



Fairlington Villages,
A Condominium Association

OFFICE MANAGER REPORT JANUARY 2021

MANAGEMENT OFFICE

As it was reported before, the Management Office continues to be open to residents with the following restrictions in accordance with CDC guidelines:

- Only one resident is allowed in the office at a time
 - We ask that residents call when they are at the front door. If there are no other residents in the Office, we will let the resident in. If a resident is already in the office, we will ask that the other resident wait outside until the first resident has finished their business.
- All residents and administrative staff must wear masks.
- The front desk is disinfected after each resident's visit
- Pens are available to residents so they may take them with them if they need to use one. If they do not want to take the pen, the pen is disinfected.

We have had 354 individual visits to the Office between 12/29/20 and 1/21/21.

PARKING DECALS

As of January 25, Management has given out 1,690 decals. At this time last year we had given out over 2,000 decals.

COVID RELATED CLEANING PRODUCTS

Sanitizing stations and no-touch thermometers have been purchased in anticipation of the Pool Season.

ASSOCIATION WEBSITE

The new website is scheduled to be launched on Friday, January 29.

JANUARY BOARD BOOK

Erin prepared New Business A, New Business B, New Business F, New Business G, New Business H, New Business I, New Business J, this report and the Committee Report for the January Board Book. Marcus compiled the Patrol Officer's Report that is attached to the Operations Manager's Report. Erin will organize and compile the January Board Book into an electronic file that will be distributed via email. Victoria and Marcus will assemble the hard copy binder that will be hand delivered.

OFFICE ADMINISTRATOR 1

This month, Victoria completed 9 condo questionnaires, 5 Resale Disclosures and 6 Dues Requests. She processed the monthly water bills, 9 settlements, 3 batches of Accounts Receivable checks (a total of 11 checks) and 23 assessment checks. She also created 14 Social Media Posts.

OFFICE ADMINISTRATOR 2

This month, Marcus sent 9 violation letters and monitored the Patrol's Report daily. He finished assisting Mark on the survey of all the trees within back patios on the property. He created a spread sheet which will be used to coordinate the removal/pruning of trees as needed for the new fence installations.

OVERVIEW

In the month of January, the Management Office sent over 300 emails, answered over 500 phone calls, processed 147 Work Orders/TownSq Requests, closed 163 Work Orders, registered 6 New Residents and uploaded over 17 invoices.

Respectfully submitted,

Erin Moran, CMCA
Office Manager

January 25, 2021