THE Courtyards AT MUIRFIELD RIDGE
An Epcon Community

THE COURTYARDS AT MUIRFIELD RIDGE

WELCOME NEWSLETTER

Epcon Communities is happy to welcome you to the Courtyards at Muirfield Ridge Condominium Association! We know that moving can be daunting, so we at Epcon want to help reduce some of the stress by providing important contact information and community details in this introductory newsletter.

ASSOCIATION MANAGEMENT—OMNI

Omni Community Association Managers has been contracted to professionally manage the community. Your Community Association Manager is Debbie Wilson. Her email address is dwilson@omnihoa.com. The Omni Help Desk is staffed from 8AM-4PM Monday through Friday; their office telephone number is (877) 405-1089.

The Association Manager will handle the day to day operations and overall management of your community. They will oversee vendor contracts for your community including landscaping and snow removal. They will be able to assist you with your Association account and general Association issues. They will assist with setting up your trash service with Republic, and the PEM water meter readings, and will also provide instructions to access their Caliber portal for Association communication. The management company will schedule and prepare for various board and community meetings, and will issue newsletters and notifications to keep you informed regarding your community.

REPUBLIC TRASH & RECYCLING SERVICES

Your trash and recycling toters should be delivered within the 7-10 days of your closing. Please contact Omni with any issues regarding the trash/recycling services as the Republic account is set up under the Association (not your individual home). Omni can also assist you with scheduling bulk pick-up through Republic as they will bill your Association account for any applicable costs. This is a link to the Republic trash holiday schedule as well as the list of items permitted for trash and recycling: https://www.republicservices.com/schedule?tab=holiday.

CALIBER PORTAL

To create a Caliber Portal account, your email address must be registered with Omni. To register your email address, please send an email to registermyemail@omnihoa.com.

COMMUNITY RELATIONS MANAGER — EPCON

Lacy Smith is your Community Relations Manager. Her position will allow her to liaise and facilitate issues between the homeowners, property managers, owners' associations, boards, and Epcon Communities' sales and production staff to ensure appropriate services are provided and communicated to allow residents to enjoy their homes. She has 10+ years of experience with association management, specifically with newly developed Epcon Communities.

If you encounter special circumstances and are not sure who to contact for assistance, please reach out to Lacy and she will either assist you directly or put you in contact with the appropriate person. **Email: Lsmith@epconcommunities.com** **Phone: 614.652.3531**

GOVERNING DOCUMENTS & COMMUNITY GUIDELINES

The Courtyards at Muirfield Ridge is a condominium association which will be comprised of 61 courtyards units upon completion. By virtue of the Ohio Condominium Act (ORC 5311), the condominium association is regulated by its governing documents. **These documents are available electronically on the Caliber portal.**

The initial Board of Directors is appointed by the Declarant (or the Developer). The appointed developer board members are David Blackmore, Nanette Overly, and Dan Street. No later than 60 days after 25% of the units have sold, the Unit Owners shall meet and elect one Director to serve on the Board. Ohio Condominium law, and the Community's governing documents, mandate that the owners take control of the association within the earlier of (a) five (5) years from the date of the establishment of the Association, and (b) sixty (60) days after the sale and closing of seventy-five percent (75%) of the Units. At that time, the Association shall meet and all Unit Owners shall elect six (6) board members. Epcon will remain involved in the community until it is finished and will work closely with the Unit Owner board.

The Community Policies and Guidelines is a collection of rules adopted by the Board as permitted by the Bylaws. If you haven't had the opportunity yet, please take a look at the Association's governing documents, including the Declaration and Bylaws, and the Community Policies and Guidelines. These documents can provide details for what can and cannot be done with the Community and explains how the Board operates.

ARCHITECTURAL IMPROVEMENTS



We know that you are excited to get settled in your new home, but please remember that any modifications or alterations to the exterior of your home (including installation of courtyard improvements, satellite dishes, etc.) require Board approval prior to being completed. The application is available on the Caliber portal using the "Design Review Board" link under the "Residents" drop-down menu. You can download the form, complete it, and mail to Omni Community Association Manager, PO BOX 395, Grove City, OH 43123 along with the applicable fees.



LOCAL UTILITIES — Please contact the utility companies to have the applicable services transferred and/or connected in your name prior to or effective on your closing date.

Gas: Columbia Gas Ohio 800.344.4077 Electric: First Energy/Ohio Edison 800.633.4766

Telephone/TV/Internet: AT&T 800.288.2020 or Spectrum (Time Warner) 614.481.5320

*If you notice the orange cable lines near your home have not been buried, please contact the cable company directly and request that they be buried. The cable companies require that these requests come directly from the individual account holder.

Protective Services: Guardian Protective Services, Inc. 513.759.1850

Sewer Service: Delaware Sanitary Engineering 740.833.2240

Water Set-Up/Billing: Pioneer Energy Management (PEM) 614.442.7100

Trash/Recycling: Republic (Included in monthly assessments; Trash and Recycling will occur on Thursday)

*Please contact Omni (877-405-1089) with any issues regarding the trash/recycling services provided by Republic.

CONSTRUCTION UPDATES



By purchasing a home in a new community, you have had the advantage of picking your lot and customizing the options for your home. Living in a community that is under construction can be exciting and frustrating at the same time, but we want to ensure you that the frustration is only temporary and it surely cannot compare to the finished product! Dust, dirt/mud, noise, traffic congestion and parking obstructions caused by construction equipment and trucks may occur frequently, but we would like to ask for your patience in advance while the construction moves forward.

The construction crews will be working diligently and are adding homes at a rapid pace and hope to have the clubhouse completed in the spring of 2019. All construction trucks and equipment should be using the designated construction entrance. They should not block traffic throughout the community; however, for very brief periods they may have to load/unload equipment at one location before parking their vehicle in another location. The crews should be considerate and follow reasonable working conditions to help reduce disruptions near your home. They should work during reasonable hours, even though they may work on weekends and holidays as weather permits. They will exercise caution while working and should maintain reasonable light and noise levels. The streets will be cleaned bi-weekly to help reduce the amount of dust and dirt.

MAIL/DELIVERY/GPS UPDATES

With new construction it can take several weeks, even months, to get the addresses updated on the GPS maps. Epcon works with the USPS to establish the addresses for new developments prior to construction and most delivery companies lease those address lists from the USPS. These addresses are then linked to the GIS mapping software on the county recorder site. These systems are generally updated quickly for legal purposes; these updates are generally completed within 30 days or less once the transactions are recorded.

Generally, if you are receiving proper USPS mail delivery there should not be any delivery issues. However, that is not always the case, especially with temporary delivery drivers due to the high volume of mail order deliveries. We have reached out to the local USPS to ensure that your mail is being delivered properly. If you encounter ongoing issues with USPS mail delivery, please contact Lacy Smith at Epcon.

Below are a few things that the unit owners can do to help improve proper delivery services:

It may help to list the community name as part of the delivery address and the entrance address (Courtyards at Muirfield Ridge Condominium, 10875 Manley Rd, Dublin, OH 43017) until all mapping systems are updated with each individual address within the next few months. This address shows up as a business on most mapping applications as they are updated via a third party marketing firm.

We have submitted contribution requests with Google Maps to have their site updated for all streets within the community. Since many delivery companies use Google Maps, you can send feedback directly to Google Maps to have your streets and addresses updated. Please note that you must be logged into Google Maps to complete this request, select the menu on the map, then select send feedback; they should send a confirmation email once it is updated. Once this is confirmation is received, you can make a note in your delivery address entry to "locate using Google Maps"

Unit owners can validate their name and shipping addresses with UPS which can help ensure prompt and accurate delivery of your shipment. The website where this can be done is listed via the UPS website: https://www.ups.com/address_validator/search?loc=en_US It is not known if FedEx has the same type of validation service.

The U.S. government, including the USPS, cannot correct mapping errors in consumer devices/mapping applications, but the following links will help you report them to the responsible parties (https://www.gps.gov/support/user/mapfix/devices-and-maps/). The private sector is responsible for maintaining the mapping information in consumer devices/apps and online maps such as Google, MapQuest, Apple, TomTom, Garmin, and Waze. The problem is that the mapping software used by these devices/apps can experience long delays for address updates. In some cases, the delivery companies may also have their own mapping programs which will need to be updated; validating your name address with these companies specifically may help prevent delivery delays.

EPCON IS HERE FOR YOU!

EPCON® Communities
Where Life Comes Together®

Epcon will issue to Buyer a non-transferable limited warranty for defects in materials and workmanship, **please refer to the Resource Guide as it provides all warranty coverage details and deadlines for the warranty process.** All warranty requests must be submitted in writing.

New building structures require a breaking-in period during which you may discover items in need of adjustment. Other than emergency items, we ask that you accumulate all such items during the first six weeks of residency for your "45-day Service Request" form.

Approximately 45 days after closing, you will receive the form in the mail from Epcon. After completing the form, please mail it directly to Epcon Communities Inc., Warranty Department, 500 Stonehenge Parkway, Dublin, OH 43017 or submit it via email at columbuswarranty@epconcommunities.com.

Please note that the Epcon warranty will only cover upgrades purchased directly thorough Epcon. In those instances where homeowners have elected to have aftermarket upgrades separate of their purchase agreement with Epcon, additional courtyard landscaping or flooring improvements, those homeowners will need to work directly with those vendors to resolve any installation and/or warranty issues.

MAINTENANCE & INSURANCE

One of the main things that makes Epcon homes special are the services provided by the condominium association. This includes lawn mowing, fertilization, and weed control, common area lighting, and community amenities repair maintenance.

The Association's landscaper and snow removal vendor is Benchmark. They will be performing contracted landscaping services from March to November. In the winter months, the streets should be plowed and/or cleared once the 3" inch snow threshold has been reached, but they will not be applying salt, ice melt, and/or deicer products during the first year of new concrete installation. Please do not place any salt, ice melt, or deicer products on the concrete as it will void the warranty. You may use sand for traction in place of melting the ice at your home if needed.

It is important to remember that the Association's master insurance policy only offers coverage for the common areas and not your home. For additional information about maintenance and insurance coverage, please refer to the Declarations, Article IX—Maintenance and Repair and XI—Insurance: Losses. If you have questions about the Association's insurance coverage or if you have received a request from your lender regarding the Association's Master policy, please contact Lisa Nell at Thomas Fenner-Woods Agency, Inc. via telephone at 614.481.4300 or via email at lisanell@tfwinsurance.com.

"You can be a good neighbor only if you have good neighbors."
-Howard E Koch