

VILLAS AT CHURCHVILLE HOA

Service Requests	HOA responsibility (Article VI of Declaration)	Submit a work order by calling RPG at (585) 225-7440 or at www.realtyperformancegroup.com
After Hours & Emergency Service	Non-life threatening, after normal business hours or weekend service related concerns.	Please call (585) 225-7440 and at the prompt, dial "0" and tell our answering service operator your name and address, your telephone number, and the nature of the emergency. Our maintenance personnel will then be contacted to correct the problem.
Refuse/Recycling	Pick-up day is Wednesday . Covered containers are supplied by refuse company. Your containers can be placed at the curb the evening before pick-up .	Refuse company: Waste Management
	To arrange for a special pick-up of large items/make special arrangements.	Please call (585) 254-3500 and use code 8-83796-02007 for reference only – not to be charge to HOA.
Monthly Assessment Payments	Payments are due on the 1st of the month.	Five easy ways to pay: <ol style="list-style-type: none"> 1. Pay by direct debit online. 2. Pay by eCheck online. 3. Pay by credit card online. 4. Pay by mail (paper check). 5. Pay by automatic bill pay with your financial institution. <i>(see full instructions in your welcome packet or call RPG).</i>
Late Fees	Late fee applied after the 10th of the month	Amount: 10% of monthly assessment
NSF Fees	Checks returned for insufficient funds	Amount: \$10.00
HOA Master Insurance Policy	HOA carriers insurance as outlined in the Declaration	Insurance Company: Erie Insurance Insurance Agent: Victoria Bullis (Henry Layne Insurance Agency) Phone: (585) 486-4790 Email: vicki@henrylayne.com
	For certificates of insurance	Contact Henry Layne Insurance Agency.
Personal Insurance	Homeowner responsibility	We recommend you contact your insurance agent to determine the appropriate coverage for you and your home.
Exterior Modifications (variance request)	A variance request must be submitted and approved by the Board prior to the start of work. You can obtain a form by calling, emailing, or by visiting RPG's website	All contractors must carry general liability and workers compensation insurance to work on HOA property. We recommend obtaining certificates of insurance and submitting them with your variance request.
Property Management	Realty Performance Group 470 Long Pond Road, Suite 230 Rochester, NY 14612 www.realtyperformancegroup.com	Property Manager: Chad Fetterman Email: chad@realtyperformancegroup.com Phone: (585) 225-7440 Fax : (585) 225-7630