Answers To Frequently Asked Questions

1. **Who is the management company and where is their office located?**
   - Apogee Property Management – 5100 Bradenton Avenue, STE E, Dublin, OH 43017
2. **How do I contact the management company?**
   - You can email them at: administration@apogeepm.com or you can call them at 614-725-3095
3. **How do I access the Owners Web Portal Condoweb.app?**
   - Please email administration@apogeepm.com and an invite will be emailed to you
4. **How do I contact the management company for an emergency?**
   - Call 911 for water, fire, or any criminal activity
     - An emergency is defined by any activity that would risk the safety and welfare of the community property and its residents
   - Then call our office number 614-725-3095 and follow the message prompts
5. **How do I update our owner information form?**
   - You can download a blank owner information form through the web portal: **Condoweb.app** and email it to administration@apogeepm.com. **Any changes you try to do through the web portal will not be saved on the portal and needs to be completed by an Apogee team member**
   - Request a blank owner information form by emailing administration@apogeepm.com or calling 614-725-3095 Fill out the form and email or mail it back to Apogee
6. **How do I set up Automatic Payments (ACH)?**
   - You can download a blank automatic payment form (ACH) form through the web portal: **Condoweb.app** and email it to administration@apogeepm.com
   - Request an ACH form by emailing administration@apogeepm.com or calling 614-725-3095
7. **What if I don't have a VOIDED check attached to my ACH form?**
   - A VOIDED check is highly recommended, but you can still submit the ACH form without a VOIDED check. Please ensure the Account and Routing number are written legibly and on the correct line. If the ACH is returned due to incorrect information, the fees from the bank will be assessed to your account.
8. **How do I request maintenance or architectural services?**
   - You can request maintenance or an architectural request through the owner's web portal by submitting a "Request or Archit. Request": **Condoweb.app**. A photo and/or completed request form is required to submit a request.
   - Email administration@apogeepm.com. A photo and/or completed request form is required to submit a request
9. **How can I check my account balance/statement?**
   - You can access your account balance through the owner's web portal: **Condoweb.app.**
10. **How do I report an enforcement or rules violation?**
    - Email administration@apogeepm.com Photo/video evidence is required to submit a complaint
11. **How will I receive communications from the management company or Board of Directors?**
    - Formal notices that may require action by the unit owner will be mailed to the mailing address on file
    - Informational notices will be sent to all unit owners via email on file
      - ***If you do not have any electronic means to receive Association communications, please contact our office at 614-725-3095 for alternative method to receive these communications***
12. **How do I pay my water-sewer bill?**
    - You will continue to pay Edge Utilities directly. Water-Sewer billing information is sent directly to the Unit Owner by Edge Utilities based on the readings of the sub-meter located in each unit
13. **How do I get a pool pass card replacement?**
    - If your pool card has been lost or misplaced, you may obtain a replacement card by written request to administration@apogeepm.com; the fee is $100.00 (checks payable to the Chippewill Condominium Association)