



Whatever you need to ask about, you can choose one of the following methods:

E-mail is the preferred method of communicating with the team. E-mail is quick and it is written. It is easy to take the time to read and understand, even if English is not your first language. Be sure to check your spam folder if you feel you did not receive a prompt reply.

Postal Letter is another method of communicating in writing if you do not have e-mail. Please be sure to write so that it can be read and include your name and return address. Remember that this method is slower than e-mail.

The **telephone** is another method. It requires both people be able to talk at the same time. If James is not available, you can leave a message with the staff or leave a voice message. Be sure to speak clearly and slowly and leave your name, your address, tell them it is Fern Crest and leave your phone number.

Personal Appointments can be arranged if you have some documents you feel you need to talk about in person. Be sure to call at least 24 hours in advance so that you can be sure James is not scheduled to be somewhere else or meeting with someone else and that he will be there to meet with you. If you show up without an appointment and James is not available, you may be disappointed.

You should expect to receive a reply to e-mail or calls within 48 hours.

Contact List for Fern Crest Homeowners Association

E-Mail: Send an e-mail to:

Management_Team@ferncrest.org

Be sure to include your name, address, phone number and your e-mail address in the message that you type. It may take a day or so to receive a response to your e-mail. Please allow that time. Be sure to check your SPAM folder if you did not receive a reply.

Postal Letter: Please send your letters to

James Emory Tungsvik, MPM,RMP
Around the Clock, Inc.
716 W Meeker St, Suite 101
Kent, Wa. 98032

Be sure to include your name, address, phone number in the letter. Remember that it takes a couple of days for the letter to be delivered and for a reply to be sent.

Telephone: Around the Clock, Inc, CMRC. can be reached at (253) 852-3000. The fax number is (253) 852-1417.

The best time to contact James is after 1 PM in the afternoon. This is because James spends many evenings until late supporting Boards of Directors meetings at other Homeowners Associations. If James is not immediately available or is on another call, please leave your name, address and your phone number. Depending on the time that you call and the meetings or other phone messages that James has that day, it may be the next day before he can return your call.

Appointments: If you would like to make an appointment to meet in person with James, please try to give him at least 24 hours notice.

This will allow the staff to find time in his schedule to put you on his calendar. Please be sure to leave your name and phone number so that if there is a problem, you can be called.

COMMUNICATING WITH YOUR FERN CREST ASSOCIATION MANAGEMENT TEAM



We appreciate questions, comments and discussion about Fern Crest.

We encourage you to personally contact us whenever you have a comment, question or concern.

The information inside will help you pick the best way to communicate with your Association Management team.

We also have included information that we hope will allow you to get the fastest possible response.

Please save this flier. The back page provides quick access to information on how to contact the Management Team.

FERN CREST HOMEOWNERS ASSOCIATION

It's important that anytime you have a question, you feel comfortable calling the Fern Crest Management Team. You should never feel like you cannot contact the Management to get an answer to a question or have a way to get help when you have an issue.

When Should I Contact the Management Team?

The answer is simple: anytime you have a question or something you feel you need to talk about concerning the community.

The Management Team consists of the Fern Crest Board of Directors and James Emory Tungsvik, MPM, RMP of Around The Clock, Inc., CRMC. James and Around the Clock, Inc. work for the Board of Directors. His job is to take care of the community as directed by the Board of Directors.

James does a lot of things to help keep the community running smoothly and helping to maintain the nice appearance.

James oversees the landscaping crews that maintain our parks and common areas. He takes care of having someone come out and fix broken park equipment and mailbox clusters.

James and Around the Clock, Inc., CRMC account for all of the money paid by homeowners such as yourself and pay the bills from the electric company (street lights), water (park sprinkler systems), landscaping company (keeping our parks and common

areas looking neat) and so forth. You can find out more about our expenses by looking at the budget sent out each October.

His most important job: He is your first point of contact if you have a question or comment about Fern Crest.

What sort of things should I contact the Management Team about?

If you have a question about your Homeowners Association, you should contact the management team.

No question is should go unanswered.

For example:

Did you get a letter in the mail about your property – such as the lawn needing mowing or weeds needing to be removed from the planting beds?

If you do not understand the letter, you need to contact the Management Team and get an answer.

Is there a problem with damage to park play equipment? You should contact the Management Team.

Are cars in your area blocking the mailboxes so that the letter carrier cannot deliver the mail? You should contact the Management Team.

Do you need to submit a Property Improvement Committee (PIC) application but do not know how to fill it out? You should contact the Management Team.

Did a PIC application you submitted get rejected and you do not understand why? You should contact the Management Team.

Did you submit a PIC and want to find out where it is in the review process? You should contact the Management Team.

Where can I find my site plan for a PIC application? You should contact the Management Team.

Where do I find the minutes of the last Board of Directors meeting? You should contact the Management Team.

Money is tight. May I pay my assessment over two months instead of all at once? You should contact the Management Team.

Anytime you feel you have a question that needs an answer, contact the Management Team.

There are no “dumb questions”.