

# Kendrick Property Management

2 Bay Rd, Suite 100, Hadley, MA 01035

PO Box 3220, Amherst, MA 01004

Bus. (413) 253-0285 Fax. (413) 253-2383

[kpm@kendrickmanagement.com](mailto:kpm@kendrickmanagement.com)

Dear New Owner,

Congratulations on your purchase of a condominium, welcome to Coachlight Condominiums! We hope you will find many years of enjoyment with your new home and investment.

Kendrick Property Management (KPM) is providing property management services to the Coachlight Condominium Association.

Please remember that your monthly condominium fee is due on or before the 1st of each month. A late fee of \$30.00 will be incurred on any payment 30 days late. Please verify your current monthly condominium fee with KPM if you do not know the amount.

Please make all payments payable to: Coachlight Condominiums and indicate your unit number on the check. You may either mail your payment to KPM at PO Box 3220 Amherst, MA 01004 or drop it off at the office at 2 bay Rd, Suite 100, Hadley, MA. We have an after-hours drop box located outside the entrance to our office.

Invoices are issued each month if a balance is owed. Please let KPM know if you wish to receive your invoice by mail, email, or if a monthly invoice is not necessary for you.

The KPM office is located at 2 Bay Rd, Suite 100 Hadley. The office hours are Monday – Friday from 8:30 to 4:30. KPM can be reached at 413-253-0285 or [kpm@kendrickmanagement.com](mailto:kpm@kendrickmanagement.com) for fastest response. In the case of emergency after hours, please call 413-585-1285. An emergency is a threat to life or property including burst pipes, severe flooding or roof leaks. If needed, please call 911 before calling our after-hours service.

Please complete in full and return the **Owner Information Sheet** to KPM as soon as possible. If you have a pet, please include a copy of their immunization records and a photo.

We hope this letter and additional information sheets are helpful to you, and we encourage you to contact us for any assistance you may need.

Sincerely,

The Team at Kendrick Property Management

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## Payment of Condo Fees:

Condominium Fees are due the first of each month. Options for payments are:

**Payments made payable to: Coachlight Condominiums**

Considered late on the 5<sup>th</sup> of the month.

1. Check & Mail or use your Bank's Online bill pay service:

**Coachlight Condominiums**  
c/o **Kendrick Property Management**  
**PO Box 3220**  
**Amherst, MA 01004**

2. Check & hand deliver to our office or drop use the afterhours drop box by the office entrance 24/7.

**Coachlight Condominiums**  
c/o **Kendrick Property Management**  
**2 Bay Rd, Ste 100**  
**Hadley, MA 01035**

Please feel free to use your Bank's On-line bill pay service.

## Maintenance:

Our maintenance staff is on-call 24 hours to handle all your emergency needs.

Please contact the main office during normal business hours at 413-253-0285, 8:30am to 4:30pm Monday through Friday. Or email us your request at [kpm@kendrickmanagement.com](mailto:kpm@kendrickmanagement.com)

Emergency requests after 5:00pm and weekends, please call 413-585-1285 to reach a live agent.

# Coachlight Condominium

c/o Kendrick Property Management /PO Box 3220 Amherst, MA 01004 / 413-253-0285 / 413-253-2383 Fax

Please fill out and return to Kendrick Property Management

## RESIDENT REGISTRATION FORM / INFORMATION FACT SHEET

Unit Number \_\_\_\_\_

Owner's Name(s) \_\_\_\_\_

List All Occupant(s) \_\_\_\_\_

Owner's Mailing Address \_\_\_\_\_

Owner's Home Phone \_\_\_\_\_ Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Owner's Email Address \_\_\_\_\_

Owner's Emergency Contact Person and Telephone Number \_\_\_\_\_

Monthly Invoice: Not Needed \_\_\_\_\_ Mail \_\_\_\_\_ Email \_\_\_\_\_

### TENANT INFORMATION [if applicable, provide a copy of the lease along with this form]

Tenant's Name(s) \_\_\_\_\_

Tenant's Home Phone \_\_\_\_\_ Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Tenants' Email Address \_\_\_\_\_

### PET INFORMATION [for owner-occupants or tenants]

Cat \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_ lbs. \_\_\_\_\_

Dog\* \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_ lbs. \_\_\_\_\_ Town Reg. # \_\_\_\_\_

**\*Dogs are not allowed at the Condominium unless they are Service Animals. Please review Rules and Regulations. Copies of license and rabies certificate, as well as documentation of necessity must be provided.**

### VEHICLE INFORMATION [for owner-occupants or tenants]

1. Vehicle Model \_\_\_\_\_ Make \_\_\_\_\_ Year \_\_\_\_\_

Color \_\_\_\_\_ Plate # \_\_\_\_\_ State \_\_\_\_\_

2. Vehicle Model \_\_\_\_\_ Make \_\_\_\_\_ Year \_\_\_\_\_

Color \_\_\_\_\_ Plate # \_\_\_\_\_ State \_\_\_\_\_

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## Important Information about Coachlight Condominiums:

- Trash & Recycling:
  - The trash & recycling pickup day is on Thursdays.
- Laundry:
  - Shared coin-op laundry located in each building.
- Annual Meetings:
  - Annual meetings are held every October, with the specific date to be determined at each meeting for the following year. You will receive an annual meeting package one month prior to each meeting.
- Parking:
  - Vehicles must be parked in a parking space. No parking is allowed on the side of common entrances and driveways or along traffic islands within the lots.
  - All vehicles must be registered with the property management company (KPM).
  - Please see the attached document for the snow removal policy.
- Intercom System:
  - Once we receive your new owner or tenant information, we will update our intercom system with your contact name and number.
    - Only 1 phone number is able to be programmed per unit.
    - The guest will hit "call tenant" on the screen.
      - For a programmed cellphone: When the resident answers the call, they will press "9" and the door will unlock.
      - For a programmed landline: The resident will have a button inside their unit that they press to open the door.

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## Coachlight Condominium Pet Policy

*Purpose:* This policy is to assist in maintaining a pleasant and safe environment for the residents of Coachlight Condominiums and the health and safe management of the pets residing therein.

No dog may be kept at the condominium by any unit owner, tenant, resident or guest except as permitted in the Rules and Regulations as approved by the Board of Trustees. This prohibition does not apply to dogs residing in the condominium prior to July 1, 1997 subject to the following conditions:

- a. Prior to August 1, 1997 the owner must register the dog with the property manager, giving proof that the dog is properly licensed and inoculated;
- b. The dog may not be replaced in the event of its death or other disposition, or if it is absent from the condominium for more than sixty (60) days.

This prohibition does not apply to "Seeing-Eye" or other dogs which assist those with disabilities, subject to the following condition:

- a. Within thirty (30) days of becoming a resident, the owner must register the dog with the property manager, giving proof that the dog is properly licensed and inoculated, and is a legitimate helping dog.

No dog is permitted in any portion of the common areas unless carried or on a leash. The owner is responsible for removing any excrement that the dog leaves in the common areas.

Other than what is listed above dogs are not allowed at Coachlight.

Cats for owner(s) or tenants also must be registered with the property manager.

Adherence to this policy will be monitored!

*Thank you*  
*Kendrick Property Management*

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## COACHLIGHT CONDOMINIUM NOISE POLICY

Per the Rules and Regulations of Coachlight Condominium:

- No noxious or offensive activity shall be carried on in any unit, or in the common areas, nor shall anything be done therein, either willfully or negligently, which may be or become an annoyance or nuisance to other unit owners or occupants.
- No unit owner or occupant shall make or permit any disturbing noises by him/herself, his or her family, servants, employees, agents, visitors, and licensees, nor to permit anything by such persons that will interfere with the rights, comforts, or convenience of other unit owners or occupants.
- No unit owner or occupant shall play upon, or suffer to be played upon, any musical instrument or operate or suffer to be operated a sound system, television set, or radio in his or her unit at unreasonable hours or at unreasonable volumes that would disturb or annoy other occupants of the building.
- No unit owner or occupant shall conduct or permit to be conducted, vocal or instrumental practice, nor give or permit to be given vocal or instrumental instruction at any time.

Kendrick wants to be very clear of the rules of Coachlight Condominium regarding these types of complaints:

1. The first time the police respond to a noise complaint at a unit, the offenders will be issued a warning, which can result in a fine to the unit owner starting at \$50.00, which will roll over to the tenants (if applicable).
2. The second time the police respond a \$100.00 fine will be issued to the unit owner, which will roll over to the tenants (if applicable).
3. Third and subsequent police visits will result in a \$200.00 to the owner (which also will roll over to the tenants) and the owner will be required to start eviction proceedings against the tenants or the Association will file legal action.

This policy refers to a twelve (12) month period, beginning with the first offense.

**Please be considerate to your neighbors as everyone deserves a calm and safe living environment. Per the City of Northampton quiet time is from 10:00pm to 7:00am.**

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## **SNOW REMOVAL PROCEDURES**

During an impending or occurring snow and/or ice storm, please park all vehicles on the marsh side of the parking lot (dumpster side), so that the building side of the parking lot can be plowed/salted.

At the conclusion of the storm and after the building side of the parking lot has been cleared, vehicles are to be moved from the marsh side of the parking lot to the building side, in order for the marsh side of the parking lot to be plowed/salted.

### **THERE WILL BE NO DOOR-TO-DOOR KNOCKING OR PHONE CALLS!**

You need to move your vehicles before the contractor starts plowing so they are not delayed.

**PLEASE NOTE:** Should you leave town for an extended period of time, you could:

1. Leave a key with someone who will be responsible for moving your car (at your own risk)
2. Take your car or leave it elsewhere

### **VERY IMPORTANT**

The Association will not be responsible for accidents or injuries, due to failure to move your vehicle. Any damage or medical costs incurred due to owner's negligence will be the sole responsibility of the owner.

Thank you for your cooperation!

***Kendrick Property Management***