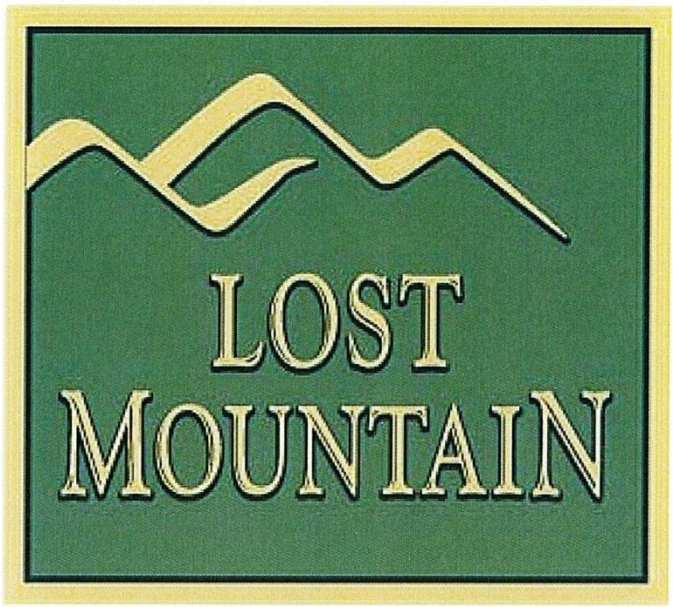


Condominium Owner Guidebook

Welcome to Lost Mountain!

Lost Mountain Manor aims to be a friendly, inclusive community, and this packet has been created to aid in your transition to our community and to Penfield. If you have any questions after reading this packet and the HOA docs, please feel free to contact the Welcoming Committee.

Management company:

Woodbridge Group – 585-385-3331, **Service@Woodbridgegrouppro.com**
Office Hours – Mon-Fri, 8:30am – 5:00pm, Answering service after hours.
Answering Service will help for after hour emergencies, or to leave a message for the next business day. (Be sure to leave your full name, unit address & call back number.)
Website: https://www.woodbridgegrouppro.com/property/lost-mountain-manor

HOA Board 2026/2027:

BOD Position	Name	Email Address
President	Maria Casale	maria.mcgill1@gmail.com
Vice President	Mark Layman	mlayman@rochester.rr.com
Treasurer	Almarie Falbo	almariefalbo1234@gmail.com
Secretary	Hope Breen	hopedelancy@gmail.com
Board Member	Lori Newland	lorimnewland@gmail.com
Board Member	Jason Norselli	jason@norsellibuilt.com
Board Member	Joyce Greenwood	joyce_greenwood@yahoo.com

Committee Contacts:

Welcome Committee	Disa Baylis	585-737-8401
Social Committee	Julie Gorman	585-490-1924
Finance Committee	Almarie Falbo	408-655-9444
Building and Garages	Lorraine Mack	585-737-2952
Landscape Committee	Joyce Greenwood	585-269-9677

HOA Board and documents

Lost Mountain has a home-owner based, volunteer HOA Board. Elections for the board occur every year for a three-year term. Election information, volunteer requests and prospective board member notices with bios will be disbursed prior to the meeting.

The HOA Board meets monthly with our management company, Woodbridge Group. Meeting minutes and financials are available after approval, upon request. For questions, copies, or to be added to the email list, please contact the Woodbridge Group, at **585-385-3331**.

The HOA Board holds yearly owner's meetings. Notices will be emailed and posted on the bulletin boards in each building at least one month prior, so everyone may attend.

Mail and Common Areas

Our mail carrier generally arrives between 2:00 – 5:00 pm.

- Mail too large for the box may be left by the mail carrier in the bin below the mail boxes.
- Place outgoing mail to be picked up by the mail carrier, with appropriate postage, in the bin next to the mailboxes.
- If a mailbox key is needed, please contact the Post Office (the nearest being across from Panorama Plaza at 1614 Penfield Rd.).
- You can reduce the amount of junk mail that you receive by calling 1-888-567-8688 or visit https://consumer.ftc.gov/articles/how-stop-junk-mail for more options.
- The Staples store in Panorama Plaza offers UPS drop-offs, Amazon returns, and electronic recycling.

The common areas of each building are cleaned by a professional cleaning crew every two weeks. If you make a mess, please be responsible and clean up after yourself.

Bulletin boards near the mail boxes are provided for HOA announcements and community events. Bulletin boards at the front of the garages are for homeowner's use.

The container flowers outside each building door should be watered by a volunteer homeowner. Please coordinate with your fellow homeowners in your building.

Social Gatherings

In the lawn area between Garages 1 and 3 are blue chairs, available for all residents to use. (See Map) Once the warmer weather arrives, many residents meet there on Wednesday evenings to socialize, and a few times during the year, an Ice Cream Social or other community wide event will be announced on the bulletin boards. There are additional Chairs above Garage 2 for your enjoyment as well.

Pets

Only Indoor cats and Emotional Support/ Therapy Dogs are allowed in Lost Mountain; all dogs require proof of being licensed and vaccinations. All pets must be registered with the management company; Pet Registration forms are available from the Woodbridge Group. When walking your dog, please keep them out of the garden areas. There is plenty of greenspace and your neighbors will thank you for picking up after your dog.

Balconies and patios

Due to fire codes and our closeness to the woods, fire pits are **not allowed**. In addition, the only grills that are allowed are:

- Electric
- Propane with 1 lb. cannister

Garden level unit landscaping should not impede on the ability to mow the grass.

Laundry

There is pay laundry on the garage level of each building. Please keep the hours to between **8 am and 10 pm** in consideration of your neighbors.

Washers and dryers can be paid for using a smartphone app called **Hercules CP Mobile**, or with a physical laundry card. If a card was not transferred to you from the previous owner, a new one can be purchased (and empty ones may be refilled) from the vending machine in Garage 3, in front of the maintenance staff office.

**Please clean the lint traps after every dryer load, and help keep the laundry room tidy.

Utilities and Plumbing

While utilities are included in the HOA fees, the costs are split equally amongst all of the homeowners, and when RG&E rates rise, our respective share of the bills increase. Please be mindful of your usage, and do your best to conserve energy to help keep the bills reasonable.

Boilers and air conditioning are switched in spring and autumn, depending on weather temperatures. Owners will be notified ahead of time.

In addition, most of the plumbing pipes that service the buildings are original, and we all must do our part to make sure they do not become blocked, as repair costs are significant. **Please do not flush wet wipes, facial tissue, paper towels, or anything other than human waste and toilet paper.**

Please keep that in mind when using the kitchen sink as well. Follow any manufacturer instructions for garbage disposals, and do not dispose of items that can cause clogs or blockages, especially egg shells (as they swell), flour or dough, and potato skins.

Renovations and Unit Service Work

Each homeowner is responsible for repairing anything within their unit. If you anticipate making ANY change to the Interior or Exterior of your condo, or common area's **a completed variance form including Certificates of Insurance from Contractors must be submitted to Woodbridge for review and approval by the Board of Managers prior to the start of any work.** Town Penfield permits may be needed as well for certain work. Examples of interior changes include, but are not limited to, windows, plumbing, electrical work, moving any walls, or any major flooring work. Contact the Woodbridge Group for the Variance Request Form, or visit WoodbridgeGroupPro.com and search Lost Mountain Manor for forms.

For any repairs needed in the common areas, buildings or grounds, please contact the Woodbridge Group at **585-385-3331,** at any time. Work orders will be issued, and if necessary, emergencies will be paged to on-call staff. Work Orders may also be placed on line at WoodbridgeGroupPro.com, or by emailing service@WoodbridgeGroupPro.com

Most units do not have a water shut off valve for the water going into their unit. Therefore, homeowners are responsible for notifying Woodbridge at **585-385-3331** at least one week in advance if the water will need to be shut off for repairs or renovations.

Homeowners are also responsible for removal or renting a dumpster for all debris incurred during renovations, as well as any unwanted furniture or large objects. These special dumpsters must be placed in a parking space outside the garage area. If you are unsure of placement, please call the Woodbridge Group or email service@WoodbridgeGroupPro.com.

Snow Removal

The sidewalks and driveways are plowed and maintained after a 3-inch snowfall. Even though they are salted liberally, please be careful of icy conditions.

If you or guests are parked in the parking lot and are at home during or after plowing, it would be helpful if you could move your car to an area that has already been cleared. The plows may come through a second time and be able to clear the spot where you were originally parked. Moving your car while the plows are here is extremely helpful.

Garages & Storage Units

Parking assignments and storage units in the garage are disclosed at the time of purchase. Please do not park in or block your neighbor's parking spots, or park so close to storage to prevent access.

At your closing, you should have been given a remote garage door opener to access your garage. For any questions, call the Woodbridge Group 585-385-3331.

In addition, you can enter the garages by using the following codes on the keypad located on the left of each garage door.

Garage 1 - code 1812 **Garage 2 - code 1813** **Garage 3 - code 1814**

If you need to open the garage door from the inside, there is a small push button to the right side of the garage door.

Trash Removal and Recycling

Trash Pickup is every **Friday**, and Recycling is every **Wednesday,** by Casella. Casella's phone # is 585-254-7081, and their website is https://www.casella.com/.

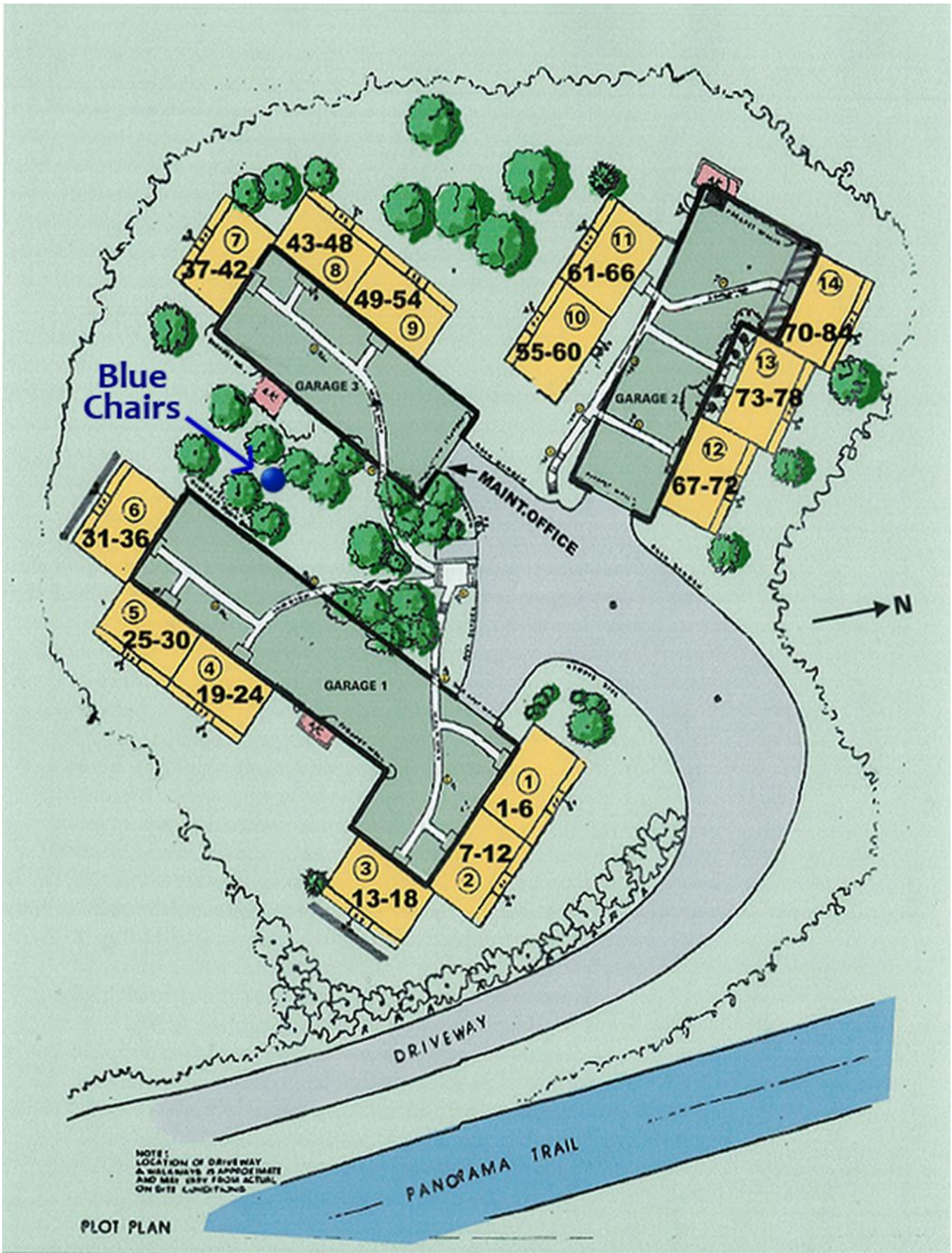
The large dumpsters are for trash and the smaller bins are for recycling. Casella has a zero-sort recycle system, and all recyclables must be loose, not bagged.

The homeowner is responsible for non-regular trash removal. Large items cannot be placed next to the dumpster; they must be placed inside or removed by the homeowner. For bulk removal (mattresses, furniture, electronics, etc.) and dumpster rentals, call Casella at 585-254-7081 or Woodbridge to arrange for special pick-ups.

A broom and dustpan is available for homeowner use, located within each garage near a dumpster.







LOST MOUNTAIN CONDOMINIUMS

LOST MOUNTAIN
CONDOMINIUMS

Lost Mountain Condominium
Rules and Regulations

Effective
January 15, 1993

85 LOST MOUNTAIN TRAIL • ROCHESTER, NY 14625-2403 • 716/385-1330

HOMEOWNER RESPONSIBILTIES – RULES & REGULATIONS

Since we are living close to one another, it is necessary for us to observe some ideals for living in a harmonious way. Following a few guidelines:

Architecture Committee

Common Elements – Refers to the common property we all share outside the walls of our units. Portions of it may not be assumed by individual owners for private use. Furniture and furnishings in common areas such as hallways, stairwells, laundries, etc.. is prohibited unless approved by the Board of Managers.

To Ensure Safety – Homeowners and their guests are prohibited from traversing the perimeter of the hillside and/or disposing of any debris onto the hillside

Hallways – Plants are to be restricted to the table under the mirror, no hanging plants in the window. Furniture and other furnishings are not to be stored under stairs. This is for harmonious appearance and safety.

Fire Escapes – For obvious reasons, fire escapes **Must Remain Free of any obstruction**. Hoses and garden tools may be stored on the ground level underneath the fire escape.

Laundry Rooms – Personal articles should not be stored in the laundry rooms; nor should any personal trash or garbage be placed in the trash cans which have been placed there for discarded detergent containers, lint, etc. Incidentally, clean lint traps guarantee better drying and decrease chance of fire. **Remove Dry Laundry when done**.

The Hours for use of laundry facilities are 8 a.m. to 10 p.m. Use outside these hours can be very disturbing to the neighbors adjacent to the laundry rooms.

Laundry doors should be kept closed at all times and light turned off when not in use.

Garages - One (1) designated parking space in the underground garage is provided for each homeowner/tenant. To "assume" another without given permission, is to trespass. If available, a second space may be rented by contacting the Board of Managers. Guests may park their vehicles in the outdoor parking spaces.

As a safety precaution, when entering or leaving the garage, please have your headlights on and drive **SLOWLY**.

Placing sheets of cardboard under "leaky" vehicles would be appreciated

The step carpet at the garage entrance to each building is to arrest dirt and prevent it from being carried into the hallways. **Please use it!**

There is to be:

NO Storage of any items in front of vehicle.
NO Flammable material in the garages.
NO Washing of vehicles in the garages.

Doors For Security – The doors on the first floor and from the garages are to be kept closed except when loading or unloading.

Do Not prop or tie doors open when expecting company.

Lockers – One (1) designated Locker is provided for each homeowner/tenant. If available, a second locker may be rented by contacting the Board of Managers.

Caution is suggested concerning articles stored in lockers; they may be susceptible to extreme heat, cold or dampness.

Balconies & Patios – While Balconies and Patios are structurally a part of the individual unit, they are nevertheless considered **"Common Elements"**. In order to ensure harmony in the appearance of the condominium, the painting, installation of awnings, outdoor auxiliary or decorative lighting, and any other treatment of individual balconies and patios must be approved by the Board of Managers. Excess Furniture, plants, plant stands, storage units and other items not compatible with an attractive image are restricted.

Screened Patios/Balconies Must be cleaned each year. Dirty screens are offensive to other residents.

Bird feeders – Are allowed on Patios and the patio edge, as long as the use of the bird feeder does not interfere in any way with neighbors, and is not an appendage to the building.. Bird Feeders are acceptable along our forest edge behind our units. Bird Feeders should not be an obstruction to our maintenance staff in doing their work. **Under no circumstances are other wild creatures to be fed**.

Landscaping – No Personal items will be displayed in any way in front of the buildings. Door decorations will not be allowed on the door, and plantings of any nature will not be permitted unless a variance is approved by the Board of Managers. The appearance of all entry ways will be the same, and will be the responsibility of the Lost Mountain Maintenance staff to maintain.

Patio units gardening and/or landscaping should not inhibit the Lost Mountain Maintenance staff from doing their job effectively.

Homeowners are responsible for the maintenance of Plantings and Shrubs (planted by previous owners or themselves) next to their patio. Maintenance includes pruning to maintain the appearance of and size (max height of 4ft) of shrubs. Trees whose mature height is greater than 4 feet require a Variance approved by the Board of Managers, and are not to be used as foundation plantings. Failure of the homeowner to maintain their landscaping will result in removal of the plantings and the land landscaped by the Lost Mountain staff. The Lost Mountain Maintenance Staff is only responsible for maintaining and pruning those plantings that are common to Lost Mountain.

POLICIES

Excessive Noise – The Majority of people are most considerate about this. Laughter and talk are pleasant sounds; however, it would seem reasonable to expect that after the late news (10p.m.), radio and TV should operate a comfortable level for one-room listening. Also, dishwashers and disposals should not be operated between 10 p.m. and 7 a.m.

Illegal Storage – Illegally stored articles (furniture, plants, etc..) if not removed by owner after notification, it will be removed by staff at the owner's expense.

Guests – Guests may enjoy the same privileges as those of the residents. Children and grandchildren are welcome on the premises, BUT, out of the rock gardens, trees, and off the fences. The garages are not be used as playground areas. Guests bringing animals are under the same restraints as unit owners and are the unit owners' responsibility.

For your protection, please inform Woodbridge Group if in your absence anyone will be occupying your unit. If you will be away for any extended time frame please notify Woodbridge Group 585-385-3331.

Signage – No resident of the condominium shall post any advertisement or posters of any kind except on the bulletin boards in each garage (subject to rules governing use of bulletin board)

Advertising Lost Mountain Condominiums for Sale or for Rent is NOT Permitted at the base of the Lost Mountain Driveway. Real Estate Signs are Not Allowed. Open house signs are Allowed to be displayed at the base of the Lost Mountain Driveway and in the parking lot for directions to the open house, on the day of the open house and are to be immediately removed on conclusion of the open house.

For Sale or For Rent signs are Not Allowed to be displayed in the Condominiums windows or doors.

Animals/Pets – No Animal shall be permitted, kept or harbored in buildings unless the same in each instance be expressly permitted in writing by the Board of Managers. Dogs are NOT Permitted.

All Animals of any description, must be registered with the Board of Managers, in writing. Upon receipt of written permission from the Board of Managers, animals may be harbored within the owner's unit only, with strict adherence to the conditions outlined in this article.

If or when a permit is revoked, an owner will be directed to immediately remove the animal from the development. Failure to so shall result in legal action to compel or enforce removal if the animal is found in or upon the common property.

Complaints – Complaints and Service requests should be directed to Woodbridge Group 585-385-3331. 271 Marsh Rd, suite 3, Pittsford NY 14534.

Lockouts – If staff is called in after hours for a lockout from your unit, the charge will be $25.00 for the 1st time and $40.00 for subsequent lockouts in the same year.

Unit Dryers – Any installation of a clothes dryer within the condominium unit Must have an Approved Lost Mountain Variance, and a Town of Penfield permit, PRIOR to installation. Once installed, the Lost Mountain Maintenance Manager will complete an inspection to assure proper ventilation, but this should not supersede an inspection by the Town of Penfield building Department. Evidence of satisfactory inspection must be produced within 30 days of installation. All current unit dryer owners are subject to inspection to assure proper ventilation.

Unit Washers - Any installation of a clothes washer within the condominium unit Must have an Approved Lost Mountain Variance, and a Town of Penfield permit, PRIOR to installation. Once installed, the Lost Mountain Maintenance Manager will complete an inspection to assure proper installation, but this should not supersede an inspection by the Town of Penfield building Department. Evidence of satisfactory inspection must be produced within 30 days of installation. All current unit washer owners are subject to inspection to assure proper installation.

Any Damage caused as a result of a plumbing backup or other overflow condition caused by the in-unit laundry machine, shall be the responsibility of the homeowner to repair.

REGULATIONS

Use of Units – The use of units by occupants other than the owners is permissible; however, occupants shall be subject to the same rules & regulations as owners.

Nuisances – There shall be no nuisances or practices annoying to residents. It is hoped that all may enjoy peaceful possession and proper use of all properties; therefore, please do not interfere with the rights of others by making unreasonable noise at any time.

Occupancy – Occupancy of the units shall be restricted to One Family Occupancy

COMMON CHARGES / ASSESMENTS / LATE FEES

The annual budget of the condominium is determined by the Board of Managers. The common charge for each unit owner represents their share of the budgeted common charges. This share is calculated on the number of square feet in each unit.

- Assessments, if any, will be included in the Homeowner's monthly account and will be due and payable when notified.
- Fines, if any, will be charged to the Homeowner's account monthly
- Any assessment or payment due the Condominium and received later than the 10th of the month may be subject to late fees
- Cost of collections such as, but not limited to, attorney fees, lien filings, court costs are added to the Homeowner's account

SALE OR RENTAL OF UNITS

Homeowners who are selling or renting their units are required to give advance notice in writing to the Board of Managers as they may know a potential buyer.

It is the responsibility of the Homeowner to give their copy of the Offering Plan (Prospectus) and this Manual to the new buyer of the unit

Renting a unit to anyone other than "Immediate Family Members" the owner must notify the Board and Management 60 days prior to entering into a lease. The unit may only be leased for a maximum of two (2) years in any consecutive five-year period. The unit owner must provide a copy of the lease agreement to management and it may not be any less than 12 months in length.

The use of any short-term rental website is prohibited

COMPLIANCE

The Board has responsibility for overseeing compliance with the policies contained in this document or otherwise established. In the event of Non-compliance, the Property Manager is directed by the Board of Directors to confirm the violation, discuss the violation with the Homeowner and then advise the Homeowner by letter. The letter details the specific violation and specifies a time for corrective action.

VIOLATIONS

Violations of the Lost Mountain Rules and Regulations are enforceable by the New York State Condominium Act, article 9(b).

First Notice of Violation

The Homeowner will be notified in writing and requested to correct the violation immediately or depending on the violation, within Ten (10) days.

Second Notice of Violation

If the problem is not rectified, a $50.00 fine will be levied against the Homeowner's account. In addition, the Board or its agent, the Property Manager, may act immediately to correct the violation and assess additional charges against the Homeowner's account for the cost of labor, and materials.

Third Notice of Violation

If the Homeowner takes No Action to correct the violation, a certified letter will be sent the Homeowner's last known address with notification that an additional DAILY FINE of $50.00 will be assessed until the violation is completely corrected or eliminated.

ADDITIONAL LEGAL REMEDIES

In the event that any fine and/or fees levied under this published and approved schedule of Policies is not paid in a timely manner, the Board or the Property Manager will take legal action to enforce the policy and collect fines, and/or fees due the Condominium. All unpaid fines and/or fees, expenses incurred including, but not limited to, legal or other professional fees shall be and shall constitute a lien on the Homeowners Condominium in the same manner that an unpaid common charge constitutes a lien as set forth in the Lost Mountain Manor Condominiums Declaration. The Board or Property Manager shall have the same rights and remedies to enforce the lien occurring as a consequence of a violation of the policies such as non-payment of common charges

Lost Mountain Manor Condominiums



I hereby acknowledge the receipt of Lost Mountain Manor Rules and Regulations received from the Woodbridge Group.

☐ **I have read and understand the Rules and Regulations of the community as well as the consequences if not followed by myself, members of my household, guests or tenants**.

Lost Mountain Manor Unit Address _____ Date: _____

Homeowner Signature:_____

Please return to the Woodbridge Group Service@WoodbridgeGroupPro.com or
by mailing in to PO Box 237, Pittsford NY 14534