



Herriman & Associates, Inc.

COMMUNITY ASSOCIATION MANAGERS

41486 Wilcox Road • Plymouth, MI 48170-3104

734 459-5440 • Fax 734 459-0690

www.herriman.net

Welcome to The Arbor Village Condominium Association! We are pleased to welcome you on behalf of your community association, its Board of Directors and your fellow co-owners. The following is a brief summary of general, financial, administrative, and maintenance information about your Association.

GENERAL INFORMATION

Herriman & Associates, Inc. - Management Agent

Herriman & Associates, Inc. provides condominium management services to The Arbor Village Condominium Association, which through its Board of Directors is responsible to administer the business affairs of the condominium Association and to maintain the common elements of the condominium grounds, buildings and facilities. Our management services are designed to assist you in protecting your investment, maintaining a pleasant community and keeping the administrative work for your Board of Directors to a minimum.

Board of Directors

A Board of Directors governs the Association and all directors are co-owners who have been elected by the Association membership. Enclosed is a list of the current members of the Board of Directors.

Emergencies

If you have a serious property emergency, you may contact our offices at 734-459-5440 at any time - 365 days a year, 24 hours a day. When calling our offices after business hours, you will receive recorded instructions to call an emergency pager number, which alerts our staff of your emergency call.

Herriman & Associates, Inc. – Correspondence

Herriman & Associates, Inc. uses two mailing addresses – one for correspondence and another for payments. Please send all forms and general correspondence to our office:

The Arbor Village Condominium Association
c/o Herriman & Associates, Inc.
41486 Wilcox Road
Plymouth, MI 48170-3104

Our office does not accept payments. See “Dues/Assessments” on page 2 for payment information.

Your Account Number

Herriman & Associates, Inc. provides management services to a number of different community associations. Your unit has been assigned a unique 7-digit account number, which is based on your community association [045] and your condominium unit [0001 through 0206]. This account number appears on your address label and will be printed on all payment coupons.

Herriman & Associates, Inc. Website

Various service forms mentioned in this letter are available on our website, www.herriman.net .

FINANCIAL

Budget - Current Operating

You may obtain a copy of the current fiscal year operating budget by contacting Herriman & Associates, Inc. An annual operating budget is approved by the Board of Directors and mailed to all co-owners in advance of the beginning of the fiscal year.

Budget - Reserves

You may obtain a copy of the Association's reserves budget by contacting Herriman & Associates, Inc. The reserve budget forecasts future major maintenance, repairs and replacements expenditures.

Dues/Assessments

All Association dues/assessments are due on the first of each month and are payable to the Association. Payments must be made in full by the fifteenth (15th) of each month to avoid a \$15.00 late fee. Payment coupon books are provided by the Association every fiscal year. Herriman & Associates, Inc. offers automatic withdrawal (ACH Debit) for Association dues/assessments. An ACH Debit authorization form is enclosed; this form is also available on our website. Forms received before the 20th of the month will be processed for the next month's payment.

If you prefer to pay by check, payment coupon books are provided by the Association each fiscal year. If you did not receive one from the previous co-owner, please contact our office for a replacement book. Your check and payment coupon must be mailed to:

The Arbor Village Condominium Association
P.O. Box 701880
Plymouth, MI 48170-0972

The Association's financial institution uses this post office box. Please do not send correspondence to the post office box.

If you pay via on-line banking, you must include the association's name and your 7-digit account number in the "Pay To" line. Mail payments to the post office box listed above.

ADMINISTRATIVE

Annual Meeting

The Association holds an annual meeting each March, the primary purpose of which is to elect directors. Notification of the annual meeting is sent to all co-owners three to four weeks in advance of the meeting.

Board Meeting Attendance Policy

Co-owner concerns regarding the operation of the condominium Association may be addressed in writing to the Board of Directors in care of our firm. If you wish to address the Board of Directors in person, you may do so by making an appointment to appear at a board meeting. To make an appointment, please call Herriman & Associates, Inc. and speak with the Community Association Manager assigned to your Association.

Condominium Documents

All condominium documents including Master Deed & Bylaws, Amendments, and Rules & Regulations were to be transferred from seller to purchaser at the time of closing. If you did not receive this information, you may wish to contact your realtor. If you would like Herriman & Associates, Inc. to provide copies of these documents, please contact our office to obtain the copies you need. A fee will be charged for reproducing these documents.

Designated Voting Representative

Each condominium unit has one vote at the meetings of the Association. One designated voting representative must be named for your condominium unit. The Designated Voting Representative Form must be completed and signed by all owners of the unit and placed on file with the Association, c/o Herriman & Associates, Inc. Forms are mailed to co-owners prior to each annual meeting.

Emergency Information

In the event of a building emergency, Herriman & Associates, Inc. would like current information on file should we need to obtain access to your unit. This includes your work telephone numbers and the phone numbers of relatives or friends that may have access to your unit. The information would only be used in the event of a serious building emergency. A form is enclosed with this letter.

Grievance Procedures

Should you wish to file a complaint with the Association regarding another co-owner and offensive activities or conditions, you will generally be asked to submit such complaint in writing. Herriman & Associates, Inc. will then write to the (allegedly) offending co-owner. Such notice of alleged violation will not name the complainant, however, if the co-owner disputes the allegation, you may be asked to appear at a board or committee hearing to state your complaint.

Holiday Decorations

The Association has certain restrictions regarding the time frame for the display of holiday decorations. Please contact a board member for specific information.

Insurance

The Association holds hazard, property damage and liability insurance policies in connection with the general non-exclusive use areas of the community. The Association may insure certain other real property improvements as well. It is incumbent upon each individual owner to ascertain the insurance requirements in connection with his or her dwelling unit and exclusive-use areas. You are advised to consult the Association's governing documents and an insurance professional of your choice. We recommend you provide such insurance professional with a copy of the provisions of the Association's governing documents that pertain to insurance. Also, be advised that, if you are a condominium unit owner, and the Association provides insurance coverage for your unit or certain components of your unit, you may still have a liability for losses involving certain components of your unit (including, for instance, but not limited to, betterments and improvements) and you likely have a liability for the Association's deductible in connection with claims involving real property improvements that the Association may be required to insure, but is not required to maintain, repair and replace (including, for instance, but not limited to, fixtures, cabinets, floor coverings, and most improvements to the basement). You are advised to consider purchasing insurance that would pay the Association's deductible on a claim of loss involving your unit, and to purchase insurance to protect against losses involving storm and sanitary sewer back-ups. Again, please consult the Association's governing documents and an insurance professional of your choice.

Lease Information

If you are planning to lease your unit, a copy of the lease should be sent to Herriman & Associates, Inc. prior to signing. Herriman & Associates, Inc. reviews leases for the Association to assure that all leases and rental agreements state that tenants or non-co-owner occupants shall comply with all of the conditions of the condominium documents.

Mailbox Key

Every co-owner has a key to their mailbox, which is located in a cluster box near their unit. This key should have been given to you at your closing, if not, you will need to contact the post office in your city/township for a new lock and key for your assigned mailbox. If your mailbox lock and key becomes hard to open, spray a small amount of WD-40 into your key entry and also on the interior mechanism.

Modifications

There are restrictions relative to making modifications to the common elements - the exteriors of buildings, the common grounds and some interior building components. Please submit your written request to make any modifications to the common elements to the Board of Directors, in care of Herriman & Associates, Inc., before making any such modifications.

Newsletter

The Association publishes and distributes a newsletter quarterly for all co-owners covering various topics of current interest.

Recycling Services

Compost and recyclables are picked up weekly. Please contact Herriman & Associates, Inc. for the specific day of the week.

Rubbish Removal

Rubbish (solid waste) is picked up weekly. Please contact Herriman & Associates, Inc. for the specific day of the week.

MAINTENANCE INFORMATION

Exterior Light Bulbs

The exterior bulbs on the brick entranceways the Association will change on a periodic basis. All porch light bulbs are your responsibility. If your exterior lights are off for more than one or two days and are the Association's responsibility contact Herriman & Associates, Inc. to request service.

Fire Alarm System

The building fire alarm system is not hooked into the Canton Fire Department. When a problem is detected there is a loud ringing of an alarm bell.

Interior Valve to Exterior Spigot

Units have interior valves that need to be shut off every fall to prevent pipes from bursting. The shut off is a two step process - 1) turn off the interior shutoff valve and then 2) open the exterior spigot to allow remaining water to drain out. In the spring, simply reverse the process.

Maintenance Matrix

The Association has developed a maintenance matrix, which provides a basic guideline on various maintenance responsibilities. A copy of this maintenance matrix is enclosed for your reference.

Maintenance Request

When your unit is in need of maintenance or repair, you may complete the enclosed maintenance request or visit our website's service forms. If the problem is the Association's responsibility, we will assign the work to the Association's maintenance department or to an approved vendor. In some cases, your request may be combined with other similar requests so that the work can be performed most efficiently.

Smoke Detectors

Your unit may not be equipped with a smoke detector. We suggest that you install smoke detectors for your own protection and check the batteries periodically.

Sprinkler System Shutoff Valve

Your unit may be equipped with a shutoff valve, which controls the Association's sprinkler system. The contractor servicing the sprinkler system will need to perform maintenance on this valve periodically. You will be notified if scheduled appointments are needed.

Sump Pump

Each unit has one sump pump installed to assist with the removal of ground water. Periodic maintenance is required to assure that the pump is operating at peak efficiency. As your unit has a sump pump you will be contacted to schedule routine maintenance. If your sump pump stops operating, contact Herriman & Associates, Inc. as soon as possible for maintenance.

Utilities

Your unit may have some shared utility components for your building. This could include exterior or interior access for one or more of the following: gas meters, telephone panels, water shutoffs, sprinkler system shutoffs, sewer clean-outs, etc. You may be contacted for access to your unit in the event of a building emergency or to perform routine maintenance.

We hope you will find this information helpful. Our goal is to provide our clients with the highest level of service and we look forward to working with you. If you have additional questions about The Arbor Village Condominium Association, please contact our office. Thank you.

THE STAFF OF HERRIMAN & ASSOCIATES, INC.

Management Agent for

The Arbor Village Condominium Association

Enclosures

No enclosures are included with website edition