



FAQs - Owners

Answers to some of our most frequently asked questions:

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What is the structure of the Association's staff and what does the staff do?

What services do our fees include?

Your fees cover Association common area maintenance, landscaping, insurance, water, cable, trash pickup, and monthly scheduled pest control services.

What does the Association insurance cover?

The Association's insurance, paid with your fees, covers the structure of exterior of the buildings that are the responsibility of the Association. It does not cover your doors, windows, or furniture and personal belongings inside your unit. We recommend you carry your own insurance for your responsibilities.

How is cable handled?

Your unit has either one or two cable boxes and remotes. The Association will work with Innovative to replace non-working cable boxes, but remotes are the responsibility of the owner. The Association negotiates rates and packages for all owners—services cannot be tailored by unit, with the exception of choosing a standard cable box, HD or a DVR for an additional fee, all by visiting the Innovative office. Remotes can be purchased at the office for \$25.

How is trash handled?

Staff will pick up your trash every Tuesday and Friday morning. Please place your trash in the heavy-duty black bag provided and place in your single-door closet (next to the double-door closet) for collection.

When is the monthly pest control service?

Exterminators are on property the first full week of each month (lower level units 101 to 326 on Tuesday and upper level units 127 to 344 on Thursday.) They must visit each unit to ensure the entire property is appropriately covered, so please make sure the office has a key to your unit so the staff can enter with the exterminator if no one is in the unit at the time of service.

How does the gate work? And how can my guests enter the property?

You will receive your gate access card when you first register with the office. There is a \$25 refundable fee for the card. Guests can use the keypad next to the gate to call your 340-area code telephone number (if previously assigned to your unit), and you can open the gate by pressing 9 on your telephone keypad. Or, you can leave guest names with security (evenings, weekends and holidays) or the office (business hours).

How does parking work? And can I leave my vehicle while I'm off island?

You will receive your parking permit when you first register with the office. All vehicles parked on premises must have a permit, and the security guards do check and will issue warnings or tickets to vehicles without a permit displayed. Remember that parking can be tight when occupancy is high, so please be courteous and take only one space, parking within the lines. If you will be off property for more than one week, please do not park in front of your unit—move your vehicle to the overflow lot at the top of the property, on the level above the office and near the water plant buildings. (Please leave a key with the office in case your vehicle needs to be moved due to construction or weather.)

When are security guards here and how can I reach them?

A security guard is on property anytime the office is closed—weekdays between 4:30 p.m. and 8:00 a.m., weekends and holidays. You can contact the on-duty security guard by calling 340-642-4805.

Are there quiet hours?

Yes. Please be a courteous neighbor and observe quiet hours of 10 p.m. to 8 a.m.

What are the maintenance responsibilities for the Association versus the owners?

The Association is responsible for maintenance of the common areas, building exteriors, stairs, railings, exterior lighting, and the gallery outside of the arched area. The Association is also responsible for the roofs of all buildings and the ceilings. Owners are responsible for the interior of the unit, doors and windows, parking side balcony flooring, gallery flooring and anything inside the archway, as well as hurricane shutters. All units must have working hurricane shutters on the sea side archway door and bedroom window, as well as the wood bar for the balcony closets of 200- and 300-level units (there is no wood bar on 100-level units.)

What are the rules for renovation?

Construction hours are 8:00 a.m. to 5:00 p.m. Monday through Saturday. No construction activity is permitted on Sundays or holidays. Contractors should register with the office so staff knows they are on the property. Owners may make non-structural renovations as desired inside their unit. Notification is not required, though the office and your neighbors would appreciate knowing if work is planned that is overly loud.

Owners may not make structural changes to the interior of the unit, such as removing walls, without approval—structural changes must be requested and approved by the Board of Directors in writing and may require a structural engineer's opinion at the cost of the owner.

Any renovations to Association-managed areas must be requested and approved in writing—the approval form can be found on the website's Owners tab or picked up in the office. Board approval is also required for new doors and windows.

What are the rules for my property manager?

Your property manager must register with the office so we know they have your permission to be on property and receive the key to your unit. The property manager registration form can be found on the website's Owners tab or picked up in the office.

Is there anywhere my guests can stay?

The Association has a lobby efficiency apartment that is available for rental by owners. The apartment is reserved on a first-come basis, for a fee of \$60/night plus a \$50 cleaning fee. There is a king bed and a kitchenette. In addition to the efficiency, there are owners who have agreed to rent their units to other owners for a reasonable fee—please check with the office for a list of units for rent.

Can staff be hired to do maintenance or clean our unit?

At this time staff is not available to perform non-Association maintenance or clean units. The office maintains a list of providers who owners can contact (plumbers, electricians, appliance maintenance, etc.).

What should I do if I lose my mail box key?

Contact the office for a new mail box lock and key. There is a \$25 fee to replace the lock.

What are the pool hours?

The pool is open 7:30 a.m. to 10 p.m. Please observe all posted safety signs and keep the gates closed.

Is there a board of directors for the Association?

St. C is governed by a board of directors comprising nine members, including a president, vice president, secretary and treasurer. Board members serve three-year terms and are elected by St. C owners in accordance with St. C's bylaws at the annual meeting in February.

When and where are board meetings and can we attend them?

Board meetings are held the second Thursday of each month, at 6 p.m. in the office lobby. Board meetings are open to all owners, and there is an opportunity at the end of each meeting for owners to ask questions or raise concerns for the board to address.

When is the annual meeting and what happens there?

The annual meeting is held in February each year. The board member election is held during the meeting—owners who can't attend the meeting may submit their votes via mail on the required form prior to the meeting; these votes will be counted at the meeting. Board officers are selected by the board after the election results are announced. Board officers and staff report on the state of the Association and finances, as well as progress made during the year. There is an opportunity during the meeting for owners to ask questions or raise concerns for the board to address. The meeting also features dinner and refreshments for attendees, and gives owners an opportunity to meet and socialize with fellow owners.

How can I get financial statements and other important documents on the Association's business?

Owners can request financial statements and board meeting minutes at the office. They can also be mailed upon request by calling the office at 340-718-6341 or emailing the office at office@stccondo.com.

What is the structure of the Association's staff and what does the staff do?

The Association employs a paid staff that includes a general manager and an administrative assistant in the office, a maintenance staff and a security staff. They are responsible for overseeing the day-to-day operations of the Association and the upkeep and security of the complex.

Welcome to the St. C community ... we're happy you're here!