

# REPORTING AN ISSUE IN YOUR ASSOCIATION: WHO SHOULD YOU CALL?



In the face of an unexpected emergency or a regular annoyance, many homeowners and residents don't know who to contact for help. Should they contact the community manager? A board member? A neighbor? Or should they call 911? It's important that all association members understand who is responsible for addressing each issue to ensure a speedy resolution and maintain the safety and security of the community. Use this guide to help answer the age-old question, "Who should I call?!"

1

## I smell cigarette smoke within my apartment and it's emanating from my neighbor's unit.

If this is the first time you have experienced this and you can tell where the smoke is coming from, try to casually approach your neighbor to let them know that the smoke is bothering you. If you are uncomfortable approaching your neighbor to make them aware of the problem, you should contact your community management staff to take the appropriate action. If the problem persists after the neighbor has been notified, you should report the issue again. When you do, make sure to accurately document all dates and times, including where you can smell the smoke in your apartment.

2

## Water is leaking from my neighbor's apartment into my unit and it's damaging my ceiling and walls.

First, get the water shut off. Immediately notify your community's staff so they can identify the source of the leak and try to stop it. Document the damage with photos. Next, send a written report, including the images, date and time of the incident and list of damages, to your community manager so an incident report can be created and the building's insurance company notified. Notify your insurance company at the same time. If your neighbor's appliances or fixtures are at fault, the community manager will notify them and ask them to contact their own insurance company. The insurance companies will take the claim from there.

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## I can see flames and smell smoke coming from my neighbor's home.

Call 911 immediately and then follow your association's fire safety protocol.



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## I witnessed residents and their guests damaging common areas.

Immediately report this behavior to the community manager or other building staff so that appropriate action can be taken against the responsible party. It's important to report specific information to support the damage claim: where damage occurred and when, how it occurred, and if known, who was responsible. Your community manager will also assess if any violations, fines or further action should be taken.

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## Someone's parking in my assigned parking spot.

Most parking issues are the result of ignorance or an honest mistake. If the car belongs to another resident, and you know who the owner is, try to casually approach the individual about the parking issue. If the problem persists or you don't know the owner of the vehicle, contact your community manager so they can take appropriate action to resolve the issue, which may include towing the illegally parked vehicle.

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## My neighbor isn't cleaning up after his dog.

If you see this happen, try speaking to your neighbor, if you feel comfortable doing so, and remind them of your community's rules about cleaning up after pets. If that approach doesn't resolve the issue, contact your community manager.



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## My home was broken into.

Call 911 immediately to report the incident. Do not enter your residence until the police have communicated that it's safe to do so. Afterward, contact your community manager. Notifying your local law enforcement of the situation first will ensure your personal safety and the safety of all residents in your community.



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## The roots from my neighbor's tree are spreading into my yard.

First, make your neighbor aware of the issue and see how they plan to handle it. If you and your neighbor can't agree upon a resolution, contact your local city or county mediation office. Your local code enforcement office may be able to assist you as well.

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## There is a group of people jumping the fence in the middle of the night to swim (outside of pool hours).

If you are concerned that the people involved aren't residents and are trespassing, call 911. If you are able to identify the individuals as current residents, contact your community manager and provide details on the incident. This information will allow your management team to provide proper communication to the residents and put security personnel, if applicable, on alert. Your community manager may want your association board to install security cameras around the property, if necessary.

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## I am going to host a party at my house and will need to allow guests through the community gates.

Ask your community manager about the protocol for admitting guests into your community; it may be as simple as adding their names to a list or having the front gate phone you to let them in. As a courtesy, let your neighbors know about your event in advance to avoid any potential complaints. Be sure to let your guests know where they are permitted to park.

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## My trash isn't being picked up on schedule.

Contact your municipal waste department to report the problem. Afterwards, contact your association board or community management company so they are able to follow up as necessary.



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## I put signage in my yard and I've received a violation letter explaining the consequences. I don't agree with this at all!

First, review your association's governing documents to understand the rules and regulations surrounding yard signage. If you strongly disagree with the community's governing documents, you should contact your association board directly. Your board is responsible for establishing your association's rules as well as the consequences for violating these rules. If you have concerns with the consequences for violating a rule or policy, please also direct this communication to your association board.

