

## Roper Estates Frequently Asked Questions – Answered!

Property Management of Andover is available to answer questions regarding Roper Estates Monday through Friday from 9:00 a.m. to 4:30 p.m. There is also an after-hours answering service to collect all messages and forward emergency calls. Please feel free to leave a message as well as a day and evening telephone number where you may be reached if a return call is desired. Our telephone number is 978-683-4101. You may also e-mail your property manager, Jimmy Toscano, at [jtos@pmandover.com](mailto:jtos@pmandover.com).

PMA is fully staffed to meet your needs, including a full-time team of carpentry, maintenance, and plumbing personnel.

If you have a maintenance request, go to <https://www.pmandover.com/forms> and fill out the maintenance request form. Management will be in contact regarding your request.

If you have a 6D request for a sale or refinance, go to <https://www.pmandover.com/forms> and fill out the 6D form. There will also be a fee for this, in which Management will contact you. Please note: Management requires 10 business days for 6D requests. Please let your realtors know this so there are no issues in getting your clean 6D.

### Condo Fees/Bills

All condominium fees are due by the first of the month. Bills are not mailed. Please remember to pay your condominium fee in a timely fashion. All payments should be made to Roper Estates Condominium Association (not Property Management of Andover) and your unit number should be written on the check to ensure quicker processing of your payment. Mail check to: Property Management of Andover, PO Box 488, Andover MA 01810

Electronic drafting of your condominium fee is available. If you are interested, please contact the management office or go to [www.pmandover.com/forms](http://www.pmandover.com/forms) to fill out the correct form. You will also need to include a voided check.

You may also sign up to pay you fee via credit card through an outside vendor (Zego/Paylease), of which is there is an additional charge through that vendor, not management or the Association. That can be done through [www.pmandover.com/pay-dues](http://www.pmandover.com/pay-dues).

### Insurance Carrier:

The insurance carrier for Roper Estates is Norfolk and Dedham. The insurance agent is Fred C. Church Insurance Agency. **If your mortgage holder is requesting proof of insurance or a certificate of insurance, you must contact Fred C. Church Insurance Agency directly.** Their telephone number is 978-458-1865. You may also request the form online, by going to [www.pmandover.com/forms](http://www.pmandover.com/forms) and clicking the Fred C. Church link. Please keep in mind that you must maintain your own insurance policy (referred to as an H06 policy) on your condominium. Your policy should protect your personal property, liability and the deductible portion of Roper Estate's policy of \$10,000.00, and the dollar value of all improvements made to your home. Please note: Mold is not covered by the Association.

If you have damage to your home, open a claim with your homeowner's insurance immediately and contact management. You should also take pictures of damage. If the damage appears to be close to the \$10,000 deductible, the Association's insurance carrier will open a claim and assess the damage.

#### **Trash Pickup:**

Trash pick-up is on Wednesdays and Recycle is Biweekly on Wednesdays. If a holiday falls on that week on or before Wednesday, trash pick-up will be on Thursday. Barrels should be placed at the end of your parking space. You must contact the Town of Tewksbury directly for barrels or stickers and for pick-up arrangements for large items as trash removal is a **town service**, not Association. We have no additional trash pick-up information other than what the town provides. Check out [www.tewksbury-ma.gov/trash-recycling](http://www.tewksbury-ma.gov/trash-recycling) for more information on town trash and recycling, and a schedule.

**Barrels are not to be brought out until the evening before trash pick-up and must be brought in the night of trash pick-up. Violators of this rule will be fined.**

#### **Snow Removal:**

Snow plowing is contracted for 2 inches or more of snow. Please remember to move your vehicle when the snowplows are on site clearing the roads. Snowplows will not attempt to plow the snow if your vehicle is obstructing the area. This is especially the case for all vehicles parked in guest spots. Vehicles parked in guest spots before a snow storm **MUST** be moved for the plow. Failure to move your vehicle may result in fines or the car being towed at the owner's expense. There are signs on the property with the towing company's information if your vehicle is towed. We will not let vehicle owners prevent proper snow removal. The safety of our residents comes first. Vehicles parked in the clubhouse parking lot are to move their vehicles the day after the snow storm, so the lot can be cleared.

Please bring your shovel inside your garage between storms; don't leave it next to your front door.

#### **Overnight and Berm Parking:**

Overnight parking is never permitted on Heritage Drive. Parking along the berms is never permitted at any time of day. If you are having a contractor do work, they must abide by the parking rules or get prior approval from management regarding parking. No overnight parking is allowed for vehicles with signage anywhere on property. All homeowner or renter vehicles at Roper Estates must be registered with Management.

#### **Mailboxes:**

Your mailbox lock is your responsibility. Management does not retain copies of any mailbox keys or house keys. If you lose your key you must contact a locksmith of your choice to replace the lock at your own expense. If there is an issue with a parcel box or lock (not your personal box), please contact Management and that will be repaired at the Association's expense.

**Renting Unit:**

If you are renting your unit out, please inform Property Management of Andover of the renter's name and telephone number, copy of the lease, emergency contact information, vehicle registration & signed copy of rules and regulations. Leases must be for a minimum of 12 months. Homeowners are responsible for all actions of their tenants and any fines imposed against the home as a result of said actions.

**Pets and animals:**

No pets may be brought to reside, permanently or temporarily, at Roper Estates without the prior written approval of the Board of Trustees. All pets must be picked up after. Birdfeeders on decks, in trees or common areas are not allowed as they attract rodents, wild turkeys, deer, coyotes, and other wildlife that can be dangerous or cause damage to the grounds and/or buildings. PLEASE NO FEEDING THE WILDLIFE.

**Tennis Court Use:**

There is currently one tennis court at Roper Estates. The tennis court is not a dog park. It is not intended for dogs to run around without a leash. Please take your dog to a dog park. Also, please take all trash with you from the tennis court.

**Homeowner and Association Responsibilities:**

Homeowners are responsible for their personal home plumbing, heating, air-conditioning, appliances, fireplaces, windows, doors, locks, etc. The management and Board of Directors are responsible for the common areas only, including the roofs, siding, decks, lawns, trees, and roadways.

If you are going away for extended time during the winter, please set your thermostat to 65 degrees! Your pipes may freeze and cause significant damage if not properly heated.

You are responsible for cleaning your dryer vents and chimneys. You should have this done every other year. You may use the contractor of your choice.

You may not alter the landscaping around your home without prior Board approval. The Association currently pays for all landscaping on the property. If you have a landscaping request, send it to management at the link provided above or e-mail Jimmy Toscano at [jtos@pmandover.com](mailto:jtos@pmandover.com). Do not make requests to the landscapers as they do not have permission to answer resident requests.

Roper Estates is on a five-year carpentry and painting program, meaning 1/5 of the community has carpentry repairs done to buildings/decks and those buildings/decks are power washed and painted each year. If there is a safety hazard on your deck or building (i.e., rotted deck board), please let management know. Otherwise, your building will be completed on its scheduled year.

The area under your deck is considered a semi-common area. The area under the deck must remain clear of clutter. The only items that are acceptable to be stored is fire wood covered with a brown tarp and your gas grill when not in use.

### **Window and Door replacement:**

#### **All window and door replacements must be approved by the Board of Directors prior to installment.**

Please send your specs to management for approval. All new windows and sliders must match in style and color to existing. Window grids are required on windows at Roper Estates. All work must be completed by a licensed and insured contractor. This protects you and the Association, and ensures that the installment will not compromise other areas of the home that the Association owns. Failure to follow these procedures will result in additional expenses to follow all proper specifications and qualifications at Roper Estates.

There are only two approved front storm doors at Roper Estates. There is only one approved rear storm door. **Front storm doors are required at Roper Estates.** Contact Management for the specifications and vendor contact information to install a front door or storm door.

*Local window contractors:* Heritage Siding and Window, Tewksbury Window and Door, Wilmington Window and Door. Home Depot and Renewal by Andersen also provide this service. Please note: Management and the Board are not recommending specific contractors – this is just information.

### **Garage Door replacement:**

The Board of Directors has chosen the following specifications for garage door replacements:

8' x 6'5" Model: Wayne Dalton 8300 or 9600

Color: Almond – Colonial panel – Glass inserts on top

12" Radius track – Extension Springs – Inside Locks – Limited Life Time Warranty

Supplier: Eastern Garage Door

417 Canal St., Lawrence, MA

978-683-3158

Residents may purchase replacement garage doors directly from the company.

### **Extermination**

The Association is responsible for certain extermination on the property, including bees/wasps, carpenter ants, and termites. The Association does not pay for mice or other critters not considered dangerous or damaging to the exterior of the buildings. Pesky Critters is the Association's exterminator and typically they service the Association on Wednesdays. If you have an Association matter, report it to Management prior to Wednesday for quicker service. You may contact Pesky Critters for personal jobs.

**Decorations:**

Holiday decorations are allowed at Roper Estates to an extent, and must be taken down within a reasonable timeframe after the respective holiday passes. Decorations are not to be nailed to the buildings. Decorations are also to be limited to the areas next to your front door. They should not be placed in the common area berms in front of your home. No blow-up decorations are allowed. The Board reserves the right to have a homeowner remove decorations that they feel unfit for the community.

**Swimming Pool:**

Roper Estates has a swimming pool that is open from Memorial Day to Labor Day. Residents must show their pool pass to be allowed in. If you do not have a pool pass, contact the management company at 978-683-4101 or [jtos@pmandover.com](mailto:jtos@pmandover.com). Residents are fully responsible for their guests and any violation of pool rules may result in your pool pass being revoked. The Association pays for professional lifeguard services and professional pool cleaning services. If there is an issue with lifeguards or pool cleanliness, please contact management. If you bring pool furniture or items to the pool, please take them with you.

**Clubhouse:**

The clubhouse function room is available for rental to residents of Roper Estates. Rental procedures and rules are available by contacting the management company at 978-683-4101 or [jtos@pmandover.com](mailto:jtos@pmandover.com). *Please note: The clubhouse is closed due to COVID-19 until further notice.*

**Please Remember:**

You live directly next to at least one other homeowner. The walls are shared and residents can often times hear loud televisions and/or radios, loud conversations, yelling, stomping, barking, etc. With many more residents working from home than ever before, please be mindful of your neighbors. The same goes for guest/visitor parking. These spots are NOT intended for regular homeowner usage or long-term parking. Each home has one garage spot, and one driveway spot. The other parking spots are to be shared by residents' guests. **If you have turned your garage into a storage or a living space, you are not entitled to an additional parking spot outside of your driveway.** Those vehicles should be parked in the clubhouse lot.