

WATERFORD PLACE

Clarifying the CAM's Role

Our association contracts with Property Management People, Inc. (PMP) to have a highly qualified professional Community Association Manager (CAM), and we think Unit Owners and residents should know what the CAM has—and has not—been hired to do. The CAM has two primary responsibilities: to carry out policies set by the Board and to manage the Association's daily operations.

Some Unit Owners and residents expect the CAM to perform specific tasks that aren't part of the job. When the CAM doesn't meet those expectations, Unit Owners and residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the CAM does.

- The CAM is trained to deal with conflict, but they will not get involved in quarrels you might be having with your neighbor. However, if Association rules are being violated, the CAM is the right person to contact.
- While the CAM works closely with the Board, they are an advisor—not a member of the Board. Also, the CAM is not your advocate or conduit to the Board. If you have a concern, send a letter or e-mail directly to the Board (hoaboard@waterfordplacehoa.org).
- Although the CAM works for the Board, they are available to Unit Owners and residents. That doesn't mean the CAM will drop everything to take your call. If you need to see the CAM, call and arrange a meeting. If a matter is so urgent that you need an immediate response, call the CAM's office emergency number or 911 if it's life-threatening.
- The CAM is always happy to answer questions, but they are not the information officer. For routine inquiries, such as the next Board or AERC meeting date, please read the newsletter or check the Association website.
- The CAM is responsible for monitoring contractors' performance but not supervising them. Contractors are responsible for managing their personnel. If you have a concern with a contractor, notify the CAM, who will forward your concerns to the Board and the contractor. The Board will decide how to proceed under the terms of the contract.

- The CAM inspects the community regularly, but even an experienced CAM won't catch everything. Your help is essential. If you know about a potential maintenance issue, report it to the CAM.
- The CAM does not set an Association's policy. If you disagree with a policy or rule, you'll get better results sending a letter or e-mail to the Board than arguing with the CAM.
- The CAM has a broad range of expertise but is not a consultant to the Unit Owners and residents. Neither is the CAM an engineer, architect, attorney, accountant, or therapist. The CAM may offer opinions but don't expect technical advice in areas where they are not qualified.
- Although the CAM is an excellent resource to the Association, they are unavailable 24 hours a day—except for emergencies. Getting locked out of your home may be an emergency to you, but it isn't an Association emergency. An Association emergency is defined as a threat to life or property.

Did You Miss the Latest HOA Meetings?

Here's a recap of the highlights:

- Ken Buch and Wanda Myers were approved by acclamation for new terms as members of the Board of Directors (2024-2026). (Myers resigned shortly after the Annual Meeting, citing time commitments/conflicts.) **A director position is now vacant on the WPHOA Board of Directors.**
- The Board adopted the FY2024 Operating Budget and new HOA Annual Assessment, effective January 1, 2024.
- The Board adopted the *WPHOA Policy Resolution for Violation Notices, Disputes, and Sanctions (Fines)*. The policy becomes effective January 1, 2024.
- The Board approved the 2024 Corporate Calendar for the Board and AERC meetings, AECR application submission dates, and Annual Plan.
- There's an interim CAM assigned to the WPHOA community, and his name is Jesse M. James, CMCA, AMS, the Sr. Portfolio Manager at the PMP Gaithersburg office. (*Vonita Rivers accepted another position with a different employer. We wished her well upon her transition to a new company.*) **Welcome Jesse to the WPHOA community!**

Connect and Stay Informed About the Waterford Place Community



<https://www.waterfordplacehoa.org>

Stay connected and informed about the Waterford Place community! All residents are encouraged to create a site member account and join our community website, where you will be able to:

- Identify potential handyman services and/or contractors to hire for home repairs and maintenance
- Access important HOA information and governing documents
- Submit Architectural Change Requests applications online
- Interact with other residents using the member directory or the Community Chatter online forum
- Receive the latest Association updates about the Community
- Contact HOA Board and committee members
- Stay up to date on the plans and progress of the Community Maintenance projects and special Community events

Some pages may be password-protected, so register for a site member account to access these. To do so, click the 'Register' link in the website's top right. If you have questions about the website, please submit them to webmaster@waterfordplacehoa.org.

Electronic Payment an Option for Assessments

The WPHOA Board and CAM encourage all members to take advantage of PMP's electronic/auto-withdrawal payment program to pay monthly HOA assessments because it provides numerous benefits to you, the WPHOA, *and* the environment.

For WPHOA Unit Owners, electronic payment is very convenient. Once PMP sets up your account, you no longer worry about lost checks or late payment fees due to slow mail delivery service. You select the date each month your assessment is paid (WPHOA assessments are due the first of every month), and then you have the peace of mind of knowing your HOA assessments are paid on time. Not only does this save you time and postage, but it can eliminate late payment fees.

Direct payment is also beneficial for the Association. It improves our cash flow, reduces delinquencies, and decreases bank charges, such as lockbox service fees. This also helps minimize the WPHOA annual assessments.

According to the National Automated Clearing House Association (NACHA), a nonprofit trade association responsible for the nation's electronic payments system, 43 percent of all U.S. households use electronic payments for at least one financial obligation, including mortgages, utilities, investments, insurance, and loans. However, 19 billion paper bills are still delivered through the US mail each year.

If just 20 percent of households in the U.S. switched to electronic bill payments, 100 million pounds of paper would be eliminated from the manufacturing process—saving 1.4 billion gallons of wastewater and 103 million gallons of fuel to deliver it. A 20 percent reduction in the production and transportation of bills, statements, and checks would spare the atmosphere two million tons of greenhouse gas annually. For more information on electronic payments, visit www.nacha.org.

Home computers and the Internet have made it easy for us to take advantage of the convenience of paying our assessments electronically. **If you want to opt out of receiving WPHOA payment coupons and transition to electronic/ auto-withdrawal payments through PMP, please request assistance from Jesse James at jesse.james@pmpbiz.com.**

Misconceptions about Property Values

Like almost every community in the country, our association is feeling the pinch in the housing market. We'd like to dispel a few common misconceptions about what contributes to the rise and fall of property values.

Assessments are too high.

False. Actually, assessments have nothing to do with property values, and high assessments will not turn off potential buyers—if they're educated buyers. Depending on many factors, our assessment may be higher—or lower—than a neighboring community. Are we providing more services? Is our property older? What utilities are included in the assessment, or do we have more or fewer homes?

The more important question is, what value are residents getting for their money? To answer that question, the association mails a detailed budget with line-item documentation to all owners and makes it available to potential buyers. A low assessment should be as much a **red flag** as one that appears too high.

We have too many renters.

False. Lenders are required to charge higher rates for loans or deny a loan for homes in associations with renter-owner ratios that exceed a certain percentage. But that doesn't mean renters affect property values. Our association Board sees renters as *owners-in-training* who aren't ready to purchase their homes yet. In fact, renters have all the same rights to enjoy our community as owners—except for voting or holding office. We welcome renters, encourage them to participate in association activities, and hope they will eventually buy a home in our community (as some of our WPHOA homeowners, who first were tenants leasing townhomes in our community, have done.)

Community living is carefree.

True and False. Association living is *maintenance-free*—leaving maintenance decisions to a Board—but not entirely carefree. Residents need to care about their community and recognize that common interest living involves service and commitment. Good maintenance increases curb appeal, which helps sales and may help property values. However, community maintenance and curb appeal are quick to suffer without committed residents to serve on the Board and in other positions.

Architectural and aesthetic uniformity are necessary to protect property values.

True and False. The Board's objective is to maintain standards rather than just ensure uniformity. Yes, *some* uniformity is excellent, but the Board thinks there is room for individual expression—as long as aesthetic standards and routine exterior unit/Lot maintenance are continuously met.

Property values are based mainly on the comparative values of homes throughout our community in the local area. However, we can ensure that our community property values are at peak levels by assessing adequate fees to maintain our Common Areas assets in the community now and for years to come, by ensuring **all residents** are involved and engaged in the community and care about the association and by maintaining high aesthetic appeal and routinely maintaining their townhomes' exteriors and Lots.

Neighbor-to-Neighbor Contractor Recommendations... *Sharing is Caring!*

Have you had a great experience with a handyman service or contractor? If so, let your neighbors know!

Many Waterford Place homeowners often ask for help finding qualified and reliable contractors who perform good work at reasonable prices for maintenance and repair issues around their homes. If you know of any contractor who fits that description and you'd be willing to risk your reputation by recommending them, please complete the **Contractor Recommendation Form** at <https://www.waterfordplacehoa.org/p/Contractor-Recommendations> so that we can post their information on the WPHOA website to share with our WPHOA neighbors and residents.

DISCLAIMER: All information posted and shared will be provided as a convenience to Waterford Place HOA members/Unit Owners. The WPHOA Board of Directors and Management Agent do not make any representation as to the work performed, prices charged, or any required license, insurance, or registrations the contractors must have and maintain. The information posted and shared should not be considered a recommendation of any contractor or their work by the Board or Management Agent.

FALL/WINTER 2023

2023-2024 BOARD MEETINGS

Waterford Place HOA Board meetings will be held virtually using Zoom videoconferencing at 7 PM. Residents (homeowners and non-owners) are encouraged to attend the monthly meetings. **Meetings are held every 3rd Monday!**

November 20, 2023	December 18, 2023
January 15, 2024 (PMP)	February 19, 2024
March 18, 2024	April 15, 2024 (PMP)
May 20, 2024	June 17, 2024 (PMP)
July 15, 2024	August 19, 2024
September 16, 2024 (PMP)	October 21, 2024 (PMP)
November 18, 2024	December 16, 2024

2023-2024 AERC MEETINGS

Waterford Place AERC meetings will be held virtually using Zoom videoconferencing at 7 PM. Homeowners, especially those who submit AECR applications, are encouraged to attend the monthly meetings. **Meet when applications have been submitted and scheduled for review.**

November 6, 2023	December 4, 2023
January 15, 2024	February 12, 2024
March 11, 2024	April 8, 2024
April 15, 2024	April 22, 2024
May 13, 2024	June 3, 2024
June 17, 2024	July 8, 2024
July 22, 2024	August 5, 2024
August 19, 2024	September 9, 2024
October 7, 2024	November 4, 2024
December 2, 2024	January 2025 (TBD)

PARKING REGULATIONS

Please park your vehicle(s) in the residential parking spot(s)/driveways assigned to your home. The open spaces are intended for visitors. Also, do not park on the sidewalks.

According to the governing documents, the Association prohibits the parking of commercial vehicles except in the garage with the door closed. All violations will be towed at the owner's expense. **If you witness an illegally parked vehicle within the community, contact Henry's Wrecker Service at (301) 869-4800.**

Note: Streets, driveways, lots, and parking spaces shall not be used to repair or perform extraordinary maintenance of automobiles or other vehicles. (*Declaration of CC&Rs*)

COMING IN 2024: UPDATED PARKING POLICY



PROPERTY MANAGEMENT PEOPLE, INC.

955A Russell Avenue,
Gaithersburg, MD 20877
(p) 301-963-3337 x2208
(f) 240-361-0649
(e) Jesse.James@pmpbiz.com

Office Hours: 9 AM - 5 PM (Monday- Friday)
After-Hours Emergency Hotline:
1-800-336-8009, #6

Montgomery County Numbers

Fire and Rescue (Non-Emergency): 240-683-6520
Police (Non-Emergency): 301-279-8000
Animal Control (Non-Emergency): 240-773-5900

TRASH DISPOSAL & RECYCLE PROTOCOL



The Association's Trash Disposal and Recycling protocol does not have to be a hassle and helps keep our community clean. So, before you haul out the trash, here are a few reminders:

Ensure your trash is properly sealed in a heavy-duty plastic bag, placed inside a trash container, and covered with a lid. Pick up trash and/or recycle containers as soon as possible after the trash/recycling service contractors have collected items on the trash/recycling collection days. As stated in the WPHOA *Declaration of Covenants, Conditions, and Restrictions*, safely store the containers out of sight/public view from the roadway.

Place trash/recycle containers outside on the curb/ sidewalk no earlier than 6:00 p.m. the night before collection days. Following the guidelines helps prevent unwanted animals, such as **rats, squirrels, raccoons, crows, vultures**, etc., from creating a mess and setting up nests inside homes or Common Areas.

Regular trash collection days are Monday and Thursday. Trash collection will not occur on the holidays observed by J&J Trash Service, Inc. or when the Montgomery County landfill/transfer station is closed. If one of these holidays/closures falls on a regular collection day, that day will be skipped until the next regularly scheduled collection day. [If Monday is a holiday, the next pickup will be Thursday; If Thursday is a holiday, the next pickup will be Monday.]

Regular recycling collection day is Monday. The recycling holiday schedule follows Montgomery County.