



The Market Lofts Owner's Association

Management FAQ's

Reporting a Building Problem or Concern

TRAC Management is your Unit Owners Association management team. We do not have an office in the building and do not serve in the role of on-site "building super". We do manage the exterior and common areas of the building. Our team coordinates with vendors on a variety of services to maintain the building.

The best way to report non-emergency questions or concerns is through our email at TRAC@tracmanagement.com. Please include your name, phone number, and Market Lofts unit number in the email and for best results put the issue in the subject line. If you have multiple issues, please create separate emails for each so that your requests do not get lost or overlooked.

You should get a response within 24 business hours that your request has been received.

Evaluation and repairs can take much longer depending on the availability of contractors and we cannot control their schedules. We will update you when the repair is to be made or when completed.

Dave Winter is the Market Lofts Manager and is your main point of contact for maintenance issues. Cyndi Whisnant is your main point of contact for billing or other HOA related issues.

Homeowner Preventative Maintenance Checklist

- Dryer vents
- Washing machine connections
- Toilet connections, seals, and flapper
- Tub caulking, overflow drain and seals
- HVAC air filter
- Dishwasher connections
- Window screens and weather seals / exterior door seals
- Check for slow draining sinks, drains, or appliances

We recommend that unit owners please check these items quarterly in an effort help prevent emergency maintenance issues. Minor maintenance issues left unaddressed can be both costly for the Association, unit owners, and create disruptions to business operating on the ground floor.

Here is a list of frequently asked questions to help you with communicating questions and repair needs.

Q. How do I know if the problem I am reporting is an owner responsibility or an HOA responsibility?

A. It's not always easy to know, however, if your problem only concerns your unit or anything that only serves your unit, then that would be an owner-responsibility. This would include: plumbing, HVAC, internet, bathroom or dryer vents, and patios. An exception to this would be if you are getting a leak from the roof or another unit.

If the problem is in the lobby, elevators, roof, or grounds, this would be an HOA issue. Please report this by emailing TRAC@tracmanagement.com

Q. What if I suspect there is a fire or gas leak in the building?

A. Call 911 and leave the building as soon as possible.

Q. There is a water leak in my unit. What should I do?

A. Leaks can be caused by a number of issues. It could be from rain getting into the building. It could be from condensation or a leak in the HVAC system. It could even be from an overflowing toilet, tub, sink, or washer.

Your response will be based on how much water is coming in and what you think the cause of it may be. If it seems to be caused by rain, please move anything that might be damaged by the water and email TRAC@tracmanagement.com. Photos and videos of the leak are especially helpful and can be sent to us. Please note that no roof repairs can be made while it is raining and in any case, most roofers require several weeks of notice to evaluate and repair. If water is flooding in and seems to be from something overflowing, please call or text Dave Winter at 984-439-5161. If you are unable to reach him, call Tom Whisnant at 919-612-5296.

Q. The elevator is not working or is not working properly. What should I do?

A. Please call or text Dave Winter at 984-439-5161. If you are unable to reach him, call Tom Whisnant at 919-612-5296. You may also want to email TRAC@tracmanagement.com. We will schedule a service repair as soon as possible.

Q. I have a problem with billing or payment. Who should I contact?

A. Please email your question to TRAC@tracmanagement.com. We will respond to you within 24 business hours.

Q. I have a question about making renovations to my unit. Do I need HOA permission?

A. Yes. You need to complete an ARC application and return to TRAC@tracmanagement.com with appropriate documentation.

Q. How can I get a copy of the governing documents for my loan officer or appraiser?

A. Please visit your website at: <https://southernvillagemarketlofts.com> the password is "mymarketlofts2014" or contact TRAC@tracmanagement.com with this request.

This list is not comprehensive but can be useful to help you determine the best way TRAC Management can provide you with excellent service and communication at Market Lofts.