

What is the difference between the Westwood Village Board of Directors and the Council?

**Answer:** The Board of Directors is in charge of the management and maintenance of your recreational facilities. The Council is in charge of the management and maintenance of your common areas, grounds, streets and parking lots, and exterior of your homes.

How do I go about getting something fixed on the exterior of my home?

**Answer:** If it is an emergency repair please contact Council immediately!, such as a roof leak. If it is not an emergency repair, please fill out the maintenance request form found on our website documents page or request forms can be picked up in the mailbox slot on the clubhouse door. All requests will be handled in the order in which they are received. However some requests will take priority as determined by Council and building maintenance personal if request needs repaired immediately. Due to the extensive wood repairs that are needed on all units, maintenance requests may be done in the order our maintenance personal complete the wood repairs to the wood siding. All requests are reviewed by our contractor or property manager and they will determine priority of work requested based on our budget.

How do I gain access to the tennis courts and basketball court when they are locked?

**Answer:** Contact a member of the Board of Directors for a key. Their contact information is on the Directors page.

When will the pool be open, What hours will the pool be open?

**Answer:** The pool will be open from Memorial Day through Labor Day on weather permitting days. The Hours of the pool are normally 12pm (noon) to 7pm. The Board of Directors and Pool Manager may choose to close the pool at any date or at an earlier time due to weather conditions or maintenance.

How do I request to rent out the clubhouse or pool area?

**Answer:** The clubhouse is available for rental to all residents of Westwood Village for a \$35.00 fee. Call Cheryl Baker - 728-5490 for rental information. The pool is also available for rental. Contact our pool manager, Janie Blessing at 732-6130.

Can I bring a guest to our pool?

**Answer:** Yes, Guests can be brought to our pool. No unit owner may have an excess of eight guests at any one time unless prior approval has been received from the Pool Manager. Any number over eight constitutes a private party, and arrangements for the pool are necessary. Contact the pool Manager if you would like to have more than 8 guests attend the pool.

If I want to replace a window or patio door, will Council pay for part of my window replacement, how can I get reimbursed?

**Answer:** At this time the Council has set an amount of \$50 for each pane window glass that is replaced and \$100 for each pane of patio door glass replaced. The cost was determined from recent estimates of work orders to be approximately 50% of cost to replace the window glass only. No cost of the window frame will be reimbursed unless the frame has been damaged due to water and moisture. A Council member(s) must first inspect the windows before the cost of the glass reimbursement is approved by Council. Reimbursement funds may not be available at the time of installation of your new windows. Council will reimburse the cost when funding is available to do so for each request. Don't assume immediate reimbursement!

Can you recommend a good repair man to fix something in my home?

**Answer:** Please refer to our Council recommended maintenance phone list, which is in the maintenance section of the documents page.

Does the Council or Board of Directors get paid for their work?

**Answer:** No, no member of Council or the Board is paid for their service. We do have hired positions such as our bookkeeper, maintenance manager, and pool manager that are paid for the services they provided to our community.

When are assessment fees due and how do you determine what I owe each month for my condo fees?

**Answer:** Assessment fees are due on the 1st of each month. The assessment fee is determined each year on our projected annual operating budget. Each year there may be the need to raise fees in order to keep the condominium community properly maintained and well kept common facilities. Council has an operating budget and the Board of directors has their own separate operating budget. We combine the Council's (maintenance fees) and the Board's (recreation fees) into one for a total association due. The Council's association fee is based on a common interest schedule of all the unit owners. Also, the assessment fee is based on the square footage of your property compared to the other unit owners square footage.

If I want to paint my front door or touch up some areas around my front or back patio with the brown or tan approved paint how can I get some paint to match the siding and trim?

**Answer:** Contact a member of council and we will provide you with paint.

Where can I find a Map of the Village?

**Answer:** The documents page.

I have never received or have misplaced my Condominium Documents and Rules and Regulations, how can I get a copy of these documents?

**Answer:** Important documents to our community are on the document page of our website. If you need paper copies of the documents, please contact a member of council. We can arrange a way for you to receive your paperwork that you need or are you are requesting. Recorded documents can also be obtained at the Cumberland County Courthouse

but we do have most of our governing documents available electronically at no cost.

Can I rent my unit ?

**Answer:** If you are a owner of a unit or units you may rent out the unit(s) to tenants. Please provide Council with lease information.

When does the council and/or board hold regular meetings ?

**Answer:** Meeting dates will be posted to the website.

What should I do if I have a noisy neighbor or my neighbor's dog keeps barking?

**Answer:** Please notify Council if noise continues, keep a record of the number of occurrences of the disrupting noise. Council will send a notice of the disturbance to the noisy unit. If noise problems continue, please contact Council again. Please contact the animal control officer at the Township if the noise is caused by a dog or other pet. Council will review each noise problem but only if it is brought to our attention.

When will my unit be painted?

**Answer:** Units are painted in the order of when the unit was built. The oldest units were painted last year. Painting will continue each year as budget allows until all units have been painted.