

Q&A WITH PARKWAY

Pest/Rodent Control and Elevators

March 08, 2024

PEST / RODENT CONTROL

QUESTION: Why isn't there an ongoing rodent repellent of some kind?

ANSWER: Bait stations are an option for the Association, but because a specific license is required by the state, a third-party vendor would need to be acquired at an expense to the Association. The Management Company is not licensed to provide this type of service to the community.

QUESTION: The patio next to our unit is a perfect environment for rodents due to the amount of clutter. We have reported it, but nothing has been done. What is our recourse?

ANSWER: When we receive reports of rodent activity in a unit, we inspect that unit and work our way out to determine the source. If the source is determined to be an owner's responsibility, initial letters will be sent from Inspection Services advising the owner of their responsibility to hire an exterminator. If the source is determined to be in a common area, the Management Company will acquire the services of a pest control vendor. If the owner does not resolve the issue in a reasonable amount of time, the Management Company may send a letter(s) reemphasizing their responsibility to do so. If the issue is not resolved, the Association's legal counsel may be notified to review any legal remedies available to ensure compliance with the On Top of the World Condominium Association, Inc.'s rules and regulations. The Management Company cannot remove personal property from an owner's patio.

QUESTION: What is the Management Company doing to prevent rodents from entering our unit or the ceiling cavity?

ANSWER: We may place hardware fabric on the roof vents as needed. The Management Company will also inspect common areas for any visible entry points. Any areas of entrance opportunities for pests are then sealed. Investigational traps may be placed in wall cavities above the ceiling or other areas; however, rodents are very skittish and apprehensive to anything new, it takes time for them to adjust to the trap being present and for the successful elimination of the pest.

QUESTION: Some residents are feeding the birds and squirrels which can attract rodents and other pests. Some residents are pouring cooking grease on the grass outside their unit. What measures will the Management Company enforce to prevent residents from continuing these practices?

ANSWER: Residents should not feed any wildlife and in some instances, it may be illegal to feed wildlife in the state of Florida. You are encouraged to discuss this practice with the offending resident if you feel comfortable doing so. If not, you should report it to the Community Service Office. Inspection Services will visit the unit in question and discuss the repercussions of feeding wildlife. If their visit does not have a positive result, letters will be sent as described earlier. Grease should not be poured in the grass and certainly not poured down a drain. The best method of disposing of cooking grease is to place it in a closed container once it is cooled down and dispose of the container in your regular trash.

QUESTION: Since the Management Company cannot control the rodents, can we place our own poison under our vehicles?

ANSWER: This should not be done as you cannot ensure pets or other wildlife will not access the poison.

QUESTION: Does the HOA treat the exterior of buildings and grounds for rodents and critters? There is an infestation of big-headed ants.

ANSWER: The Management Company will investigate any report of rodents and pests when reported to the Community Service Office. You may also report this type of concern by completing a service request on our website at <https://www.otowclearwaterinfo.com/community-service-office/> or by calling 727-683-6981.

QUESTION: Some residents are putting poison on food and placing it outside to control rodents. Is this allowed?

ANSWER: This is absolutely not allowed, pets or young children visiting the community may get into the poisoned food.

QUESTION: Does the HOA plan on doing inspections of patios and imposing fines if needed when a patio is not cleaned or if a grill is not cleaned after use?

ANSWER: Inspection Services performs building inspections and during those inspections, they look at front and back patios. Additionally, at the February 20, 2024, board meeting, the Board of Administration requested Association counsel research the process of fining residents.

QUESTION: I've lived here 20 years and have never seen a mouse or rat. Our building is vigilant about keeping our garbage room neat and not overflowing. We have at least 4 owners that check it multiple times a day. Why aren't other buildings doing the same thing?

ANSWER: All residents have a responsibility to keep their units and the common areas as clean as possible. The cleaner the area, the less likely a pest or rodent issue may develop. We appreciate your suggestion that every building share responsibility for the trash room. Working together we can help eliminate or greatly reduce the pest/rodent population at On Top of the World. Keeping the trash room door closed is paramount to eliminating the possibility of pest problems.

QUESTION: I personally placed traps in my unit and the activity subsided. All seemed quiet until one was trapped in February. I want to know that the Management Company will take proper steps and continue to check the building to insure they will not return.

ANSWER: Unfortunately, neither the Management Company nor an exterminator can make any assurance a rodent will not return. The Management Company will inspect any reports of activity when a service request is submitted.

ELEVATORS

QUESTION: The elevator in our building seems to be on its last leg. Perhaps it is time to replace it because it is beyond fixing. Why is that being considered?

ANSWER: Over the last six months (September thru February), there have been no reported elevator outages in this building. This elevator was modernized in 2007 and that is a half-life for elevators since the Association requires the Management Company to update the elevator equipment every thirty (30) years (or as needed).

QUESTION: Why does an elevator stop between floors? The elevator really needs to be replaced or rehabbed.

ANSWER: There are many reasons why an elevator may malfunction. An intermittent maintenance issue, power spike, or other event can cause this kind of condition. The Management Company will investigate every reported incident to try and determine what the conditions were that created the out of service event.

QUESTION: The floor in the elevator is the original floor. Why wasn't it replaced when the elevator was rehauled less than one year ago?

ANSWER: The elevator flooring was replaced in this building in 2014 which is the third time since the building's construction. The Management Company requests additional funding in the budget to include the replacement of the elevator flooring when elevators are modernized.

QUESTION: Is there an actual requirement for the elevator to lock its doors shut and stop functioning when the doors are held open too long? When will my elevator be upgraded?

ANSWER: Yes, if an elevator door is blocked or held for too long, the elevator is designed to start a nudging process (doors will attempt to shut then immediately reopen), if it cannot recover, the elevator shuts down to protect the circuitry. This can occur when a resident holds the door open to talk to a friend or if a moving company or contractor blocks the elevator to load/unload items. Many reports of an elevator being out of service is due to this type of action.

QUESTION: The elevator is getting louder each year. Is there any way to insulate the area to diminish the noise??

ANSWER: The sound related to the operation of the elevator equipment is consistent with years past and the equipment is maintained to specification.

QUESTION: Is there a long-term plan to upgrade/replace the elevators? Is there a plan to buy two or three parts at a time if they fit most of our elevators.

ANSWER: Between 2007 and 2015 using a third-party company, twenty-nine (29) elevators were upgraded. In 2015, the Management Company created an inhouse elevator maintenance division which continues to operate today. Between 2015 and 2024, twenty-eight (28) elevators were upgraded for a total of fifty-seven (57) of the eighty-three (83) elevators in the Community having new operating equipment installed over the last seventeen (17) years. We will continue modernizing approximately four (4) elevators per year outside of years where code changes require that other substantial changes are made to the equipment.

The Management Company performs monthly preventive maintenance on every elevator. Utilizing a third-party vendor, you could expect them to perform this service quarterly (90) days.

The elevator division of the Management Company stocks the most common pieces of equipment to facilitate repairs. Naturally, we are unable to stock every item and we must order parts as needed. We continue to remain at the mercy of the suppliers and manufacturers regarding the time required to receive parts we do not stock.

QUESTION: Is there a plan to install elevators in those buildings without one already?

ANSWER: This is a matter requiring an Association response.

QUESTION: What can be done about residents who smoke in the elevators?

ANSWER: Smoking is not allowed in elevators per Florida Statute 823.12 *“It is unlawful for any person to possess any ignited tobacco product or other ignited substance while present in an elevator. Any person who violates this section is guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.”*

QUESTION: Is there any way to combat the dog smell in the elevators?

ANSWER: Temporary odors must dissipate naturally; however, the Management Company’s janitorial team cleans the elevators frequently as part of their ongoing maintenance.

QUESTION: Elevator door sensors are not picking up slower moving people? What can be done to adjust the sensors?

ANSWER: All elevators on property are equipped with what is known as a *light curtain*, which provide door opening protection for riders from the top of the door opening to the bottom in its entirety. These devices can detect fast- or slow-moving objects that enter the door’s path and react accordingly per state code.

QUESTION: I have been trapped in the elevator twice. When I told the CSO this is a 55+ community and some people cannot walk up the stairs, I received a comment of “Then they never should have moved in here.” Is this how management feels?

ANSWER: Management does NOT feel that way and we apologize if this was indeed conveyed to you from a member of our staff. Additional training has already been provided to the CSO staff and we assure you, we take all reports of elevator entrapment or downtime very, very seriously. We highly recommend residents on the second and third floors consider other available options if they must leave and return to their condo during a scheduled elevator downtime.

QUESTION: Do elevators/equipment meet current code? Does the building meet the current legislature law?

ANSWER: Elevators are inspected yearly by the state to ensure they meet code and do not have any deficiencies. A State of Florida Certificate of Operation is then issued and posted in each elevator cab. As for the question regarding legislature law is concerned additional information would need to be provided for us to give a response.