
THE
VILLAGE  GRANDE®
AT ENGLISH MILL

Professionally Managed by *MAMCO Property Management*
www.mamcomgmt.com

**COMMUNITY
INFORMATION**

WELCOME TO YOUR NEW HOME!

The Board of Trustees is pleased to assist you in becoming an active and informed member of this community. We have prepared this packet to provide as much information as possible about The Village Grande at English Mill Homeowners Association and the community services available to you from the Association and your Management team.

MAMCO PROPERTY MANAGEMENT
Samantha Wallace, Community Manager
1 Village Grande Road
Egg Harbor Twp, NJ 08234
(609) 788-8405 – Fax (609) 788-8430

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A LETTER FROM YOUR COMMUNITY MANAGER

Samantha Wallace, Community Manager
MAMCO Property Management
1 Village Grande Road
Egg Harbor Twp, NJ 08234
Phone: (609) 788-8405
Fax: (609) 788-8430

Dear Village Grande at English Mill Association Member:

We welcome you to your new home at The Village Grande at English Mill! This Homeowner's Guide/Orientation Packet is designed to provide information about the operations of the Association and to explain what the Managing Agent functions are, what we are about and how we serve your community.

Our office is responsible for overseeing the operation of your Association, collecting maintenance fees, and monitoring services provided by the maintenance staff and contractors for the community. Additionally, we have been asked to assist the Board of Trustees in all administrative details, handling resident and owner correspondence, processing violations, requests, etc., and the filing of required forms. A *Management Memo* will be provided periodically in the Newsletter to assure that all members of the community are kept informed of items addressed by the Board, Special Projects, and other matters that affect your community.

Your Board of Trustees takes its fiduciary responsibilities very seriously and collectively is doing its best to provide a solid financial base, so that the property values and stability of the Association are maintained.

In order to achieve the goals that have been set, the Board needs your cooperation. A number of items are enclosed for your review and action. These forms are designed to assist your Association in maintaining accurate records and to ensure that you will receive a copy of all community notices and that your account is properly credited.

Enclosed for your convenience, please find a Resident Information Sheet - We kindly ask that ALL unit owners take a few minutes to fill out this form and return it to the Management office. The information on this form is vital for the proper serving of your account. Please help us to serve you better by returning this form as soon as possible.

The Management office is open 9:00 AM to 5:00 PM Monday, Tuesday, Wednesday and Friday.

From time to time, the Board will develop policies and procedures and these will be distributed to everyone on the mailing list. Any questions and/or suggestions should be directed to the Board, c/o the Management office, and the matter will be included on the agenda for the next meeting.

As the Managing Agent, we are responsible for administrative and operational services, and dedicated to maintaining quality services in your community.

Our staff is comprised of experienced property managers, conscientious office personnel, and qualified accountants. We utilize a fully computerized accounting system and adhere to business practices that have been developed over the past ten years serving communities in the field of Community Association Management.

Another very important matter is the collection of your Monthly Assessment. We will be mailing you a set of payment coupon books with remittance envelopes for your convenience in the payment of your assessment. You should receive these coupon books within a month of your closing date. If you do not receive coupons within that timeframe, please contact the management office. Please be sure to use the coupon provided when making your monthly payments, to assure proper credit to your account.

Checks should be made payable to THE VILLAGE GRANDE AT ENGLISH MILL HOMEOWNERS ASSOCIATION. Please be sure your address and account number is written on your check.

We thank you for the opportunity to be of service and are confident your community will benefit from our expertise and constant efforts to manage your Association in a responsible, professional manner.

Sincerely,

Samantha Wallace, Community Manager
MAMCO Property Management

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24-HOUR EMERGENCY SERVICE PROGRAM

DEFINITION of an EMERGENCY

*An emergency is a situation
involving imminent danger to property or individuals
and which requires immediate attention.*

After regular business hours, (evenings, weekends and holidays) **Emergency only** calls should be directed to the MAMCO Property Management Emergency Answering Service at **1-888-884-8490**.

When calling the Management Emergency Answering Service, please help us help you by doing the following:

- * Identify your community
- * State your name, address and telephone number
- * State the nature of the emergency
- * Specify if the Manager must contact you directly

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Owner/Resident Census Form

Unit Owner Information:

Record Owner Name(s) _____

Official Mailing Address: _____

Owner Telephone Number: Home: _____ Work: _____

Emergency Contact Name: _____ Phone Number _____

Number of Adults residing in unit: _____

Do you have a pet? Yes ___ No ___ Number of Pet(s): _____ Type _____

Vehicle 1 Model _____ Plate# _____

Vehicle 2 Model _____ Plate# _____

TENANT INFORMATION (if applicable):

Tenant Name (s) _____

Unit Address _____

Term of Lease: From _____ To _____

Tenant Phone Number: _____

Emergency Contact Name: _____ Phone # _____

Number of Adults residing in unit? _____

Does tenant have a pet? Yes ___ No ___ Number of Pet(s): _____ Type _____

Vehicle 1 Model _____ Plate# _____

Vehicle 2 Model _____ Plate# _____

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WINTER LOSS PREVENTION NOTICE

The following reminders are provided for your convenience. Please keep this notice in a permanent place during the winter. Be sure to follow the recommended steps!

Temperatures that fall below 20 degrees - particularly when accompanied by strong winter winds, dramatically increase the possibility of frozen water pipes and the resulting damage from bursting and flooding. To prevent this financial loss and inconvenience, these guidelines should be followed:

- Keep units heated to at least 55 degrees Fahrenheit.
- If you are away for any length of time, a neighbor or relative should be asked to check the pipes.
- If away, at least one inside faucet - preferably more - also should drip lukewarm, so that both hot and cold pipes are involved.
- If away, Pipes under the kitchen sink are particularly vulnerable. Sink cabinet doors should be opened to allow heat from the home to enter..
- Should a faucet freeze, however, you can thaw an inside faucet easily with a good hair dryer.

Should a pipe burst, the following steps should be taken immediately:

- Water should be shut off at the main valve. If the break is in a hot water pipe, the valve on top of the hot water heater should be closed. It is important that you know beforehand the location of the water valves.
- A plumber must be called. Have telephone number readily available.

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ASSOCIATION INSURANCE INFORMATION

We are pleased to advise you that The Village Grande at English Mill Homeowners Association has purchased insurance for the Association through the agency of Jacobson, Goldfarb & Scott, Inc (JGS – www.jgsinsurance.com) and Community Association Underwriters (CAU – www.cauinsure.com) specialists in the field of insurance placement for Homeowner, Condominium and Co-operative Communities as well as individual homeowners within those communities.

Below please find a brief overview of coverage the Association has purchased and coverage the individual homeowners should purchase.

Key Information Regarding Insurance Provided by the Association

1. The Association's insurance policy covers all of the Association common elements, including the clubhouse and any amenities. Individual homes are not insured for replacement cost or for general liability.
2. Unit owners may obtain insurance for their own account for their own benefit. No owner shall, however, insure any part of the common elements whereby, in the event of loss thereto; the right of the Association to recover the insurance proceeds for such loss in full shall be diminished in any way.
3. It is recommended that the unit owner carry the following liability and hazard insurance, and in addition thereto, may obtain any other policies of insurance deemed appropriate by the purchaser:
 - 1) Homeowner's Policy
 - 2) Fire and Theft Policy
 - 3) Floater policy to cover jewelry and other personal property and furs
 - 4) Worker's Compensation for any workers that may perform contract work on your unit.
4. The Declarant recommends that each purchaser seek the advice of a competent insurance agent or broker of the purchaser's choice and secure, in the purchaser's own name, a homeowners' insurance policy covering the entire unit and contents in the unit in an amount sufficient to cover replacement in the event of loss and providing personal liability coverage.

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HOA Fees

How are my monthly fees allocated?

Every month homeowners submit a check to their Association for "fees". It is only reasonable to wonder how your fees, which are so faithfully submitted, are allocated. The Association or governing body to which all homeowners belong has a budget similar to most household budgets with the exception of the necessary administrative costs incurred. There are several basic categories into which your fees are allocated.

*** Maintenance * Professional and Administrative * Capital Reserves * Utilities**

Maintenance: Included in this category are items such as general building maintenance and supplies, landscaping which includes general upkeep of planters, ornamental trees, policing of grounds and seasonal foliage, and snow removal. The general building maintenance and supplies include the hiring of contractors to perform small everyday repairs that occur to the common elements. These may include, but are not limited to, site clean up and cleaning services for the building common areas such as the entrances, elevators, hallways and courtyards, replacement of light bulbs throughout the building. Preventative pest extermination will be standard to treat common hallways.

Refuse removal consists of garbage and recycling pick up. Snow removal will have a contractor remove the snow from all common areas, driveways, service and common walks, streets, etc..

Landscaping maintenance includes general upkeep of planters, policing of grounds, and ornamental trees on site with seasonal foliage as needed.

Professional and Administrative: Except for capital reserve funding, this category is most often the most inclusive of Association services and generally involves the highest allocation of funds for the budget. This category includes but is not limited to the Association's common element property and liability insurance. In addition, professional and administrative expenses generally include management fees, auditing fees, a legal retainer and other legal fees as required. Management provides the administrative expertise to oversee the many aspects of community living. Depending on the type of management your site prefers, the management fees differ. The fee to have an on-site manager would be significantly larger than a site with no on-site manager. The Association may retain an accountant to audit the Association's record of accounts and attorneys who are necessary for legal advice, to act on behalf of the Association in obtaining delinquent fees and to provide other legal services when required. These expenses may also include office supplies, postage and shipping and other printing or reproduction fees incurred for community related correspondence, publishing newsletters and special notices, as well as bank fees for the Association's income and asset accounts and for municipal licensing requirements. This category encompasses those expenses related to facilitating the affairs and business of the Association.

Capital Reserves: This fund is established to provide the money necessary for the future replacement of those common elements for which the Association is responsible such as roadways, sidewalks, tot lots, pocket parks, street lighting, shingles, siding, gutters and downspouts and brick facades. A reserve study is provided by a professional, generally an engineering firm, and delineates exactly what items should be reserved for, how much money is required, and when it will be needed. This fund should not be confused with the general maintenance fund. General maintenance is intended for the maintenance and repair of an item until it requires replacement. The replacement of the item is then funded from the capital reserves.

Utilities What utilities could the Association possibly have? Electricity for common area lighting, elevators, building access, directories, and compactors, gas for the heat pumps, water for the cleaning and general sewer for drains in common areas and the building gutter system.

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VILLAGE GRANDE AT ENGLISH MILL HOMEOWNERS ASSOCIATION

MAINTENANCE RESPONSIBILITY CHART

#	COMPONENT	Association		Homeowner	
		Maintain	Replace	Maintain	Replace
1.	Roof and Flashing			X	X
2.	Gutters, Downspouts/Splash blocks			X	X
3.	Siding			X	X
4.	Windows, Glass, Patio Sliders			X	X
5.	Entrance Doors			X	X
6.	Locks, Hinges, Other hardware on Doors			X	X
7.	Common Area Lighting	X	X		
8.	Heating/Air Conditioning			X	X
9.	Metered - Interior-Unit Electrical Systems, Receptacles, Breaker Boxes, Interior Lights			X	X
10.	Exterior Lights	X	X		
11.	Heating, Plumbing, Hot Water Heater, Ventilation Inside Unit, Ducts			X	X
12.	Garage Driveways			X	X
13.	Sidewalks	X	X		
14.	Landscaping	X Common Areas	X		
15.	HVAC Equipment, Appliances, Machinery - within the Unit			X	X


****Be advised, all interior repairs are the responsibility of the unit owner.**

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The following is a list of important phone numbers that you may wish to keep for future reference:

EHT Police Department – Emergency.....	911
Non-Emergency.....	(609) 927-5200
EHT Fire Department – Emergency.....	911
Fire Non-Emergency.....	(609) 926-4070
Ambulance Non-Emergency.....	(609) 383-0003
EHT Municipal Offices	(609) 926-4027 (Main)
EHT Post Office.....	(800) 275-8777
Association Management Office.....	(800) 870-0010
NJ American Water.....	(800) 652-6987
Atlantic City Electric.....	(800) 494-4000
SJ Gas (Gas).....	(888) 766-9900
EHT Public Works Trash & Bulk Collection.....	(609) 926-3838
EHT Tax Assessor.....	(609) 926-4083
EHT Construction Office	(609) 926-4089
Atlantic County Library.....	(609) 625-2776

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COMMITTEE INTEREST FORM

NAME: _____

ADDRESS: _____

PHONE: _____

I AM INTERESTED IN BEING INVOLVED IN THE FOLLOWING:

- ARCHITECTURAL CONTROL COMMITTEE
- RECREATION COMMITTEE
- GROUNDS AND MAINTENANCE COMMITTEE
- COVENANTS COMMITTEE (VIOLATIONS)
- FINANCE COMMITTEE
- NEWSLETTER COMMITTEE
- OTHER _____

ARCHITECTURAL COMMITTEE: The Architectural Control Committee will assist the Board of Trustees in maintaining the beauty and aesthetic appearance of the common area, as well as requests for modifications to the common area as requested by the homeowners.

GROUNDS AND MAINTENANCE COMMITTEE: Advise the Board on all matters pertaining to the maintenance, repair or improvement of both.

COVENANTS COMMITTEE: Established to deal with those who are not conforming to the rules and regulations of the community.

FINANCE COMMITTEE: Prepare the annual budget, supervise annual audits and review the internal accounting control.

NEWSLETTER COMMITTEE: To gather and report information regarding activities and update for the Association.

VILLAGE GRANDE AT ENGLISH MILL HOMEOWNERS ASSOCIATION
APPLICATION FOR CHANGE OR ALTERATION

Name: _____ Date: _____

Address: _____

Change or Alteration Requested: _____

Phone: _____ *(Where you can be reached with any questions)*

DIRECTIONS: Complete this application for all changes or alterations to be made to the exterior of your property. Copies of this application should also be submitted to the Egg Harbor Township Zoning/Building Permit Office in order to aid you in obtaining any necessary permits. This application is required regardless if Egg Harbor Township requires a permit. Alterations or changes started prior to homeowner's receipt of written application approval are subject to a fine of \$20.00 per day for each occurrence until written approval is obtained.


1. Draw a simple sketch below to indicate location, dimensions, materials, color and any other pertinent information, and attach a copy of your plan.
2. Attach a copy of your lot survey on which you have drawn (to scale) the structure.
3. Submit copy of each of the following: this form, any plans and your lot survey (for structures).

*** Not following the above instructions could delay the process of approving your request.**

Please drop off completed application to the management office in the Clubhouse:

Approval _____
Conditional Approval _____
Rejected _____
Date & Initials _____

***ALL APPROVALS ARE SUBJECT TO TOWNSHIP APPROVAL**

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YOUR RESPONSIBILITY AS A HOMEOWNER/RESIDENT

1. Replacement of light bulbs wherever fixtures are provided on the exterior of your unit, which you control.
2. Maintenance and repair of all plumbing lines within your unit, as well as the sewer and water supply lateral lines running from the main connection to your unit
3. Repair and replacement of any exterior items such as windows, doors, siding and trim, gutters and leaders (downspouts), roofing shingles, as well as any other item that is part of the individual unit as described in the Declaration.
4. Any damaged caused by pets to any common, or unit element. Also, refer to the Association Rules and Regulations regarding pets.

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THE RESPONSIBILITIES OF THE ASSOCIATION

1. Maintenance and repair of all landscaped areas.
2. Maintenance, repair and cleaning of walks and parking areas.
3. Maintenance and repair of any walkway, or common lighting facilities.
4. Re-stripe, re-number and maintain parking areas. (if any)
5. Operation and maintenance of the sprinkler system.
6. Maintenance and repair of all underground utilities not falling within the limits of those franchised by other agencies.
7. Operate and maintain all recreation facilities, including but not limited to; the clubhouse and any other equipment for the use of the residents.
8. Provide for liability and property damage insurance for the common areas as specified within the documents (Declaration and By-Laws).
9. Trash, recycling and snow removal.

*****Special Note***: The Rights and Responsibilities of the Unit Owners and the Association are more specifically set forth in the Declaration and the By-Laws. If there are any conflicts, those documents prevail.