

Rules for Property Managers Managing Units at Coakley Bay Condominiums

December 20, 2023 revision

All links referenced in this document can be found at https://coakleybay.org/property_managers.html

All communication should be done via email to the office manager at Officemanager@coakleybay.org, unless it is an emergency, then a phone call (340-773-9600) or in-person trip to the office would be appropriate.

Please see the link for Coakley Bay's "**Rules and Regulations**".

Please see the link for Coakley Bay's "**Renter Rules**", which must be posted or in a binder in the units.

Please see the link for Coakley Bay's "**Occupancy Questionnaire**", which the Property Manager must complete for each rental.

Rules for managing any unit at Coakley Bay:

1. **Annual Registration and Fee:** Any property manager who desires to manage a unit at Coakley Bay must register annually, pay the annual fee and are required to submit their up-to-date business license with the application to Officemanager@coakleybay.org. When you get a new business license, please email in the new one so our files are always up to date. Each individual property manager must pay a \$200.00 administrative fee at the time of registration to be considered for approval for the year. This fee is per individual and not per company. If you co-manage with someone else they should also apply to be able to manage here. Once approved, you are placed on our approved property manager list for that year. This is shared with owners and prospective buyers at Coakley Bay via our website. Please see the link for Coakley Bay's "**Approved Property Managers**". If you are denied approval during the annual renewal period due to repeated past issues of noncompliance or lack of adherence to the rules and regulations, your application fee will be refunded back to you and you will be notified of your denial. Coakley Bay board is a part of this decision, and the board's decision is final. If your approval is rescinded for any reason during the year, the application fee will not be refunded. The application can be found at the link for "**Property Manager Application Form**".
2. **Rental Procedures for Short Term Rentals:** Please see the link for Coakley Bay's "**Occupancy Questionnaire**". Property Manager must complete an Occupancy Questionnaire for each rental. The form must include all occupants in the unit and their contact information. We may have issues such as parking, noise complaints, emergency repairs that may require us to contact the renters or enter the unit. We may disrupt guests in a unit if we are unaware of occupancy. If guests call local law enforcement or medical personnel, we may not be able to direct them to the correct place if we do not have the occupancy

information. This can become a safety issue. This form should be completed by the Property Manager, NOT THE GUEST. Many times, when guests complete the form, it is incomplete or illegible. If this form is not emailed in by the manager or done correctly, it will fall on the property manager and we will log this as a noncompliance issue. The office must receive the occupancy form a minimum of 24 hours before check-in. Please send the Occupancy Questionnaire via email to Officemanager@coakleybay.org. You will receive a reply that will let you know the office has received this. If you do not receive a reply, that means it has not been received and you should follow up with a phone call to ensure it was received. **The office staff should not be handed this document personally. It should always be emailed.**

3. **Rental Procedure for Long Term Rentals (6 months or more):** For long term rentals of 6 months or more, send the occupancy form and a copy of the lease showing the dates of the lease and all occupants. Redaction of the rent amount is allowed. Long-term renters have different privileges such as parking and mail which we need to be aware of. We need to know what units are occupied and who is here on our property at any given time in case of emergency.
4. **Water and Septic Issues:** Please see the links for “**Water Saving Tips**” and “**Septic System Guidelines**”. Chemicals, such as bleach and ammonia, wreak havoc on our wastewater treatment plant. Historically, when we have had a higher percentage of renters, our gray water system reflects an abundance of toxic chemicals and other items like food, grease, feminine products, excessive toilet paper or other items which should never be flushed or put down the sink drains. Even if it says flushable, do not flush it. Only human waste and toilet paper should be flushed. Garbage disposals also pose an issue and should not be used if possible. Gray water (which is used for toilets) that has been exposed to bleach, ammonia, too much food waste or other items, can develop an odor or can be discolored. This is why the toilets get brown. We treat the water in our holding tanks before it comes back into the units and these chemicals can cause our wastewater to be off balance. **Your cleaning staff should also be advised of the chemicals that are NOT safe to use in the units, including in laundry, sinks or showers.** If you need to use bleach for laundry, please only use the laundry rooms below A Building, E Building and J Building which are on a different system and can handle bleach usage. Please see the link to “**Septic System Guidelines**” to see what chemicals are safe to use, or contact the office. This is a very costly issue for Coakley Bay, and we are trying to avoid charging any additional fees for owners who rent, but we must work together to mitigate this issue. We encourage signs to be posted near each toilet with a reminder that nothing but tissue is to be flushed and by the washer/dryer to remind not to use bleach. Etsy has some more decorative type signs so you can get something that goes with the décor.
5. **Trash Disposal:** All trash is to be bagged and tied shut, then placed in the trash bins with the lids. **All trash must be in a bag.** There is to be nothing left outside the bins at all. If it doesn't fit in a bag, then it needs to be taken to the Cotton Valley garbage station. Please remind guests to take trash out at departure and to never leave trash sitting outside of the unit. Trash odor may cause rodents to try to gain access to the unit by any means possible. This will help deter rodents

from wanting to gain entrance into a unit. If we must have additional services performed by our exterminators for rodent control in addition to our normal monthly service, the additional cost will be charged to the owner.

6. **Mail Delivery:** Mail here at Coakley Bay is not scheduled and our office staff is not responsible for delivery of mail in any capacity. If a guest or renter is having mail delivered and it is not labeled with the unit information, the postal worker will not deliver that article and it will be sent back due to an incomplete address. Guests or tenants receiving mail should not ask our staff for packages. The Property Manager is responsible for informing the guest/ tenant on how packages are accessed. This causes numerous disruptions of our staff. Our staff is not responsible for packages in any way. They are not kept in the back office so if a package says delivered and it is not in the closet, the guest/tenant needs to contact the Richmond Post Office for information. Any mail delivered into the owner's mailbox can only be accessed with the key given to them by the owner of the rental unit. Neither Coakley Bay staff nor the Postal Worker can provide access. This is Federal Law and Coakley Bay Policy. The owner must provide the tenant or guest with access. Any packages here in our closet after a guest is no longer on property will be given to the postal service for return to sender. The office will not forward it to anyone.
7. **Contact with Office:** Contact between the office and the guests or tenants should be minimal. Please see the link for "**Renter Rules**". We mandate that they are posted in the units or in a binder for your guests or tenants with instructions to read them and ensure adherence. This posting will be verified by Coakley Bay Association Management for compliance. Lack thereof will result in a fine to the owner and a deficiency against the Property Managers record. This will ensure the guests/tenants have a better understanding of the owner's responsibilities which fall on you as the Property Manager who is acting as the owner's representative. Please remind all guests that they are to contact the property manager, not the office, for any issues with items in the unit such as TV, fans, air conditioners, remote controls, etc. Please ensure that the property manager's contact information is clearly posted for guests. Communication with the office should be limited to emergencies only.
8. **Parking Passes/Pool Cards:** Parking passes and pool cards are the owner's property and if a replacement is needed, a request must be emailed to our office. A replacement will not be issued without the approval of the owner.
9. **Unit Keys:** Our office has keys to all units for emergency reasons only. These are not to be used as a check-in process for rentals. Please ensure you provide guests, cleaning personnel, contractors, and other vendors with access to lockboxes or keys without disrupting the office.
10. **Emotional Support Animals (ESA):** Renters are not allowed to have pets, however this exception can be made on a case-by-case basis for ESAs (emotional support animals). If a rental includes an ESA, you must submit the certificate and request for an animal to be allowed in advance for approval. Our Board and General Counsel must ensure we do not go against our insurance policy and that the ESAs are properly registered. The animal owners may be

required to have special insurance coverage while on property and may be subjected to limitations. Any Property Manager with an unapproved animal as part of a rental can be suspended or removed from managing at Coakley Bay. If the ESA is approved to be on property, please ensure that the renter knows the rules regarding having a pet on site. All dog waste must be picked up, bagged, and disposed of in the small turquoise cans (not in the large cans). The dog must be on a leash whenever they are out of the unit. No dogs are allowed at the pool or in the office lobby.

11. **Taxi Service:** Please remind all guests that we do not manage requests for taxi service, tours, restaurants, or similar items. We have some information on the table in our lobby as a courtesy, but we do not have relationships with the vendors nor are we responsible for any issues arising from a vendor.
12. **Persons Covering for a Property Manager:** If any Property Manager is off-island and has someone else covering for them, they should alert the office with the covering person's name, phone number and dates they are covering in case we need to contact someone for an emergency.

Adherence to these rules is imperative. We would like our owners and renters to enjoy Coakley Bay and its many amenities. Our board will be closely monitoring the noncompliance of our Property Managers. Every email that is sent to a property manager by our office staff for noncompliance will now be logged and consulted during the annual approval process.

The disregard of our Rules and Regulations is becoming more frequent and it is impacting all owners, even those who do not rent! Keeping our HOA costs down requires everyone to work together for the good of Coakley Bay as a whole.

If you have any questions, please feel free to contact our office by email. Please initial each page at the bottom and sign the last page. Please return the signed acknowledgment of these rules the application to Officemanager@coakleybay.org and drop the fee off in person.

By signing below, you acknowledge the rules and regulations of Coakley Bay Condominiums and accept any repercussions due to either your actions or inactions on these matters. Coakley Bay reserves the right to amend this document and will provide an update if needed.

Property Manager's Printed Name: _____

Signature: _____ **Date:** _____