

**Richmond Hill Estates Condominium Association
(RHECA)**

REFERENCE GUIDE

September 2017

Hello, RHECA Unit Owners!

Whether you are new to the neighborhood, or if you have been a part of RHECA for many years, it is our hope that this handbook will serve as a handy guide and reference source.

Also, we hope that your review of the handbook may spark questions, as well as ideas for topics to explore in future updates.

Being an owner of a condominium unit has many challenges, as well as rewards. At times, there may be financial and other challenges, including planning for maintenance projects, as well as improvements. Even so, it is our hope that the rewards are many, including a solid real estate investment, a healthy living environment, and a friendly and safe place to share with family and friends.

Let us know what you think about this first version of the RHECA Handbook.

You can find contact information in the pages that follow.

Very Sincerely,
The Board of Directors

2017 RHECA Board of Directors

- Linda Keegan, President lindakeeganwi@aol.com
- Rodney Pflaum, Vice-President beartel@att.net
- Kevin Rouby, Treasurer krouby@iamgtllc.com
- Joy Prokop, Secretary jprokop1@yahoo.com
- Doreen Davidson, Member-at-Large de1090de@gmail.com

Property Management

RHECA currently is managed by Lake City Management, LLC.

The property management office is located at 2817 Fish Hatchery Road, Madison, WI 53713.

To talk with Kim Olson, Property Manager, call 608-221-8146 during regular business hours.

Kim Olson also may be reached by e-mail at:
kim@lakecitymanagement.com

For emergency situations, you may call during regular business hours, and there is an after-hours, emergency-call service. Just dial 608-221-8146 and listen to the instructions. Lake City's voice-mail system will direct you to a live operator as part of an answering service. The operator will route your call to an on-call maintenance technician or another representative.

Business Hours at Lake City Management:

Regular business hours are:

- Monday-Thursday, 8:00 a.m. to Noon, and 1:00 to 5:00 p.m.
- Friday, 8:00 a.m. to Noon, except on holidays.

RHECA Board Meetings

- RHECA Board Meetings currently are held the third Wednesday of each month, starting at 6 p.m.
- The monthly meetings are held at the Richmond Hill Club House.
- The Association's Annual Meeting is held in the Fall, typically in September.
- Unit Owners are welcome to attend regularly scheduled Board meetings.
- The Property Manager regularly attends monthly and annual meetings.
- RHECA Monthly Board Meetings and the Annual Meeting are an opportunity for owners to learn about issues and concerns, and to be a part of problem-solving efforts.

RHECA Website

- Check out the RHECA Website!
- RHECA Board Meeting Minutes and other important information, such as Condominium Documents, can be easily accessed on the website.
- The address for the website is:
<http://richmondhillestates.org>
- If you would like a password to access information, including the minutes, please send an email message to:
admin@richmondhillestates.org
- In the email, please include:
 - Your first and last name
 - Your building number (10 or 18)
 - Your unit number
- Meeting minutes will be provided by e-mail as well as posted on the website. If you do not have access to the Internet or e-mail, and you want to obtain the minutes, please contact Kim Olson at Lake City Management (608-221-8146).

Community Resources

- Fire, Police (Emergency): 911
- Police (Non-Emergency): 608-255-2345

Guidelines for Calls:

- Suspected illegal and/or criminal activity and/or emergency situations -- Call the Madison Police Department and notify Lake City Management.
 - For example, in case of possibly life-threatening situations, call 911.
 - In non-emergency situations, such as a car parked on a sidewalk, call the non-emergency phone number listed above.
- For common-area maintenance/repair – Call Lake City Management.
- For violations of condominium rules and regulations – Call Lake City Management.
- For concerns regarding other units and/or unit owners – Talk with the other person/people involved, if a respectful dialogue is possible. Also, feel free to contact Lake City Management.
- For other issues/concerns, depending on the situation, contact Lake City Management.

Note:

- Lake City Management routinely notifies RHECA Board Members of unit owner communication and concerns.
- Unit owners also may address concerns and offer suggestions at the monthly RHECA Board Meetings.
- RHECA Board Members also may be contacted directly.

The following information is provided to you for your convenience. This is a sample of frequently asked questions. See your condominium documents for complete rules and regulations.

Proper Disposal of Large Items

The City of Madison will pick up large items from the curb every other Monday. Please do not place your large items on the curb more than 24 hours before the designated pick-up day.

Television sets and other electronic devices must have a sticker. Stickers cost \$10 and can be purchased at any Madison Library.

Please visit:

<https://www.cityofmadison.com/streets/recycling/>

Or call the City of Madison Streets & Recycling Division at 608-246-4532 with questions.

Other information on garbage disposal and recycling...

- There is a dumpster located in each building, in a room near the garage entryway.
- The outside pedestrian door to the garage is locked. Your building entrance key opens this door.
- The inside door to the garbage room should remain closed.
- Please take extra care to compact your recycling – for example, flatten your boxes
- Do not leave anything on the floor of the room. The trash company only takes what is in the bins.
- Contact the City of Madison for large items and electronics; do not leave them on the floor of the garbage room – they will not be taken by the trash company.

Authorized Vendors

- CTI Satellite and Sound is the authorized dealer/installer for RHECA.
- The company installs Dish Network and Direct TV, and it offers all advertised packages and pricing.
- Please do not call anyone else for satellite service.
- Using one installation company allows the Association to limit the number of dishes on site, and this practice guarantees proper installation.
- The telephone number for CTI Satellite and Sound is: 608-846-5085.

Also...

- Charter Communications provides television, internet and telephone service.
- AT&T provides telephone and internet service.
- Satellite dishes are allowed on the property, but the dish must be attached to your patio, if you have one, or to the ground, and the cables must be fed through the existing wiring in the building's utility room.
- You may not have a dish attached to the roof or siding. You must not drill holes in the siding for the cables. If you do, you will be charged for removing the dish, and wiring and repairing the holes.
- Call Lake City Management regarding access to the utility room for installation of any of the above services.

Pet Owners and Pets

- Please remember to clean up after your pets. Owners are responsible for taking care of their pets.
- Responsible behavior of owners includes properly disposing of waste, in a closed garbage bag in a dumpster. As a courtesy, bags for disposal of dog feces can be found at the station near the woods between Buildings 10 and 18.
- Waste and/or garbage bags should not be left in the hallways, stairwells, garage, garbage-room floor, and so on.
- If your garbage bag leaks on the way to the dumpster, you should clean up the spill.
- Do not allow your dog, or other type of pet, to relieve itself on the concrete or asphalt.

Note: On-Leash Rule

In addition, pets are required to be on-leash, or properly contained, in common areas, including the lawn.

Keys

- Mailbox – You may get help from the U.S. Post Office or call a locksmith to change the lock.
- Unit Doors and Storage Lockers – You are responsible for your unit door key, as well as the key for the storage locker assigned to your unit. You may call a locksmith if your key does not work or you want to change locks/keys.
- Entry Doors – The association has provided each owner two keys to enter his/her building. If you lose your keys or need additional copies, there is a \$10 fee for each key.

Cleaning and Maintenance

- A cleaning company cleans the hallways/common areas in the buildings. If you notice an area that needs cleaning, please contact the property manager.
- In addition, please call the property manager to report items needing repairs and/or replacement in the common areas.

Parking and Storage

- Eighty-two of the eighty-four living units in Buildings 10 and 18 are assigned a parking spot in the respective building's garage; there are no unassigned spaces. There are three parking lots for owners and their guests to use.
- You may not store any vehicles in the parking lots. All vehicles parked in the garages and lots must be in good, working condition. Please stay within the boundaries of your parking stall.
- You are not allowed to store items in the garages or storage lockers that may be a hazard and may cause a fire or explosion.

Smoking

- Smoking is allowed inside your condo unit. If you do smoke, please make sure that your unit is sealed (around pipes, doors, and windows) so the smoke does not invade other living units.
- Smoking is not allowed inside the common areas of the buildings (hallways, garage, stairwells, and so on).
- You may smoke outside if you are at least 20 feet from the building. Please be mindful of the wind that may carry the smoke back into the building. There are receptacles attached to the buildings for disposal of used cigarettes.

Decorations

- You may display seasonal decorations on your unit door or patio. Please do not leave items on the floor, such as a rug, or items that jut out from the wall and that may interfere with cleaning the hallways.
- Any damage or loss of seasonal decorations is at your own risk; the association is not responsible for any items that individuals put in common areas.

Garage Door Remotes

- If you did not receive a remote from the previous owner, or if you need to replace your remote, you can purchase one from a door service company. Once you have the remote, please call the manager for the pin code.

Clubhouse

- RHECA is a member of the Richmond Hill Clubhouse. All RHECA owners and their guests may use the clubhouse. The clubhouse rules are part of your condo docs. If you need a copy of the clubhouse rules, please call the Property Manager.
- A fob was issued to every owner to enter the clubhouse. If you have lost your fob, please contact the Property Manager

Owner Responsibility for Routine Maintenance

- ✓ **Furnaces and Air Conditioning Units**
 - Annual service inspection and maintenance by a professional service provider;
 - Change air filters every two to three months at a minimum, and
 - Keep the condensate line clean.

- ✓ **Dryer Vents and Bathroom Vents**
 - Clean out vents at a minimum of every two years.
 - Make sure the outside vents are in good working order and not blocked by nests or debris.
- ✓ **Smoke Detectors (inside your unit)**
 - Change the batteries annually, and
 - Replace if no longer functional.
- ✓ **Windows and Screens**
 - Repair broken glass within a month of breaking, or sooner, and
 - Repair broken screens and make sure they are properly attached to the window frame.
- ✓ **Patio Doors/Sliding Glass Doors**
 - Keep in proper working condition, and
 - Make sure snow/ice/water does not pool in the bottom of the frame during inclement weather.
- ✓ **Decks, Porches, Patios and/or Balconies**
 - Perform snow removal and surface cleaning; and
 - Stain or paint every three-to-five years to prevent premature aging of the deck and rail material.
- ✓ **Front Door to Unit**
 - Keep it clean, and
 - Replace the door if it is damaged (it must be the same color and style as the existing door and handle).

Protocol for Water-Shut-Off

Broken water pipes have been a recurring problem at Richmond Hill Estates Condominium Association (RHECA). The broken pipes can be the cause for property damage in multiple units, and the damage affects insurance rates.

To help reduce future loss, please be aware of these advisory steps for proper water-shut off and related repair projects:

- If an owner is planning to make repairs that might affect water flow in the building's interior piping system, he or she should first contact Kim Olson, Property Manager.
- Before starting a repair project, find out where the water-shut-off valves are for your respective unit. Your water-shut-off valves are in the first-floor ceiling and will be labeled with your unit number. The water-shut-off valves service "stacked" units; for example, there is one set of two valves for units

101, 201 and 301. Questions? Contact the property manager.

- Also, before you start a repair project, consider obtaining a reference for a plumber in case you need expert assistance.
- Owners also should contact other unit owners in their vicinity, so that other unit owners are aware of repair work being done that might adversely affect surrounding property within the building, including loss of access to the water supply.
- Plan to make repairs during regular business hours, if possible, so that if an emergency occurs, the property-management staff more likely will be immediately available to assist with shutting off the water.
- If an emergency does arise during non-business hours, you will have access to an answering service, after calling the general number (608-221-8146). The answering service should be responsive, contacting Kent Emerson, the owner of Lake City Management, and/or the on-call maintenance technician for Lake City Management.
- If for some reason, you do not receive assistance, call 911 for assistance from the Madison Fire

Department. However, this should be a last resort,
as RHECA could be charged for the public service.

