

Glenbrooke Homeowner Guide

Glenbrooke HOA Board is happy to share this handy guide that includes all the key information you need as a Glenbrooke homeowner. Whether you're looking for details on property maintenance, how to submit a work order, or what to do if you need a variance, it's all in here!

Inside this guide, you'll find:

- Kenrick Work Order Instructions
- HOA Assessments – Collection Procedure
- Noncompliance Procedures and Fines
- Guidelines on Property Maintenance
- Variance Procedure – visit www.kenrickfirst.com

If you have any questions, feel free to reach out:

HOA Board Email: GlenbrookeHOAemail@gmail.com

Property Management:

Kenrick Corporation

www.kenrickfirst.com – Look for **Glenbrooke** Patio Homes HOA page.

Property Manager:

Tiffany Harrell

Glenbrooke Property Manager

tharrell@kenrickfirst.com

(585) 424-1540

Thank you for helping us keep Glenbrooke a clean, safe, and welcoming place to live!

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To Register for the FIRST time:

1. Go to <https://kenrickfirst.com/>
2. Click the **SERVICE REQUESTS** button.
3. Follow the instructions.
4. Click the **GO TO THE ENUMERATE PORTAL** button.
5. Click the gold **Register as a new user** button. Complete steps
6. Once completed, it will send a link to your email
7. Open the email / click the link. This will verify your email to log in

****Please note: Now that you are registered, moving forward you will login using your email and the password you created, registration is a one-time process.****

To create a new service request:

1. Go to https://kenrickfirst.com
2. Click the **SERVICE REQUESTS** button.
3. Go to “Enumerate Portal”
4. Log in, you are at the homeowner portal.
5. On the Maintenance items box **Click** below the purple box on “**Create date**”. This will take you to a service request page.



6. **Click** on the add button on the right-hand side in green.



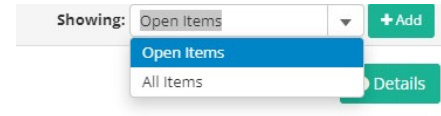
****Please note:** At this time, homeowners cannot submit images with the work orders from their personal device, if you would like to have an image attached to your request, please email it to Suzanne Lewis at slewis@kenrickfirst.com. Make sure to list your unit address and the work order it correlates to. ******
(instructions continued to the top right)

7. **Fill out the form, and click “save”.**

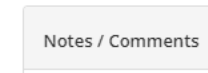
Note** there is no confirmation email when submitted. Refresh and check your home page. The saved request will show as “open” under the maintenance box. **

To check the status of a work order previously submitted:

1. Go to <https://kenrickfirst.com/>
 2. Follow steps 1-5, noted in “how to create a service request”
 3. Once you are logged in and onto the “service request” page, it will list any work order that are currently OPEN.
- **Please note:** The list has a default to only show work orders that are currently OPEN, if you do not see the request you have submitted there is a chance it has been closed.******
4. To view ALL requests (CLOSED or OPEN), you will select “all items” under the showing setting, this is located on the right side. See below.



5. To view any comments on your work order, you will select the detail button according to which service ticket you would like to view.
6. Any notes or comments will be left under the notes section.



****Please note: if there are no comments added, this does not mean we forgot about you, many conversations and actions occur behind the scenes before a proper update is available!****

Have Questions?

Contact our administrative Assistant Team at (585) 424-1540.

Glenbrooke Patio Homes
Collection Procedures – Updated 11/15/24

The collection of association maintenance charges will proceed as follows:

1. Each homeowner is required to make monthly association maintenance fee payments as determined by the annual budget.
2. Monthly assessment fees are due no later than ten (10) days after the due date. A late fee of equal to 10% of the monthly assessment fee will be assessed to any payments received after the 10th day. The 10% late fee will be added for each month the assessment fee is late. The late statement will be sent from the Management Company after the 10th of the month but before the end of the month.
3. A DEMAND LETTER will be sent to any homeowner whose association maintenance fees are two months in arrears. A demand letter fee of \$125.00 will be assessed.
4. Ten (10) days will be given to comply with the DEMAND LETTER. If payment is not received in full, paying the account down to zero or a reasonable payment plan, a lien will be filed against the unit, inclusive of any late fees due to the Association. A lien fee of \$275.00 will be assessed. The cost of the lien and any other collection costs incurred by the Association will be added to the delinquent homeowner's account.
5. The Board of Directors reserves the right to file any further legal action which might assist in the collection of the outstanding debt, including but not limited to, wage garnishes and foreclosure.
6. The Board of Directors, at its sole discretion, reserves the right to suspend any further legal action.

Property Rules Noncompliance Procedures and Fines

Responsibility For Oversight By Board Of Directors

The Board of Directors has the oversight responsibility to ensure the appearance of our community is maintained to the standards expected when you purchased your property. The Board of Directors conducts “walk arounds” of the neighborhood with the Property Manager formally twice per year. Additionally, Board members may make observations at other times of the year as well as checking on expressions of concerns from homeowners. When issues arise that are noncompliant with the rules, by-laws and declarations of our community, it is the Board of Directors responsibility to notify the homeowner to correct the noncompliance within the following guidelines.

Notification Of Violation And Fines Assessed

Homeowners are notified of issues that need to be addressed via mail and/or email correspondence. When noncompliance occurs, the following steps will be taken:

1. The Property Management company will send a letter to the homeowner responsible for the noncompliance with the rules explaining the problem and requesting that it be corrected within one (1) week.
2. If noncompliance is not corrected, or communication from the homeowner is not provided as to why more time may be needed (must be approved by the Board to extend the time), the Property Management company will send additional notices and impose fines based on the table below.
3. If the fine(s) is not paid it will be filed as a lien against the homeowner's property. As a last resort, a lawsuit may be initiated.
4. If the issue is not addressed or corrected by the homeowner within the timeframes noted below, the Board is empowered to take the necessary steps to have the work completed and to invoice the homeowner for any labor and materials required.
5. Should homeowners have multiple issues involving noncompliance, they will incur separate notifications and fines for each noncompliance.
6. Tow services are enforced in the neighborhood, and any parking violations reported to the property management company may result in towing at the vehicle owner's expense.

For Failure To Comply With Rules and Regulations

First Notice:	Warning Letter
Second Notice:	Fine of \$100.00, payable within 15 days
Third Notice:	Fine of \$250.00, payable within 10 days
Fourth Notice:	Fine of \$500.00, payable within 5 days
Other Fees	
Returned Checks:	\$50.00
Monthly Late Fee:	\$35.00

Guidelines on property maintenance

Our property maintenance guidelines are here to help keep our neighborhood clean, safe, and welcoming for everyone. They don't replace any rules outlined in the offering plan you received when you purchased your home. Also, please check the Noncompliance Procedures and Fines section. Thanks for doing your part to keep our community looking great and feeling neighborly!

- Exterior Lights
- Exterior Paint & Modifications
- Feeders, Birdhouses & Birdbaths
- Flags, Banners & Signs
- Garbage & Refuse Disposal
- Landscaping
- Pet Etiquette
- Seasonal Decorations
- Street Parking
- Trash Receptacle Storage
- Wind Chimes & Bells

1. Exterior Lights

- Garage fixtures may be replaced with the same material, color, and size.
- Porch lights must stay simple, flush-mounted, and non-decorative.
- Only solar lights in foundation beds are allowed.
- Special requests must go through the variance approval process.

2. Exterior Paint & Modifications

- Trim, front door, and garage side door may be repainted in the original color only.
- Siding may not be painted.
- Color changes, structural updates, or design changes require a variance approval.

3. Feeders, Birdhouses & Birdbaths

- Not allowed on HOA-owned property. Please check your survey map for property lines.
- Keep them clean to avoid disease and pests.
- Be mindful of protecting birds and respecting neighbors.

4. Flags, Banners & Signs

- Only the American flag may be flown (max 3' x 5') on a pole bracketed to the porch pillar or wall near the porch.
- Garden flags (max 12" x 18") may be placed on a metal stand in front landscape beds.
- No other banners, posters, or flags are allowed on the home's exterior or in windows.

5. Garbage & Refuse Disposal

- Trash containers may be placed outside up to 24 hours before pickup and must be returned to storage by the end of the same day.

6. Landscaping

- HOA maintains all grassed areas, shrubbery, and plantings installed by the Sponsor or Association on HOA property. Homeowners are responsible for replacing any dead or diseased shrubbery, plantings with plants of similar size and type.
- Homeowners may plant annuals and perennials in existing foundation beds without Board approval, provided they match the scale of existing plants; homeowners are responsible for their care, as lawn care workers will not maintain them.
- Plants deemed out of harmony with the community must be removed.
- Beds along the sides and rear of homes require Board-approved variances and follow the same care guidelines.
- Homeowners must water foundation beds and lawns to maintain health and appearance.
- Only ground-placed solar lights are permitted in foundation beds.
- No planting or decorating is allowed around HOA-owned street trees, evergreen groupings, or utility boxes.

7. Pet Etiquette

- Keep pets leashed and try to keep them off neighbors' lawns.
- Always pick up after your pets.

8. Seasonal Decorations

- Decorations may go up **4 weeks before** and must come down **2 weeks after** the holiday.
- Applies to all holidays (e.g., Christmas, Diwali, Halloween, Fourth of July, Hanukkah, etc.).

9. Street Parking

- No on-street parking from **Nov 1 – Apr 30** (snow removal).
- No overnight parking on the street—use driveways or garages.
- Exceptions allowed for events and driveway sealing (up to 3 days).
- From **9:00 AM to 12:00 noon**, avoid blocking mailboxes.

10. Trash Receptacle Storage

- Store trash containers inside the garage.
- Outdoor storage is only permitted with an approved variance and must comply with the guidelines established during the approval process.

11. Wind Chimes & Bells

- Check with nearby neighbors before installing.
- If there's a complaint, be ready to remove or replace with something more suitable.
- Must not be placed on HOA-owned property.