



Phone: 847-991-6000 Fax 847-991-6122  
Web: [www.rowellmanagement.com](http://www.rowellmanagement.com)  
Email: [staff@rowellmanagement.com](mailto:staff@rowellmanagement.com)  
2587 Millennium Drive Suite H  
Elgin, IL 60124

Date: October 5, 2016

Dear Manors of Oak Knoll Homeowner,

The Annual Meeting of the Membership is fast approaching, and we are requesting nominations to prepare the formal annual meeting notice.

The purpose of the annual meeting will be to elect two positions, each for two year terms. Remaining on the board this year will be Larry Friedlander, Jim Stewart and Don Nordtvedt.

Please consider placing your name in nomination or convincing a qualified neighbor to do so. Your confidence in our services is important to us.

**ROWELL INCORPORATED**  
The Management Team for Manors of Oak Knoll

**NOMINATION FORM**  
**(PLEASE PRINT OR TYPE)**

I, hereby submit my name in consideration for nomination to the Board of Directors of Manors of Oak Knoll, for placement on the election ballot for the Annual Meeting to be held as follows: November 28, 2016. I am a member in good standing of the Association; member in good standing being defined as a homeowner of record, current in assessment payments, and all other payments, and not in violation of existing Rules and Regulations. I agree and understand that this information is for the sole use of the Association.

**SECTION A: INFORMATION**

NAME \_\_\_\_\_ HOME PHONE \_\_\_\_\_  
ADDRESS \_\_\_\_\_ WORK PHONE \_\_\_\_\_

**SECTION B: QUALIFICATIONS** (Include all information such as personal and/or job related experience that would be an asset to the Board of Directors, your community or committee involvement, education, etc.)

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over for remainder of application

SECTION C: POLICIES (Include statements which you feel should be considered by your fellow homeowners in making their decision.)

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I am willing to serve as a Board Member to the Manors of Oak Knoll. My signature below certifies that I am the titleholder of the unit indicated above.

Candidate's Signature \_\_\_\_\_

Date \_\_\_\_\_

PLEASE RETURN TO ROWELL INCORPORATED **NO LATER THAN** October 24, 2016!  
You may return this application by mail, by fax (847)991-6122 or by E-Mail to  
staff@rowellmanagement.com.

# MANORS OF OAK KNOLL – 2016 FALL/WINTER NEWSLETTER



2587 Millennium Dr, Ste H Elgin, IL 60124  
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## INSIDE THIS ISSUE:

- ❖ Helpful Winter Tips (Pages 1 thru 3)
- ❖ Parking & Snow Removal (Page 4 & 5)
- ❖ Tips for Communicating with Our Office (Page 6)
- ❖ Assessment Payments & Rowell's Hours (Page 7)

## Managing Agent

- Kimberly Sutherland  
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## Assistant Managing Agent

- Alyssa Gurke  
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**1** Please remove all hoses that are connected to outside water spigots. Leaving a hose hooked up is inviting the possibility of a pipe burst, with possible interior damages. Anyone leaving a hose connected to a spigot will be held responsible for any resultant damages.

**2** During below zero temperatures, remember to keep the cabinet doors open to allow warm air to keep water pipes from freezing. Keep water trickling out of each faucet as moving water is less likely to freeze. This should be done only when you are at home. Be sure that all storm doors and windows are shut tightly to keep air from entering the unit: plastic coverings may be used on the interior of windows only - no exterior plastic is permitted.

**3** Please keep front doors securely closed. This is important for safety as well as protection of the pipes. Please do NOT warm your car in the garage during cold weather as carbon monoxide fumes could present a serious danger.

**4** SHOULD A PIPE BURST OCCUR, TURN OFF THE MAIN WATER LINE TO MINIMIZE DAMAGES AND PLEASE CALL ROWELL IMMEDIATELY AT 847-991-6000, 24 HOURS A DAY. The water shut off is usually located near your hot water tank and is a valve, which will shut off water in your unit. Should it be necessary to shut-off water to the entire building, the main water shut-off is located in one of the end "A" units in your building.

**5** Owners of rental units: Be sure that this information is passed onto your renters, as you are responsible for the transmittal of information from the Association. Please make sure that we have current lease information on file in our office, as mandated by Illinois law.

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## ORDER OF OPERATION AFTER A SNOWFALL

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*It is always intended that the main streets be plowed first after a 2" snowfall. Driveways are plowed, provided that vehicles are not parked in them or directly next door to them. Your car should be moved from your driveway within 12 hours following a snowfall, so, if it snows in the evening, your car should be moved by the next morning. Should the contractor need to hand shovel the drive due to your vehicle being parked there, the cost of the hand shoveling will be billed back to your account. This occurs only after a complaint from a neighbor. We do not automatically hand shovel. This is your only warning. Although the plows will plow as close to the garage door as possible, there may be unplowed snow in this area.*

- Blown or drifted snow is plowed, as needed.

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*Remember that at all times during a snowfall, streets are the top priority! Parking on the street that obstructs plows or emergency vehicles is prohibited!*

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## SNOW CONTRACT INFORMATION

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*The Association is contracted with Best Lawns this year, with specific instructions, including the fact that plowing does not occur until after a 2" snowfall, and chemicals may be spread only with specific instructions from Management and the Board to do so.*

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## DAMAGE?

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*Please report any damages that may occur from the plows immediately by calling (847) 991-6000 and then following up in writing to our office!*

**Rental Units – Did you know?**

The Village of Streamwood has adopted a Crime Free Housing Initiative Program. Effective January 1, 2017, any unit owner wishing to rent their property in 2017 and moving forward must complete an approved Crime Free Housing Training Seminar and provide proof thereof to the Village. If you are currently renting your unit and have questions regarding the Village’s new program or need to get certified, please contact Carol Dykstra at 630-7369-3710 or Commander Daryl Syre at 630-736-3784. Remember, the Association also requires a current copy of your residential lease and lease rider on file with the association as well.

UPSTAIRS UNITS: Please take the time to do preventive maintenance on your appliances to avoid problems to your downstairs neighbors. Please supply your downstairs neighbors with your emergency phone numbers! Please keep in mind that you are responsible to correct all damages that may occur from a leak, or to make arrangements with your downstairs neighbor to repair any resultant damages. Do not defer maintenance on your appliances, furnace, air conditioner, as you can be found negligent for leaks resulting from deferred maintenance. The Association’s policy if there is a unit to unit leak is as follows: If a unit to unit leak does occur, first the downstairs owner will need to speak with their neighbor upstairs advising them of the problem. The upstairs unit owners’ pipes are in the floor between the two units. The upstairs unit owner is responsible to have the cause of the leak repaired. Then the upstairs unit owner is responsible for any repairs needed in the downstairs unit, which are from the unit-to-unit leak, or responsible for the deductible of the downstairs’ owner’s insurance policy. Unit owners, depending upon the severity of the issue, may need to file their own insurance claim.



Seasonal decorations may not be affixed to the building or landscaping in way that may cause damage. Please use common sense when decorating for the holidays. Decorations may not be display more than 30 days prior to the holiday, and must be removed within 30 days following the holiday.

**6** WHAT DO YOU DO IF YOUR ROOF LEAKS OR WATER IS ENTERING YOUR HOME FROM AN ADJOINING PROPERTY? First, if the ceiling is sagging, punch a small hole in it with a cake tester or Phillips head screwdriver and put a bucket under it to allow the water to drain, then call Rowell. This allows for the water to drain and minimizes any drywall damage. We will issue a work order to the roofer to inspect and repair the roof. This should be completed within 10 working days, weather permitting. If there is snow and ice on the roof, the roofer cannot access the roof until the snow and ice have melted off the roof. Once the roof has been repaired, please wait for it to snow/rain again...if you see no further leaking, please contact us again for a work order to be issued to repair your damaged dry wall. The Association will complete the repairs to the dry wall through the first coat of paint, which is primer. Please report any blocked gutters or downspouts AFTER the month of November.

**7** Ice melting agents are only used when there is an association wide problem. Homeowners are expected to provide their own ice melting agents for icy conditions.

**8** All storm drains and fire hydrants are to be kept open and accessible at the time of the final clearing after each snowfall. If you see a fire hydrant or storm drain which is blocked, please advise Rowell, Inc. We will then advise the contractor who will clean the snow off of the storm drain and/or fire hydrant.

**9** PLEASE HAVE YOUR FURNACE CHECKED AND CLEANED EVERY YEAR. Please be sure that the contractor checks the flue for any obstructions to prevent carbon monoxide back up.

**10** IF YOUR HOME WILL BE VACANT FOR ANY PORTION OF THE WINTER SEASON, please leave your heat ON at normal levels. Please leave detailed information with a neighbor and also inform Rowell, Inc. if you will be gone for an extended period of time. Please provide us with an emergency phone number while you will be out of town. Please do not leave the water running while you are out of town; not even a trickle.



**11** Please remember that constant activity by using your garage door, as your front door can be disturbing to your neighbors living above the garages. In addition, warming your vehicle in the garage can be harmful due to toxic fumes. Please remember to keep garage doors closed at all times, when not in use.

**12** Do not leave packages and/or newspapers on the driveways or by the front door. It makes the unit appear unoccupied.

**13** All residents need to remember to please be neighborly – sounds carry both down and up, and do affect your neighbors.

**14** Please remember that even in winter you must clean up after your pet immediately when walked. All pets must be leashed at all times when outdoors, per your Rules and a Village of Streamwood ordinance.

**15** Garage doors must be closed at all times. As in the past, this is a serious violation that will result in immediate fining. The pipes for your building will freeze and may burst if the garage doors are left open. If a pipe does freeze or burst after leaving your garage door open, the cost for repairs will be billed back to your account. Should a pipe burst, the repair charges could cost thousands of dollars. Your cooperation is vital and appreciated. This is occurring more often lately – please keep doors closed.

**16** Please remember to watch your speed on our streets – there are many children, dogs and pedestrians in the area. We encourage you to contact the police if you find drivers in violation of our speed limit.

**PARKING:** ANY RESIDENT may use the offset parking, as it is to be shared by both guests and homeowners. Because it can be limited in some locations, we ask that all owners use their garage and driveway first, before parking in the offset parking areas. While parking is allowed on some access driveways, we ask that if you park in this location you be courteous to your neighbors and be certain not to block any driveways.



**ANTENNAS:** Please remember that antennas that are currently installed in some attics on the property are used for the entire building; homeowners should not be removing them. At the September 28, 2015 Board of Directors Meeting, the Board decided to no longer maintain, repair or replace antennas. The antennas will remain in each building, so if an owner is still using the antenna, service will not change. However, as most unit owners use some other method of television, it was decided it was no longer cost effective to maintain these antennas.



**GRILLING REMINDERS:** We recently have had some complaints regarding grills being used on the property. We want to remind everyone that pursuant to Page 16, Section PF-02 of the Rules indicates that gas & charcoal grills shall not be placed or operated within ten (10) feet of any wood balcony or building structure. Grilling should only be confined to driveways or grassy areas off a unit's patio, so long as the appropriate distance is observed. If you are on a second floor unit, we ask that you take the necessary steps to move your grill to the appropriate location pursuant to the Rules. We will begin inspecting for these violations. Thank you for your cooperation.



**IMPORTANT SNOW PLOWING FACTS:**

The plows are not contracted to plow until after a 2" snowfall has accumulated. Any snowfalls under 2" will not be cleared.

If by late afternoon on a snow day, it appears that your street or driveway has been missed, please call our office and leave your name, address and specific complaint. Please do not call with this complaint if the snow has not stopped falling!!! If none of the driveways in your area have been cleared, the contractor has probably not missed you, but simply has not reached you as yet. If blizzard conditions occur, please understand that it will take longer to clear areas. The Association's contract is specific in the number of vehicles and manpower that are required to be on the property during all snowfall operations. These specifications are the same in blizzard conditions, and your patience in awaiting completion is appreciated.

ICE BUILD-UP on driveways and sidewalk/stoops will be a problem on some buildings depending upon the exposure to the sun. Please do NOT use salt on your sidewalk or stoop. Use either potassium or calcium chloride, as these chemicals cause the least amount of damage to the concrete and surrounding vegetation, and will melt the ice at lower temperatures than rock salt. There will be conditions when the temperature will be below the effectiveness level of the ice melting agents or when there is continual thawing and freezing. These conditions will cause ice on walks, stoops and driveways. We encourage you to exercise caution when driving and walking when these conditions exist! We also suggest that you to purchase your own bag of chemicals for use as you see fit - Association icing prices can then be kept to a minimum. Automatic deicing does not occur - we ask that you please call our office if you are experiencing a problem and need to request deicing. Ice melting agents are used on an as-needed basis; please call our office if you are experiencing a problem and we can have salt dropped off for you. The Association will not automatically be treated unless an association-wide problem is immediately evident.

Again this season, Best Lawns will be using de-icing agents on Tyler, Taylor, Taft, Adams, Coolidge, Hoover, Truman and Polk Courts, and the cul de sac of Streamwood Blvd. in front of building #749-717. Use will be only once after each contracted plowing occurrence.



*Please keep your vehicles in your assigned parking spaces (garage and driveway) so that the streets can be cleared first. The Village of Streamwood will enforce snow route signs, if applicable. Please do not park on the street after a two-inch or greater snowfall until plowing is completed. Vehicles parked in violation will be ticketed and/or towed. It is important to remember that streets are the first priority, and the driveways and guest parking are second. The Association has always contracted for a free clean up of the driveways, the day after a snowfall, for cars that could not be moved. Please allow the Village to clean the streets before moving your car into the street.*

*Certain areas are affected by drifting snow. These conditions are difficult to monitor, so please call our office if this is a problem in your area.*

*In the event of large or dangerous accumulations of snow, the contractor has equipment available for excavation of the snow; however this is at an additional cost and can be done ONLY upon authorization of the Board of Directors.*

*NOTE: Garbage pickup day is Tuesday, as well as recycling. Please remember to place your trash and recycling containers at the curb to avoid any interference with snow plowing efforts and the trash may not be placed outdoors for pickup earlier than dusk the night before pickup. All trash and recycling containers then must be stored in your garage the same day as pickup.*



#### SNOW REALITY:

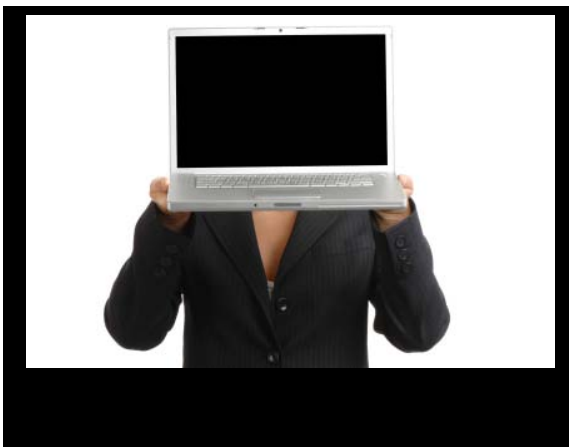
- ❖ The two most common areas for slip and falls are near the mailbox and on driveways. Please be extra cautious when walking in these areas.
- ❖ Accidents are least often to happen when there is a big storm. Everyone is more mentally prepared for the bad conditions, dressed appropriately, and limits their travel times. Please take the same caution when there is a lighter snow.
- ❖ When ice melts, water drips off the gutter and roof, so use caution when walking in these areas.
- ❖ Large piles of snow may cause sight obstruction, so proceed carefully when driving around them.

**Website:** We recommend that you check-out our website at [www.rowellmanagement.com](http://www.rowellmanagement.com). We believe you'll find this site extremely helpful in answering many of your questions. Questions? Concerns? Complaint? Need a work order issued? You can accomplish all of these things through the website! This site also provides you with the contact name and email address for your property, so you can contact the Assistant Managing Agent directly via email.

**In writing:** Frequently, homeowners become frustrated with our request to "put things in writing". It is, however, a way for us to generate a paper trail, and be sure that your request is funneled through the proper channels. It is required when you have a violation to report, but also important for routine work requests. With the advent of email, however, the paper trail is really electronic so send us a quick note through email! You can use the links available on our website, email us at [staff@rowellmanagement.com](mailto:staff@rowellmanagement.com) or fax us at 847-991-6122.

**Phone Calls:** Please do not be frustrated if you are transferred to voice mail to leave a message, or if you reach our voicemail system when you call our offices. We have updated our automated voice mail system. You can press pound to dial by name, or you can press 2, and then 1 for the company directory. We take thorough notes, and can follow up on requests directly from your detailed voice mail message, without the need to speak with you directly. If, however, you would like a return call, please let us know on your message. This will reduce frustration later, if the assistant has made an incorrect assumption.

<p><b>Managing Agent</b></p> <ul style="list-style-type: none"> <li>➤ Kimberly Sutherland 847-991-6000 <a href="mailto:kimberly@rowellmanagement.com">kimberly@rowellmanagement.com</a></li> </ul> <p><b>Assistant Managing Agent</b></p> <ul style="list-style-type: none"> <li>➤ Alyssa Gurke 847-930-6754 <a href="mailto:alyssa@rowellmanagement.com">alyssa@rowellmanagement.com</a></li> </ul>	<p><b>Accounts Receivable</b></p> <ul style="list-style-type: none"> <li>➤ Aaron Kropp 847-930-6751 <a href="mailto:aaron@rowellmanagement.com">aaron@rowellmanagement.com</a></li> <li>➤ Brenda Barsic 847-930-6764 <a href="mailto:brendab@rowellmanagement.com">brendab@rowellmanagement.com</a></li> </ul>
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**Anonymity:** When contacting our office concerning a problem you may be having with another resident, please remember that you must put your complaint in writing, and the letter must be signed. If we have a question about the complaint, which we often do, we are unable to follow up when the letter is unsigned. Similarly, if you leave an anonymous voice mail message and if we have a question, we are unable to follow up. As a result, our office and your community's policy is that we will not respond to unsigned correspondence or anonymous messages. We must know who is reporting a complaint or a work order in order to properly act upon it. We will not reveal the source of a complaint - your name will not be revealed without your consent.





**IMPORTANT PAYMENT INFORMATION:**

*Payments received in our office after 5:00 p.m. on the late date, will incur a late charge.*

**AUTOMATIC WITHDRAWAL OF YOUR MONTHLY ASSESSMENT:** *If you have already signed up for this service through Rowell, remember that any additional amounts, other than your monthly assessment, require your request for us to withdraw that additional amount, or a separate check. If you have NOT signed up for this service, you can obtain the required form on our website or contact our office and we will happily send one to you. We are able to automatically withdraw your monthly assessment from your checking account, regardless of where you bank, and you won't have to remember to write a check each month!!! It's a great time-saver.*

*REMINDER: Any change of address requests for billing and/or mailings, must be sent separately from other correspondence, and must be submitted in writing.*

*During the holiday season and throughout the year, may we all have patience and consideration for our neighbors and for all those who live in our community.*

*The Staff at Rowell Incorporated would like to wish you a Safe and Happy Holiday Season and a Peaceful New Year!*

*Don't forget to visit our Website and Homeowner Web Portal!*

[www.rowellmanagement.com](http://www.rowellmanagement.com)



*Rowell's office hours are 8:00 a.m. to 5:00 p.m., Monday through Thursday and 8:00 a.m. to 4:30 p.m. on Friday. Our phones are answered from 9:00 a.m. to Noon, and 12:30pm to 4:30 p.m. each day. We have a 24-hour answering service where you can leave a voice mail message or have an Agent paged by a live operator. You are always welcome to leave a voice mail message, even if it is not an emergency. The office does occasionally put the phones on this service during the workday and we assure you that you will receive a call back, unless it is the weekend or a holiday. The paging service, using the live operator, is intended for emergencies only! However, the voice mail is always there for your convenience. It is always better to call and ask questions than to allow a hazardous situation to continue. We are more than happy to assist you in any way that we can. Please call if you are unsure about anything pertaining to the Association or winter problems.*



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October 2016

Manors of Oak Knoll Condominium Association

## **October and November Meeting Location Changes**

Due to scheduling conflicts, the Board of Directors has had to move the location of their October and November meetings.

The meetings for October and November 2016  
will be held as follows:

October 24, 2016	November 28, 2016
7:00PM	7:00PM
Streamwood Police Department (Community Room)	
401 E. Irving Park Road, Streamwood, IL 60107	

We look forward to seeing you at the meetings!

Your confidence in our services is important to us.

Rowell, Inc. AAMC®  
The Management Team for Manors of Oak Knoll  
Condominium Association