

# **Granada Condominiums**

Newsletter September 2022

OFFICE PHONE: 521-5849

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November 15, 2022.

**Board Members:** The Granada Board of Directors is an all-volunteer organization that manages the non-profit organization Granada Condominiums. It is the Board's responsibility to coordinate daily approval for important decisions and to meet to discuss and decide on major-impact issues effecting Granada. Examples of tasks are: approving large expenses, annual budget, addressing important owner concerns and suggestions, and spend the budget in a manner most beneficial to the owners of Granada properties. We would like to stress, that all owners in Granada are eligible to run for the Board of Managers upon the vacancy or termination of a board member position.

## Instructions on Complaints:

As a reminder, Common complaints received to the Granada Office and instructions on how to resolve the issue.

## **Someone is parked in my assigned parking spot, what do I do?**

The first step should be to try to locate the owner of the vehicle and advise them that they are in your assigned parking spot, or leave a note on their vehicle stating that they are parking in your assigned parking spot. The Alternative choice is you can contact 9<sup>th</sup> Street Towing & Storage at 588-1919. They can tow the vehicle for you if a car is parked in your spot. They will require that you provide proof that you live at the address (the address of the assigned parking spot).

## **Community Award:**

We are pleased to announce that our condominium complex won an award from the City of Hazelwood, the Blue Ribbon winner in the multi-home category.

We want to thank all residents for their dedication in keeping the property clean. We look forward to being nominated for this award each year, so let's all work together to make that happen!

## **Review of Procedures:**

**Only Owners** are allowed to contact the office with questions or complaints. Please do not have family members or renters of condos contact the office. We are only allowed to talk to the Unit owner.

For a NON-EMERGENCY complaint, please put your complaint in writing along with your name, address and a proposed solution to the complaint. The complaint can be dropped off at the office or faxed or emailed.

Fax: 314-524-5306

[Manager@granadahazelwood.com](mailto:Manager@granadahazelwood.com)

## **Granada Newsletters:**

Effective January 2023, Granada will be going to an online newsletter. This will save on costs and manpower as well as allow us to post pictures along with news and complex related articles. Please send your email address to

**What do I do if I see someone not cleaning up after their pet?**

The City of Hazelwood has an ordinance regarding pet waste on privately owned property, Hazelwood Ordinance SECTION 210.100: DEFECATION ON PRIVATE PROPERTY, CONDOMINIUM COMMON ELEMENTS AND PUBLIC PROPERTY PROHIBITED: It shall be unlawful for any person owning or in control of any animal to allow or permit such animal to defecate upon any private property owned by another, on condominium common elements, or public property, unless such person shall remove all feces so deposited by such animal.

You need to report the violation to Hazelwood Code Enforcement at 839-3700 or 513-5063

**What do I do about Nuisance violations, other residents causing disturbances?**

Contact the Hazelwood Police Department at 314-838-5000 or call 911 to report the violation.

**The Dumpster is not being used properly, other residents putting items or trash on the ground, what do I do?**

Per the Granada Rules & Regulations: Trash bags left on the ground can be identified to the unit owner. A \$25.00 penalty will be assessed each time the Granada maintenance staff has to clean up trash bags left on the ground.

Contact the Granada office by email [Manager@granadahazelwood.com](mailto:Manager@granadahazelwood.com) to notify the office of the dumpster violation.

**My neighbors dog is constantly barking, what do I do?** Call Hazelwood Police Department (314) 838-5000

**What do I do if there is snow or ice around my condo?**

**Granada's Snow Removal Procedures:**

- 1) When Ice is predicted, maintenance staff to pre-salt sidewalks/entryways. Maintenance staff to put jugs of ice melt in the hallway of each multi-unit building.
- 2) Ice Melt for residents of townhomes – Granada will provide ice melt in jugs on the front porch of the clubhouse.
- 3) When snow has completely stopped, snow removal on walkways will be the first priority. Snow will be removed in a reasonable fashion during normal business hours.

**Grounds:**

To keep our community clean, please do not overfill dumpsters with large items, no furniture, mattresses, etc. Placing these items in a dumpster causes trash to spill out and blow around the complex.

**Automobile Repair:** No automobile repair is allowed on the Granada Parking Lots. Violators will be assessed a \$25.00 fine for each instance that is reported.

## **Balcony/Patio Policy**

We require that all residents keep their patios/balconies clean and neat at all times, according to the following standards:

- Appearance: Rugs, towels, laundry, clothing, appliances, excessive decorations, cleaning supplies, trash, or other items not considered outdoor furniture, etc. should not be stored on balconies/patios or draped/hung on railings or other portions of the balconies/patios.
- • Item Removal: If we continue to notice any items on your balcony or patio that do not meet our community standards, you will be asked to remove the items within 24 hours in order to avoid a fine.

Pets: All Pets must be kept on a leash at all times in the complex. Pet owners are responsible for the cleanup of pet waste and shall clean up the pet waste and deposit the pet waste into a dumpster.

**Outdoor Activities:** Bike riding, skateboards, and scooter riding are not permitted on any of the Granada Parking Lots. Children can ride their bikes or scooters on the Granada Playground and sidewalks by the clubhouse/pool area. When not in use, all wagons, scooters, bikes, toys, etc. should be cleaned up and put **inside** the owner's residence. Any of these items that are left on the Granada common elements will be discarded by the Granada maintenance staff.