Coakley Bay Association

BOD and Owners Responsibilities

The Board of Directors would like to take this opportunity to clarify the roles and responsibilities of the BOD versus those of individual unit owners. This clarification is intended to promote transparency, avoid misunderstandings, and ensure the smooth operation of our community.

In addition, the Board of Directors has provided a list of steps on how to report a problem. The General Manager is the primary contact when a problem arises.

Responsibilities *(include but are not limited to)*	
Board of Directors	**Individual Unit Owners**
Ensure sound management of the Condominium, including employing a General Manager, managerial personnel, maintenance personnel, professional counsel and professional services	Maintenance, repair, and replacement of all portions of the unit that are not designated as common elements
Ensure the maintenance, repair, and replacement of common areas and common elements as defined in the governing documents	Maintenance of appliances, plumbing, electrical, HVAC, water heaters, dryer vents, door locks, screens, including screen frames and screens on gallery sliders, door and window grates and other systems serving only the unit, unless otherwise stated in the governing documents
Manage the association's finances, including budgeting, assessments, reserves, and payment of association expenses as well as maintain association insurance policies	Access to and knowledge of main water shut-off valve location in the owner's unit
Adopt, amend, publish and enforce of the association's governing documents	Payment of assessments, fees, fines, and other charges as required by the association
Secure full performance by condominium Unit Owners or occupants of all items of maintenance for which they are responsible	Compliance with the association's governing documents and rules
Act in the best interest of the association as a whole	Key entry access to owners' unit. If an owner locks themselves out of their unit after business hours, this responsibility falls on the owner. This **WILL NOT** be handled as an after-hours emergency.
(Intentionally left blank)	Carrying any insurance coverage required of unit owners, including personal property and liability coverage

Reporting an Issue

Using these steps will help us track concerns, respond appropriately, and maintain clear communication with all owners. If you have questions about a particular maintenance issue or responsibility, we encourage you to review the governing documents or contact the General Manager for clarification before taking action.

How to Report an Issue

Step 1: Determine the Type of Issue
Before contacting the Board, please determine whether the issue involves:

- A **common area or common element**, or
- An **emergency** situation (see Emergency Issues below)

For issues involving items within your unit, owners are generally responsible for arranging repairs.

Step 2: Submit Your Concern in Writing
The General Manager is the primary point of contact for reporting an issue.

ALL non-emergency issues **MUST** be submitted in writing to ensure accurate documentation. Written communication allows the General Manager to properly review, prioritize, and respond. The Association is committed to maintaining a respectful and productive environment for all owners, residents, volunteers, and service providers. To that end, all communications directed to the General Manager, Office Manager, Board of Directors, or Association representatives are expected to be courteous, respectful, and professional. Communications that include abusive language, personal attacks, threats, discriminatory remarks, or harassment may not receive a response until submitted in an appropriate manner.

- **Email:** General Manager and Office Manager (Email Addresses are posted on our website) If you choose, you may also cc a Board member.

Please include:

- Your name and unit number
- A clear description of the issue
- The specific location of the issue
- Photos, if applicable

Step 3: Allow Time for Review and Response
Once received, the issue will be reviewed by the General Manager. If consultation with the Board is required, the General Manager will engage the Board's assistance and the issue will be addressed according to its urgency and scope.

Response Expectations

During Regular Business Hours

- Regular business hours are typically **Monday through Friday, [7am to 5pm]**.
- Non-emergency inquiries can expect an acknowledgment within **[1–3] business days**.
- Resolution timelines may vary depending on the nature of the issue and whether vendor services are required.

After Regular Business Hours

- The General Manager and Management do not monitor messages continuously outside of regular business hours.
- Non-emergency issues submitted after hours will be reviewed on the next business day.

Emergency Issues

An emergency is a situation that poses an **immediate threat to life, safety, or property**, such as:

- Fire
- Flooding or active water leaks affecting multiple units or common areas
- Extended loss of power
- Structural damage
- No water affecting multiple units or common areas

In an emergency:

1. Contact **emergency services (911)** if necessary
2. Take reasonable steps to protect life and property
3. Notify the association immediately by calling the office during work hours at 340-773-9600 or, if off-hours, by calling or texting John Oaks (President) at 317-445-6777, or Kaleef Lake at (340) 626-8787
4. If you are required to leave a message for The General Manager, leave a message and follow up by sending a text message
5. If you do not receive a response within 30 minutes, then contact a member of the Board
6. The General Manager, if warranted, will contact the Board to consult on the issue at hand for the next steps to be taken towards the resolution of the issue

Please note that emergencies affecting only the interior of a unit may remain the owner's responsibility.

As a Reminder:

The Board of Directors is composed of volunteer unit owners who donate their time to serve the Association. Board members do not maintain regular office hours and are not able to provide on-demand or immediate responses to individual requests.

The Association does not operate as a concierge or on-call service. Accordingly, owners should not expect immediate responses to non-emergency inquiries.

All inquiries are addressed in the order received and based on priority, urgency, and the nature of the issue. Matters requiring Board review may also need to be discussed at a scheduled Board meeting or referred to management or professional service providers.

While the Board makes every reasonable effort to respond in a timely manner, response times may vary, particularly outside of regular business hours, on weekends, or during holidays.

Emergency situations involving immediate threats to life, safety, or property should be directed to appropriate emergency services mentioned above, as applicable.