

Magnolia Falls Owners Email Blast
August 15, 2018

Some confusion has arisen regarding the procedures in place for our on-site management with FirstService and with the Magnolia Falls rent/leasing forms on the Falling Waters web site. In this communication, I will try to set forth the procedures for our on-site management, and to explain what I am doing to fix the problems with the rent/leasing forms.

First Service Procedures.

The FirstService on-site manager for Falling Waters is Mike Morrow. He is on-site on Mondays, Tuesdays and Wednesdays. Our agreement with First Service does not currently provide that he be available at the Clubhouse at any specified time or day. Mike is also the property manager for Amelia Lakes and Cascades. If an owner would like to meet with him about an issue, the owner should make an appointment by emailing him at Michael.morrow@fsresidential.com or phoning his office number at 239-257-6962 ext.3305. Please do not go to the Clubhouse and expect to see him without making an appointment.

If an owner has a problem which requires immediate attention the owner should call the FirstService Care Center Hotline at 1-866-378-1099. This service is an added benefit to Magnolia Falls owners and is available 24/7. I have used the Care Center Hotline myself and found it to be very helpful.

Rent/Leasing Forms.

In the transition from the old management company to FirstService, we have experienced some glitches. One of them has been the rental/purchase forms which prospective renters and buyers are asked to fill out. FirstService posted the forms on the Falling Waters web site. Sandcastle Management has adopted them as well. The problem is that there are some elements in the forms which conflict with our Declaration and with our past practice. In addition, some renters have found them too complicated to complete. I apologize to any owners who have experienced problems with prospective renters because of the rent/leasing forms.

I now have copies of the forms, and I will be modifying them in order to bring them into conformity with our Declaration and our past practice. I will then have FirstService post the corrected forms on the Falling Waters web site. This process may take a few days, so I ask for your patience. If, after the corrected forms have been posted, an owner believes problems still exist, please contact me, and I will look into the matter.

If you have any questions of me, please contact me at carolconnolly48@gmail.com.

Carol Connolly
President, Magnolia Falls Condominium Association