



Fairlington Villages,  
A Condominium Association

OFFICE MANAGER REPORT MARCH 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 151 individual visits to the Office between 2/19/21 and 3/24/21.

COVID RELATED CLEANING PRODUCTS

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

2021 POOL SEASON

The 2021 pool stickers have been ordered and should arrive soon.

ANNUAL MEETING

Quorum was met on March 26. Erin assisted the Election Panel verifying ballots at three of their meetings.

APRIL BOARD BOOK

Erin prepared New Business A, New Business B, New Business C, New Business D, this report and the Committee Report for the April Board Book. Marcus compiled the Patrol Officer's Report that is attached to the Operations Manager's Report. Erin will organize and compile the April 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 11 condo questionnaires, 23 Resale Disclosures and 12 Dues Requests. She processed the monthly water bills, 13 settlements, 2 batches of Accounts Receivable checks (a total of 12 checks) and 25 assessment checks. She also created 12 Social Media Posts.

## OFFICE ADMINISTRATOR 2

This month, Marcus sent 22 violation letters and monitored the Patrol's Report daily.

## OVERVIEW

In the month of March the Management Office sent over 550 emails, answered over 550 phone calls, processed 161 Work Orders/TownSq Requests, closed 190 Work Orders and registered 11 New Residents.

Respectfully submitted,

Erin Moran, CMCA  
Office Manager

March 26, 2021