

WESTBROOKE Condominium Association

SPRING/SUMMER 2023 NEWSLETTER

Westbrooke Website: Westbrooke has a website now and it can be found at www.westbrookewb.com. The community documents, Rules and Regulations, forms, and important information about Westbrooke are available as pdf documents on the website. A very good tool that we hope to grow with your help is the Referral Page. If you have a referral for common services that you, as a Westbrooke resident, use or have used in the past, then please contact us via the website email address info@westbrookewb.com, or send your referral to Lynn at lynn@mccormickcommunitymanagement.com and it can be added with that referral's permission.

Pool Flower Committee: Several homeowners teamed up and planted flowers in pots to cheer up the pool enclosure area (in addition to the new chairs and chaise lounge chairs). If you would like to help with watering the flowers and/or be included in the planting committee next year, please contact board member Rachel Zagaroli at 810-241-7157.

Pool Use 2023: The pool is ready to use and will close September 5th following the Labor Day holiday. Access to the pool enclosure is limited to those who have completed the Pool Usage Waiver. Each year the gate code is changed. In order to be given the new gate code, you will need to agree in writing to the Pool Usage Waiver terms and agree to abide by the pool rules. Copies of this information is on the website and in the flyer box next to the pool gate. To get the new pool gate code, please do one of the following: 1. Sign and date the Pool Usage Waiver – text, email or mail it; 2. If you already signed the Waiver in the past, you don't have to sign a new one. Just email or text "I agree to the waiver terms and pool rules" and include your name and address. Send your agreement by email to lynn@mccormickcommunitymanagement.com, by text to 734-673-9170, or mail to PO Box 871865, Canton, MI 48187. All guests that you bring to the pool with you will also need to sign the form.

IMPORTANT! New Recycling Bins: All Westbrooke residents must obtain a new, larger recycling bin that has the flip top. Unfortunately, we cannot just order them for the entire community and deliver them. West Bloomfield and GFL have instructed that you, the homeowner or resident, must call them to order the new recycling bin – there is no cost to you or Westbrooke for the larger bin. **If you do not already have a large recycling bin with the flip-top, then please call Ms. Kris D'Arcy at West Bloomfield City Hall at her direct number 248-409-1581.** All residents must be using the larger flip-top bins **by June 30th**, so be sure to call Kris as soon as possible. The goal is to discontinue using the smaller bins: the amount of trash that blows out of the small bins is costing co-owners over \$3,000 dollars every year to pick up. Furthermore, the community looks terrible with trash strewn about until we have someone pick it up. Information on how to properly recycle can be found on our website www.westbrookewb.com.

Submit Your Dog License to Management: Per the Bylaws Article VI Section 5A, there is one dog allowed per unit and the license from West Bloomfield for that dog must be on file with the association. If you have not done so within the past year, please send a copy of your dog license to be put on file with the association, along with a completed Pet Registration form, which can be found on our website. Any co-owners with two dogs will need to provide the licenses for the dogs, registration forms, as well as documentation that the dogs are emotional support/service dogs. **All dog owners must submit this information no later than June 30th.**

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Other Dog Related Reminders: 1. Dogs must be on a leash at all times when outside of your condo. If your dog runs up to someone and the dog is off the leash, we will encourage that person to call the police or animal control if they call us to report it as a violation. Pick up after your dog immediately, but please do not store the feces or waste scooper outside. Carry a baggie with you to be able to pick up the waste immediately. 3. The dog should wear its collar with the license tag on it. 4. Pet violations carry fines: warning, \$25, \$50, and \$100 for fourth and subsequent violations. This is not a comprehensive list. Please review the Bylaws and Rules and Regulations for additional pet ownership information.

Damaged Trees, Storm Clean Up, and Tree Trimming: The tree trimming, dead tree removal, and storm damage work has been completed, except for a few items that the contractors forgot. Grass restoration will occur soon. Let us know if you see any pink or orange ribbons on trees or shrubs, or if any storm damaged branches were missed by our contractors. We are currently pricing out how much it will cost to clean the debris out of the detention basin (pond) and anticipate having that done this summer.

Deck Maintenance: Be sure to reserve a contractor ASAP to have your deck cleaned and stained if it is in a state of disrepair. These contractors' schedules fill up fast and if your deck needs to be maintained, not having a contractor to do the work will not be an acceptable excuse if we send you a violation letter. Contact Lynn if you are not sure if your color choice is acceptable. Please refer to the Rules and Regulations for the details on what color and kind of stain is allowed. If you are not sure if your deck needs to be stained this year, contact Lynn to have it examined as soon as possible. Somewhat deck related, we have been asked numerous times in recent years about installing retractable awnings to offer shade on decks. Retractable awnings are not allowed, but the freestanding canopy-type umbrellas that crank open are a great option and do not take up too much deck space. If you get one of these umbrellas, we ask that you choose a shade of brown for the fabric and if you cannot get brown, please text a picture of the color to 734-673-9170 and get permission before buying it.

Rules and Regulations: The Rules and Regulations have been mailed to you in the past and are also available on the website. If you did not receive a copy of the rules or want another copy, please contact Lynn. One of the most important items that we cannot stress enough is that all exterior modifications must have approval before they are completed. This includes changes to planting other than annual flowers, extending or modifying your flower beds, major changes to your decks, doorwall replacement, storm door changes, garage doors, etc. The Rules and Regulations go into detail about what is allowed and tell you how to gain permission in advance. The board of directors have the right to make you "undo" an unapproved modification, even if you consider it an improvement. Another important rule that we want to point out is that you should never have any decorations, plants, flower pots, furniture, etc., on your walkway or on/in the grass. These can get in the way of our service providers, including emergency responders. If there is something breakable in the way of their normal maintenance operations, we will not hold them responsible for damages if it was forbidden in the rules.

Lynn McCormick will be walking the whole community the week of June 12th and noting all items that are in violation of the bylaws. If you have anything in violation, you will receive a courtesy notice to alert you to the problem with a due date for compliance. The main things that will be looked at include the condition of the garage door, your deck stain, and the border (if any) of your flower beds; if there is any trash, building debris, or unapproved items piled around your unit that needs to be removed, including broken or empty flower pots; dog feces and urine burns in the grass; your blinds/curtains/shades; and ruts you or your guests have made in your grass by the driveway.

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Association Insurance Company & Proof of Insurance for the Community: If you have a mortgage on your condominium, you will likely receive an annual letter from your mortgage company asking for proof of insurance on the community. When this happens, you can call the insurance company directly and ask for the “declaration page”. When you call, be prepared to provide the information from the letter you received to our insurance agency. Our new agency is Michigan Insurance Group, ask for Michaelleen Callard at her direct line: (734) 927-1637, or the office main line: (734) 459-9600. For faster service, send a pdf of the letter to Michaelleen at mcallard@mig-ins.com.

Annual Meeting: The annual meeting has been scheduled for June 21st at 7 pm at the library. This year two seats are up for re-election and both of the board members are running for re-election. If you want to have your name on the ballot as well, please send Lynn the enclosed Nomination Profile.

Painting and Wood Replacement: This year the two buildings that will have rotted wood replaced and then painted will be Building #4 (6601, 6605, 6607, 6609, 6611 Westbrooke Ct.) and Building #8 (6137, 6139, 6141, 6153 Westbrooke Dr. The rotted wood has been marked with spray paint, but we do not have it scheduled just yet. The residents in those buildings will be notified when work will commence.

Change of Snow Removal Contractors: Westbrooke was not able to contract with the snow removal company that we previously used and selected a contractor that had great references. Unfortunately, the new contractor was not able to fulfill the contract and was terminated at the beginning of March. Fortunately, Charlie from Imperial Maintenance was able to provide the snow removal services for us until the end of the season. We would like to thank all of you for your patience and understanding of the difficulties we encountered this snow removal season. We may be using Imperial Maintenance for next year’s snow removal services, but certainly will not use the company that we had to terminate.

Water Cost Additional Assessment: Enclosed you will find a \$144.00 notification for the annual additional assessment for the water usage in 2022. This assessment will be announced and payable every year after we receive the fourth quarter water bills for the community. You can expect it to come with your annual budget every year. The purpose of the assessment is to offset the variable and somewhat unpredictable cost of water from year to year. In general, we can closely estimate a budget amount for water, but due to unforeseen circumstances, oftentimes the water bills come in much higher than anticipated, leaving us short for the year. Some events that cause excess water usage that we cannot predict include ill-fitting toilet tank flanges causing constant refill, incorrect use/malfunction of your furnace’s humidifier, and water activated back up sump pump usage. The goal is to closely estimate and to only assess when it is necessary.

Sump Pump, Water Spigots, Water Supply Lines and Toilets: Charlie from Imperial Maintenance will continue to contact all homeowners who have sump pumps over the next two months in order to schedule a sump pump inspection. While he is in the unit, he will use a plastic tag to mark your unit’s main water shut off, the exterior water spigot valve (one per building) and the water meter if those are in your basement. He will also ask to inspect your toilet flanges to make sure they are fully functioning. If you have any water related concerns while he is there, please let him know to inspect them so that solutions can be sought. For those that do not have a sump pump, if you wish to have your unit’s water valve identified and tagged and your toilets inspected, please contact us and place a work order so that it can be scheduled as well. The goal is to ultimately inspect all units’ toilets and plumbing for water loss/leaks in order to minimize the water waste that is resulting in the annual additional assessment. You can also call Lynn to open a work order for this inspection.

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Frozen Pipes and Insurance Claim: Unfortunately, this winter we had several units affected by burst pipes in the ceiling of their garages. Not all units have water lines running through the garages. Management will be contacting all units that need to be aware of this potential pipe freezing issue and will communicate the important do's and don'ts to avoid freezing and bursting. Although we changed insurance providers to reduce the cost of the association's insurance, Westbrooke had to pay the \$5,000.00 deductible for rebuilding the damaged garages and units.

Sewage Back Ups and How to Prevent Them: From time to time, we have sewage back ups in the basements. This is a nasty and expensive situation to correct, so we ask that you do your part in preventing sewage back ups. First and foremost, never flush anything except for toilet paper with your waste. Flushable wipes are NOT safe, even if the package says that they are. This is a list of the main items that people flush that most often cause sewer line blockages: personal or baby wipes, tampons/sanitary products, facial tissues, paper towels, very thick/strong/super soft toilet paper, cleaning wipes or rags, dental floss, cat litter, cotton balls or swabs. Immediately CALL Lynn at 734-673-9170 if you 1. hear your toilet or kitchen sink do an unusual gurgle; 2. detect an unusual sewage smell; 3. find water or a dry water stain around your basement floor drain; 4. discover any water in the basement, especially near your furnace or sump pump pit; or 5. find that sewage has come up in a toilet or bathtub/shower. Even if the water looks clean, it is better to call in a work order to start the investigation than to have sewage back up into your unit and possibly others.

Maintenance Request Procedure: Most co-owners know to contact Lynn with maintenance requests, but sometimes the method of contacting her leads to a delay in action. All urgent requests, meaning a maintenance issue that is actively causing damage or is likely to cause major damage soon, MUST be called in using either phone number 734-392-7790 (landline) or 734-673-9170 (cell phone). If you call in the work order, and you don't hear back within a few minutes and it is an emergency, please continue to call until you get an answer.

Examples of an urgent request include the following: any water or sewage issue that you cannot stop by turning off the plumbing fixture, water leaking into your unit from the outside or inside, dirty or clean looking water coming up through a drain, burning smell or smoke (call 911 first), and natural gas smell (also call 911 first and Consumers at 800-477-5050). Almost all other requests are considered non-urgent and you can call, text or email them to Lynn. Please don't repeatedly call for non-urgent matters, but you have Lynn's permission to call repeatedly if you need immediate attention for an emergency.

Extermination Work Orders: The exterminator for the community is the only contractor that is okay with homeowners calling him directly to place a work order for insects and mice control. If you have any insect or mice concerns, you can call Paul Pyles from Environmental Extermination at his office at 248-557-6982 or on his cell phone 586-295-5618. He will also accept text messages to his cell phone, but it is better to also call him to make sure he got your message.

Contacting the Association: If you would like to contact the board members or Lynn, please do so by emailing lynn@mccormickcommunitymanagement.com, calling the office 734-392-7790, call or text 734-673-9170 or send a letter to PO Box 871865, Canton MI 48187.