

KEEP FOR REFERENCE



WILLOW POINT HOA

Service Requests M-F (8:30am-4pm)	All repairs to <i>common elements</i> are responsibility of Willow Point HOA	Kenrick Service Coordinator: Tiffany Harrell Phone: 585-424-1540 Email: Kenrickservice@kenrickfirst.com Submit a service request online! 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. <i>Please note: Messages left in the "general mailbox" after hours will be received the following business day.</i>
	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 Monday . 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.	Contact: Suburban Disposal Phone: 585-352-3900
Assessment Payments	Payments due on the 1st of each month.	4 Easy Ways to Pay: <ul style="list-style-type: none"> • 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 <i>(see full details/instructions in your Welcome Packet)</i>
Late Fee	Late fee added after 15th of the month	Amount: \$15.00
NSF Fee	Checks returned for insufficient funds	Amount: \$35.00
Association Insurance Master Policy	Association insurance cover's structure and liability for the common area.	Insurance Company: Cincinnati Insurance Agent: USI Phone: 518-514-3638
	For Certificates of Insurance	Email: audrey.wagner@usi.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 Willow Point HOA property.
Property Management	Kenrick Corporation 3495 Winton Place, D-4 Rochester, NY 14623 www.kenrickfirst.com	Portfolio Manager: Tiffany Harrell Email: tharrell@kenrickfirst.com Phone: 585-424-1540