



# The Management Group Associates, Inc.

A FULL SERVICE PROFESSIONAL PROPERTY MANAGEMENT COMPANY

November 18, 2013

Dear Homeowner(s):

I am writing on behalf of the Norbeck Hills Homeowners Association to forward to you the approved 2014 operating budget. For 2014, there will be a slight increase in your monthly assessment, which will be as follows:

Townhomes	\$82.65 per unit per month
Single Family Homes	\$55.75 per unit per month

On or around December 15, 2013, you should receive an updated payment coupon booklet for your use in making your monthly assessment payments. If you do not receive this booklet by December 15, 2013, please feel free to contact our Accounting Department at [TMGAInc@TMGAInc.com](mailto:TMGAInc@TMGAInc.com) or by phone at 301-948-6666.

If you prefer to pay your assessment electronically, you have several options to do so as follows:

- **Pay by direct debit** – If you currently pay by direct debit, you will not receive a coupon booklet for 2014. No action is needed on your part to ensure that your assessments continue to be debited from your bank account as usual; however, be sure to update your accounting records to reflect the new assessment amount.

If you would prefer to pay by direct debit but do not currently do so, please take a moment to complete and return the enclosed form. Direct debit is a **free** service by which your assessment is directly debited from your bank account on the 10<sup>th</sup> day of each month. You can avoid the inconvenience and expense of mailing your assessments in each month. You can also avoid the possibility that your payment will be received late.

- **Pay by e-check or credit card** – If you have already set up a recurring payment by e-check, please note that you need to re-subscribe for this service annually. Please refer to the enclosed instruction sheet for directions on how to set up payments by e-check or credit card.

Paying by e-check is very similar to paying by direct debit, except that you choose the date on which the payment is made. This **free** service gives you the flexibility to pay your assessment when it is convenient for you and avoid the possibility of paying late.

- **Pay by online banking** – You can pay by online banking through your own bank by setting up Norbeck Hills as a vendor. Be sure to notify your bank that the payment address for online checks is Norbeck Hills HOA c/o The Management Group Associates, PO Box 105007, Atlanta, GA 30348-5007. Norbeck Hills accepts online bank checks at no additional cost to you.

If you experience any difficulties in paying your assessments, please feel free to contact our Accounting Department at [TMGAInc@TMGAInc.com](mailto:TMGAInc@TMGAInc.com) or 301-948-6666.

Please also take a moment to review the enclosed information about the Montgomery County Commission on Common Ownership Communities. This information is being provided to you in accordance with Section 10-B of Montgomery County Code.

On behalf of the Board of Directors and the staff of The Management Group Associates, I wish you and your family a safe and happy holiday season!

Enclosures  
/rap  
NH – III6, Ilo (orange)

Sincerely,

Ruchita Patel, Agent for  
Norbeck Hills Homeowners Association

20440 Century Boulevard • Suite 100 • Germantown, Maryland 20874  
(301) 948-6666 • 1-800-536-TMGA (8642) • FAX (301) 948-6663  
E-Mail: [tmgainc@tmgainc.com](mailto:tmgainc@tmgainc.com) / [www.themgmtgroup.com](http://www.themgmtgroup.com)

MEMBER  
  
community  
ASSOCIATIONS INSTITUTE

ed

We Want You to Know About  
***The MONTGOMERY COUNTY COMMISSION ON COMMON  
OWNERSHIP COMMUNITIES***

Montgomery County recognizes that a substantial proportion of all its citizens now live in condominium and homeowner associations, and in housing cooperatives, generally called "common ownership communities." In order to serve better the special needs of these communities, and to act as their advocate, the County created the Commission on Common Ownership Communities. The Commission operates under the authority of Chapter 10B of the County Code.

The Commission has 3 basic duties:

***Education:*** the Commission provides free information to both members and to governing bodies about their rights and duties under Maryland law, as well as advice on how to properly operate the association. Among other tools, it offers a "Manual and Resource Guide" for boards of directors.

***Legislation:*** the Commission advocates for common ownership communities concerning proposed laws and regulations at the local and State level.

***Dispute resolution:*** the Commission can hear and resolve certain disputes between members of the communities and their governing bodies, and its decisions are legally binding on the parties.

For more information on the Commission and the services it offers, visit its website at [www.montgomerycountymd.gov/ccoc](http://www.montgomerycountymd.gov/ccoc). If you have questions, the CCOC prefers you contact it by email at: [ConsumerProtection@montgomerycountymd.gov](mailto:ConsumerProtection@montgomerycountymd.gov)

**NORBECK HILLS HOMEOWNERS ASSOCIATION**  
**2014 APPROVED OPERATING BUDGET**  
 Last Revised: August 5, 2013

<b>Assessments</b>	<b>2014</b>
Single Family	\$55.75
Townhome	\$82.65

**INCOME**

Assessment Income	406,189
Resale Package Income	180
Late Fee Income	3,300
Legal Fees Reimbursement	6,000
Certified/Lien/NSF Income	6,000
Misc. Homeowner Income	500
Pool Membership Income	35,000
Interest Income - Operating	15
<b>SUBTOTAL</b>	<b>457,184</b>

Less: Reserve Contribution	(96,604)
<b>TOTAL INCOME</b>	<b>360,580</b>

**EXPENSES**

**General & Administrative**

Management Fees	60,153
Audit Fees	3,050
Legal Fees	8,000
Bank Charges	100
Postage and Mail	2,500
Mailing Handling Fee	1,500
Insurance	6,324
Bad Debt	2,500
Coupon Printing	1,800
Printing and Reproduction	4,000
Newsletter	750
Website	250
Taxes	5,000
Reserve Study	-
Street Light Electricity	8,000
Misc. Homeowner Admin. Fees	8,000
Misc. General and Administrative	750
GOCA	100
Commission on Common Ownership	1,338
<b>SUBTOTAL</b>	<b>114,115</b>

**Pool**

Pool Operation & Management	51,120
Pool Repairs	2,500
Pool Supplies	1,100
Pool Telephone	600
Pool Electricity	8,000
Pool Water and Sewer	5,500
Pool Pass Processing	1,000
Swim Team Coaches Payroll	8,000
<b>SUBTOTAL</b>	<b>77,820</b>

<b>Site Maintenance and Repairs</b>	
Tree Maintenance	12,000
Street Light Repair	2,000
Site Maintenance and Repairs	7,000
Cyclical Repairs	2,000
Property Maintenance and Upkeep	850
Property Improvements	10,500
<b>SUBTOTAL</b>	<b>34,350</b>
<b>Contract Services</b>	
Lawn Maintenance and Landscaping	55,380
Security Services	30,000
Trash Removal	23,495
Extermination	500
Snow Removal	25,000
<b>SUBTOTAL</b>	<b>134,375</b>
<b>TOTAL EXPENSES</b>	<b>360,660</b>
<b>NET INCOME/(LOSS)</b>	<b>(80)</b>

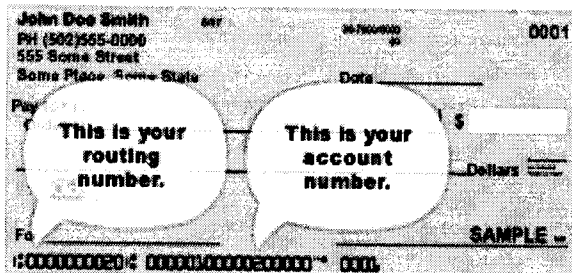
**AUTHORIZATION AGREEMENT FOR PRE-ARRANGED PAYMENTS  
(DIRECT DEBIT)**

I (We) hereby authorize \_\_\_Norbeck Hills Homeowners Association\_\_\_, herein after called COMPANY, to initiate debit entries and/or correction entries to our (select one):

- Checking Account
- Savings Account

indicated below to the depository (bank) named below, herein after called DEPOSITORY in the amount of:

- Current HOA/Condo Fee  
(This will be adjusted as necessary in future years if the fee changes)



\_\_\_\_\_  
Depository (Bank) Name

\_\_\_\_\_  
Bank Transit/Routing Number

\_\_\_\_\_  
City and State

\_\_\_\_\_  
Bank Account Number

PLEASE ATTACH A VOIDED CHECK OR BANK NOTE SHOWING THE ACCOUNT NUMBER AND ABA NUMBER. DO NOT ATTACH A DEPOSIT SLIP.

DEBITS OCCUR ON THE 10<sup>TH</sup> OF THE MONTH FOR THAT RESPECTIVE CALENDAR MONTH.

**Note: Returned debits will be subject to a \$30.00 NSF fee.**

This authorization is to remain in full force until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY reasonable opportunity to act upon it.

\_\_\_\_\_  
Homeowner Name(s)

\_\_\_\_\_  
Property Address/Account #

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Signature(s)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mailing Address (if different)

\_\_\_\_\_  
**Start Date for Direct Withdrawal**

**Please continue making payments on your account by mail until you receive confirmation that your direct debit has started**

Please return this form with your voided check to  
20440 CENTURY BLVD, SUITE 100, GERMANTOWN, MARYLAND 20874  
Fax 301-948-6984 e-mail [tmgainc@tmgainc.com](mailto:tmgainc@tmgainc.com)

*del*

# Directions for Paying Your Assessments On-Line

1. Before you begin, you will need the following information:
  - The name of your association
  - Your 10 digit account number with your association
  - Either your checkbook or credit card
  - 5 minutes of your time!
2. Log into [www.smartstreet.com](http://www.smartstreet.com)
3. Click the blue box in the upper left hand side of the screen marked *Online Payments*.
4. You may either set up a one time payment via credit card or e-check or recurring payments of your assessments.

**Click on Option 1 to pay by credit card** (note there is a \$14.95 fee to pay by credit card and that they take VISA, Mastercard, Discover, or American Express),

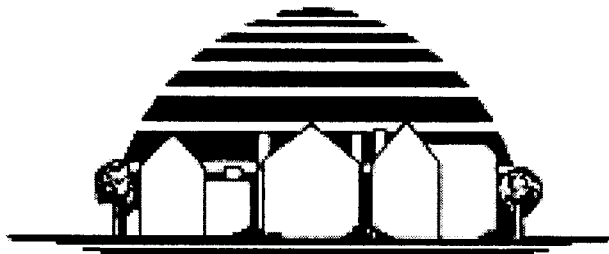
**Click on Option 2 to pay by e-check** (please note that you will need to register for a user name and password first),

**or,**

**Click on Option 3 to set up recurring payments (e-check only).** Please note that for recurring payments you must first register for a user name and password. This option must be renewed each year.

Fill out the appropriate form with your association name, account number, your name and address, payment information and amount. Follow the prompts as indicated.

That's all there is to it! If you have any questions, please feel free to call our accounting department at 301-948-6666.



# Norbeck Hills Community Newsletter

November 2013

## WETLANDS IN NORBECK HILLS?

By Christine Sinclair

You just have to walk around our community now to see visible signs of the storm water projects built to accommodate the increase in the amount of “run-off” water due to construction of the Inter County Connector Road. The massive concrete risers, 15’ x 18’ and the huge underground pipes were designed to not only carry storm water more efficiently but to slow it down by allowing the water to back up thereby creating large ponds of water.

Once the rain stops, these ponds take about 24-48 hours to drain, however, until they empty, these temporary ponds have attracted some of our local ducks and local water fowl looking for a water source and food.

There is an unfortunate side to this newly developed ecosystem, and that is what remains after the ponds drain of water—a lot of trash and debris. This includes cans, bottles, plastic bags, toys, grass clippings, tree limbs, animal waste, and anything else you can think that we toss in the woods, on the ground or in the street.

There are some simple things we can do to be better stewards of our environment. This includes placing our grass cuttings and other landscaping materials in paper bags designed for that purpose and putting them out for recycling pick-up on Thursdays. Dog owners or walkers are asked to obey the law by picking-up fecal matter left by their dogs and depositing the waste bags in the proper receptacles.

The intention is to let the sites become “quasi wetlands” with grasses and landscaping that attract birds, butterflies and water fowl which adds to the beauty of our community. Within the next few years as these sites “return to a more natural look” let us work together to keep the areas clean and beautiful.



## LEAF RAKING



Leaves and other yard debris will be picked up by Montgomery County recycling, but only if they are properly packaged. Remember:

- ✓ Leaves should be placed in **PAPER** bags. Please don't use plastic bags, as they will not be taken.
- ✓ Tree limbs can be placed in **PAPER** bags or bundled with string. Each bundle should be no more than 12” in diameter and 4’ long.
- ✓ Recycling should be placed at the curb in front of your home for collection.

Neither Norbeck Hills nor Montgomery County will vacuum leaves from the roadways, so **please don't rake your leaves to the street.**

Holiday Trash and Recycling Pick-Up		
If your normal recycling day is THURSDAY:		
Holiday	Trash	Recycling
Thanksgiving November 28 <sup>th</sup>	No change	Friday, November 29 <sup>th</sup>
Christmas Day December 25 <sup>th</sup>	No collection	Friday, December 27 <sup>th</sup>
New Year's Day January 1 <sup>st</sup>	No collection	Friday, January 3 <sup>rd</sup>
If your normal recycling day is WEDNESDAY:		
Thanksgiving November 28 <sup>th</sup>	No change	No change
Christmas Day December 25 <sup>th</sup>	No collection	Thursday, December 26 <sup>th</sup>
New Year's Day January 1 <sup>st</sup>	No collection	Thursday, January 2 <sup>nd</sup>



## PET OWNERS TAKE NOTE

In many newsletters, we've reminded pet owners to pick up after their pets and to keep them on a leash. If you own a dog or cat and allow them off your property, here are a few other things to keep in mind:

- Pet urine is just as bad as pet droppings. Please allow your dog to urinate only on your own yard or away from homes.
- Please keep your pet off neighbors' property. When you walk your dog, keep it on the common area and don't allow it to wander onto other people's property or walk through front or side yards.
- Please don't let your pets urinate or defecate around the playgrounds.

Pets are a joy to have and, with a little cooperation from their owners, are welcome members of the community. Help us keep Norbeck Hills a clean, safe and friendly environment for all.



## SNOW SHOVELING REMINDER

Winter is here, and snow may be on the way! Remember that, by law, all homeowners in Montgomery County are required to shovel sidewalks that abut their property and run parallel to a roadway, even if this sidewalk does not belong to them.

**Townhome homeowners** are responsible for shoveling the common area sidewalk that runs directly in front of or next to their home, if this sidewalk also runs parallel to a street or parking area.

**Single Family Homeowners** are responsible for shoveling sidewalks that run parallel to the road in front of or next to their yard.

**Norbeck Hills** is responsible for shoveling any sidewalks that run parallel to a street or parking lot if the sidewalk is not immediately in front of or next to a home.

All sidewalks must be cleared of snow, to a width that would allow wheelchair access, within 24 hours after the snowfall stops. Failure to do so can result in fines and other penalties. This legislation is enforced by Montgomery County, and not by Norbeck Hills.

Please keep this law in mind whenever it snows this winter. **If you choose to use ice melting products on the sidewalk, remember that some products can damage the concrete. No products that contain calcium chloride should be used.** Norbeck Hills uses magnesium chloride on the sidewalks, which can be bought in 50 lb. bags. Check with your local hardware store for other available products.

Also keep in mind:

- \* Please do not park at the pool during snow storms as this is often used as a staging area for the snow plows.
- \*\* Don't shovel snow into the street, particularly right after the plows have come through!



## CHRISTMAS TREE DISPOSAL

Once the presents are unwrapped and Christmas is done, you'll need to start thinking of how to dispose of your Christmas tree.

If you plan to put up a Christmas tree this year, remember that Montgomery County Recycling will pick it up for free in January. The County will pick up your tree **on your regular recycling day, between January 1-31, 2014.**

All ornaments, tinsel and garland must be removed. Please do not put the tree back in any plastic wrapping that it may have come in.

Your tree should be put at the curb on your recycling day (not before). In addition, it has to be out prior to the last recycling pick-up in January to be collected. If you miss your opportunity to dispose of your tree in January, you will need to take it to the landfill on your own.

PLEASE do not throw your tree into the woods or anywhere on common area, as this creates an added expense to Norbeck Hills.

## COMMUNITY IMPROVEMENTS

Throughout the year, projects are completed throughout the neighborhood to improve the curb appeal and to address problems. In the fall, these projects include removing dead trees and stumps, planting new trees, seeding and other needed repairs.



At their recent meetings, the Board awarded contracts for a number of projects including:

- Knoble, Inc. was hired to modify the fence around the pool perimeter to prevent further vandalism to the pool. The fence will be raised higher in several locations and will be reinforced near the tennis courts.
- Potomac Garden Center was authorized to remove and replace five dead or dying trees throughout the community. This work began on November 15, 2013.
- Handyman Maintenance was authorized to spot seed several areas throughout the community where the grass was in poor condition. This work was completed in September so that the new grass could become established before the winter.
- Potomac Garden Center was authorized to complete more intensive turf renovation in several areas throughout MacDuff Avenue, Longview Lane and Boastfield Lane to address areas where the turf was in very poor condition.
- Musser Tree Service recently completed pruning up pin oak trees on Gallagher Way and Jenner Court.

The community has a multi-year improvements plan to help prioritize maintenance projects based on our available budget. If you would like to suggest projects to be included on the improvements plan, please contact Ruchita Patel at TMGA (RPatel@TMGAInc.com).



## FINANCIAL REPORT – PERIOD ENDING SEPTEMBER 30, 2013

1. The Association had cash and investments totaling \$93,367.86 in its operating accounts.
2. The Association had outstanding assessments due of \$40,147.49. Of this amount, the auditors project \$25,465.15 may not be collectible.
3. Year-to-date, the Association has an operating excess of \$12,075.07.
4. The Association had reserve fund cash and investments totaling \$123,061.22. The Association is contributing \$8,050.33 to reserves each month.

The Association contributed a total of \$72,452.97 to the reserves this year.

The financial statements are posted on the community website at [www.norbeckhills.org](http://www.norbeckhills.org). Please feel free to download a copy. If you would like to receive a hard copy of the statements in the mail, feel free to contact Ruchita Patel at 301-948-6666.

## WEEKLY CRIME SUMMARIES

The Montgomery County Police publish a weekly summary of crime in the area. Until recently, these crime summaries would be e-mailed out via a listserv; however, they are no longer available by e-mail.



To review the weekly crime summary, go to <http://www.mymcpnews.com/crime-statistics/weekly-crime-summaries/>

## REPORT SUSPICIOUS ACTIVITY

Report crimes in progress or suspicious activity.

Police Emergency	911
Police Non-Emergency	301-279-8000
Security Unlimited	301-717-4118

For crimes in progress, please call the police emergency number. To report suspicious individuals or activities, contact the police at either their emergency or non-emergency numbers or Security Unlimited. **You do not need to provide your name to the Police or Security Unlimited in order to file a report.**

Help keep your community safe!



## RATS!

For a number of reasons, Norbeck Hills is experiencing an infestation of rats. Rodents inhabit the woods that surround the neighborhood, particularly near the stream beds. The last warm winter encouraged their population growth, and their natural habitat has recently been disturbed by the nearby construction. All of these factors combined mean that rats are now being seen near homes.

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Womack Pest Control has placed bait boxes throughout the neighborhood where rats have been reported. If you notice rats near your home, please contact Norbeck Hills at [TMGAInc@TMGAInc.com](mailto:TMGAInc@TMGAInc.com) so that additional bait boxes can be installed.

In addition, discourage rats from nesting on your property by doing the following:

- ✓ Rats feed on pet food. Do not keep bags or bowls of pet food outside, as this will attract rats to your yard. Clean up under your bird feeders as rats will feed on birdseed.
- ✓ Rats also feed on dog feces. If you own a dog, please clean up after it promptly and do not leave droppings on your lawn or the common areas.
- ✓ Clean up your yard. Rodents like to make nests in sheds or in items left in your yard.
- ✓ Store your trash in plastic or metal trash cans with lids. Rats will feed on the trash if left in bags.

For more information, visit the Montgomery County website at [www.montgomerycountymd.gov](http://www.montgomerycountymd.gov) and search for "Rats".

#### Sign up for Holiday Recycling Day Notifications

Montgomery County picks up recycling weekly, but the recycling day may change if a holiday falls during the week. Montgomery County will notify you by e-mail of any changes to the collection schedule, if you sign up for such alerts.

To do so, go to the Montgomery County website ([www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)). Click on "Departments" on the left menu bar, then click on "Environmental Protection." Follow the prompt for Trash and Recycling, then click on the link to sign up for e-mail alerts. It's that easy!

#### STREET CAPTAINS WANTED

Street captains are needed to help with the following:

- Communicate important information between the Board of Directors and the residents on your block.
- Help hand-deliver newsletters to save postage costs.
- Report lights out on your street.
- Report snow removal problems during storms.
- Disseminate information regarding crimes or other activity.

Our goal is to have at least one street captain per street (more for larger streets). Volunteering for this position takes very little time, but serves an important role in communicating with your neighbors. If you are interested in volunteering or would like more information, please contact Eva Tax at (301) 253-6370.



#### MEETING DATES

The Board of Directors meets on the third Thursday of every even numbered month at 7:00 p.m. at the ReMax Building at 3300 Olney Sandy Spring Road. We welcome and encourage all homeowners and residents of the community to attend, as the Board makes their decisions based on community feedback. The upcoming meetings will be held on the following dates:

December – No meeting  
Thursday, January 16, 2014  
Thursday, February 20, 2014  
Thursday, April 17, 2014



#### PLEASE DON'T DUMP

One of the things that makes Norbeck Hills so unique is the abundance of woods throughout the neighborhood. Many residents enjoy the serenity of the forested areas and watching the wildlife that inhabit it. Please don't dump your trash or lawn debris in the woods, as this only detracts from the natural beauty of the area.


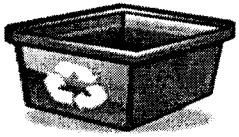

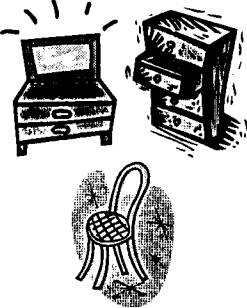
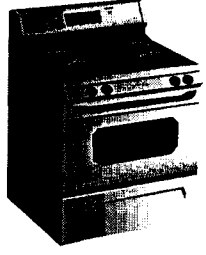
Yard debris will be picked up by Montgomery County recycling. Trash will be picked up by Potomac Disposal. Please take advantage of these services and enjoy the woods for the beautiful areas that they are.

#### FRIENDLY REMINDERS ABOUT TRASH AND RECYCLING

- ✓ **DO** put your trash and recycling out after sunset on the night before collection. **DON'T** put it out days beforehand.
- ✓ **DO** use the proper containers for trash and recycling. **DON'T** dump your trash and recycling on the common area loose or unpackaged.
- ✓ **DO** make arrangements for bulk trash pick-up before you put it out for collection. **DON'T** leave your furniture/appliances/exercise equipment on the common area for days at a time

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# NORBECK HILLS TRASH AND RECYCLING

TRASH	RECYCLING	YARD WASTE	BULK TRASH – NOT METAL	BULK TRASH – METAL
 <p>Collected on <b>WEDNESDAY AND SATURDAY</b></p> <p>Should be put out <b>NO EARLIER THAN SUNSET ON THE NIGHT BEFORE.</b></p> <p>Trash should be put in <b>covered trash cans or dark, tightly closed trash bags.</b> Do not use plastic grocery bags or boxes.</p> <p>Trash cans <b>should</b> be stored where they cannot be seen from the street.</p> <p>Trash cans <b>should not</b> be stored in the common area or in front of your home.</p> <p>If your trash is missed, call Potomac Disposal at (301) 294-9700.</p>	 <p>Collected on <b>WEDNESDAY or THURSDAY</b></p> <p>Should be put out <b>NO EARLIER THAN SUNSET ON THE NIGHT BEFORE.</b></p> <p>Cans and bottles should go in your <b>blue bin.</b> Paper should go in a <b>paper bag.</b> Do not use plastic bags.</p> <p>Recycle bins <b>should</b> be stored where they cannot be seen from the street.</p> <p>Recycle bins <b>should not</b> be stored in the common area or in front of your home.</p> <p>If your recycling is missed, call Montgomery County Recycling at 240-777-6410.</p>	 <p>Collected on <b>WEDNESDAY or THURSDAY.</b></p> <p>Should be put out <b>NO EARLIER THAN SUNSET ON THE NIGHT BEFORE.</b></p> <p>Grass clippings and leaves should go in <b>paper bags.</b> <b>Please do not use plastic bags.</b></p> <p>Limbs should be <b>bundled with string.</b> Each bundle should be <b>no more than 12” x 36”.</b> <b>Please do not leave them unbundled. If they are tagged, remove them from the common area and properly bundle them.</b></p> <p>If your yard waste is missed, call Montgomery County Recycling at 240-777-6410.</p>	 <p>Will be collected <b>FOR FREE</b></p> <p>To arrange for collection, call Potomac Disposal at 301-294-9700.</p> <p>Bulk trash <b>should</b> be put out <b>after</b> you have made arrangements for collection <b>on the day before it is scheduled to be picked up.</b> <b>Please do not put your bulk trash out early.</b></p>	 <p>Will be collected <b>FOR FREE</b></p> <p>To arrange for collection, call Montgomery County Recycling at 240-777-6410.</p> <p>Metal items <b>should</b> be put out <b>after</b> you have made arrangements for collection <b>on the day before it is scheduled to be picked up.</b> <b>Please do not put your metal trash out early.</b></p>

because you haven't made arrangements for pick-up.

For your convenience, we've attached a handy flier showing how to dispose of your trash and recycling. Put this on your refrigerator or in a handy place to refer to in the future.



## REPORT STREETLIGHT OUTAGES

Properly functioning streetlights are an important tool for keeping your community safe.

If a streetlight near your home is out or is not working properly, please call TMGA at 301-948-6666 to report it. Please be sure to provide the nearest street address or the number that is on the light pole so that the correct light can be repaired.

Remember, TMGA does most of their inspections during the daytime, so please don't assume that they know when a light does not work. Call it in and, after a week, if the light still does not work, follow up with them to let them know. Thank you!

## Important Contact Information

### The Management Group Associates, Inc.

Ruchita Patel and Marylou Bono  
20440 Century Boulevard, Suite 100  
Germantown, MD 20874

Main	301-948-6666
	800-536-8642
After Hours	301-948-6662
	800-783-0882
Fax	301-948-6663
Accounting	301-963-3958
E-mail	TMGAInc@TMGAInc.com

**Community Website** [www.norbeckhills.org](http://www.norbeckhills.org)

### Police

Emergency	9-1-1
Non-emergency	301-279-8000

<b>Montgomery County</b> (all inquiries)	240-777-0311 *311
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