

Frequently Asked Questions

Rules, Regulations, Policies, and Procedures

1) Basic Work Order Reporting / Handling Procedure

- a) Renters should contact the owner or the owner's management company (owner) if any repair or maintenance work is needed in or around a unit. The owner should determine if the work needing to be done is a responsibility of the Willow Creek III Homeowners' Association (Association) as defined in the Bylaws.
- b) Owners can place work orders using the portal in the management software, Appfolio. If Owners do not have internet access they should contact the First Commercial (office) at (918) 921-1677 if a work order is believed to be the Association's responsibility.
- c) The office will enter a work order into the computer tracking system or give the owner information needed to get the issue resolved.
- d) Work orders will be addressed in the order they are received. An exception will be made whenever the issue is deemed to be a safety hazard or if the Willow Creek III Homeowners' Association Board of Directors (Board) has determined the task to be a priority, such as lighting, electrical issues, fire mitigation, etc.

2) Maintenance and Repair Issues

a) Roof Leaks

- i) Renters should contact the owner if any work is needed in or around the unit. The owner should determine if the work needing to be done is a responsibility of the Association as defined in the Bylaws.
- ii) Owners should call the office at (918) 921-1677 every time the roof leaks, giving the exact location of the leak date and time. After hours, call (918) 734-9796.
- iii) The office, have one of our maintenance professionals inspect and repair the roof or call the contracted roof company if needed.
- iv) Owners need to make sure access to the unit is available to roofers and/or the maintenance staff since, in most instances, the roofers must go inside the unit to find the exact spot where the leak is coming from.
- v) A work order will be entered into the computer tracking system for an inside inspection after the next rain to make sure that the roof repair resolved the issue. Please note that work orders will be completed in the order that they were received.

b) Plumbing Issues

- i) If an issue occurs in a unit that requires the services of a plumber, the owner will arrange for a licensed plumber to handle the issue. Under most

circumstances, services provided by the plumber will be at the owner's expense.

- ii) A reimbursement may be requested if the plumber determines that the issue is in the common main supply line to the unit. The owner will need to provide a copy of the repair report and paid invoice specifying the time and date the service was provided and completed to the office, noting that the issue was in the common main supply line. It is important to note that a licensed, bonded plumber must be used in order to receive reimbursement for plumbing repairs. No exceptions.
- iii) The information provided by the owner regarding the plumbing repair will be presented to the Board at the next regular Board meeting. The Board will vote on approval or denial of the reimbursement being requested.
- iv) The office will notify the owner of the Board's decision and, if approved, will issue a check for the reimbursable amount.

c. Water Shut-off

- i) If an owner needs to have the water shut off to get plumbing repair work done in their unit, notification needs to be given to the office 24 hours in advance, including an approximate time of day and duration of the shut-off. The office will notify owners of other affected units.
- ii) In the event of an emergency water shut-off situation that occurs after office hours, the owner of the unit shutting off the water must immediately call the emergency maintenance number (918)724-8796 and notify occupants of other units that will be affected. The owner is to go door-to-door and knock on each of the 4 to 6 units that are affected by the water shut-off. If no one is home, the owner shutting off the water should leave a note on the door, if possible.

d. Satellite Dish Installation

- i) Notification must be given at least 48 hours prior to installation. A failure to do so could result in the removal of wires and equipment at Owner's expense.
- ii) No satellite can be screwed into the building or roofs. Please see the Satellite Installation sheet for further information
- iii) If line-of-site can be determined from the unit's balcony or patio, then the owner will be instructed to have the service provider install the dish on the patio or balcony. The owner needs to instruct the satellite service provider to remove all the old cable and wiring from the building. All new wire and cables need to be installed to professional standards and appropriately secured.
- iv) If line-of-site cannot be found from a balcony or patio, then the satellite service provider will need to provide the office with the satellite stand base so that the office can affix roofing material to the bottom of the base. It is the owner's responsibility to inform the service provider's installation personnel of this requirement. Due to the maintenance staff's schedule and unforeseen issues that arise from time-to-time, the

base needs to be dropped off three (3) days before the scheduled installation date. The satellite provider will then need to go to the office to get the dish base that has had the proper roofing material affixed to it and install the base to the roof on the scheduled day with oversight from First Commercial maintenance.

v) Owners should notify the office when the satellite service provider is on property to install the dish.

e) Cable Television Procedures

i) Notification must be given at least 48 hours prior to installation. A failure to do so could result in the removal of wires and equipment at Owner's expense.

ii) Cable providers may not leave wires dangling from any building and they must patch any holes that are drilled.

iii) All old cables and wiring need to be removed and, if possible, the same hole is to be used to run the cables into the unit. Only one hole should be made through the walls per unit. All new wiring needs to meet professional standards and must be appropriately secured.

f) Roof Access Procedures

i) Owners **must** contact the office at (918) 921-1677 for any roof access needs. This is a **mandatory** requirement due to liability issues and varying roof conditions.

ii) The office staff will give the owner instructions based on the condition of the roof over specific units or common areas.

3) Parking Issues

a) All vehicles must be registered with management including the Owner of the vehicle, make, model, color and license plate identification. Two vehicles per unit will be issued parking stickers. These stickers need to be displayed in the rear window for security to easily identify. Please call First Commercial to obtain these stickers. (918) 921-1677

It is the owner's responsibility to ensure that any occupant of their unit knows their assigned parking spot and the parking rules.

i) Please note no trailers, commercial vehicles or oversized vehicles are allowed to be parked on the property. When moving in or out, there is a two (2) day limit on moving trucks.

b) If an occupant has a parking issue, the owner needs to contact the office at (918) 921-1677 Monday-Friday during regular business hours from 8:00 a.m. to 5:00 p.m.

c) The office staff will instruct the owner, based on the situation, the remedy for the parking issue.

i) During office hours, the staff will place a warning sticker on any vehicles parked in the wrong spot or parked in two spots.

ii) After regular business hours, on weekends, and holidays, the owner may handle parking issue. Owners can leave a *FRIENDLY* note informing the

driver of the vehicle parked in their spot and ask them to move. If the issue is not resolved and the owner continues to have issues with the same vehicle, the owner may have it towed. It is noteworthy to mention that owners can only have a vehicle towed if it is in the owner's assigned parking spot. If a parking situation is volatile please call Gold Star Security at 918-270-4653.

- iii) Please take a photo of the license plate, Willow Creek III sticker, and note the date and time of the violation and provide to First Commercial or Gold Star Security.
- d) The office staff walks the property regularly and will place a warning sticker on any vehicle that has an expired tag, has a flat tire, is parked in more than one spot, or other such violations. As the staff places warning stickers on vehicles, they write down the tag number, a description of the vehicle, time and date the vehicle was stickered and the reason for the warning.
- e) The vehicle's owner has 24 hours to resolve the issue or contact the office. If the vehicle is on property with the same issue and no one has contacted the office within 24 hours, then the vehicle will be towed at owner's expense. Please be aware that if the sticker is removed from the vehicle but nothing has been corrected, the vehicle will still be towed.

4) Noise and Crime Complaints

- a) The owner or renter must report all crime complaints to the Tulsa Police Department. The non-emergency police number is (918) 596-9222. If there is an emergency criminal situation, owners or renters should immediately call 911 and report the incident. If the complaint is a security concern but not a police concern, please call Gold Star Security at 918-270-4653.
- b) The renter should provide the owner with the information and then the owner should notify the office. If possible, a copy of the police report should be provided to the office.
- c) The office will do its best to contact the owner of any unit that is believed to be causing the complaints in an effort to resolve the matter.

5) Grills and Fire Places

- a) Owners have the responsibility to make sure all occupants are aware of the fire code dealing with multi-family housing in the City of Tulsa.
- b) Owners must ensure that all gas and/or charcoal grills are at least ten (10) feet away from any building or any attached structure at all times when in use and that they are not on top of any combustible material (e.g., dry leaves/grass).
- c) Occupants may store a grill on patios or balconies when not in use.
- d) Propane tanks or combustible material may NOT be stored in breezeways or any enclosed space. Please be advised that the City of Tulsa considers any place with a ceiling above it to be an "enclosed space".
- e) Owners must ensure that ash has cooled completely and disposed of properly. Discarded ash and other burned contents can appear to be out but can flare up causing a fire.

- f) Ash, partially burned logs, or other similar material may not be placed on the ground or around landscaping.

6) Snow and Ice Removal

- a) Owners do not need to call for snow or ice removal as the Association has set up specific procedures for the staff in the event of such weather conditions.
 - i) When weather produces snow and ice, the maintenance staff will come out approximately two (2) hours after the snow and ice stops falling.
 - ii) The maintenance staff will only clear snow and put ice melt out on the middle section of walkways that an average person can walk through from entries to parking lots.
 - iii) Snow removal from parking areas is handled by a contractor and only happens after two (2) inches or more has fallen.

7) Tree/Gardening and Planting Procedure

- a) Owners wanting to plant trees or plants in the common areas need to have approval of the Board before planting. Trees must be planted away from the buildings because over time roots grow very large and cause foundation issues, sewer pipe blockage, and walkway damage. Large branches can knock shingles off the building, cause window damage during storms, and cause injuries should they break off and fall.
- b) Owners will need to draw a map and write out a description of what they want to plant and where, then submit it to the office for review.
 - i) If an owner plants anything in the common area, it is that owner's responsibility to take care of it.
 - ii) If an owner plants anything in the common areas, it is also subject to being removed at the Board's discretion if it is not maintained properly, interferes with repairs, interferes with residents' enjoyment of the common areas, or if it poses a hazard.
- c) The Board will vote on the planting request and make changes if necessary.
- d) The office staff will notify the owner of the decision of the Board.

8) Contacting the Board

- a) To contact the Board, owners are invited to write a letter, email or call the office outlining their request and present it to the First Commercial office to be presented to the Board.
- b) The office will submit the letter to the Board at their next scheduled meeting.
- c) The Board will review the request and answer it as a part of their deliberations. The office will relay their decision to the owner and, in most instances, it will be in writing.
- d) If the owners do not feel satisfied with the decision of the Board, they can request to come to the next Board meeting to make a formal presentation.
- e) In order to make a formal presentation at a Board meeting, the owner must write down all their pertinent issues they wish to discuss and present it to the office by the Wednesday before the next scheduled Board meeting. The Board meetings are held the third (3rd) Monday of every month.

- f) Prior to the meeting, the Board will review the written concerns of the owner.
- g) The owner will be allowed ten (10) minutes to ask questions and state any concerns they wish.
- h) The Board will give the owner an answer or state what they believe to be the next step in resolving the issues or concerns of the owner.

9) Renting an Owner's Unit

- a) Owners that rent their units to third parties need to provide all pertinent resident information sheets to the office prior to the date that the renter moves in.
- b) Owners need to provide pet registration certificates and shot records for any renter with pets. Please note that all pets have to be less than 30 pounds and be on a leash at all times when outside the unit. Willow Creek III has a two (2) pet per unit limit. All pet owners have to pick up after their pets. Fines for violating pet policy will be charged to the unit owner's account.
 - i) Owners must take full responsibility for the actions of their renters. Please provide your renter with a copy of this manual. If an issue arises with a renter that is ignored, the owner will need to take action and resolve the problem as quickly as possible.
 - ii) Owners need to make sure their unit's balconies/patios and breezeways are kept neat and free of clutter. Fire Code requires that in case of an emergency all occupants of a unit have to be able to safely and quickly exit the building through all exits.

10) Mandatory Owner Registration

- a) Each unit must have current and accurate ownership and information. It is imperative that management and emergency services can contact each unit. The proper documents are included for your convenience.
- b) If your unit is being rented to another party, current and accurate occupant information must be provided. The proper documents are included for your convenience.

11) Violations and Fines

- a) The association is governed by the Declaration and Bylaws with the assistance of the Rules and Regulations. Each occupant is responsible to uphold these rules and each Owner will be held responsible for violations.

12) Dues and Special Assessments Payment Policy

- a) The dues and special assessments are to be paid the 1st of each month and will be considered late on the 10th. A late fee of \$75.00 will be added to any past due account. If the balance remains unpaid after 30 days a lien will be filed. If that balance continues to be outstanding after 60 days foreclosure proceedings will begin.

13) Trash Disposal

- a) All trash must be properly secured in bags prior to placing the trash in the proper receptacle. Trash is not to be thrown or tossed and must be placed within the receptacle and not allowed to be strewn about the property.

14) Bulky Waste

- a) All bulk waste, those items that do not fit within the provided receptacles, should be placed directly next to said receptacle. Please be courteous and place these items on

Tuesday night for pick up Wednesday morning. Bulky pick up is only available on Wednesdays and leaving large items outdoors for days at a time is unsightly and dangerous.