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| **INGRESS AT THE ERIE CANAL HOA** | | |
| **Service Requests**  M-F (8:30am-4pm) | All repairs to *common elements* are responsibility of **Ingress at the Erie Canal HOA** | Submit a service request online! [www.kenrickfirst.com](http://www.kenrickfirst.com) |
| **After Hours & Emergency Service** | Non-life threatening, after hours  service-related concerns | Please call 585-424-1540 and leave your name, unit #, property name, telephone #, and request/concern with the answering service.  *Please note: Messages left in the “general mailbox” after hours will be received the following business day.* |
| **For Emergencies** needing fire, police, or ambulance response | **Call 911**, THEN call…  Kenrick answering service at 585-424-1540. |
| **Refuse/Recycling** | Pick-up day is **Tuesday.** Covered containers are supplied by refuse company.Your containers can be placed at the curb **the evening before.** | Refuse company: Suburban Disposal |
| To arrange for special pick-up for large items/make special payment arrangements. | Please contact the Kenrick Service Coordinator to make arrangements. |
| **Assessment**  **Payments** | Payments due on the **1st** of each month. | 4 Easy Ways to Pay:   * USPS sent to the noted PO Box * Reoccurring payment through Alliance Assoc. Bank * Pay online with a credit card * Set-up an automatic payment through your bank   *(see full details/instructions in your Welcome Packet)* |
| **Late Fee** | Late fee added after **15th** of the month | Amount: **$25.00** |
| **NSF Fee** | Checks returned for insufficient funds | Amount: **$35.00** |
| **Property Operation Documents** | Declaration, Bylaws  \*Please refer to legal documents used by management team, Board, Homeowners | To be obtained during the time of closing or can be found on our website at [www.kenrickfirst.com](http://www.kenrickfirst.com) . Then click on “closing Documents “. |
| **Association**  **Insurance Master Policy** | Association insurance covers structure and liability for the common area. | Insurance Company: **CAU**  Insurance Agent: **Adam Bell**  Phone: **267-757-7312 or 215-806-9946**  Email: **abell@cauinsure.com** |
| For Certificates of Insurance | Email: [abell@cauinsure.com](mailto:abell@cauinsure.com) |
| **Personal Insurance** | Homeowner Responsibility | Contact your insurance agent to ascertain the best coverage for you and your home. |
| **Exterior/Structural Modifications**  (Variances) | A Variance Form must be submitted and approved by the Board **prior** to the start of work. A copy was included in your Welcome Packet for your convenience. | **All contractors MUST carry general liability AND workers’ compensation insurance to work on Ingress at the Erie Canal HOA property.** |
| **Property Management** | **Kenrick Corporation**  **3495 Winton Place, D-4**  **Rochester, NY 14623**  [www.kenrickfirst.com](http://www.kenrickfirst.com) | **Portfolio Manager: Eileen Broderick, CMCA, AMS**  **Email:** [**ebroderick@kenrickfirst.com**](mailto:ebroderick@kenrickfirst.com)  **Assistant Property Manager: Dezmone Williams**  **Email:** [**dwilliams@kenrickfirst.com**](mailto:dwilliams@kenrickfirst.com)  **Phone: 585-424-1540**  **Fax: 585-424-1553** |