



WELCOME TO THE 297 CLAY CONDOMINIUM,

297 Condominium New Co-Owner Initial Orientation Process

In order to facilitate a smooth, enjoyable transition into our Condominium, the Owners Association has developed the following Initial Orientation Process, Checklist and Welcome Package. The Initial Orientation Process may start even before the closing on your purchase, but should begin no later than 24 hours after the closing.

You, as the new co-owner, are responsible for beginning the process by sending an email to the following email address indicating the date of your closing:

Janet297Clay@aol.com

In response to your email, you will receive, via email, a copy of the New Co-owner Welcome Package. Upon receiving the Package, you should:

1. Send an email to Janet297Clay@aol.com requesting a date & time for your Initial New Co-owner Orientation Meeting
2. Begin to fill out the New Co-owner Orientation Package
3. Collect copies of the documents from your closing indicated in the Package

When you come to the building for your Initial Orientation Meeting, be sure to bring your New Co-owner Orientation Package and copies of the documents needed for the Owners Association.

You may also want to review the Governing Documents available on our website at www.297ClayCondominiums.com and list any questions you will want to ask at the meeting. Of particular interest initially will probably be our Rules regarding the Move-in Process and regarding Renovation of your Unit.

We look forward to meeting you.

The Board of Directors
297 Clay Condominium Owners Association, Inc.
297 W. Clay Avenue #500
Muskegon, MI 49440

Unit # _____ Legal Co-Owner Name(s): _____

297 Condominium New Co-Owner Welcome Packet

Welcome to the 297 Condominium. As a new co-owner of the Condominium, you will find there is certain information from the Owners Association that will be very helpful to you as you get settled. Also, the Condominium Bylaws require that the Owners Association maintain certain information regarding each co-owner and each unit in the condominium.

This Welcome Packet is intended to provide you with the information most new co-owners have wanted initially. More complete information is contained in the various Governing Documents available on our website (297ClayCondominiums.com), and the Co-Owner Handbook (a copy of the Handbook accompanies this document).

To the extent possible, this document should be completed at the initial New Co-Owner Orientation meeting immediately after the closing on the unit. **You should bring copies of all the indicated documents with you to that initial meeting.**

All personal or financial information provided to the Owners Association will be maintained confidential to the extent allowed by law.

ACCESS TO THE BUILDING

Each co-owner and resident over the age of 18 is assigned a fob which will give them entry into the building, the swimming pool, and the basement storage room. If you did not receive the fob(s) assigned to the previous co-owner/resident of your unit, you will need to purchase replacements at a cost of \$25.00 each. If you are entitled to additional fobs, they will be provided free of charge. **Fobs distributed to you are assigned to (and should be used personally by) the following individuals:**

VEHICLES IN OUR PARKING LOT

Each unit in our Condominium is assigned one parking space under the carport. You have been assigned to: **Parking Space # _____**

Each vehicle parked in our parking lot must have a permit. Residents are given a decal for each of their vehicles. Guests must use the Visitor Parking Pass if they intend to park overnight in our lot. If you did not receive these items from the previous co-owner of your unit, you will need to purchase replacements at a cost of \$5.00 per item. The decals for your vehicles are: **Parking Decal(s) # _____**

HOW YOU MAY CONTACT THE OWNERS ASSOCIATION

After the initial New Co-owner Orientation meeting, you will undoubtedly have other questions or need information about the Condominium. In order to properly respond to your questions, the Owners Association asks that you direct all inquiries to the Co-owner Liaison by leaving a note in the drop box next to the elevator or by sending an email to **Janet297Clay@aol.com**.

HOW THE OWNERS ASSOCIATION WILL CONTACT YOU

The Owners Association will mail all official notices to you at the following address:

The Owners Association sends most routine communications to co-owners/residents via email. **To what email address(s) would you like these communications sent?**

The Owners Association may need to contact you by telephone. **Please provide all available phone numbers.**

Daytime _____
Evening _____
Other (cell) _____

ADMITTING YOUR GUESTS INTO THE BUILDING

Each resident over the age of 18 is entitled to a listing on the building directory. Each listing must include a phone number used by the directory system to contact a host so that your guest can be admitted remotely using your phone. **The following names and phone numbers will be added to the building system:**

THINGS YOU MUST PROVIDE TO THE OWNERS ASSOCIATION

If any person or institution holds a mortgage on your unit, the Owners Association is required to maintain a copy of the mortgage and the promissory note.

Is the unit mortgaged? _____

The mortgage holder's name and address are:

The Bylaws of the Condominium limit the number of units which may be leased. Special provisions apply to leased units and additional information is required to be maintained by the Owners Association.

Is the unit rented or leased? _____

If yes, does the Owners Association have a copy of the lease? _____

Please list all tenants over the age of 16 with their phone number(s):

Each co-owner is required to maintain a key to the individual unit entry door(s) with the Owners Association. **The Owners Association** _____ **Has** _____ **a key to the doors.**
| _____ **Does Not Have** |

PAYING YOUR MONTHLY CAM FEES

Our monthly Common Area Maintenance (CAM) Fees are set each year by the Board of Directors based upon the budget for the coming year and the formula dictated by the Master Deed; thus, the exact amount of the monthly fee may change each year. You will receive a notice in July of each year detailing your monthly fee, which will become effective on August 1 of each year. You can pay your monthly CAM fee in various ways: 1) put a check in the drop box next to the elevator in the lobby, 2) mail a check to the Owners Association at 297 W. Clay Avenue #500, Muskegon, MI 49440, or 3) set up automatic Bill Pay at your bank.

The current monthly CAM fee for your unit is \$_____.

RENOVATING YOUR INDIVIDUAL UNIT

Many new co-owners want to do some renovations within their individual unit either before, or after, they move in. The Owners Association has developed rules to encourage these renovations while minimizing disruptions to other co-owners and the common areas of the condominium. If you plan any renovations, other than carpet replacement and painting, you will want to review the Rule on Renovations. One of the requirements is that you submit a detailed plan for the renovations and obtain approval of the plan by the Board. You can find the Rule on Renovation in the Rules, Regulations and Policies document available on our website (297ClayCondominiums.com).

MOVING INTO YOUR NEW CONDOMINIUM

In order to maintain the common areas and to minimize disruptions to other co-owners, moving into (or out of) the building must be scheduled with the Property Manager and must be done according to the Rule on Move-in and Move-out (this Rule can be found in the Rules, Regulations and Policies document available on our website).

. What is the date and time of your move-in?

Date: _____ From _____ AM/PM until _____ AM/PM

The person you will have attending the building entrance during the move-in:

HOW OUR CONDOMINIUM IS MANAGED

The business affairs and the facilities of the 297 Clay Condominium are managed by a Board of Directors elected each year at the Annual Meeting of the Co-owners, and by a contracted Property Manager. More information regarding the role of our Property Manager is included in this Welcome Packet. The Board has also designated one of the directors to serve as the Co-owner Liaison. The Co-owner Liaison serves as the single conduit for co-owners to communicate concerns or suggestions to the Board. You can reach the Co-owner Liaison by dropping a note in the drop box next to the elevator in the lobby or by sending an email to **Janet297Clay@aol.com**.

CONSUMERS ENERGY THIRD PARTY NOTIFICATION CARD

Each co-owner is required to complete a Third Party Notification Card suitable to Consumers Energy so that the Owners Association will be notified in the event electricity service is to be shut-off to the unit. A copy of the Card will be available at your Initial Orientation Meeting. You will be asked to complete the Card and provide it to the Co-owner Liaison or the Property Manager as soon as you have your Consumers Account Number.

OUR GOVERNING DOCUMENTS

Available on our website at www.297ClayCondominiums.com

Many people move into a condominium project for the first time from either a stand-alone house or an apartment. Thus, condominium living is new to them. We would like to introduce you to the legal structure that regulates our condominium and to provide guidelines for being a good condominium neighbor.

THE MASTER DEED

A co-owner in the condominium is not the same as being a tenant in an apartment, nor is it the same as owning a stand-alone house. The ownership rights of a co-owner are described in specific detail in our Amended Master Deed. Each co-owner should read the Amended Master Deed to fully understand her/his ownership rights and limitations. Basically, the Amended Master Deed tells you what it is you own, or more appropriately, what you co-own with the other co-owners of the condominium. It also will tell you the areas of the condominium of which you have exclusive use and which areas are shared use.

THE BYLAWS

How the condominium is administered and how we each may use our individual units and the common areas (among other information) is contained in the Bylaws of the Condominium. Every new co-owner (and resident) should familiarize themselves with the Bylaws. By complying with the Bylaws, you and your fellow co-owners will have a more enjoyable experience as a member of our community. A summary of the Bylaws is contained in the Co-Owners Handbook, and the full text of the Bylaws with Amendments to the Bylaws is available on our website.

THE RULES, REGULATIONS AND POLICIES

The Bylaws puts the day-to-day administration of the condominium into the hands of a Board of Directors, referred to as the Condo Board. The Board consists of five co-owners who are elected at our Annual Meeting of the Co-owners. The Condo Board has the authority and the responsibility to create rules, regulations and policies to implement the Bylaws. Rules, regulations and policies address specific needs in the administration, and the use and operation of our condominium. Knowing the rules, regulations, and policies is very important for all the co-owners and their guests. The current Rules, Regulations and Policies document is available on our website.

THE CO-OWNERS HANDBOOK

The Condo Board has created a Co-owners Handbook which is a good source of information about our condominium and how we have all agreed to share and use our individual units and the common areas. Each co-owner is given a copy of the Co-owners Handbook. It is also available on our website.

OUR WEBSITE: WWW.297CLAYCONDOMINIUMS.COM

The Owners Association maintains a website for several reasons. First, the website is a resource for prospective buyers and tenants to learn about our condominium. Units available for sale are presented on the website. Using the "Contact Us" page, prospective buyers and tenants are able to send an email to the Property Manager in order to get answers to their questions.

Second, the website is a resource for current co-owners and tenants. All of the governing documents are available on the website. Some of those governing documents may be revised from time to time. The website is the method by which the updated documents are immediately made available to our residents.

THE ROLES OF OUR PROPERTY MANAGER AND THE CO-OWNER LIAISON

The Board of Directors has hired a Property Manager to manage the day-to-day operations of the condominium and to advise the Board on various issues. These issues relate to various aspects of the condominium, including maintenance, financial planning and legal compliance. The Property Manager also is to carry out the policies set by the Board. Some co-owners and tenants expect the Property Manager to perform certain tasks that just aren't part of the job; many of these tasks are actually the responsibility of the Co-owner Liaison. Generally, the Co-owner Liaison is the single point of contact for co-owners to reach the Condo Board to ask questions, make concerns known, and/or make suggestions for how the condominium should be managed. Here are some points regarding the division of responsibilities between the Property Manager and the Co-owner Liaison:

- The Property Manager is trained to deal with conflict, but the Property Manager will NOT get involved in quarrels you might be having with your neighbor. If association rules are being violated, you should contact the Co-Owner Liaison via the drop box near the elevator, or via email at Janet297Clay@aol.com.
- The Board has specifically NOT authorized the Property Manager to respond to issues raised by individual co-owners. Only the Co-owner Liaison is authorized to respond to individual co-owners.
- The Property Manager is an independent contractor who acts as a consultant. He works closely with the Board. Also, he is NOT your advocate or conduit to the Board. If you have a concern, leave a letter in the drop box near the elevator, or send an e-mail to the Co-Owner Liaison at Janet297Clay@aol.com.
- The Property Manager oversees the work done by all contractors hired by the association, including our housekeeper. The Board has authorized the Property Manager to be the only person to give directions to the contractors.
- The Property Manager inspects the building and grounds regularly, but even an experienced manager won't catch everything. Your help is essential. If you know about a potential maintenance issue, please notify the Co-Owner Liaison.
- The Property Manager does not set policy. If you disagree with a policy or rule of the association, you should leave a letter in the drop box or send an e-mail to the Co-Owner Liaison, who will then communicate the concerns to the Board. You should not direct or discuss your issues with the Property Manager.
- Although the Property Manager is an invaluable resource for the association, he is NOT available 24 hours a day—except for emergencies. Getting locked out of your unit may be an emergency to you, but it isn't an association emergency. An association emergency is defined as one that is a threat to life or property.