

**UNIT OWNER HANDBOOK  
FOR  
WILLOW GROVE OF DUBLIN  
CONDOMINIUM ASSOCIATION**

**Revised 2018**

	Page
Table of Contents	
Welcome	1
Guidelines	2
Important Phone Numbers	3
Board of Directors	3
Management	4
By-Laws	4
Insurance	4
Financial Matters	4-5
General Rules	5
Rules Enforcement	6
Association Rules	
Purpose	6
Damage	6
Personal Effects	6
Washings	6
Obstruction	7
Solicitation & Garage Sales	7
Parking/Vehicles	7-9
Swimming Pool	9
Pets	10
Signs within the community	10
Architectural & Landscape	10-11
Holiday Decorations	11
Trash	12
Prohibited Items	12
Exterior Paint Colors	12
Maintenance Checklist	13
Architectural Replacement Guidelines	14-15
Community Map	16
Application for Exterior Improvements	17

♣ Willow Grove of Dublin ♣  
www.willowgrovedublin.com

Welcome to Willow Grove of Dublin, a 103 unit charming community within the city limits of Dublin, OH and located directly across the street from Coffman Park, the Dublin City Offices and about a block away from the Dublin Recreation Center. Yet, we are an easy 1.5 mile walk to downtown Dublin.

We are pleased to have you as a neighbor and encourage all to take an active approach in your neighborhood.

For those of you who may be new to the area, the following information may be of assistance.

Dublin Schools

- Elementary - Mary Emma Bailey  
4900 Brandonway Dr, Dublin, OH 43017  
(614) 717-6611
- Middle - John Sells  
150 W Bridge St, Dublin, OH 43017  
(614) 764-5919
- High - Dublin Coffman  
6780 Coffman Rd, Dublin, OH 43017  
(614) 764-5900

Post Office

715 Shawan Falls Dr, Dublin, OH 43017, (614) 889-7452

Cable/Internet

ATT, 1-855-324-1346

Spectrum (formerly Time Warner), 1 (855) 757-7328

WOW, (614) 948-4600

Electric Company - 1-800-672-2231, [www.aep.com](http://www.aep.com)

Gas Company - 1-800-344-4077, [www.columbiagasohio.com](http://www.columbiagasohio.com)

Newspaper – Columbus Dispatch - 877-734-7728, [www.dispatch.com](http://www.dispatch.com)

Water – Guardian Water, (614) 291-3141 (Payable with your Monthly HOA Fees)

Your Property Management Company is:  
Patterson Merkle & Associates Inc.  
4900 Reed Rd # 230, Columbus, OH 43220  
(614) 235-1187

## Guidelines

For

Willow Grove of Dublin  
Unit Owners Association

## Reference Guide

The Association's organizational documents provide that the Association may: "Establish, promulgate, administer, enforce, alter, and amend any terms, conditions, covenants, charges, restrictions, and regulations upon the use of the Condominium Property." This reference guide was prepared by the Board and Management Company of the Association as a quick source of general information about the Association and its Rules. This is not a substitute for the Declaration and By-Laws, which should be read and understood by every unit owner. In the event of a conflict between this handbook and the Declaration, the Declaration is the controlling document. Questions about the Association and its activities should be directed to the Association's Property Manager or Board (c/o the President). While every effort has been made to assure accuracy, errors do occur. Please feel free to suggest corrections, changes or additions to this guide.

We all hope to enjoy our residence at Willow Grove of Dublin while working to ensure that our property's value remains stable. To do this, it will be necessary for all residents to comply with the regulations as well as to maintain the value and safety of our common property.

By law, all condominium communities must have an association of its owners, to provide the services necessary for safety, general property maintenance, and long term obligations. The owner's condo fees provide the money to pay for these services as well as to save for major future expenses such as roofing, painting, landscaping, street and parking lot repair.

Beyond this, each resident has the duty to understand and comply with the general rules and regulations that have been established for the welfare and harmony of all residents, as well as the protection of the complex.

**THIS DIRECTORY IS FOR THE PERSONAL USE OF THE WILLOW GROVE OF DUBLIN RESIDENTS AND IS NOT TO BE DISTRIBUTED TO OTHERS OR USED FOR ANY COMMERCIAL PURPOSES.**

## IMPORTANT PHONE NUMBERS

<b>Dublin Police Department</b>	<b>Emergency</b>	<b>911</b>
	<b>Non-Emergency</b>	<b>889-1112</b>
<b>Dublin Fire Department</b>	<b>Emergency</b>	<b>911</b>
	<b>Non-Emergency</b>	<b>889-8382</b>
<b>Dublin Rescue Squad</b>	<b>Emergency</b>	<b>911</b>
	<b>Non-Emergency</b>	<b>889-8382</b>
<b>Central Ohio Poison Center</b>		<b>911</b>
		<b>Or 228-1323</b>
		<b>(800) 682-7675</b>
<b>Property Management</b>		<b>235-1187</b>
<b>Emergency Maintenance</b>		<b>221-7985</b>
<b>Willow Grove Website</b>	<b><a href="http://www.willowgrovedublin.com">www.willowgrovedublin.com</a></b>	
<b>Message Board Located at All Mailbox Stations</b>		
<b>Neighborhood Social Network</b>	<b><a href="http://www.willowgroveoh.nextdoor.com">www.willowgroveoh.nextdoor.com</a></b>	

## BOARD OF DIRECTORS

The Board of Directors has been delegated, in the By-Laws, the responsibility for operation and management of the Association's affairs. The Board consists of three Willow Grove of Dublin Condominium homeowners, all elected by fellow homeowners at the Annual Association Meeting. They serve three-year terms and are staggered so that one is elected at each annual meeting.

The Board meets regularly to review the Association's finance and operations. Any Unit Owner is welcome to attend these meetings, and may be on the agenda by contacting the President two weeks prior to the meeting. You may call one of the Board members to find out the time and place of the next meeting. Board meetings are held on a regular basis. All open discussions will follow the open Board meetings.

A newsletter will be sent periodically to keep homeowners abreast of Board activities. Notification of the Annual Meeting in January will be sent to homeowners by the Board of Directors. Property owners are urged to attend.

## MANAGEMENT

Association Manager for the Willow Grove of Dublin Condominium Association is Patterson Merkle & Co., LLC (PM). All administrative concerns or maintenance requests should be directed to PM at 614-235-1187. After hours maintenance emergencies should be reported to 614-221-7985.

## BY-LAWS

Every homeowner should have received a set of the Condominium Association By-Laws. In those pages are the rules and regulations of the governance of our Association. You should acquaint yourself with those By-Laws as well as with the Declaration of Condominium, a legal document also received when you purchased your unit. If you need a copy of the By-Laws, contact the property manager or they can be found on the Willow Grove website. In the event that you sell, please forward documents to new owner.

## INSURANCE

The Association's Board of Directors has insured the Condominium Association. If you need information regarding the Association's insurance, please contact Patterson Merkle & Associates at 614-235-1187.

**It is the Unit Owner's responsibility to insure the interior of your unit.** Your policy should include coverage for contents, personal liability to include drywall repair or any other coverage you wish. It may be prudent to have your agent contact our agent for coordination of coverage.

## FINANCIAL MATTERS

Association dues along with your Guardian Water Bills are payable to Willow Grove of Dublin Condominium Association on the first of each month. Monies should be mailed to: **Willow Grove of Dublin Condo Assoc., c/o Patterson Merkle & Co, 4900 Reed Road, Suite 230, Columbus, OH 43220 or you may make your payments via ACH (contact PM for forms and information on setting up).**

### DELINQUENT CONDO DUES PROCEDURE:

1. Upon being 15 days delinquent, a delinquency notice is sent by Association Management, to the unit owner and the Unit Owner's account is assessed a late charge of \$25.00
2. Upon being 60 days delinquent, a "pre-lien" letter is sent to the Unit Owner. The delinquent Unit Owner is assessed any legal costs incurred for this action.

3. A lien may be filed at 90 days delinquency. The delinquent Unit Owner's account is charged all attorney fees and court costs incurred.
4. Should the unpaid balance remain outstanding after 6 months, foreclosure procedures will be initiated. Again, all costs associated with the proceedings will be billed to the Unit Owner.
5. If foreclosure proceedings are initiated by another party (such as a lender), the Association is entitled to recover its costs in protecting the Association's interests in such proceeding. The board may add the remaining monthly installments for the balance of the calendar year, to the lien amount.
6. Water payments are due monthly and you will receive a monthly statement. You must include the payment for the water usage with your regular association fee on the first of each month.
7. It is the responsibility of the homeowner to monitor their unit's water usage that would include any water bills either low or high and notify the manager if there is an issue. If more clarification is needed, please contact the management company.

## **GENERAL RULES**

Purpose – The purpose of the rules and regulations of Willow Grove of Dublin Condominium Association is to establish rules that will allow the residents to live within the best environment possible for all. The rules are established pursuant to and are an extension of the Association's Declaration and By-Laws and can also be found on the website. It is the duty of each Association owner and resident to become knowledgeable of these rules and regulations and to **observe them**.

Modification – The rules and regulations in this publication are effective as of the date approved by the Board of Directors. The rules may be amended or modified from time to time, as conditions change. In order to change or modify these rules, a majority vote is required of the members of the Board of Directors who are present at a duly called meeting. Such amendments and/or modifications become effective immediately unless some later date is specified by the Board.

## **RULES ENFORCEMENT**

Any resident of the complex may file a complaint citing a violation of these rules. A letter of complaint appropriately documenting the violation should be signed and mailed to the property manager. The complaint will be investigated and processed. Only those complaints that are signed will be investigated.

Residents who fail to comply with the rules will be sent a warning/reminder of the problem. Corrective measures must be taken immediately. Remember that Unit Owners are responsible for the acts of their renters and all occupants of, guests of, and contractors (including deliverymen) serving the Owners or renters.

We will provide notices and the opportunity to have a hearing where that is required by Ohio Law.

### **ASSOCIATION RULES COMMON AREA**

**PURPOSE** – The common area is for the sole and exclusive use, benefit and enjoyment of the residents for the purposes and in the manner in which such areas and facilities are ordinarily used. No one shall use the common areas in such a manner as to disturb others.

**DAMAGE** – Unit owners are responsible for the maintenance and repair resulting from damage to the common areas caused by any negligent or intentional act by the unit owner, or guest of any unit owner, resident or their pet(s).

**PERSONAL EFFECTS** – All personal property, such as lawn chairs, bicycles, tables, trash cans, firewood and items such as barrels or excess wood must be kept inside the patio area or garage. Those units that backup to the fence near 270 (Willow Grove East) must store firewood neatly along the chain link fence. Trash cans must always be stored in your garage with the exception of trash day. Nothing may be hung or displayed. Items such as signs, awnings, canopies, shutters, television, CB or radio antennae, satellite dishes, etc. may not be affixed to or placed upon exterior walls, doors, fences, roof of the Common Areas maintained by Willow Grove without prior approval from the Board of Directors.

To obtain approval from the Board of Directors, you must submit your request to the Board c/o the property manager in writing. They will review it and then make a decision. Any items pre-approved within these Rules and Regulations need not be submitted.

**WASHINGS** – Clothing, sheets, blankets, laundry of any kind, or other articles may not be hung or exposed on any part of the common areas and facilities not within the bounds of a unit. This includes all limited common areas such as patios and garage areas.

**OBSTRUCTION** – There shall be no obstruction of, nor anything stored in, the common areas and facilities, excluding the limited common areas, without prior written consent of the Association.

**SOLICITATION AND GARAGE SALES** – Solicitation by commercial enterprises is not authorized by Willow Grove of Dublin Condominiums. In a like manner and due to restricted parking availability, garage sales and tag sales are specifically prohibited, unless approved by the Condominium Association as regards to a community activity.

### **PARKING/VEHICLES**

1. No vehicle shall impede progress on the streets or block other cars from parking areas. Vehicles that are parked improperly or that endanger the safety of others will be towed immediately at the owner's expense. No vehicle shall at any time be permitted to "Double Park" in the overflow parking area or park on any grass areas. Such vehicles will be subject to a \$50.00 fine and immediate towing at the owner's expense.
2. Parking on streets and in overflow parking areas is permitted only when garages and driveways have been completely used. This applies to residents, tenants and visitors of these units. When these areas have been used, parking is permitted on the following side of each street. **We must keep emergency vehicle lanes open and everyone must have access to their own driveway...**

Willow Grove **East**.....PARKING IS PERMITTED **EAST SIDE ONLY**

Willow Grove **North**....PARKING IS PERMITTED **NORTH SIDE ONLY**

Willow Grove **South**...PARKING IS PERMITTED **SOUTH SIDE ONLY**

Willow Grove **Lane**.....PARKING IS PERMITTED **WEST SIDE ONLY**

Resident inconvenience is not recognized as an excuse for the use of street and overflow parking.

3. No vehicle may be left in a parking space or other Common Area that is pending title, has unlicensed tags, is in a non-operable condition or storage longer than 24 hours. This is not the intended use of overflow parking or other common areas and these vehicles will be subject to towing at the owner's expense. Repairs are not permitted in the Common Area, except in emergency situations such as changing a tire, or changing a battery (these repairs must be made within 24 hours). A warning sign will be put on the vehicle 24 hours prior to towing except in



emergency situations such as blocked driveways, blockage of emergency lanes, etc. These vehicles will be towed immediately at the owner's expense. Emergency situations should be reported to the Property Manager, Patterson, Merkle & Associates at 614-235-1187 or police after hours.

Parking shall not be permitted on any street corner in Willow Grove, blocking any street, in front of any mail box area, or within 10 feet of any fire hydrant.

Moving a vehicle to an alternative overflow parking space or common area within Willow Grove does not constitute the vehicle having been "moved" and the vehicle will be subject to immediate towing at the owner's expense with no further warnings.

The primary original intent of the overflow parking areas was that they be used to accommodate visitor parking. This remains to be the current policy. Unit owners and renters (and all guests of unit owners and renters) must fully utilize their own garage and driveway area first, prior to using overflow parking spaces. Inconvenience is not recognized as an excuse for the use of street and overflow.

Storage of vehicles is not permitted in the streets, overflow parking lots, common areas or driveways. Please use your garage for storage of vehicles.

4. Vehicles are restricted to speeds of **10 m.p.h.** Racing, reckless operation or cruising up and down the street is prohibited. Residents should contact Dublin police (614-889-1112) to report vehicles driving recklessly, cruising suspiciously, or clearly trespassing (i.e. Dublin high school students who are not residents of the community).
5. Bicycles and all motorized vehicles, including motorcycles, shall be operated only in the same areas as are commonly used for passenger motor vehicles.
6. No recreational vehicles, campers, trailers, boats, or large commercial trucks used for business purposes, with the exception of temporary residential moving vans, etc. can be parked in Willow Grove.
7. Unit owners are responsible for controlling their renters and the Owners and renters guests, contractors and deliverymen parking and adherence to these regulations as those parties will be subject to the same restrictions, and the fines will be levied against the Unit Owners and their Units.

The Board is committed not only to the safety of all residents and the protection of residents from trespassers and vandals, but ensuring that common area and overflow parking spaces are used as originally intended. As such, the Board will review the effectiveness of these new regulations monthly, and if they are not satisfied with the results, they will examine alternative, and more restrictive parking regulations. Some ideas would be stickers, fines, immediate towing, signs, etc., and this would require increased policing by the property manager and consequently an increase in condominium dues.

## **SWIMMING POOL RULES**

### **Pool Rules**

1. Regular Pool Hours are 9:00 am to dusk
2. Pool gates are locked at all times, pool keys are for resident use only and authorized adults only.
3. Swim suits must be worn at all times.
4. All floating devices are used at user's own risk and removed when leaving.
5. Keep pool bathrooms clean, turn off lights and water. Vandalism will be fined.
6. Towels must be placed on lounge chairs before using them to prolong the life of the chairs.
7. No private parties.
8. Smoking in designated area only; smoking sand buckets must be used and kept in the designated area.

### **Subject to Fines**

9. Residents must accompany all pool guests (see Rule 16 for residents under the age of 14).
10. Residents and guest(s) are responsible for their own clean-up.
11. For safety, sand buckets must be used when smoking.
12. Please turn off grill and clean-up after using the gas grill for cook-outs.

### **Fines and Revocation of Privileges**

13. Pool gates are locked at all times; pool keys are for residents and authorized adults only.
14. All pool safety equipment and devices are for emergency use only, no playing on or with safety equipment.
15. Glass containers, of any kind, are NOT allowed in the pool area.
16. Residents under the age of 14 must be accompanied by an adult resident 18 or over or authorized adult 18 or over (ie: Nanny, Grandparent, Aunt/Uncle, etc.)
17. Pets are not allowed in the pool area.

A fine of \$50.00 will be levied for each violation. Pool privileges will be revoked for violations of pool rules and delinquent accounts.

## PETS

Pet owners are responsible for promptly cleaning up after their animals. The Condominium Common Areas are for the enjoyment of all Unit Owners. These areas cannot be fully utilized if animal wastes are left on the grounds and pets are allowed to run uncontrolled. The following rules clarify the covenants and restrictions of the Association Declaration and By-Laws. Owners who do not abide by these rules will be fined \$100 for the first occurrence and an additional \$100 for each occurrence thereafter.

1. Pets must always be on a leash and with the owner or guardian when outside the unit.
2. No animal pens or houses are permitted in Common or Limited Common Areas.
3. Pets are not to be left outside the unit unattended, staked or tied to the patio areas.
4. Owners will be assessed the cost for grounds maintenance people to clean up after their pets.
5. The cost of repairing any damage done to Association property by an animal will be a special assessment to the Unit Owner responsible for that animal.
6. Animal wastes must be cleaned up immediately and disposed of in your trash can **within your garage**.
7. Common courtesy dictates that pet owners walk only in the street and sidewalks when exercising pets.
8. No pets are permitted in the swimming pool or pool area.

## SIGNS WITHIN THE COMMUNITY

No signs will be permitted except as follows:

1. Professionally prepared "For Sale" or "For Rent" signs may be displayed in a window. No yard signs allowed, except for an open house and then only during the hours of the open house.
2. Security system decals, which shall be limited in number and size, may be placed in a window.

## ARCHITECTURAL & LANDSCAPE

**ARCHITECTURAL REGULATIONS** – Nothing shall be permitted to be hung or displayed on the outside or inside of windows (except non-offensive window coverings – must be neutral color, white, off-white, beige, etc.) or placed on the outside walls of a building or otherwise outside of a unit. No device or ornament shall be affixed to or placed upon the exterior walls or roof or any part thereof, unless authorized in writing by the Board. This includes satellite dishes. No building, fence, wall, sign or other structure shall be erected or maintained upon the condominium property. Nor shall any exterior addition or changes be made

until the plans and specifications showing the nature, kind, shape, height, materials, color and location have been submitted to and approved by the Board.

**LANDSCAPE CHANGES AND ALTERATIONS** – Please note that no resident can alter or modify the landscaping of the property without submitting a detailed plan to the Board of Directors for approval. This includes the planting and/or removal of shrubs, trees, flower areas, etc. Anyone wishing to change the landscaping around their unit may submit a detailed plan to the Board of Directors c/o the Management Company along with the request form that is included in this handbook.

Landscaped areas immediately outside of fences are “common areas”. Where present or prior homeowners have landscaped such areas (which, as mentioned above, requires the approval of the Board) then the current homeowner will be required to maintain such area on a regular basis. If the area is not maintained by the current owner, a notice will be sent allowing 7 days for cleanup, after which the Association may take action to move the area back to its prior condition, which will be done at the cost of the current owner.

In the case of the area behind North where the woods come into play, this area will NOT be used as storage or dump. Again, a notice will be sent to the homeowner for removal of such items and if not removed within a 7 day period, the items will be removed by the HOA, discarded appropriately and the owner will be charged for the removal and disposition. The same is true for the woods behind East.

All exterior building and fencing façade will remain clear of any plant growth. While Ivy may look attractive to some homeowners, it does **extensive** damage to structures and also impedes the painting process. All garages, unit walls, gutters and fencing will remain plant free. If growth is discovered on any portion of a limited common area the homeowner will receive a notice and if the growth is not removed within 10 days, the HOA will take action to remove it and the owner will be charged for the removal and disposition.

**HOLIDAY DECORATIONS** – Holiday decorations are permitted within the limited common areas and/or on the buildings provided that the decorations do not damage the limited common area building, gutters, or siding. Christmas decorations may not be hung before Thanksgiving Day, and must be removed no later than January 7<sup>th</sup> of the following year. Other national holiday decorations are permitted under the same guidelines; however, they may not be displayed more than one week before and after the holiday. The American Flag is the only exception to this rule.

## **TRASH –**

1. All trash must be containerized with lids. **NO BAGS!**
2. Cans are put away promptly after each pick up (no later than 9:00 pm)
3. Trash containers shall be placed in an area not to cause damage to the lawn.

**PROHIBITED ITEMS –** The following items will be STRICTLY PROHIBITED at Willow Grove of Dublin Condominiums in any common area, unless approved by the Board.

1. Artificial Flowers
2. Swing sets, laundry poles or clothes lines
3. Laundry (swimsuits, towels, rugs, etc.) hung over any patio fence
4. Personal property visible above patio fence – with the exception of patio umbrellas, chair backs and **one** birdfeeder poles/posts **December through February ONLY and overflow is to be cleaned daily.**
5. Basketball hoops

**REPLACEMENT ITEMS –** Windows, entry doors, storm doors, door locks/entry sets, exterior light fixtures must meet Willow Grove specs. Sample items are attached as a guideline (Exhibits). Before any replacement is made, prior approval must be obtained from the Association. Also attached is a Change Application.

## **Exterior Paint Colors**

Trim which includes doors is Sherwin Williams SW 2098 Thunder Gray

Rear Wood Deck/Stairs is Olympic Solid Stain Ginger Brown

Stucco is Sherwin Williams 7632 Modern Gray

**CHECKLIST OF MAINTENANCE RESPONSIBILITIES**

Description	Unit Owner	Assoc
Chimney: Vents & Dampers within Units	X	
Exterior Siding, Exposed Flue & Flashing		X
Decks – Day to Day Maintenance to include Painting/Staining	X	
Doors: Weather stripping, Painting Storms & Screens	X	
Entry & sliding glass (incl. hardware frame)	X	
Exterior Lighting (Front/Garage and Patio	X	
(See example and specific light info)		
Garages: Structural Maintenance, Siding, Trim		X
Electric Door Opener, Floor and Garage Door	X	
Fences: For Patio Screening		X
Heating & A/C Systems	X	
Interior Damage: Property Damage within Unit including		
Drywall from roof leaks	X	
<u>Structural</u> Damage Due to Roof Leaks		X
Landscaping: Care of Lawns, Shrubs & Trees		X
Care of Patio Plants, Shrubs, Etc.	X	
Painting: Exterior & Color Selection		X
Patios	X	
Pipes: Gas, Water, Sewer (Servicing your Unit)	X	
Servicing More than One Unit		X
Road & Parking Area Pavement		X
Roofs: Shingles, Flashing, Gutters & Downspouts		X
Snow & Ice Removal: Roads, Drives, Walks & Stoops		X
Sump Pumps		X
Walks: Sidewalks		X
Walls: Interior Maintenance	X	
Exterior Maintenance, Foundations & Footing Drains		X
Windows: Frames, Glass, Screens & Storms	X	
Wiring: Electrical & Telephone Servicing One Unit	X	

## Architectural Replacement Guidelines

### Storm Doors

Full View Bronze



Retractable Screen Full View Bronze



Hardware in either Brass or Satin Nickel  
Submit to Management Company for Approval

### Entry Doors

Units with no side windows



Units that have NO glass in the front door but have side windows



Painted Thunder Grey  
Submit to Management Company for Approval

## Exterior Door Hardware



Brass or Satin Nickel  
Submit to Management Company for Approval

## Exterior Light Fixture

Front



Quorum 729-2-36 Bronze

Rear



Quorum 700-36 Bronze

## Sliding Glass Doors

5', 6' and French Doors – All to be exterior Bronze  
Submit to Management Company for Approval

## Windows

Double Hung, All to be exterior Bronze Submit  
to Management Company for Approval