

Welcome to Pacific Point Condominiums (2020)

Welcome to your new home at Pacific Point! You are now one of a group of 98 homeowners who make up our Home Owners Association (HOA). Some of you may have never lived in a shared space like ours before now. Some of you have doubtlessly lived in apartments before, but perhaps as renters, not owners.

When you purchased your unit, you got a copy of our By-Laws, CC&R's (Covenants, Conditions and Restrictions) and Articles of Incorporation. Most of your questions about how things work around here can be answered in those documents, especially the CC&R's. Fortunately you have a Board that can usually answer your questions and if not, they can find out.

The HOA meets once a month in our clubhouse on the first Tuesday of the month at 7 pm. Our complex-wide election occurs in October. We elect 5 owners to the Board of Directors and they choose who acts as president and the other officers. Directors serve for 2 years and their terms are staggered—only 2 or 3 of them run in any year. We currently do not have any rules about term limits. Directors serve voluntarily.

The HOA website is: www.pacificpointcondos.org
It was recently redone and it's a work in progress.

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Your contact for all things Pacific Point is our management company, Manor Association, Inc.
Manor Association, Inc.
1800 Gateway Drive, #100
San Mateo, CA 94404
phone: 650-637-1616
fax: 650-637-1670

Many things can be solved at Manor customer service: cs@manorinc.com
EMAIL IS BETTER THAN PHONING by generating the all-important case number

Our account manager at Manor is Mark Borson
Email is mark@manorinc.com
His phone is 650-637-1616 x460

Our general contractor is Kirk Kloepfer
Email is kirk.kloepfer@gmail.com
His phone is 650-619-4992

What to do when...? Who to contact when....?

An outside light has burned out.	Manor Customer Service: cs@manorinc.com
Some landscaping needs attention:	We have a landscaping committee and have found that it's better if they alone (or Mark) interact with the landscapers. You can contact either him or Customer Service and they can refer it to the committee members.
I suspect an AirBnB rental in my building.	Mark Borson, Manor Manager
I want to replace a window or door.	We have Architectural Guidelines on our website and an easy form to fill out. Our Architectural Committee needs to approve all remodeling. We have favored vendors that make the process easier, especially for windows and doors.
I want to remodel my kitchen.	See above. The less moving of pipes or walls, the easier it is. However there are no prerequisites. We just want to know: a) what kind of work you want to do; and b) that licensed professionals are doing the work.
My bathroom is flooding from the unit above me. Who's going to pay?	This is an emergency and the time to worry about who pays is later. Call a plumber. Between you, the HOA and your insurance company, we can figure that out. Later.
I want to use my fireplace. Is it safe?	The HOA assumes no liability for use of fireplaces. It falls entirely on the owner. We are trying to grandfather them out and some units have already done so. They're terrible for the environment and they raise the cost of heating your unit. At the least, you should have it inspected—and cleaned—by a professional. And <u>burn only small pieces of wood</u> . The fireboxes here were not made for big logs. We've seen them warped and ruined from too much heat!

How to be a better neighbor at Pacific Point

The Board wants to be of assistance to all owners. At the same time, we want to stay out of your life and not intrude on your privacy. So many of these tips should be obvious, but FYI:

- Don't park in front of a garage that's not your own.
- Always drive around the complex in the one-way, counter-clockwise direction, like the signs say.
- If you're remodeling, you may NOT use our garbage bins. All contractors must haul their own debris away.
- Break up or flatten any small boxes before putting them in the recycling bins.
- Larger boxes can be flattened and left neatly beside the recycling bins.
- If you're going away for more than a week and you have a car parked in our lot with a permit, consider asking a neighbor to keep an eye on it. It can be cited (not towed) for being parked over 7 days. Your neighbor can then move the car and avoid the tow. The car can be towed 24 hours after being cited.
- Come to a meeting (first Tuesday of the month) and meet your neighbors!