

FREQUENTLY ASKED QUESTIONS

Updated 2/6/2021

General Questions about the HOA

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

The board determines the fees each year, based upon the input from the owners, a Finance Group may be formed, and with the property management company involved. However, the fees are part of the annual budget, which must be approved by a majority of homeowners. If no majority, the board can increase dues without voting as much as 10%, if they feel an increase is needed to meet budget.

How are owners represented when a vote is taken?

Each condominium (detached home or unit in a quad) has one vote. 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. They must bring to the meeting to submit your vote.

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. 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 Ravenswood 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.

What do I do?

If you have access to a computer, go to the Shook Management Portal and sign in (if you don't have a computer or access please call Shook Management at (765)420-8200 push 6, let them know you are from Ravenswood and need some help). Select "Maintenance" and you can complete a work order. This sets up a paper trail so your request can be completed.