



## **Fairway View Townhome Owners Association**

C/O Caruso Management Group  
800 West Fifth Avenue  
Suite 110B  
Naperville, IL 60563  
Telephone: 630.717.7188  
Fax: 630.305.7804

Dear Homeowner(s),

We would like to take a moment to welcome you to the Fairway View community. We hope that you will feel at home here and urge you to take advantage of all our community has to offer. Our Association Board is constantly striving to provide the best possible service and is working diligently on your behalf.

Attached you will find a Homeowner Contact Form. This contact information helps the Board keep the neighborhood up-to-date with community happenings and is kept strictly confidential. Please take a moment to fill out the form and return it to Caruso Management or simply e-mail the information to **fairwayviewhoa@gmail.com**. You can always contact the Board via this e-mail address with any concerns, questions or feedback you may have.

We have also attached a current list of Building Captains and Board Members and their unit numbers. The Building Captains are there to help you with any concerns you may have with your unit or building. The Building Captains work with the Board to help better our community and help maintain your building and surroundings.

We would like to encourage you to check out the Fairway View website at **www.fairwayviewhoa.com**. Our website offers access to the Declarations of Covenants and the Rules and Regulations. Homeowner(s) are also able to see the next meeting date and time as well as contact Caruso Management and the Board of Directors. We have added a new Important Dates tab, which is updated regularly with community happenings and on-going maintenance.

We have also attached information on placing a work order, Caruso Management's contact information and the current year's meeting dates and locations and some FAQ's. You can find the Rules and Regulations and Declarations and Covenants under the Important Documents link on our website.

We hope this information will help make your transition into the community an easy one. Please do not hesitate to contact Caruso Management or the Board of Directors if we can be of help in any way. Again, welcome to Fairway View.

Sincerely,

The Fairway View Board of Directors



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Dear Homeowner(s),

The Board of Directors maintains a community wide contact list and we are asking for your information. All information will be kept strictly confidential and used solely for Association business. If you have e-mail access and would like to save a stamp, you can e-mail the following information to [fairwayviewhoa@gmail.com](mailto:fairwayviewhoa@gmail.com). If you do not have an e-mail address, please indicate so in the e-mail space provided. The Board of Directors thanks you for your time and effort in helping us complete this endeavor. Please complete the following information and return to:

Fairway View Townhome Association  
C/O Caruso Management Group  
800 W. Fifth Avenue, Suite 110B  
Naperville, Illinois 60563  
Fax: 630-305-7804

Name: \_\_\_\_\_

Unit: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail Address \_\_\_\_\_

## **Fairway View Building Captains**

<u><b>Building</b></u>	<u><b>Units</b></u>	<u><b>Captain</b></u>	<u><b>Unit</b></u>
1	(202-206)	Sandy Donnelly	206
2	(210-220)	Sue Marvel	210
<b>3</b>	(236-246)	<b>Unassigned</b>	
4	(250-260)	Mike Evert	250
<b>5</b>	(302-312)	<b>Unassigned</b>	
<b>6</b>	(316-326)	<b>Unassigned</b>	
<b>7</b>	(344-354)	<b>Unassigned</b>	
8	(358-368)	Fred Alvis	360
9	(386-396)	Sofia Guge	392
10	(372-382)	Hugh Goulding	382
11	(371-377)	Gordon Milliken	377
<b>12</b>	(381-387)	<b>Unassigned</b>	
13	(357-367)	Jack Spencer	365
<b>14</b>	<b>(343-353)</b>	<b>Unassigned</b>	
15	(329-339)	Jack Scott	329
16	(315-325)	Sharon Kochelfl	315
17	(301-309)	Judy & Jim Lemm	303
<b>18</b>	(289-299)	<b>Unassigned</b>	
<b>19</b>	(275-285)	<b>Unassigned</b>	
20	(263-271)	Jane & Mike Colainne	265
21	(249-259)	Betty & Mike Knenlein	253
22	(235-245)	Ralph Gianfrancesco	235
23	(221-231)	Rob Kutschke	221
24	(207-217)	Nichole Calderon	213



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Dear Homeowner(s),

Below is a helpful outline of the path a work order takes after your request for service is submitted to the Management Company. To place a work order request or to inquire if the problem is the responsibility of the homeowner or the Association you can contact our management company at the following:

Fairway View Townhome Association  
C/O Caruso Management Group  
800 W. Fifth Avenue, Suite 110B  
Naperville, Illinois 60563  
Phone: 630-717-7188  
Fax: 630-305-7804  
[www.carusomanagementgroup.com](http://www.carusomanagementgroup.com)

You may also submit a work order via our important documents page on our website.

### **The Life Story of a Work Order:**

Did you know that when you call a potential work order issue into the Management Office there is a defined process for how such a call is addressed?

- 1) When an owner calls into the office an Associate will obtain the necessary information from the owner and if the matter appears to be the Association's, a work order is "immediately" generated and faxed to the vendor.
- 2) Once the work order is forwarded to the vendor there is no defined timeline for how quickly that work order will be handled.
  - a. Emergency matters will always be addressed before non-emergency ones.
  - b. A work order notice is sent to the homeowner(s) giving info on "who, what, and when" when the work order is issued to a service vendor.
  - c. Depending on the nature of the work the vendor may or may not contact the homeowner.
- 3) Management is notified that the work is complete when either (a) the invoice is received and/or (2) the vendor notifies via e-mail or fax that the work is done.

Our community submits a very high volume of work orders and service requests. The Property Manager works diligently to monitor the progress of each request through its final disposition.

Did you know that the Association and Caruso Management pre-qualify vendors to assure that only the best are working on our behalf!

## **Fairway View Building Numbers by Address**

Many times work orders and community maintenance on unit buildings will be identified using Building Numbers. Below is a correlating list of addresses to Building Number.

<b><u>Building</u></b>	<b><u>Unit</u></b>	<b><u>Building</u></b>	<b><u>Units</u></b>
1	(202-206)	13	(357-367)
2	(210-220)	14	(343-353)
3	(236-246)	15	(329-339)
4	(250-260)	16	(315-325)
5	(302-312)	17	(301-309)
6	(316-326)	18	(289-299)
7	(344-354)	19	(275-285)
8	(358-368)	20	(263-271)
9	(386-396)	21	(249-259)
10	(372-382)	22	(235-245)
11	(371-377)	23	(221-231)
12	(381-387)	24	(207-217)

## **Fairway View Townhome Association** **2012 Meeting Dates**

Below is a complete list of the Association Board's meeting date and times. All meetings are held in the Main Conference Room of the North Aurora Messenger Library located at 113 Oak Street at 7:30 p.m unless otherwise noted.

February 1, 2012

April 4, 2012

June 6, 2012

August 1, 2012

October 3, 2012

November 7, 2012 (Annual Elections and Budget Meeting)

Signs are posted at both entrances to the community to serve as a reminder of Board Meetings. Meeting dates are always posted on our website, **[www.fairwayviewhoa.com](http://www.fairwayviewhoa.com)**. Make sure to check our website for up-to-date meetings times and any cancellations.

# **Frequently Asked Questions**

## **1. Are Satellite Dishes Permitted In the Community?**

Yes, satellite dishes are permitted in Fairway View as long as they are mounted in a Board approved location, submitted on an Architectural Request Change Form and approved by the Association Board prior to installation. You can access this form and the Satellite Installation Guide as well as some FAQ's via the website under the important documents tab or by requesting one from the Management Company.

## **2. Is Unit Rental Permitted in Fairway View?**

Fairway View does not permit the rental of units within our community. However, a hardship can be petitioned by a homeowner to the Association Board and in some cases may be granted for up to a 12 month period. For more information on this process, please consult the October 2007 Approved Amendments available on the website or contact Caruso Management.

## **3. How Can I Stay Current On Community Happenings?**

The Association Board keeps an up-to-date website, holds 6 open meetings a year, mails out quarterly newsletters and is always available via email at **[fairwayviewhoa@gmail.com](mailto:fairwayviewhoa@gmail.com)**.

## Maintenance Guidelines Responsibility Table

<b>ITEM</b>	<b>ASSN</b>	<b>HMOWNER</b>	<b>ITEM</b>	<b>ASSN</b>	<b>HMOWNER</b>
<b>Appliances</b>		X	<b>Mailboxes</b>	X(will replace mailbox if broken)	X(responsible for own box and keys)
<b>Balcony/Patio</b>	X		<b>Outside Building Walls</b>	X	
<b>Cable TV</b>		X	<b>Exterior Painting</b>	X	
<b>Dryer Vent Maintenance</b>		X	<b>Interior Painting</b>		X
<b>Door Bell</b>		X	<b>Pest Control</b>	X (exterior of unit)	X (interior of unit)
<b>All Unit Doors</b>		X	<b>Plumbing/ Pipe Repairs/ Fixtures</b>		X
<b>Interior Electrical</b>		X	<b>Retention Pond &amp; Parks</b>	X	
<b>Fencing</b>	X		<b>Exterior Lighting</b>	X	X (Needs Assn approval before installation)
<b>Foundation</b>	X		<b>Roofs</b>	X	
<b>Gutters/ Downspouts</b>	X		<b>Screen, Patio &amp; Storm Doors</b>		X (Needs Assn approval before installation)
<b>Heating &amp; Air Conditioning Units</b>		X	<b>Snow Removal</b>	X	
<b>Landscaping</b>	X		<b>Storm Drains/ Sewer/ Catch Basins</b>	X (Village of North Aurora)	
<b>Sump Pump &amp; Sump Pump Discharge</b>		X	<b>Satellite Dishes</b>		X(Requires Assn approval before installation)
<b>Homowner's Insurance</b>	X(As if Single Family Home)	X(Liability Only)	<b>Water Heaters</b>		X
<b>Interior Unit Damage from Association Maintained Areas</b>		X	<b>Watering Lawns/ Shrubs/ Trees</b>		X
<b>Streets &amp; Curbs</b>	X (Village of North Aurora)		<b>Window Cleaning</b>		X
<b>Interior Unit Damage from Another Unit</b>		X	<b>Plumbing Sillcocks (Spigots)</b>		X

**NOTE:** Any Individual causing damage to any of the Association's property will be held responsible. Owners should be aware that anything inside of their unit is their responsibility. If the Association repairs the problem and concludes that it is the Owner's responsibility, the expense of the repair can be charged to the unit owner