

# Queen's Landing Thursday Digest

March 20, 2025

Hello QL Neighbors,

SUMMARY of topics this week: SOME VERY IMPORTANT HOW-TOs

- HOW TO get a **pool pass**,
- HOW TO update your address and phone with the Association office,
- HOW TO find unit rental registration documents, or how to rent the Chester Room,
- New Class - Chair Exercise,
- Upcoming social events – Happy Hour and Bridge Ribbon Cutting,
- Concrete – and Windows ...
- Fob programming,
- 2025 HVAC servicing reports due between March and May 2025,
- Onsite office hours,
- Calendar and News – where to find
- BOARD UPDATE ON UNIT MAINTENANCE REQUIREMENTS

## HOW TO GET A POOL PASS

In early April we will be sending out the annual pool access application. Full instructions will be included, but we did want to give you a head's up that **in order to qualify for pool access**, the unit owner must be **current with Queen's Landing account requirements including HOA fees, assessments, inspections, and vehicle decals**. The Board discussed unit maintenance requirements at its meeting this week and that document is attached to the end of this Digest.

## HOW TO UPDATE YOUR PHONE/EMAIL OR BILLING ADDRESS WITH THE ASSOCIATION OFFICE

Please use the **easy self-service function** on the FSR Connect Resident owner portal.

- Log in to your portal,
- click the **three horizontal lines** at the top left of the Dashboard (opening page),
- click **My Account**,
- click the little **pencil** to the right of each data piece – which is the edit button, and
- make your changes.

Please do not decline receiving emails, as you will miss critical business information you need as an owner here.

## HOW TO FIND UNIT RENTAL REGISTRATION DOCUMENTS and other documents

Please use the easy self-service function **on the FSR Connect Resident owner portal**.

- Log in to your portal,
- On the Dashboard (opening page) look for the heading **Forms & Documents**. Click **View All**
- That will give you a dropdown of all the types of documents available.
- At the top of the page is a **horizontal box with a magnifying glass**. In that box type a key word for the document you want – in this case **Rental**
- The search function will give you all documents that have that word in their title.

## New Class - Chair ER Cise

NO IMPACT, Exercise Class for beginners. A class to get our bodies moving. If you have weights or bands feel free to bring them. Tuesday and Thursday 6:30-7 in the Landing. Hope to see you there. For more information please call Tammy Baldauf 240-832-5995

Next Happy Hour – April 4<sup>th</sup> – Welcome Spring  
Bridge Ribbon Cutting – 26<sup>th</sup> at the Lake Amleto Bridge  
Put both on your calendar now!

### Concrete sidewalks - see something, say something

If you see something that needs to be addressed please place a service order. We will be walking the property in the next month to inventory what needs to be fixed.

### Windows doors – service orders

If you have placed a service order for a window or a door and the issue is still active please check the service order system to make sure your issue is listed correctly. We are scheduling a review in April.

### Need FOB for entry to maintenance enclosure – How to get your new fob

We have reactivated the fob control system on the maintenance enclosure. If you do not yet have your new fobs please bring your old fobs to the Clubhouse to be reprogrammed during office hours.

Remember *PLEASE* – household trash in the bins to the right; recycling in the center dumpsters.

### Unit maintenance servicing and inspections

The 2025 HVAC servicing reports are due between March and May 2025. You can submit your dryer vent cleaning invoices any time during 2025. See Board guidance on unit maintenance requirements at the end of this Digest.

### First Service Residential Update – office hours

You can find someone in the office Monday, Tuesday, Thursday and Friday between 8am and 4pm. Outside of those hours the Call Center is very helpful, so do stay on the line if you call 410-643-5192 during office hours and your call is transferred. For after-hours emergencies please call 800-870-0010.

### Calendar and News – where to find

The Queen's Landing website is the repository of our master calendar and of community updates and news. Please check it regularly. <https://queenslanding.org/>

# Unit Maintenance Requirements

## Update from QLCUO Board 03/17/25

The QLCUO Board discussed the unit maintenance requirements at its meeting on March 17, 2025 and has prepared the below to clarify any questions about 2024 or 2025 unit maintenance requirements.

- Annual **dryer vent** cleaning is required. As in the past, pool access will not be granted to those who have not submitted this report for the prior year. If last year's report seems to be lost, as long as owners submit a 2025 report before the pool season this year, May 15, 2025, it will count toward their 2025 requirement.
- **Sprinkler** inspection, every ten years is required and we continue to pursue these to get them completed in 2025. Pool access will not be granted to those who have not submitted this report. Even if people do not have an invoice or receipt for the inspection, they can take a photo of the inspection tag hanging on the system valve and submit that as proof of 2024/2025 inspection.
- **HVAC** cleaning in the spring is required. Pool access will not be granted to those who have not submitted this report for 2025.
- **Plumbing** inspection is required. Pool access will not be granted to those who have not submitted this report. Plumbers seem to be able to send duplicate inspection reports, if asked.
- **Chimney/Vent** inspection is required. Pool access will not be granted to those who have not submitted this report. Owners who do not use their fireplace may provide proof the system has been disabled:
  - For the propane fireplaces, submit a photograph of the outside propane hookup to prove it is disconnected, and therefore not usable. We are accepting this.
  - For the wood burning fireplaces, a few people are sending photos of a piece of furniture in front of the fireplace to prove it is not usable. Furniture is easily moved. We cannot accept this in lieu of an inspection. How can a wood burning fireplace be disabled? Some have removed them and inserted a closet, others have had it bricked up or sealed and other have had an electric fireplace insert installed.

In all cases, if a condo resale package is requested, the information provided does include any missing inspections and servicing, so that the potential buyers understand these are outstanding.