

FREQUENTLY ASKED QUESTIONS

updated 8/11/17

General Questions about the HOA

Who determines what the HOA fees are? Who raises them?

The board determines the fees each year, based upon input from the owners, an ad hoc Finance Committee, and the property management company. However, the fees are part of the annual budget, which must be approved by a majority of homeowners.

How are owners represented when a vote is taken?

Each condominium (detached home or unit in a quad) has one vote. So if you are the sole owner of your unit, you have one vote. If you co-own your home with someone else, you still have one vote. (By-Laws 2.05a)

What if I'm out of town when the meeting is scheduled and I want to vote?

With any written notice of a formal HOA meeting, you will also receive a proxy form. You can fill it out to give someone else the power to represent you for voting purposes.

Are board meetings open to all residents?

This is up to the board members to decide. The current board has decided to hold closed meetings. However, if a homeowner has specific questions or concerns, they can ask (at least one week in advance) to attend the next board meeting and be included on the meeting agenda so they can be heard.

When does the board meet?

Please check the monthly calendar (on the website and posted on the clubhouse bulletin board) for HOA board meeting date/time.

Questions about Maintenance/Repair Issues

I have something that needs repair or attention that is covered by the HOA. Who do I call?

If you have access to a computer, go to Main Street Management's website at www.mainstreetmanagementllc.com. At the top right of the home page, there is a sign with an arrow that says "Service Request: Click here to submit a maintenance request." IMPORTANT: Fill in the "HOA/Condo Name" space as "Ravenswood Condos." This sets up a paper trail so your request can be completed. If you call them to submit the request, they have to complete the request form, which delays things.

If you do not have access to a computer, call Main Street Management at 742-6390. Tell them you are at Ravenswood condos and have a service request.

If you have an emergency after hours, Main Street Management's after-hours number is 420-1630.

Questions about Community Policies and Guidelines

I have someone who is going to be living with me temporarily. Do I need to get permission or notify someone?

No, unless it is a rental situation.

I want to plant something. Do I need approval first?

You can plant flowers and small perennials in the mulched areas around your condo without requesting any prior approval. If you want to plant a new tree, bush, or shrub (the cost of which you must cover yourself), you need to fill out an Architectural Control Approval Request (available on the website under “Forms” and also in a folder on the wall in the clubhouse) and submit it to the HOA board. They will handle it from there and respond to you.

I want to add something to the exterior of my unit (storm door, patio, awning, satellite dish).

You must fill out an Architectural Control Approval Request (available on the website under “Forms” and also in a folder on the wall in the clubhouse) and submit it to Main Street Management.

I see something in someone else’s area that is a violation of our community policies and guidelines.

If you feel comfortable approaching the person, you can certainly let them know (politely) that they are violating a rule. They may simply not be aware that they are in violation. If you do not feel comfortable approaching them, report the violation to the Management Company.

I have guests visiting who want to use the pool. What do I need to know?

Guests must be accompanied by a resident at all times. All children (guests or residents) under the age of eighteen must be accompanied by an adult resident age eighteen or older. See the Summary of Rules for Ravenswood at the end of the “Policy and Procedure Manual” file on the website (also available in a folder on the wall in the clubhouse) or the sign at the pool for specific pool rules.

Questions about Services Provided by the HOA

Is recycling service available?

Recycling pickup is available through our current trash pickup company for an additional cost. However, individual owners cannot opt for this service — it has to be for the entire community, so the board decided against it for now.