

FREQUENTLY ASKED QUESTIONS (FAQs) ON MECQ/GCQ/MGCQ GUIDELINES

22 May 2020

ADMIN SERVICES

1. Is the Admin Office open?

Yes, the Admin Office is open but in the interest of both your safety and the Admin staff we encourage residents to do online communications and contactless transactions to minimize exposure.

2. Can I still visit the Admin Office?

Yes, you may still visit the Admin Office. However, to comply with the social distancing protocol, visits will be on scheduled basis as we can only accommodate a maximum of five (5) persons at a time.

For application of needed permits and other documents, submission of plans and others, a transaction tray/box is provided outside the office to support contactless transactions. Please place your submissions in a sealed envelope and place it in the transaction tray/box.

3. Will I still receive the hardcopy of my Statement of Account?

Release of Statement of Accounts (SOA) shall be done electronically. All owners and residents are advised to contact the Administration Office to provide their email address for this purpose. In case you prefer hard copy of the SOA, please contact the Administration Office to make arrangements.

4. How can I pay my dues?

You may still go to the Admin Office to pay your dues but this is discouraged. We highly encourage everyone to maximize the use of online payment platforms to minimize the risk of exposure. You may pay your dues and other charges through online payments, online bank transfer and over-the-counter bank deposit.

If you paid your dues using online platforms or over-the-counter bank deposit, please send to the Admin Office, any proof of payment (e.g., screen shot of online transfer, confirmation email regarding deposit made, or deposit slip) for official receipt issuance.

5. Can I still issue check payments for association dues?

Yes, check payments are still accepted. You may place your check payment at the drop vault located at the lobby area. Please don't forget to indicate the payment details on the pre-numbered envelope and logbook.

6. Does the Implementing Rules and Regulations (IRR) of RA 11469 or the "Bayanihan to Heal As One Act" grace period for payments apply to Association Dues?

No. RA 11469 provides only for grace period for loans and rent. Association dues are not covered.

7. Will the Association accept staggered payments for Association Dues?

This requires board approval; resident may write to the Board if they so desire.

8. Will I be charged interest and penalty if I delay my Association Dues payment?

Yes, delay in the payment of Association Dues shall be charged with appropriate interests and penalties. Meanwhile, the Association waived the interest & penalty charged for late payments from March 17 to May 31, 2020. Charging of interest will resume once the Modified Enhance Community Quarantine (MECQ) is lifted

MOVEMENT OF RESIDENTS/ GUESTS

9. Do we need a quarantine pass to go out?

Yes, Residents are reminded to bring proper identification cards and Quarantine Passes.

10. Do residents need to fill out the Health Declaration Form?

No, residents are not required to accomplish the Health Declaration Form. The form is for stay-out staff and service providers.

11. Can I invite guests to my unit for a small gathering?

No. Under MECQ and GCQ, strict home quarantine shall be observed, and movement of all residents shall be limited to accessing essential goods and services, and for work in permitted offices or establishments.

12. Can we now have our appliances and furniture delivered?

Deliveries are now allowed provided that the delivery personnel follow the property's access protocol:

- a. temperature check
- b. wearing of face mask
- c. disinfection
- d. accomplish the Health Declaration Form

We advise you coordinate this with the Admin Office at least two (2) days before the scheduled delivery. House Rules on Delivery Permit application and Service Elevator use still apply.