Welcome to the Glens!

Your home is part of the Glens Association, and the grounds and property are subject to the bylaws and policies of the Glens Association and of the Parkview Hills Community Association. This Residents’ Guide provides information that we hope you will find helpful. If you have questions, please call the Glens Association Managing Agent at 375-0327.

Parkview Hills
The Glens is part of the larger Parkview Hills community, which includes condos, apartments, individual homes, and commercial enterprises on 290 acres of rolling terrain with scattered woods and marshlands.

Parkview Hills Community Association
As a homeowner in the Glens, you are automatically a member of the Parkview Hills Community Association, and you have access to all of its amenities, including the Willow Lake Club; tennis courts; an outdoor and an indoor pool; a hot tub; walking trails; lakes, beaches and boats; shuffleboard; an outdoor basketball court; a game room; fitness facilities; social events; security service; rental garden plots; meeting/event space; and guest housing.

The Warbler, a monthly newsletter, offers news about Parkview Hills and information about events, classes, etc.

For more information, see the Willow Lake Club Policies and Procedures and the listing below for Willow Lake Club.

The Glens
Board of Directors
The Glens Association is governed by the homeowners, as represented by an elected board of directors. Terms are staggered; an election is held every year at the association meeting in October. You are encouraged to attend board meetings and to run for office if you are interested. The Glens newsletter includes a schedule of meetings and a list of current board members, with their phone numbers. Questions or comments can also be directed to the management office.

Restrictions
At the end of this handbook you will find a summary of policies approved by the board. Please read them – and the restrictions in the complete set of bylaws that you should have received at closing for your home – to ensure that you remain in compliance. (If you did not receive the bylaws, please call the management office.)
Management
The board’s responsibilities include selection of the condo association’s management company. Scott Vandenboss is the managing agent.

Service
General
During regular business hours (8 a.m. to noon and 1 p.m. to 5 p.m. weekdays), call the management office.

Services offered include
• general maintenance
• rough carpentry
• trim work
• installation of windows, doors, sliders, screens, cabinetry, small appliances, countertops, sinks, tile, brick, concrete, siding, decks, porches, patios
• drywall repair
• painting
• plumbing and electrical work
• installation, service and repair of heating and cooling equipment
• other miscellaneous tasks

Emergency
During regular business hours (8 a.m. to noon and 1 p.m. to 5 p.m. weekdays), call the management office. If the office is not open, the message will give you a number to call for emergencies. A staff member is always on call. Emergencies include:
• inoperable commode
• loss of heating or air conditioning
• lock out (if you have given the management office a copy of your key)
• gas odor (see Emergency Procedures, below)
• leaking or frozen pipes
• leaking ceiling or roof
• destructive behavior or observed vandalism
• flooding or appearance of excessive moisture on walls, ceiling, or flooring
• fire (see Emergency Procedures, below)

Maintenance Fee
The quarterly fee that you pay to the Glens Association includes membership in the Parkview Hills Community Association, snow removal, trash removal, lawn maintenance, water, cable, exterior maintenance, security service, and insurance on the structures. (For more information about insurance, see your copy of the Glens Association Bylaws, Exhibit A, Sections 1, 2 and 3, and the section on Insurance, below.)

A $15 fee is applied monthly to payments that are not received by the due date.
**Emergency Procedures**

**Fire**
If you smell smoke that is not coming from your own home, call the fire department. Tell them that you are in Parkview Hills, and give your name and address.

Then call the management office. If the office is not open, use the emergency number that will be provided. Give your name and address. Alert others in your building.

If the smoke/fire is in your home, shut each door within the condo, get all people and animals out of the condo, and take your keys with you as you leave.

Call the fire department and the management office from a neighbor’s.

Alert others in your building.

**Gas**
If you smell gas in your condo, call Consumers Energy and the management office immediately.

**Garden Plots**
Garden plots measuring approximately 20 by 20 feet can be rented through the Willow Lake Clubhouse. The garden space is on the west side of Old Field Trail, near the south end of the street. The rental fee covers the first cultivation in the spring and use of the water.

**Insurance**
The association’s insurance covers the structures in the Glens. Each owner must carry his or her own homeowner’s policy. Remember to cover personal property, liability, and improvements made since construction of your unit. (The finishing of the lower level is considered an improvement.) More information is provided in the Glens bylaws, Article IV.

**Outdoor carpeting**
Carpet retains moisture and damages the concrete. Please do not place carpet on your patio, front porch, or deck.

**Recycling**
The recycling station is across the street from Lake Villa West. Newspapers, magazines, corrugated paper, tin, glass and plastics marked with the recycling symbol and the numbers 1, 2 or 5 are accepted at this time. Plastic bags are NOT acceptable and must not be deposited. They contaminate the acceptable material. Cardboard boxes must be broken down. Consult the newsletter you will receive occasionally from the city for updates about what can be recycled.
Safety
Remember to keep doors and windows locked and to keep your vehicle locked when it is not in a garage. Keep the garage door closed when not in use.

Please also remember to walk or run FACING traffic. You should be on the LEFT side of the road, facing traffic coming toward you. Walkers and runners must share the road with vehicles, so it is important to wear a reflective vest if you walk or run when it is not full daylight.

Security
The Parkview Hills Community Association contracts with a security service. The security guard is on duty Monday through Friday from 5 p.m. to 6 the next morning; from 5 p.m. Saturday to 7 a.m. Sunday; and from 5 p.m. Sunday to 6 a.m. Monday. If you have a concern during these hours, call security at 207-5697.

If you observe a crime in progress when the security guard is not on duty, call 911. For a crime that has already occurred, or for suspicious behavior, call the Kalamazoo Public Services non-emergency number (337-8120) or the management office.

The security guard can check your property, free of charge, when you are away. Call the management office during business hours to request this service and provide the dates that you will be gone.

Willow Lake Club
Stop at the office to get a photo membership card. You may be asked to show the card when using the clubhouse facilities, tennis courts, paddle tennis courts, basketball court, watercraft, or the beach. You will also need your card to check out recreational equipment.

If you would like to use the pool or exercise room when the building is not open, you may request a key fob that provides keyless entry between 6 a.m. and 11 p.m., seven days a week. Please remember to sign in and out.

To reserve the clubhouse for a private event, talk with the social director about the rental fee, deposit, and other policies.

The social director can also answer questions about your privileges as a member of the Parkview Hills Community Association and can provide a copy of the Willow Lake Club Policies and Procedures if you do not have one.

The Warbler carries a schedule of events.

Approved 2-7-06
In addition to the restrictions contained in the Glens Association Bylaws (Article VI, Sections 1-20), the Glens Board of Directors has the authority to make rules and regulations (Article 1, Section 4(a). (8).

These are the current, binding policies that have been established by the board, in addition to the Bylaws. If you have questions, please call the Glens Association Managing Agent at 375-0327

1. **1% Buy-In**
   A buy-in fee of 1% of the purchase price of property in the Glens is paid to the Glens Association and placed in the General Fund.
   *(adopted 9-17-90; voted on 10-9-90, recorded Kalamazoo Register of Deeds 5-1-91)*

2. **Pets**
   a. One dog is permitted per residence.
   b. Dogs and cats must be leashed at all times while on the limited and common elements.
   c. No dog or cat shall be tied to any object on the limited or common elements.
   d. Dog runs and dog houses are prohibited.
   e. The cost of any pet-caused damage to the grounds or property is the responsibility of the pet’s owner.
   *(adopted 9-29-95; amended 7-15-96)*

3. **Delinquent Maintenance Fee**
   An account is considered delinquent if the fee has not been paid by the 10th day of the quarter. A fee of $15 is charged for each month that the maintenance fee is past due.
   *(adopted 7-16-96; amended 6-03)*

4. **Windows**
   Owners are responsible for the maintenance, repair, and replacement of windows and screens. Standards for replacing windows are:
   a. Replacement windows, sliders, and screen frames must be brown or bronze.
   b. Replacement windows for the front of the building must have brown grids (mullions) to match the look of the exiting windows. Grids are not required on the rear of the buildings.
   c. On end units, both stairwell windows must be replaced at the same time and must have brown grids.
   d. All replacement windows must be installed within the dimensions of the existing rough opening.
e. All windows must be vinyl or anodized aluminum.

f. Windows may be single- or double-hung.

g. No deviation from these standards may be made without prior board approval.

(adopted [unknown]; amended 6-03)

5. Landscape

a. The Glens Landscape Committee (GLC) must approve removal and installation of landscape materials requested by owners, board members, or management on the common elements of the Glens.

b. Landscape materials shall include, but are not limited to, trees, shrubs, ground cover, rocks, and wood timbers.

c. Landscape Request Forms are mailed to all owners in March and must be returned by April 1 to be acted upon by the GLC. All requests will be reviewed by the GLC and, if necessary, by the Parkview Hills Community Association Architectural Control Committee.

d. If a request is approved, the GLC will determine whether the owner or the Association will pay for the removal or installation and maintenance of the improvement(s) and will notify the owner who requested the work.

e. The GLC shall consist of the Managing Agent of the Glens Association, the grounds supervisor, two board members, and one non-board member.

(adopted 5-9-02; amended 9-5-02)

6. Grounds

a. Fertilizing and weed control: The grounds crew applies fertilizer and herbicides in front and back of the buildings and in areas adjacent to the drive entrances.

b. Watering: Grounds crew waters grass in front of the buildings. Residents are responsible for watering grass in back of the building and all flower beds in front and back. Areas in front or back that are re-seeded by the grounds crew will be watered by the crew until the grass is established.

c. Pruning and trimming of trees, bushes, and shrubs: The Glens Landscape Committee must approve all pruning and trimming. The work is done by the grounds crew.

d. Edging of sidewalks and islands: The grounds crew performs this task at least twice during the summer.

e. Mowing of grass: In late fall, management submits three sealed bids to the board so that they can choose a mowing contractor.

f. Snow plowing: In late fall, management submits three sealed bids to the board so that they can select a plowing contractor. It is recommended that no salt/sodium chloride or products containing these substances be used on asphalt or concrete.

g. Eaves and downspouts: The grounds crew cleans eaves and downspouts in spring and fall and other times if necessary.

h. Dumpsters: The grounds crew cleans out dumpster enclosures and maintains their appearance.
i. **Sill cocks:** Residents are responsible for shutting off the sill cocks before freezing weather and turning them back on in the spring. Management sends a letter in late fall reminding residents to do so.

j. **Christmas lighting:** The grounds crew installs and removes lights on trees designated by the board.

k. **Exterior lighting:** The grounds crew ensures that all exterior lights are in working order. Candelabra bulbs not exceeding 60 watts shall be used for all front porch, garage and landscape lights. Grounds crew provides and changes bulbs as needed (or when notified).

l. **Leaf removal:** The grounds crew removes leaves and other debris from the grounds and parking lot.

m. **Garages:** A resident who damages a garage is responsible for the cost of repair.

n. **Bird feeders and feeding of deer:** Feeding of deer is prohibited. Birdfeeders should be moved to the natural area behind the buildings in spring, summer, and fall. Bird feeders attract mice and other rodents; when feeders are hung near the buildings or from balconies, it is especially important to keep doors closed. Once inside a residence, mice travel from unit to unit.

o. **Mulching of beds:** Each spring the grounds crew weeds beds designated by the Landscape Committee and refreshes the mulch or wood chips.

p. **Aerating grass:** The grounds crew aerates grassy areas as needed.

q. **Work orders:** An owner who would like to have the grounds crew perform work may contact the Management Office. The work order will be routed to the Glens Landscape Committee.

(adopted 9-5-02)

7. **Storm Door/Front Door**
   a. The owner is responsible for maintenance, repair, and replacement of the storm door, which must be dark brown.
   b. The association is responsible for painting the exterior of the front door or its replacement. If a door is damaged by the owner, the cost of repair or replacement is borne by the owner.
   c. The owner is responsible for door knobs and locks.

(adopted 10-11-94)

8. **Home Occupation**
   Board approval is necessary before a home business can be established.

(adopted 6-2-03)

9. **Sale or Rental of Condo**
   It is vitally important that potential buyers or renters of property in the Glens be aware of Glens Association policies **before finalizing a purchase or rental agreement.** Therefore, an owner intending to sell or rent his/her condo, or any interest therein, is asked to give written notice to a member of the Board of Directors or to the Glens Association Managing Agent. **The owner or the sales agent must inform a potential buyer or renter about the policies.**

(adopted 11-02-04)
10. Barbeque/Grill
   Barbecues and grills shall not be permitted on the front concrete porches. They
   may be located on the rear patios and decks. They can also be located on the
   "common" and "limited" elements on a temporary basis.

(adopted 9-26-05)