Welcome Home:
A Quick Guide to Common Questions
The Falls at Hayden Run Condominium Association





- **Trash Day & Recycling Day is on TUESDAYS. We use TrashCab as our vendor for trash removal services. The trash & recycling program is covered by your Association dues. TrashCab typically arrives early in the morning. Per the Falls at Hayden Run Handbook, owners can set out their trash the night before (on Mondays after 5pm). However, trash cans need to be taken in by Tuesday night by 9pm to avoid fines.**

- **There is a trash compactor for the community next to the recycling dumpster off of Rainbow Falls (near clubhouse). And there is a space for bulk trash items over in this area as well. We do keep the Bulk Area locked to prevent others from using it. The code for the bulk area is 9172. Please do not give this code out. Please be respectful and make sure all items are stacked neatly in this area.**

- **Go online to Nationwide Energy Partners to set-up your electric & water account and begin your service as a new owner. https://residents.nationwideenergypartners.com**

- **Go online to Columbia Gas to set-up your new owner's gas account, columbiagasohio.com .**

- **Contact mysupport@linkapm.com for access to the Falls at Hayden Run Clubhouse for the gym and pool. We use an App called Brivo. The previous owners should have left you cards for access. If they did not, we will need the email address for the new owner(s) on the deed to provide mobile access.**

- **The Management Company for The Falls at Hayden Run Condo Association and The Falls at Hayden Run Master Association is:**
  LINK REAL ESTATE GROUP
  Email: mysupport@linkapm.com
  Phone: (614)686-7775

There are two Associations in our community: a Master Association and a Condo Association. This means you will have two separate payments due each month. The Master Association handles the Pool and the Fitness Center (or Clubhouse), the roads, and the sidewalks near the Clubhouse. Whereas the Condominium Association handles the exterior items and common areas of the condominium association. Someone who owns a condo will belong to both associations automatically.

Association dues are due on the 1st of each month. Association dues are late if they are received after the 10th of the month. A late fee of $25 will be added to your account if your monthly assessments are not received by the 10th of the month and your account is past due. This is in accordance with the collection policy, outlined in The Falls at Hayden Run Handbook, which is available in AppFolio.

The pool is scheduled to open on May 18th this year. Please read The Falls at Hayden Run Handbook for all rules regarding the pool.

The Falls at Hayden Run Condominium Association has both a Handbook and Declaration and By-Laws that all owners should know and be aware of as an owner. You should have received these in your closing documents or from your Realtor. If you did not, you can find them on AppFolio. The documents are on your AppFolio portal for your convenience. The rules include, but are not limited to items such as: parking, trash cans, pool, rentals, clubhouse use, etc.

Mail key replacements:
1) Owners can complete it by themselves by replacing the lock and making an appointment with the US Postal Service.
or
2) Owners may contact Link management at the cost of $85 plus the lock price to have LHS handle this for you.

Can I rent my unit:
The Falls at Hayden Run Condominium Association has a Rental Wait List.
You can add your name and unit number to the list.

Our governing documents require that under 10% of total units can be rented.
Please read the Handbook and follow all rules regarding renting/leasing.

Architectural Changes:
Any exterior modifications need to be approved by the Falls at Hayden Run Board before you begin work. Examples: EG: Replacing Front Doors, Replacing Storm Doors, Painting Front Door (note colors cannot be changed and must remain).

If you have questions, we are here to help. Please ask. Thank you and welcome to

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