

Pines Edge Condominiums

Frequently Asked Questions and Guidance

General Information

- About condo living:
 - A condo association is a housing community where people agree to live by common guidelines. These guidelines are stated in the Condo Rules and Regulations, and additional information is outlined in this FAQ document.
 - You own your unit and are responsible for the maintenance and upkeep inside your unit.
 - The condo association through an elected board of property owners contracts with the property manager to manage the grounds and common areas.
- The current property manager is the [Hampshire Property Management Group](#) (HPMG)
 - Property Manager, Jon McGee: jon.mcgee@hpmgnoho.com 413-650-9438

Fees & Financials

- What are condo fees and what do they cover?
 - Each unit is assessed based on the size of the unit. Fees are collected by HPMG each month.
 - An annual review and adjustments are made based on the budget for the coming year and future maintenance based on the reserve study
 - Fees cover landscaping, plowing, property repairs, maintenance of walkways, parking lots, etc.
- How do I pay my condo fee and when are they due?
 - Contact HPMG to pay the monthly fee. They can be paid in the following ways:
 - Automatic withdrawal: <https://hpmgnoho.com/condominiums/pines-edge/>
 - Check
- Are there any special assessments planned?
 - The property manager and board work hard to plan for large projects and keep additional assessments to a minimum.
 - A recent roof replacement of all units did not require an additional assessment
 - It is possible unforeseen expenses arise that will require additional assessments
- Are utilities included in the fees?
 - Utilities are the responsibility of the owner
- Is condo insurance required?
 - Yes. Contact the property manager for the most recent condo insurance requirements
- Updates and a review of the financials occurs annually at the Condo Owners Meeting, which is usually in October

Rules & Regulations

- The Pines Edge Condominiums Rules & Responsibilities document can be found on the Hampshire Property Management Group (HPMG) website:
<https://hpmgnoho.com/condominiums/pines-edge/> or search for Hampshire Property Management Group > Properties>Condominiums>Pines Edge
- Rules & Responsibilities Topics:
 - Use of Common Areas
 - Insurance considerations
 - Exterior Decorations, Lights, Fixtures & Signs
 - Patios, Storage Sheds & Walkways
 - Laundry
 - Mulch Beds, Planting, and Potted Flowers
 - Pets (Dogs & Cats)
 - Noise (Radios, TVs, Instruments, etc.)
 - Damage to Common Areas
 - Noise and Activity
 - Minimum Heat Requirement
 - Parking Regulations
 - Trash and Recycling
 - Recreational Vehicles
 - Rentals / Offsite Owners
 - Late Common Fee Payments
 - Violations
 - Legal Costs
 - Resident Hearings
 - Amendments

General Information

- Can I make changes to the exterior of my unit?
 - No changes to the exterior are allowed
- Who is responsible for the front and back light fixtures?
 - The front light fixtures are the owners responsibility and they are all required to be the same.
 - If replacement is necessary, it is at the owner's expense. Contact HPMG for specifics on the needed replacement fixture.
 - This link will show you how to set up your porch light and use the features like motion detection vs. leaving it on all the time:
<https://youtu.be/GAJKNce8imc> or search YouTube for "How to Set Vaxcel Dualux Outdoor Light Fixtures"
 - The patio light fixture is also the owners responsibility, but does not have to be the same as other units.
- Who is responsible for the windows, sky lights, slider doors and the front door?
 - Owners are responsible for maintenance, upkeep and replacement of all windows, sky lights, slider doors and the front door.
 - Door colors must be consistent. Green doors color is Benjamin Moore Balsam #567, and the blue door color is Benjamin Moore Blue Spruce #1637.
 - Check with the property manager for approved vendors and acceptable front door models.

- Are short-term rentals (like Airbnb) allowed?
 - No
- Can an owner rent their unit?
 - Yes. Contact the property manager for details on what is required.
- Laundry
 - No permanent clothes lines.
 - Dryer vents need to be cleaned, (at the owner's expense), every other year. This is to keep all of us safe.
 - The property manager sends out a notice for those who need to have their vents cleaned
- Pets: All pets must be registered with HPMG
 - Dogs and Cats:
 - Owners may have no more than two pets consisting of: one dog and one cat or two cats.
 - All dogs must be licensed by the City of Northampton.
 - All pet waste needs to be picked up and disposed of properly.
 - Other pets:
 - Contact HPMG for approval
- Grills and Fire Pits
 - Grills are to be used on the patios only. Please use and store them away from the siding on the patio
 - Fire Pits are to be used on patios 10 Feet from siding and privacy barriers or in the parking lot.
- Heating
 - Units need to be heated at all times to maintain a minimum temperature of 55 degrees to avoid frozen pipes, etc.
- Outside Water Faucets
 - Please turn off your outside water in the Fall. The buildings were constructed in the 90's and do not have adequate insulation around the outside faucets that protect them from freezing and bursting.
- Trash: Adhering to these guidelines is important because of our proximity to wildlife, like BEARS!
 - Trash and recycling is picked up once a week, (currently Tuesdays).
 - Barrels are to be placed in the parking lot in front of the owner's unit either the night before or the day of trash removal.
 - If you place your trash out in the morning, it may be in a sealed bag.
 - Barrels should not stay out in front of the unit for more than 24 hours.
 - All trash is to be in sealed bags and kept in a trash barrel on your patio or in your shed.
- If you are away:
 - It is recommended to leave a key with a neighbor for the following reasons:

- Check on heat, water tanks, gas, etc.
- Move car for snow removal
- Bring packages inside

Groundskeeping, Maintenance & Repairs

- Snow Removal
 - Walkways will be cleared by a contractor and some buildings will have the snow removed from roofs
 - Residents will receive a phone call providing a window of time when cars need to be moved from their assigned parking space and parked at the circle and on Pines Edge Drive
 - If you are unable to move your car, it is expected you shovel all the snow around your car within a day. If you plan to be out of town, ask a neighbor to help or inquire where to move your car so it won't interfere with snow removal
- Landscaping
 - Cleaning and mowing are done on a regular basis.
 - If you have concerns or requests, contact the property manager. Please don't interfere with contractor operations. The people mowing or clearing snow can not help you.
- Plantings
 - The association maintains the front beds and common areas. Owners need written permission from the board to add/remove bushes in these areas.
 - Flowers may be planted in the front beds and the areas adjacent to the shed and patio. They need to be maintained by the owner and removed/cut back at the end of the planting season in the fall.
 - No trees or shrubs. Potted plants should be removed at the end of the season.
- Patios, Sheds, and Walkways
 - All should be kept in an orderly fashion at all times.
 - On patios: no storage of personal property except for grills, seasonal furniture and equipment, bikes, and rubbish containers.
 - Storage sheds: Sheds are considered common areas but the owner is designated as having sole use of it. Anything stored in the shed is done at the owner's risk. The Owner is responsible for hardware on the shed door.
- Are there any scheduled upgrades or improvements?
 - For information about improvements or upgrades refer to the Pines Edge News Flash email, which is sent to all owners periodically by Hampshire Property Management Group.

Management & Governance

- Who is the property manager?
 - The current property manager is the [Hampshire Property Management Group](#) (HPMG)
 - Property Manager, Jon McGee: jon.mcgee@hpmgnoho.com
413-650-9438
- How can I contact the condo board?
 - Call the HPMG property manager for the most recent roster of elected trustees.
- How often are board meetings held?
 - The condo board generally meets monthly with additional meetings scheduled as needed for emerging issues
- Can I attend board meetings or join a committee?
 - Ask any board member or HPMG property manager to attend a board meeting in advance of the meeting date.

Parking & Storage

- Is parking included with the unit?
 - Each unit is allowed the use of two parking spaces.
 - Spaces are for non-commercial cars, motorcycles, standard sized vans, and trucks.
 - No boats, trailers or unregistered vehicles
 - No parking that blocks access to any roadway or parking area.
 - Submit a written request to the Board if you need regular use of additional parking space(s)
- Are visitor parking spots available?
 - There are visitor spaces marked with a 'V'
- Is there bicycle storage?
 - Each unit has a shed and bicycles should be stored on back patios not in front of the building

Deliveries & Security

- How are packages and mail handled?
 - Each unit has a designated mail box for USPS. Each mailbox location has several larger locked lockers for larger USPS packages.
 - All other packages are delivered to your door.

Resale & Moving Out

- Real estate transactions follow state and federal law. The condo has no right of first refusal.

Documents & Forms

- Where can I access condo bylaws or rules?
 - The Hampshire Property Management Group (HPMG) website has all documentation accessible online at <https://hpmgnoho.com/condominiums/pines-edge/>
- How do I update my contact information?
 - Contact the HPMG office with updates to contact information or any other condo related questions