



MANN PROPERTIES E-Bulletin

Spring 2013

220 16th STREET, OCEAN CITY, MD 21842 TEL. 410-289-6156 FAX 410-289-5443

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Vehicle Towing Change

On October 1, 2012, the State of Maryland enacted a new law with regards to towing of vehicles. This law affects the person or business that has a vehicle towed as well as the tow company.

The new regulation requires Condominium and Homeowner Associations to select one tow company who they will call direct to tow vehicles from their lot. A sticker from the tow company will be placed on the new tow signs containing their name and contact information. Other tow companies will not be able to tow from a property that does not display their sticker. The tow company will give their stickers to the person/business that has an agreement with them to tow vehicles from their lot.

Mann Properties is currently working with the Town of Ocean City to obtain new tow signs and tow stickers for your property. The person towing the vehicle must call the designated tow company assigned to that particular property which will be found on the tow sign. The person/business will no longer call the Town of Ocean City to have a vehicle towed. Please note that Mann Properties also does not tow vehicles.

Vehicles will be towed to the Public Safety Building, 6501 Coastal Highway at the owner's expense. 410-723-6610 available 24/7.

For more information, click [here](#).



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Springfest 2013

Celebrating 23 Years

May 2 - 5, 2013

[Springfest](#) celebrates spring and the upcoming summer season. It is four dynamic days of delicious food, live entertainment and unique arts and crafts under four huge big top tents. Springfest is located in the Inlet Lot at the south end of Ocean City's famous Boardwalk. Check out the [2013 entertainment schedule](#).

Springfest serves up a continuous variety of musical performances on two stages. Admission to the four-day event is free. All entertainment is free with the exception of the headline acts. [Headline acts for 2013](#) begin on Thursday night, May 2nd at 7:00 p.m. with Beatlemania Again. Country star, Justin Moore headlines Springfest on Friday, May 3rd at 8:00 p.m. and rock legends, Foreigner perform Saturday, May 4th at 8:00 p.m. All tickets are available through Ticketmaster and the Roland E. Powell Convention Center in Ocean City.

Bring your appetite so you can enjoy delicious food from famous Eastern Shore delicacies to a wide assortment of ethnic food. Over 30 food vendors will serve a variety of delicious food, as the Springfest artisans will delight your eyes

with their arts and crafts creations during the Springfest 2013 celebration.

Check out this [promo video](#):



For more information about Springfest 2013, call the Ocean City Recreation & Parks Department at 410-250-0125, or toll-free 1-800-626-2326.

Cruisin' Ocean City

May 16 - May 19, 2013

Popular car show features over 3,400 hot rods, customs, classics, street machines, muscle cars and more. Live entertainment, celebrity guests, special attractions, boardwalk parades, manufacturers, vendor midway and more. Show Hours: Thurs.-Sat., 9 a.m. - 5 p.m.; Sun., 9 a.m. - 4 p.m. at the Inlet, and 10 a.m. - 1:00 p.m. at the OC Convention Center. Admission. Boardwalk Parades.

So many things to see and do, so make sure you cruise on down to Ocean City, MD, for the 23rd Annual Cruisin' Ocean City.

For more information, visit www.cruisinoceancity.com.



Komen OCMD Race for the Cure

April 21, 2013

The Race Village, located at the Inlet Lot, will open at 6 a.m. The 5K Run will start at 8 a.m., the 5K & 1-mile walk will start at 8:30 a.m. Fees are \$10 for children 11 years old and younger, \$35 for adult registration and \$40 for timed runner registration. On race day, prices will be \$15 for children and \$45 for adults. Only those who register prior to race day may be timed runners. Timed registration is not offered on race day.

The USTF certified 5K route begins with the start line at the Atlantic Hotel on the Boardwalk. The route then heads north on the boardwalk, left on 15th Street, left on Baltimore Avenue heading south back into the Inlet, with the finish line of the certified 5K route ending near the ferris wheel on the north end of the parking lot. For more information, visit www.komenmd.org.



You can also Sign up to receive email updates for the Town of Ocean City's Special Events such as Springfest. You'll be the first to receive concert announcements, future event dates, complete event schedules and much, much more. To sign up, click [here](#).

COMICS



“Someone calling themselves a customer says they want something called service.”

© Randy Glasbergen / glasbergen.com



“I think the seller will accept your offer, but the Homeowners Association will never approve that shirt.”

BRAIN TEASER

“I am the beginning of sorrow and the end of sickness. You cannot express happiness without me yet I am in the midst of crosses. I am always in risk yet never in danger. You may find me in the sun but I am never out of darkness.”

Answer: ?

Find out next newsletter!

“The Good, The Bad, And The Ugly Of The Enforcement Process” Seminar

SEMINAR

This seminar will cover the “start to finish” process involving covenant and rules violation enforcement for Condominiums and HOAs

Elements of the Enforcement process that will be addressed include:

1. Proper Notice of Violation
2. What is a 10 day cease and desist notice?
3. How to properly schedule a hearing
4. What is notice and opportunity to be heard?
5. Why does the owner have to show cause?
6. How to properly conduct the violation hearing
7. What to do if the owner is represented by counsel
8. What is the level of proof to find a violation (or to find there is no violation)
9. How to properly impose fines and account for fines and communicate fines to the owner
10. After the hearing, the fines and no abatement - now what?

LOCATION

Tuesday, April 23, 2013
Snyder's Willow Grove Restaurant
841 N. Hammonds Ferry Rd.
Linthicum, MD
410-789-1149

TIME

8:45-9:30am -
Breakfast/Networking
9:30-11:45am – Program

REGISTRATION

Click [here](#) to download the registration form. You can also register online [here](#).

QUESTIONS

Chesapeake Chapter CAI
5836 Rockburn Woods Way
Elkridge, MD 21075
Tel. 410-540-9831
Fax 410-540-9827
contact@caimdches.org



QUICK NOTE FOR OWNERS

*Please be sure to make your condominium assessments payable to your **owners' association** and not Mann Properties. The banks will not be able to deposit checks made payable to Mann Properties and they will be returned to the owner.*

Thank you!

Clarifying the Manager's Role

Your association employs a highly-qualified professional community manager, and we think residents should know what the manager has—and has not—been hired to do. The manager has two primary responsibilities: to carry out policies set by the board and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

- The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.

- While the manager works closely with the board, he or she is an advisor—not a member of the board. Also, the manager is not your advocate with or conduit to the board. If you have a concern, send a letter or e-mail directly to the board.

- Although the manager works for the board, he or she is available to residents. That doesn't mean the manager will drop everything to take your call. If you need to see the manager, call and arrange a meeting. If a matter is so urgent that you need an immediate response, call the association emergency number or 911.



- The manager is responsible for monitoring contractors' performance, but not supervising them. Contractors are responsible for supervising their own personnel. If you have a problem with a contractor, notify the manager, who will forward your concerns to the board. The board will decide how to proceed under the terms of the contract.

- The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential. If you know about a potential maintenance issue, report it to the manager.

- The manager does not set policy. If you disagree with a policy or rule, you'll get better results sending a letter or e-mail to the board than arguing with the manager.

- The manager has a broad range of expertise, but he or she is not a consultant to the residents. Neither is he or she an engineer, architect, attorney or accountant. The manager may offer opinions, but don't expect technical advice in areas where he or she is not qualified.

- Although the manager is a great resource to the association, he or she is not available 24 hours a day—except for emergencies. Getting locked out of your home may be an emergency to you, but it isn't an association emergency. An association emergency is defined as a threat to life or property.

OCEAN CITY WIDE ALERTS

Sign up for city wide alerts at
www.oceancitymd.gov
Go to pages of interest -> city wide alerts & add your email to subscribe



“Been There, Solved That!”

Does your community association have the curb appeal necessary to maintain its property values? Is your condominium adequately insured? Does your operating budget sufficiently fund your reserves to avoid special assessments?

Since 1973, Mann Properties has the experience and personal service to meet the needs of your community association. Founder and CEO, Buck Mann, originally started managing the Polynesian, El Capitan and Beachwalk Condominiums in 1973 and still does today. Fast forward 40 years later, Mann Properties has grown to successfully manage over 90 associations including multi-million dollar construction defects lawsuits; multi-million dollar renovation projects; complicated insurance claims; utility usage & savings; qualified condos for low interest financing; balanced deficient budgets; governing documents discrepancies; etc.

We’re confident that most residents are happy living in our managed communities—and we certainly hope you are among them. But how do the more than 62 million Americans who live in homeowners associations and condominium communities feel about their own associations? Are they happy with their elected boards? How do they feel about management? What about their association assessments?

The Foundation for Community Association Research, an affiliate of Community Associations Institute (CAI), sponsored a recent national public opinion survey to answer these and other questions. Here are some of the key findings:

- 70 percent of residents in common-interest communities say they are satisfied with their community association experience, while 8 percent express dissatisfaction and 22 percent are neutral on the question.
- 88 percent of residents believe their association board members strive to serve the best interests of the community, while 12 percent disagree or aren’t sure.
- 73 percent say their professional managers provide value to their communities, while 21 percent say their managers aren’t an asset to the

association and 6 percent say they aren’t sure.

- 81 percent of residents say they get a “good” or “great” return for their association assessments, while 18 percent say the return is “not so good or bad.” The rest were unsure.

We’d like to think that we can do even better than the national averages, so please tell us what you think we and the Boards can do to make your community a better place to live. We encourage you to get involved, so let us and the Board know how you can help. There is no substitute for active and constructive involvement and no better way to build a true sense of community.

If you’re especially pleased about your community, share that too! It’s always good to know we’re on the right track. Share your experiences with us here: [f /MannPropertiesInc](https://www.facebook.com/MannPropertiesInc)

Visit us on the Web:
www.ocmannproperties.com

Thank you to all Board members who took the time out of their busy schedules to complete our customer satisfaction survey! The results were outstanding and we feel honored. We’ve compiled a list of the top most concerns and are working towards improvements in these areas. More updates to come!

Boardwalk Reconstruction Update

If you have not already heard, The Town of Ocean City is completely reconstructing the boardwalk over the next couple years. Currently, the Boardwalk is closed from 12th Street to 15th Street. Work completed includes North Division to 12th Street. If you have any questions or a specific concern regarding access to your property or business during construction or any problems during construction, please contact the Engineering Department at 410-289-8855. The new Boardwalk looks great and everyone should be proud of it for many years to come. For more info, click [here](#).

Why Do We Need Reserves?

Equipment and major components (like the roofs) must be replaced from time to time, regardless of whether we plan for the expense. We prefer to plan and set the funds aside now. Reserve funds aren't an extra expense—they just spread out expenses more evenly. There are other important reasons associations should put monies into reserves every year:

1. Reserve funds meet legal, fiduciary, and professional requirements.
2. Reserve funds provide for major repairs and replacements that we know will be necessary at some point in time. Although a roof may be replaced when it

is 25 years old, every owner who lives under or around it should share its replacement costs.

3. Reserve funds minimize the need for special assessments or borrowing. For most association members, this is the most important reason.
4. Reserve funds enhance resale values. Lenders and real estate agents are aware of the ramifications for new buyers if the reserves are inadequate. Many states require associations to disclose the amounts in their reserve funds to prospective purchasers.
5. The American Institute of Certified Public Accountants requires the community association to disclose its reserve funds in its financial statements.



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Tel. 410-289-6156
Fax 410-289-5443
www.ocmannproperties.com

E-mail the Editor
Info@ocmannproperties.com

Find us on Facebook
<http://www.facebook.com/MannPropertiesInc>

Member of:

