

# Welcome to Westchester Woods HOA



## Homeowner Information Package

Rev. Oct.09, 2007

**Information included in this package:**

- a) Greeting
- b) Who is in Charge / explaining how WWHOA operates
- c) Board of Directors
- d) Where can I get help / names, phone numbers
- e) Items you should have received (2 pages)
- f) Entry Intercom System / how to use it
- g) Local Utility Service Providers / names
- h) Additional general information and pool safety (3 pages)
- i) Intercom authorization form to complete and return



Dear Homeowner,

Congratulations on your recent home purchase at  
Westchester Woods Condominiums.

We are a community of 106 individual condominiums divided into 2 buildings with 53 units each.

8650 Belford Avenue (building A) is named **The Aspen**

8710 Belford Avenue (building B) is named **The Birchwood**

Besides convenient parking within our gated premises and easily accessible laundry rooms, our complex invites you to relax in our green and very tropical, garden-like courtyards. You are invited to enjoy 2 pools, 2 sundecks which are located on the third floors, a recreational room in The Birchwood building and a gym-room in The Aspen building.

Once again, welcome and we hope that you will enjoy living here. We hope that this information package will make it easier for you to get settled in your new home.

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Westchester Woods Homeowners Association  
Board of Directors

## Who is in charge here?

If this is your first time living in a Condominium Complex, you might have some general questions as to who is in charge of what. This page might help to answer some questions.

All units located within the Westchester Woods Condominiums building complex are owned by individual homeowners. However, some homeowners rent out their units to Tenants.

All individual homeowners are represented by the Westchester Woods Homeowners Association (WWHOA), which elects its own Board of Directors and holds monthly meetings that are open to all homeowners to address issues and problems or to discuss activities of interest to all homeowners. The Board of Directors also conducts monthly "Executive Session" meetings, which are not open to our homeowners. This allows the Board of Directors to discuss general administrative issues such as vendor performance and contracts, finances, homeowner discipline (as to dues and violations), maintenance issues and any other general association business.

Meeting schedules are posted at the bulletin boards located at the front entrances, above the mailboxes. Homeowners not living within the building complex will receive a notice by US mail.

If you can not attend a meeting or wish to make comments or suggestions to the Board of Directors in between scheduled meetings, comment boxes are located at the main walk-in entrance areas where the mailboxes are. The box located at the top left corner has a slot-opening in the front to allow you to drop off notes. Please do not forget to include your name and unit number to get a proper response from the Board of Directors. Anonymous notes can not be responded to.

All members of the Board of Directors volunteer their time and do not get paid for the services they provide to this community.

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Westchester Woods Homeowners Association "WWHOA" is currently managed by the following independent management company.

CAC, Condominium Administration Co. 5700 Hannum Ave. Suite # 150 Culver City, CA 90230	phone: (310) 645-9921 fax: (310) 645-4643
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Property Supervisor: Ms. Pat McGuire

This management company is in charge of all general property management functions and works closely with the Board of Directors on cost management, repair and improvement work that needs to be done to the common area, building safety and code regulations and enforcement.

**Board of Directors**  
**Westchester Woods Homeowners Association**

The Board of Directors is a group of volunteer homeowners who have decided to dedicate some of their spare time to oversee and direct operations of our Association. The Board of Directors is elected annually at the annual meeting and works closely with the Property Management Company and selected vendors to maintain our property and to address issues and problems.

Any homeowner can become a Board Member, for further details on the election process, please see our CC&R's and Bylaws.

To get the names of the Board Members for the current year, please contact the Property Management Company or attend our monthly homeowners' meetings.

If you have any problems, concerns, or suggestions, please feel free to contact the Board of Directors by dropping off a written note in one of the comment boxes located in the top left corner of the mailbox areas. Since the Board of Directors does have regular monthly meetings, it is very important that you do provide them with your comments and concerns on a timely basis. If you wish to have an item presented for discussion at the next monthly meeting, please present your issue in writing for consideration as early as possible, especially if you are unable to attend a meeting. Please make sure to address your letter to the entire Board of Directors and not to one individual Member of the Board.

If you need to speak to a Board Member in person, then please be considerate of their time and privacy and contact them during reasonable hours only.

All Board Members volunteer their time for this Association and do not get paid for the services they provide to this community.

## **Where can I get help?**

The following list of services has been compiled to help you become better acquainted with your new living area.

**Police Department:**           Emergency calls .....911  
Non-emergency Calls..... check Government Pages in phonebook  
Non-emergency Crime: 1-877-ASK-LAPD (1-877-275-5273)

**Fire Department:**           Emergency calls .....911  
Non-emergency calls.....check Government Pages in phonebook

**Paramedic/Ambulance:**   Emergency calls .....911  
Non-emergency calls.....check Government Pages in phonebook

**Graffiti Removal:**           call 311

### **WWHOA Management Company:**

CAC Condominium Administration Co.  
5700 Hannum Avenue, Suite #150  
Culver City, CA 90230

Phone: (310) 645-9921  
Fax: (310) 645-4643

contact: Ms. Pat McGuire

### **WWHOA Board of Directors:**

- If you have an urgent matter, contact any Board member during reasonable hours, otherwise, please contact the Property Management Company
- Non-urgent matters: drop off a written note in one of our 2 comment boxes

### **Fire Safety Equipment / Fire Alarm System:**

Our Property has Fire Safety Equipment located throughout the property, including the garage areas. Please take the time to familiarize yourself with the locations of the fire extinguishers, fire-hose-cabinets, alarm stations and plan alternate exit routes from your property. If you live upstairs, consider buying a fire emergency safety ladder of appropriate length. They are foldable for compact storage and allow you to exit through a window if the main stairwell or walkway is blocked.

**Please note that our Fire Alarm is an internal alarm system only. Triggering the alarm will warn your neighbors by setting off the alarm bells, but it will not call the fire department. You must dial 911 as well.**

## **List of items you should have received from the previous owner, the real estate broker or your landlord to get you settled**

### a) keys

#### **Master key**

**to open front walk in gates, laundry rooms, and public restrooms**

Additional keys can be requested by contacting the property management company or a WWHOA Board Member. There will be a small charge for the cost of the keys.

#### **Unit door key**

**to open the door to your individual apartment**

These keys are your own responsibility. WWHOA and the property management company do not keep key copies to open your individual units.

#### **Special Access key**

**to open the gym-room at The Aspen, the recreational room at The Birchwood and the pool fence gates in both buildings**

Additional keys can be requested by contacting the property management company or a WWHOA Board Member. There will be a small charge for the cost of the key.

#### **Mailbox key**

**to open your individual mailbox**

If you did not receive this key from the previous owner or from your landlord or if you lost your key, you will have to call a locksmith and have the key (and lock) replaced at your own cost. Mailbox keys are your responsibility.

#### **Storage key**

**to open your individual storage box(es), located in the parking garage area mounted to the wall in your parking space**

If you did not receive this key from the previous owner or from your landlord or if you did lose your key, you will have to call a locksmith and have the key (and lock) replaced at your own cost. Storage box keys are your responsibility.

### b) Remote Control (clickers) to parking lot gates

The main gate as well as the 2 side gates to the parking lot, are remote-control operated and a special clicker is necessary to open those gates.

You should have received such clicker(s) from the previous owner. If you need additional clickers please contact the Property Management Company or the Board of Directors WWHOA to receive information where to purchase them. If you purchase your new clicker from the approved vendor, it will be shipped directly to you. If you chose not to use our approved vendor, be careful. Many replacement remotes are sold at local hardware stores, but most of them will not work with our system. Our system uses special code and frequency settings, which are not available on many of those clickers. The Board of Directors cannot assist you in trying to figure out how those aftermarket clickers can be programmed to work with our system.

## c) **Governing Documents**

Every Condominium Association is regulated by governing documents. During the purchase of your unit those documents must have been presented to you by either your Real Estate Agent, through Escrow or, if you bought from the previous owner directly and without the use of a real estate agent, by the previous owner.

You should have received the following documents:

### **CC&R's** (Covenants, Conditions and Restrictions)

The CC&R's regulate all aspects of rights and obligations when owning a condominium within our association.

The CC&R's define your rights and obligations as a homeowner.

The CC&R's define the rights and the obligations of the association.

We encourage you to carefully read our CC&R's since they apply to all homeowners alike and have to be enforced by all homeowners and the Board of Directors.

### **Bylaws**

The Bylaws regulate the way the Board of Directors WWHOA conducts business.

The Bylaws explain the general operating procedure of the Board of Directors such as arranging for homeowners' meetings, rights and restrictions of Board Members, financial recordkeeping requirements and other aspects of operating the association.

We encourage you to carefully read our Bylaws and familiarize yourself with your rights as a homeowner and operating procedures of this association.

### **Meeting Minutes**

The meeting minutes for the last 6 to 12 months of Homeowners' Meetings, depending on what was included in your escrow proceedings.

If you did not receive any of the document listed above, please contact our Property Management Company to have copies reproduced and sent to you. The Property Management Company may charge you a fee to reproduce and mail the documents.

### **Insurance**

This association is required by law to carry insurance. You should have received a copy of our insurance certificate, explaining coverage details, during the purchasing process of your unit.

The association carries general liability coverage, workers comp coverage, directors & officers coverage and a general liability umbrella policy. The association does not carry earthquake insurance and our policies do not cover your personal property. As a homeowner, you must obtain your own homeowners/condo insurance and if you plan to have tenants, they must carry their own renters' insurance. It is suggested, that you check with your insurance agent to obtain the proper personal coverage you need.

## **Front Gate Entry Panel / “Intercom-System”**

### **How does this thing work?**

The gate entry system is tied into the phone system.

In order to allow visitors to announce themselves to you through the gate entry intercom system, you need to establish telephone service through a local telephone service provider in our area.

Once you have working phone service established to your unit, you need to complete the programming request form which is included in this package and send it either to our Property Management Company or the Board of Directors WWHOA, authorizing them to program your phone number into the gate entry system.

Cell phone numbers and numbers outside the 310 and 424 area-codes can not be programmed.

**Homeowners** can contact the property management company directly to authorize the programming of their phone number into the system.

**Tenants** need to ask their landlord to issue a written authorization to the property management company to enter the tenants name and number into the gate entry system. This is necessary to ensure that the landlord has accurate records of his/her tenants.

A two digit code number will be assigned to your condo unit. Your name and the two digit code will be posted in the front gate panel listing for visitors to contact you. Please note that your phone number or unit number will not be listed at the front gate, only your name and the two digit code.

Once a visitor arrives and enters the two digit code that was assigned to your unit, your phone will ring. Picking up the phone, you will be able to speak to the person outside the gate and by pressing the number 9 (nine) button, the door will open. Then simply hang up the phone. (Note: hanging up the phone without pressing the number 9 (nine) button, will keep the gate locked and your visitor can not enter the complex.)

Hint: using a telephone with answering machine will allow the visitor to leave a message for you if you were unable to pick up the phone at the time of visit.

### **Safety comes first!**

For the safety of our community, please do not open the gate for any strangers or callers that you do not know. Even if they claim to live here, but “forgot their keys”, **do not** open the door. If you do not know the person, you do not know who you are allowing access to the property. The safety of this community needs to come first.

If you expect a contractor or delivery, (plumber, furniture, food-delivery) etc., please meet your visitor at the front gate in person and do not let them walk through the property on their own, searching for your unit. Upon completion of their visit, please walk them back to the front gate to ensure that they have left the property.

Thank you for helping us keeping this place safe to live in. ☺

**If you are new to this area, you might find the following information helpful:**

Since contact phone numbers for these service providers change frequently, they are not listed here. Please consult your phone book or contact information for current numbers.

➤ **Water**

You do not have to apply for a water-supply account.

The association pays for the water and a portion of the monthly WWHOA-dues is used to pay for the entire water bill of the complex. We would like to ask you to conserve water to help us keep our costs down. Thank you.

Please remember, hot water is generated within your unit and you own your own hot-water heater. You are responsible for its' proper maintenance, any repairs or replacement if necessary.

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➤ **Electric**

Electric service is provided by the City of Los Angeles Municipal Services.

Please contact the Los Angeles Department of Water and Power.

For the Perimeter Buildings, all electric meters and the main power breaker for your unit are located in the garage parking area, mounted to the wall. There are several meter locations throughout the garage area. Electrical Meters and individual main power breakers for the 'pool buildings' can be found inside large utility-cabinets, which are located directly 'behind' the pools. There is one meter for each condo. Each meter has the condo number written on it.

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➤ **Telephone**

Telephone Service is provided by AT&T.

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➤ **Cable-TV**

Cable-TV Service is provided by Time-Warner-Cable.

The cable connection panels are located in the parking garage area (close to the electric meters). There are several panels, depending on your condo location. If you need to install additional wiring within your condo unit or in the common property area to get your cable TV service connected, then please consult the CC & R guidelines and the Board of Directors for proper installation of new wiring and to obtain any necessary approvals.

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➤ **Satellite TV**

Satellite services are provided by Dish-Network and DirecTV

Please note:

If you wish to install a Satellite Dish for your TV programming, you must contact the Board of Directors to get authorization and proper installation information for your dish. Installing a dish without authorization is not permitted.

## **Additional information that might be helpful to know**

### ➤ **Parking Regulations**

Each unit has one or more designated parking spaces that are located underneath the building and in the adjacent carport. Each parking space is clearly marked with an ID number that is specifically assigned to a particular condo unit only. Please do not park in spaces that are not yours. You might face the risk of having your vehicle towed at your own expense.

The number of parking spaces you own is clearly indicated on the Grant Deed for your property and regulations regarding parking can be found in our CC&R's. Should you be unable to identify your parking space then please contact the Property Management Company or the Board of Directors for assistance.

### **Unauthorized Parking:**

Any homeowner or tenant who finds an unauthorized vehicle parked in their assigned parking space may call the WWHOA-authorized towing service to have that car towed at the car-owner's expense.

The name and phone number of that authorized towing service company can be found on a large sign that is mounted to the center driveway gate.

When making the call, identify yourself as the rightful legal owner of that parking space with towing rights given to you under the association CC&R's.

### **Guest parking** is available.

There are 4 parking spaces located outside the main driveway gate under the building. Parking in those spaces is on a first come, first serve basis and for visitors only.

Advance Parking Reservations are not available and no permanent parking (in excess of 24 hours) or parking of disabled or unregistered or uninsured vehicles is allowed.

**These parking spaces are designated for visitor parking only. Homeowners may not use the guest parking spaces. See CC&R's and Community Guidelines for further details.**

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### ➤ **Metal Security Gates (Screen Doors)**

Metal Security Gates (Screen Doors) to your condo may be installed by you and at your own expense only with special written approval by the Board of Directors. To receive approval, you must send a written request to the Board of Directors or the Property Management Company. After review by the Board of Directors, you will receive an approval letter with details regarding the approved vendor for the metal security gate.

Only gates that meet approved specifications are allowed to be installed. You cannot source your own door from your own vendor.

➤ **Trash Pickup**

Trash deposit containers are located in the garage parking area. You can find them in designated spaces towards the center driveway and additional containers are located in the north and south side driveways.

The blue containers are designated for general waste only. Trash is picked up on Mondays, Wednesdays and Fridays.

The white containers are for recyclable materials. There is a listing of materials that are considered to be recyclable materials on those white containers, please take a moment to read the listing. Recycling is picked up once a week, usually on Thursday mornings only.

Please note that there is no parking allowed in front of the trash containers to allow for easy access and maneuvering of the containers during regular trash pickup.

During the trash pickup time the containers will be located outside the gates on the street. During this time, please do not leave your trash-bags on the ground where the containers are supposed to be. Not only does it invite rodents and look unattractive, the trash company is not obligated to pick up trash-bags from the ground once they return the emptied containers.

Disposal of larger objects such as furniture:

Please note that it is not permitted to leave large or unwanted objects such as furniture etc. outside the trash containers or anywhere within the common property area. All items have to be placed inside the trash containers.

Disposal of hazardous materials such as chemicals, vehicle fluids, paint, etc:

Please be advised that it is illegal to deposit hazardous materials, cans containing liquid paints, vehicle fluids or other chemicals inside the containers or to leave them anywhere within the premises or to pour them into drain systems. If you have chemical waste you have to deliver it to a properly equipped hazardous waste collection facility.

➤ **use of Pools and Gym**

The use of our swimming pools and the gym (located in The Aspen) are subject to special rules and regulations, including age restrictions and special requirements for supervising children under the age of 14. Please read all signs as posted and check the CC&R's and Rules and Regulations for further details. If you have questions, please contact the Board of Directors.

**Keep your children safe. Supervise your children and do not provide them with access keys to those specially restricted areas. That's why there is a special key for the gym, the pools and the recreational room. Thank you.**

➤ **Laundry Rooms on Premises**

A total of 4 laundry rooms are available for your use. Two laundry rooms are located in The Aspen building and two are in The Birchwood building.

To locate the laundry rooms, walk down the north and south facing stairs, accessing the parking garage areas.

Each laundry room is equipped with commercial style washers and commercial style dryers. The laundry equipment is owned and serviced by an independent company and all equipment-related problems need to be reported to the laundry equipment provider. Name and phone numbers of the laundry equipment service provider are posted inside the laundry rooms. If you use a washer or dryer and it breaks down, please call the laundry equipment provider company and report the breakdown directly to them. The name and telephone number to call is on the machine, and they will ask you for the machine number and location.

Please do not report such breakdowns to the property management company or the WWHOA Board of Directors.

Only the equipment service provider company has access to the machines and the malfunctioning machine will be serviced much faster if you call it in directly to the laundry equipment service provider.

When using the laundry rooms, please be courteous and respectful of other people's property and laundry.

Please leave the laundry rooms, washers and dryers in clean condition.

Important:

Please read all signs posted inside the laundry rooms prior to using the equipment.

**IMPORTANT: Please start the washers at least 3 minutes apart. All waste water is pumped out of the laundry sewer system and having more than 1 washer drain at the same time, will cause back-flowing and water could spill onto the floors. Thank you.**

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End of document.

Once again,  
Welcome to Westchester Woods

