent monitoring of the property. The rules have not changed, the monitoring of compliance has.

During last winter management performed inspections of the hallways and still continues to monitor them. Personal items are not to be stored in the hallways and unit numbers must be visible and not covered. These are Concord Police and Fire Department regulations. When spring arrived the board came up with a list of items that were permitted on the decks and patios as well as stating NO items be nailed/screwed to any part of the buildings; in preparation for siding repairs and painting. We continue to monitor this and notify residents when there is an issue. The board made it very clear on what could be placed on the decks/patios. Everything else is considered non-compliance. This was a positive way of stating what was already in the Association documents vs. creating a list of everything that could not be placed on decks/patios where something would have been missed. When I began monitoring the patios/decks there were items that should have been thrown out along with dead Christmas trees and with many other items that should not be on the patios. People were using decks/patios for storage and junk.

A few months ago because of all of the water claims that had been processed by the insurance company since May 2013, the insurance company sent out a loss prevention inspector. As you know the report came back with the stipulation that the garage space was not rated for storage. We gave the residents in buildings 2 and 3 the entire month of June to get the items out of the garage spaces. Some residents had so much stuff in their space that they couldn't park in the garage. They were parking vehicles outside causing a parking crunch with the other residents. Between this and residents owning 3 or 4 vehicles, we had yet another problem to address; too many cars, too few spaces on the property. We received the unit information forms where residents with 3-4 cars only registered 2. So we then had to start a new the sticker policy which is equal and fair to all AND complies with all owner deeds, the Declaration, Bylaws, and Rules & Regulations that were currently in place. This new parking permit process will start being monitored when we replace property signage with the correct verbiage.

The garage is not rated for all of the additional items as it would cause concern for those residents residing right above the garage. The sprinkler system would not handle a fire with all of the contents as it stood at the time of the inspection. Management and the board were then faced with the challenge to get the residents to remove and store items off site. Strollers, grocery carts, kayaks, large wood or metal cabinets, and bicycles were approved only after management and board pleaded with the inspector letting him know that all of the other loose items would be removed. The inspector responded to our request that would allow the owners (with board approval) to have a metal or wood larger cabinets to store items as long as it did not cover the garage number/letter, another Police and Fire Department safety requirement.

To those who have asked, the board and management have met with the pet DNA company to get details on a doggie DNA process. There is still a lot of poop that is not being picked up by residents. Given all of the work being done this summer and fall on the property the board felt that this will need to be postponed but not tabled. I hope this answers many of your concerns regarding doggie DNA. Siding repairs will start before end of August. Please look for e-mails and notices regarding removal of all items off your decks/patios during repairs. Windows and sliders will need to be closed while siding is power washed and prepped for painting. Circular vents and attic insulation repairs will also be in process during August and September. Quotes are being finalized for potential boiler replacement in buildings 2 and 3 and must be scheduled before the cold weather sets in. We have not taken any of these steps without lengthy discussions with experts in their respective fields, minimizing resident disruption as much as possible. It will be a busy next 3-4 months!

Numerous new communication avenues have been implemented during the past 2 ½ years by the current Board to inform you as to what's going on at Oak Bridge; many more avenues than I have seen at other properties. Owners/residents have: a Board on-site drop-off box and mailing address, an up-to-date informational website (with detailed financial, Board meeting minutes and condo docs), a Board e-mail account, numerous informational e-mail blasts (now listed on the website), periodic "What's New" newsletters, monthly owner/resident-Board meetings, and monthly (non-participatory) Board meetings open to public (less executive portion). It is the responsibility of each owner and resident to be proactive to keep abreast of what the board and property management company have been tackling and to use these many communication avenues as a platform to share your inputs, concerns and questions with the Board.

In addition, you can also call or e-mail me at anytime with your concerns and questions. I hope this gives you more insights into the workings of the Board and property manager, why changes had to be implemented, rules and documents monitored and enforced, and a brief list of upcoming repairs.

Regards, Connie Garland, Property Manager