



Fairlington Villages,
A Condominium Association

OFFICE MANAGER REPORT February 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 90 individual visits to the Office between 1/21/21 and 2/19/21.

COVID RELATED CLEANING PRODUCTS

The Management Office continues to have a strong supply of disinfectants, hand sanitizer and masks.

ASSOCIATION WEBSITE

The new website was launched on Friday, January 29.

ANNUAL MEETING MAILING

All units were mailed information on the Annual Meeting and the Election by February 23, 2021. Half of the materials were printed in the office and half were printed at Staples. The cost for the printing at Staples was \$938.26. The cost of postage for the mailing was \$2,065.85. The stuffing of the materials was done by Marcus, Victoria, Oneyda and Erin. This process took approximately 20 hours.

MARCH BOARD BOOK

Erin prepared New Business A, New Business B, New Business C, this report and the Committee Report for the March Board Book. Marcus compiled the Patrol Officer's Report that is attached to the Operations Manager's Report. Erin will organize and compile the March 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 18 condo questionnaires, 9 Resale Disclosures and 7 Dues Requests. She processed the monthly water bills, 7 settlements, 3 batches of Accounts Receivable checks (a total of 11 checks) and 27 assessment checks. She also created 25 Social Media Posts.

OFFICE ADMINISTRATOR 2

This month, Marcus sent 8 violation letters and monitored the Patrol's Report daily. He has been working with Legum & Norman to streamline and digitize the covenant violation process.

OVERVIEW

In the month of February the Management Office sent over 400 emails, answered over 450 phone calls, processed 225 Work Orders/TownSq Requests, closed 179 Work Orders and registered 3 New Residents.

Respectfully submitted,

Erin Moran, CMCA
Office Manager

January 25, 2021