

Q&A WITH PARKWAY

September 15, 2023

QUESTION: Is there a schedule for mowing? Are some areas given preferential treatment based on where the building is located?

ANSWER: Addendum B of the Management and Maintenance Services Agreement (available at otowclearwaterinfo.com) states “mowing every 7-10 days, conditions permitting”. The 7-10 days are business days. There are several reasons this schedule may be interrupted such as weather, labor shortages, and the need to reassign employees to storm preparation and clean-up. No one area receives preferential treatment.

QUESTION: Why can't you hire more employees?

ANSWER: We would love to hire more employees, but the labor market has changed. Many seeking employment do not want to work outside when they can work in an air-conditioned environment. The labor market is very competitive right now.

QUESTION: I am concerned about the pesticides being used by the Management Company. Are they safe?

ANSWER: All pesticides used by the Management Company are EPA approved products and they are utilized according to the manufacturer's specific application rate.

QUESTION: Who pays the Community Service Fees (CSF) for the “Zombie Units” (units that appear to be vacant for an extended period of time)?

ANSWER: The owners of the condominium are responsible for the CSF. In the last several months there have been thirty (30) units reported to the Management Company, eighteen (18) of those have been cleared as not being neglected. None of the reported thirty (30) units were behind on their CSF when reported.

QUESTION: Can we make it mandatory to have a unit checked on a periodic basis?

ANSWER: The Management Company and the Association always recommend owners have someone check their unit when they are away for an extended period. Another recommendation is to provide your key to a trusted neighbor or friend and provide their information to the Management Company in the event emergency access is needed if we cannot reach you. You can write your Association to request

they consider your suggestion in the next Rules update. Naturally, legal counsel would be consulted to ensure the Association is in compliance with all laws, statutes, etc.

QUESTION: What is the process the Management Company follows to investigate a reported “Zombie Unit”?

ANSWER: The Management Company maintains a spreadsheet with all reported “Zombie Units.” This spreadsheet is checked multiple times per week. We attempt to contact the owner of record to determine if the unit is actually vacant or if the owner or a representative periodically visits. If we cannot reach the owner of record, we start calling the emergency contacts that were provided by the owner. We begin monitoring the unit on a regular basis by periodically knocking on the door, speaking with neighbors, and verifying if electric/water services are connected. If the unit appears to be vacant and we are unable to make contact with the owner, we will shut off the water service as a precaution. When all measures have been exhausted, the Management Company will request approval from the Association to make entry into the unit to perform an inspection. A letter is then posted on the door of the unit and mailed to the last known address of the owner informing them of our access. The letter also advises the owner to contact the Community Service Office to obtain the code to the hasp/code lock placed on the door.

QUESTION: What can residents do to help identify a “Zombie Unit”?

ANSWER: If you suspect a unit has been vacant for an extended period of time, inform the Community Service Office who will relay the information to the Management Company so we may begin our research. Please provide as much information as possible such as the length of time you believe the unit has been unattended, the last time you noticed activity at the unit, etc.

QUESTION: What can be done about the storage rooms?

ANSWER: Storage space allotment varies in size between each building. Storage spaces can also become “Zombie Areas.” To remind owners who are selling their condominium to check the storage/bike rooms, the Management Company now includes a reminder on the estoppel inspection form. The Management Company cannot dispose of items in the storage room unless they pose a safety issue. If you believe there is a safety issue, please visit the Community Service Office to request an inspection. Please be specific which storage room you are reporting.