

Homeowner Communication Policy

What to expect when you call or email

We respond to calls and emails in the order received. Please allow up to **2 business days** for a reply.

If your matter is urgent

If you call and reach voicemail, please email your association right away. In the subject line, write:

URGENT – brief description of the issue

Example: URGENT – Water leak in Unit 204

An urgent matter is something that creates an immediate risk to life, safety, or serious property damage.

Urgent examples

- Fire, smoke, gas smell, or carbon monoxide alarm
 - Someone trapped in an elevator
 - Structural damage or collapse
 - Active break-in or security threat
 - Serious injury on common property
 - Building-wide power or water outage
- No heat during freezing weather or no A/C in dangerous heat
 - Sewage backup affecting multiple units
 - Active flooding, burst pipe, or major roof leak
 - Sprinkler system discharge
- Storm damage that affects safety or building protection
 - Entry, gate, or lock issue that leaves the building unsecured

Usually not urgent

- Noise complaints
- Parking disputes
- Minor contained leaks that are not spreading
- Pool, gym, or other amenity issues
- Landscaping damage without a safety risk
 - Pet complaints
- Slow drains or minor in-unit appliance issues

Not sure? Please reach out. We'd rather you contact us than risk delaying action on something serious.