

TAVISTOCK CONDO ASSOCIATION

MEMO FROM MANAGEMENT: TO ALL UNIT OWNERS

SUBJECT: COMMUNICATION

JULY 24, 2024

At a recent unofficial meeting of the Board of Directors, there was discussion regarding communications with Tavistock membership. As a result of that discussion, we would like to remind all Unit Owners how to contact the “Association” along with other important information.

MANAGEMENT MUST BE CONTACTED

FOR ALL ASSOCIATION MATTERS

Call or text : 609-506-3003

Email: tavistockcondos@gmail.com

All calls, emails, texts, inquiries, maintenance requests, document requests, complaints, correspondence to the Board, ideas and suggestions must go through the management office.

Please do not text, call, or make requests directly to Board Members, maintenance staff, or contractors. Management will no longer respond to “third party” or anonymous requests.

It is important that this protocol be followed to ensure that your concerns are handled quickly and efficiently. Any and all emails or calls will be answered during normal business hours and within 24 hours, without exception.

- **If calling, please leave a voicemail with your name, number, and a very brief message. You will receive a call back as soon as possible.**
- **When texting—please include your Unit Number and Name.**
- **Email is answered quickly and is the best way to communicate, allowing a documentation of the issue.**

Communication is a two sided process. As your management team, we make a genuine effort to answer all emails, phone calls, or texts immediately. If for some reason we have not responded to you within 24 hours, please contact us again.

If you would like to contact the Board of Directors for any reason, you must send correspondence/email to the Board of Directors via the Tavistock office. Your concerns will be forwarded to each Board Member. Remember: Board Members are private citizens and volunteers that may only act as a single unit, not as individuals. Sending your concerns directly to an individual Board Member does not guarantee a response.

Business hours are 9 a.m. to 5 p.m. Monday through Friday. If you feel it is necessary to meet in person, we would be happy to arrange a mutually convenient time to meet with you at the Tavistock office during those hours. We cannot guarantee that everyone will agree with or like the answers given, however we will continue to give you truthful and correct information that is always in accordance with the By Laws and Master Deed of your Association.

All Unit Owners are invited to attend Board Meetings. Dates of meetings are posted on the Tavistock website. If you have a concern or would like to address the Board, let us know that you'd like to be on the agenda.

If you hear something “on the street”, call us and give us the opportunity to share the facts with you. Don't fall victim to gossip or hearsay. Continuing to share non-factual information is not in the best interest of Tavistock and undermines our efforts to serve your community.

LET US KNOW

Someone from management is on the grounds daily. Although we inspect the property, buildings and grounds to the best of our ability, we can't always see what you are seeing as a resident. Your communication is essential in the handling of your concerns. Again—call, text, email or drop a note in the mailbox. If you see something —say something!

MAINTENANCE

ALL maintenance requests must go through Management. Call, text, or email any time. Most small items can be handled “in-house”. Some repairs must be farmed out to outside contractors and may take longer to address depending on contractor schedules, services, and availability. We strive to get things done as quickly as possible and many requests are handled within the hour. Other items may wait until we can bundle the services into one larger service. For example- tree trimming. Instead of trimming trees at each unit owners request, we may gather as many as possible and complete the task in one service. This saves the Association a considerable amount of money and allows us to track our efforts better.

DECKS

It hasn't been raining often lately, but when it does, it comes down hard! With the volume and intensity of the rain, it's extremely important to keep your deck drains clear and free. Carpet and/or furniture should not cover the drain opening. Potted plants, window boxes, or other items on the upper deck will overflow with water and dirt which could easily clog the drains. Clogged drains can cause a lot of interior damage.

Check your drains regularly, clear them if necessary with a bucket of water and toilet plunger. Insure that water is moving through. If impacted with dirt or debris, a small hand held “snake” can be bought at any hardware store and will clear it out.

Your deck is a “limited common element” per the By-laws. The Association is only responsible for the structural elements of the decks. All maintenance, cleaning of deck surface, siding, and drain maintenance is that of the homeowner.

RULES & REGS & RESIDENT CONDUCT

All of the Rules and Regulations, as well as resolutions are published on the Tavistock's website: www.tavistockcondos.com under the Resources heading. Please follow all of the Rules & Regulations. By doing so, everyone in the community benefits. You may not agree with all of the Rules but they are integral to proper functioning of Tavistock.

Several months ago, unit owners were notified, that the Board adopted several new rules dealing with resident conduct via a resolution (September 6, 2023). We have been made aware that several residents have been attempting to direct contractors such as landscapers, roofers, etc. and would like to take this opportunity to remind you of the rules which state:

“No resident shall stop an employee or contractor in the performance of his duties, give special instructions or ask favors of employees or contractors. All requests for services and/ or complaints are to be submitted to the Association office.”

There's more.....

TRASH AND RECYCLING

If you have a question about trash and/or recycling, contact Cherry Hill Dept. of Public Works at 856-424-4422. The collection of trash/recycling is paid for with your TAX DOLLAR.

The Township of Cherry Hill has very detailed regulations on how to dispose of your trash and recycling. This year, collection has been a lot better than in previous years. The employees at Public Works are very helpful and go out of their way to get things done.

In addition to the Township requirements, Tavistock also has some rules about trash. Please take a few minutes each week when disposing of waste, to insure safe and sanitary conditions for your neighborhood.

- Place trash and recycling outside no earlier than Monday evening for Tuesday pickup.
- PLACE TRASH IN A HEAVY DUTY TIGHTLY SECURED TRASH BAG or a trash can.
- In order to avoid damage to vehicles, trash should be placed away from cars at the end of parking rows.
- ELECTRONICS ARE NOT COLLECTED—No tv's, computers, printers, etc. may be placed outside at anytime. If you are discarding these items, they must be taken to the Township collection site.
- LARGE ITEMS are usually picked up on Tuesday but sometimes not until Wednesday. For best results in picking up large items, you should call the Dept. of Public Works the day before pickup to inform them.
- PLEASE—Be considerate of your neighbors and other residents.

SOLICITORS AND DOOR-TO-DOOR SALES

If you are being contacted by solicitors, please contact the Cherry Hill Police. There is a sign at the front entrance of the complex stating that Tavistock is PRIVATE PROPERTY—NO SOLICITORS. Do not call Management if someone is soliciting at your door.

SECURITY CAMERAS

Some residents are installing security cameras at their front doors. Cameras may be attached to the door frame of your unit only. Do not attach cameras to siding, stairs, or any other common area. Do not place Security warning signs in garden beds or other common areas.

PLUMBING REPAIRS AND WATER SHUT OFF

Any plumbing within your unit that serves only your unit is your responsibility. When making repairs, a resident may need to shut off the water to an entire building or area. If your plumber finds this type of shut down necessary, you must contact management to coordinate a shut-off time. Management will notify residents in advance if possible.

There are also times the water is shut-off due to meter or common plumbing issues and there is no advance warning while crews are making emergency repairs. If possible, a short group email will be sent to keep residents aware and informed. Management will do our best to keep residents informed and more importantly, to get the repair done as quickly as possible.

DRYER DUCTS, WASHER HOSES, CHIMNEYS, HOT WATER HEATERS

REMEMBER: If it serves only your unit...it is your responsibility. It is recommended that dryer ducts and chimneys be cleaned professionally each year. Hot water heaters should be replaced at least every ten years. And washer hoses should be checked regularly. These items are your responsibility.

WINDOWS & DOORS

There are guidelines that must be followed if you are changing your windows or doors. Please contact management for more information if you are planning on changing yours.

STORAGE PODS, DUMPSTERS, ETC.

Please get permission from the office if you intend to temporarily place a storage pod or dumpster in the parking area. If you do not have permission in advance, you will be fined daily for unauthorized installations.

POWER OUTAGE?

Call or Text PSE&G. When there is a power-outage, management has no information and you must contact PSE&G directly.

STREET LIGHT OUT?

Let management know the location and if possible, the pole number. These lights are leased from PSE&G and must be called in with the account number to PSE&G for repair. We will report it right away but it could take weeks for PSE&G to make the repair so please be patient.

FRONT DOOR LIGHT OUT?

Let management know—maintenance will replace the bulb or light fixture immediately. **DO NOT CHANGE THESE LIGHTS YOURSELF!** Anyone who changes the bulb or fixture will be charged for repairs or replacements.

PATIO LIGHT OUT?

Your responsibility—this light is connected to the breaker box and switch in your unit and therefore belongs to you.

DO NOT CONTACT FOR (PLEASE)

Merlino Property Management is happy to answer requests, calls, texts, emails, etc. However, there are a few things that we don't do—

- If you received a package by mistake—do not contact management. We do not pick up or deliver packages or mail left accidentally at the wrong address, Please call the proper carrier.
- We do not share names, numbers, or addresses of any unit owner or resident.
- Need a ladder or a tool? Best to check with a hardware store, friend, or neighbor. We do not lend tools, ladders, etc. to residents for obvious reasons.
- We do not handle “civil” matters such as fights, threats, theft, etc. These matters must be immediately referred to police.
- We do not handle fires, gas leaks, or electrical outages. Please direct these concerns to the proper parties.
- We do not tolerate abusive calls or destructive behavior. We try to be respectful to everyone and expect the same in return.

**Thank you for working with us to make
Tavistock a great place to live!**

**TAVISTOCK CONDOMINIUM ASSOCIATION
CONTACT INFORMATION**

FIRE, SMOKE, GAS LEAKS, EMERGENCY **Call 9-1-1**
CHERRY HILL POLICE NON-EMERGENCY 856-665-1200

TAVISTOCK CONDOMINIUM ASSOCIATION OFFICE

Merlino Property Management

Call or text: 609-506-3003
Email: tavistockcondos@gmail.com
Website: tavistockcondos.com

TRASH & RECYCLING

Cherry Hill Township Department of Public Works

Call 856-424-4422
Website chnj.gov

POWER OUTAGE

PSE&G

Call 800-426-7734
Website: pseg.com
