

Property Management Company Frequently Asked Questions (FAQs)

Q: Is Cornerstone Homes self-managed?

A: As of January 1, 2023, Top Level Property Management manages the day to day operations of the association.

Q: What date are my monthly condo payments due by?

A: Payments are due by the last day of each month. You set up auto-pay in AppFolio

Q: What address should I send my monthly condo payment to if I am not making payments in AppFolio?

A: All payments should be submitted to:
Top Level Property Management
7633 Ganser Way Ste 101
Madison WI 53719

Q: Who do I contact for questions, concerns, complaints, etc.?

A: All correspondence should go directly to Lydia Brennecke at Top Level Property Management. Phone: 608-239-1778 or email: condos@toplevelproperty.com.

Q: Where can I find current information about the association?

A: All information can be found in your online portal in Appfolio. Contact Top Level Property Management (TLPM) for more information at condos@toplevelproperty.com.

Q: Does TLPM have a service team available to use for repairs/maintenance in my individual unit?

A: No. TLPM does not have an in-house maintenance team. They may be able to refer you to a third-party vendor if needed.

Q: Who do I contact for 24-hour maintenance/repair service?

A: For any emergency maintenance related to common elements, please call TLPM's emergency maintenance line at 608-405-8076.

Q: Who should I contact if the lift station alarms are activated?

A: Contact Monona Plumbing Direct @ 608-273-4556.