

# **Kensington Lane Condominium Association of Greentree Owner Handbook**

**Approved by the Board of Directors - March 10, 2025  
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## Table of Contents

Introduction to Kensington Lane .....	2
Association Management Organization.....	3
Assessments Collections Policy.....	4
Parking and Vehicle Regulations.....	5
Kensington Lane Condo Association Tow Policy.....	7
Pet Rules and Regulations.....	8
Rules and Regulations Regarding Renting of Units.....	9
Selling of Units.....	10
Architectural Control.....	10
Exterior of Units.....	11
Landscaping.....	11
Miscellaneous Rules and Regulations.....	13
Communications Policy.....	16
Enforcement Policy.....	17
Records Request Policy.....	19
Minimum Heating Standards/Vacant Unit Policy.....	22
Anti-Harassment Policy.....	23
Reminders.....	24

# **INTRODUCTION TO KENSINGTON LANE CONDOMINIUM ASSOCIATION**

Welcome to the Kensington Lane Condominium Association. We, on behalf of the association, hope you enjoy your condominium unit. Our objective is to ensure that Kensington Lane remains a quality place to live. In order to accomplish this, we have established rules and regulations which apply to living in the condominium environment. These are common sense rules and regulations which take into consideration the health, safety, pleasure, and comfort of all owners and occupants who reside in Kensington Lane. Remember, you live in a condominium located in a planned community that is shared by over 400 residents. You cannot take the position that "I own this unit, and I can do anything I want to do". What you can do is limited to the inside of your unit. The outside belongs to all of us. The exterior of the buildings and all of the grounds around the units except for the decks, patios, and fencing are common element areas that the Association maintains for the enjoyment of all residents.

This Owner Handbook is not intended to be a substitute for, nor supersede Kensington Lane Condominium Association Declaration of Condominium Ownership. You should have been furnished with a copy of the Declaration when you took ownership of your unit. Supplemental association rules and regulations have been adopted by the Board of Directors and are being furnished to you in this handbook in compliance with the Bylaws within the Declaration.

We asked that you keep this booklet handy and that you refer to it when necessary. If something arises that is not covered in this booklet, do not hesitate to contact the management company.

Thank you,

Board of Directors  
Kensington Lane Condominium Association

# Association Management Organization

The Kensington Lane Condominium Association is a nonprofit corporation described in detail in the Bylaws. The purpose of this section is to briefly describe the management organization which serves the association.

Five (5) members are elected to a Board of Directors by a vote of the Association members (unit owners) to oversee the physical, social, and financial management of the Association, which operates the Kensington Lane Condominium Property. The Board Members serve, without compensation for their services, for staggered three (3) year terms each. The Board Members meet almost every month to discuss contracts and problems within the Association. There is also an annual meeting of the Association held each year at which new board members are elected.

The Board utilizes the services of a Managing Agent to actually carry out the work necessary to facilitate the Board's decisions, help execute the maintenance of the condominium property and organize the Association financial records. All owner issues and requests should be addressed to the management company, which is:

*Reserve Realty Management Company  
480 W. Aurora Rd.  
Sagamore Hills, OH 44067  
330-655-2272  
After hours (Emergency Only):  
1-888-392-7022*

## **Assessments (often called “Maintenance Fees”) Collections Policy**

1. Monthly assessments are due on the first (1st) day of the month and are considered late if not received by the tenth (10th) day of the month (the “late date”).
2. Payments must be made to the Association via the method(s) approved by the Board of Directors.
3. After the late date, an administrative late charge of \$25.00 per month will be added for any late payment or on any balance of unpaid assessments, subject to increase upon further notice.
4. The Association will apply any payments in the following order:
  - A. Interest owed to the Association,
  - B. Administrative late fees owed to the Association,
  - C. Collection costs, attorney fees and paralegal fees the Association incurred in collecting the assessment; and, finally
  - D. Oldest principal amounts the owner owes for common expenses or penalty assessments charged to the account.
5. Payments marked with notations contradicting the above order of application, as referenced in number four above, or disputing the amount owed, will not be applied to the account and will be returned to the titled owner and if the payment was electronic, the payment will be refunded.
6. Any unpaid assessment may result in collection action, including letters, liens, updated liens, suits for money judgment, and foreclosure. Once judgment is obtained, the Association may proceed with post-judgment action, including bank attachment and wage garnishment. Any costs the Association incurs in the collection of unpaid assessments, including non-sufficient bank fees, attorney's

fees, recording costs, title reports, and court costs, will be charged back to the account.

7. While a foreclosure case is pending, partial payments will not be applied to the account and will be returned to the titled owner and if the payment was electronic, the payment will be refunded, unless through a formalized payment plan or Receiver.
8. If any owner (either by their conduct or by the conduct of any occupant) fails to perform any other act required by the Declaration, the Bylaws, or the Rules and Regulations, the Association, after giving proper notice and an opportunity to request a hearing, may levy an enforcement assessment, undertake such performance, or cure such violation. Any costs the Association incurs in taking such action may be charged back to the account.
9. If an account is more than 30 days past due, the Association may suspend privileges including the right to vote and the right to use the recreational facilities.
10. If An account is more than 30 days past due and the Association becomes aware that the unit is vacant or abandoned, then, in accordance with the Declaration, the Association may take action to secure the property to protect the common elements with all costs charged back to the account.

## **Parking and Vehicle Regulations**

1. Neither residents nor guests are permitted to park on the street. Parking any vehicle or object on Kensington Lane roadways at any time is prohibited. All roadways are fire lanes, so parking on the roadways violates our Rules and the fire code. Vehicles parked in the roadway are subject to towing at the owner's expense.
2. The number of vehicles per unit is limited to double the garage capacity of that unit. Single garage units are permitted to park two (2) vehicles on the condominium property; double garage units are permitted to park four (4) vehicles at the unit. Each unit's parking spaces consist of the unit's garage and the driveway area

immediately in front of the garage. Residents are required to park either in their garage or their driveway and may not park in the Guest Parking area.

3. Guests are permitted to park in Guest Parking areas for up to 72 consecutive hours. The make, model and license plate number of any guest vehicle that will be on the condominium property for more than 72 consecutive hours must be reported to the management company in writing, in addition to the unit address that the guest is visiting.
4. Parking of disabled or unlicensed motorized vehicles in driveways or any other common element areas for more than 24 hours in any 7-day period is prohibited. A “disabled vehicle” is defined as a vehicle that has rust covering 50% or more of its surface; a vehicle that is extensively damaged, including any of the following: a broken window or windshield or a missing tire, motor, or transmission; a vehicle that is incapable of movement under its own power; or a vehicle with expired license tags.
5. Vehicle repairs anywhere on the condominium property is prohibited except in the owner’s garage or on the driveway immediately in front of the garage. Vehicles shall not be under repair for more than 24 hours outside of the garage.
6. There shall be no long-term storage of vehicles on common element property. “Long-term” is defined as a period greater than 72 consecutive hours. In addition, no commercial truck, motorhome, boat or other similar commercial or recreational vehicle is permitted to be parked on the street or in any parking area other than in the garage.
7. Owners will be responsible for damage to common element property caused by their vehicles, their occupant’s vehicles, or their guest’s vehicles.
8. Violators of the above regulations, or any rule, are subject to the Enforcement Policy contained herein.

## **Kensington Lane Condominium Association Tow Policy**

Guest parking pads are to be used for and by guests only, and not for more than 72 consecutive hours without prior Board permission. Owners and residents abusing this policy, and abandoned/disabled vehicles as defined in the rule book, will be subject to the Association's Vehicle Tow Policy, which states the following:

*Vehicles not authorized to park on this property and those parked in violation of the Association's rules and regulations will be towed. Vehicles will be taken to and can be recovered from:*

*Highland Towing  
165 N. Case Avenue  
Akron, Ohio  
(330) 836-7247*

*The car tow rate is \$110.00, and storage is \$18.00 per day. The truck tow rate is \$200.00, and storage is \$27.00 per day, pursuant to ORC 4513.60. If a towed vehicle is not recovered, it may result in loss of title to the vehicle pursuant to ORC 4505.101.*

## **Pet Rules And Regulations**

1. For the safety of all residents, visitors, and pets, animals may not be tied out unattended or permitted to run free in common element areas. Owners are expected to always accompany and have control of their dogs and cats when they are outdoors. Pets must be on a leash no longer than 7 feet when outside the Unit. No stakes, cables, or other types of pet restraints may be installed in such a manner as to impede building or grounds maintenance.
2. No animal shall be raised, bred, or kept in any unit or Common Element area for any commercial purpose.
3. Rules for sanitation dog walk areas are available through the management company. Owners must immediately and completely clean up and properly dispose of their pet's waste on the Common Elements.
4. Pet owners are responsible for the cost of repairing any Common Element property damage as a result of urination or defecation by their pets.
5. Non-household pets that are prohibited include, but, are not limited to rabbits, livestock, fowl, poultry, monkeys, pigs, frogs, snakes, lizards, or other reptiles, horses, and wild hybrids, along with any rare or unusual pet kept within a human household, which is generally thought of as a wild species, not domesticated, and not typically kept as a pet.

## **Rules and Regulations Regarding Renting of Units**

1. No unit shall be rented by any homeowner for transient or hotel purposes which are defined as follows:
  - A. Rental for a period of less than 30 consecutive days.
  - B. Rental to an occupant which includes a provision for customary hotel services, room service, maid service and/or the furnishing of laundry services.

Advertising a Unit for rent for any period less than 30 consecutive days is prohibited.

2. Except for “Grandfathered Units” and owners utilizing their one-time hardship under the Declaration, leasing or renting any Unit is prohibited. Owners renting a unit must furnish to the management company the following within 5 days of executing a lease agreement:
  - A. A copy of the signed lease agreement.
  - B. Names of all the tenants, and phone numbers where they can be reached.
  - C. Current address and phone number of the homeowner. Owners are responsible for providing the Management Company updated information within 30 days whenever the information above changes.
3. Owners are responsible for ensuring that their occupants are familiar with the Declaration, Bylaws and Rules and Regulations that govern Kensington Lane. Owners will be responsible for any actions of their occupants, including tenants that violate any other provisions contained in these documents.
4. “For Rent” signs are prohibited anywhere on the condominium property.

## **Selling of Units**

1. One “For Sale” sign is permitted in only one window or storm door per Unit. “Open House” signs are permitted only at the time of the open house.
2. Unit owners selling their unit must notify the Management Company in writing to arrange for:
  - A. Proper transfer of maintenance fees.
  - B. Explanation of the Rules & Regulations to the new owner.
  - C. Proper transfer of insurance.

## **Architectural Control**

1. Altering the Common Elements or Limited Common Elements in any way is prohibited without written Board approval except as specifically authorized by this Booklet. The Unit owner must submit plans and specifications showing the nature, kind, shape, height, materials, colors, and locations of the proposed modifications to the Association in writing, to assure the harmony of the external design and location in relation to surrounding structures and topography.
2. Once any plan or specification is approved by the Kensington Lane Condominium Association, final approval must also be received in writing from the Architectural Review Committee of the Greentree Homeowners Association.
3. The Board’s approval does not mean that the project does not require a building permit or other governmental approvals and does not mean the plans would be approved by any relevant government entity with jurisdiction over the project.

## **Exterior of Units**

1. No changes are to be made to the outside of the units, including building or landscaping without prior approval from the Board of Directors.
2. This would include planting of trees, bushes, building of a deck, fences, or the attachment of any items to the building. If you wish to make a change, the change you propose should be submitted with a diagram to the Board of Directors and a response will be mailed back as soon as possible.
3. Decorative items of a seasonal nature are permitted, such as small flowerpots on front stoops, Christmas decorations, and decorative wreaths (placed on doors or inside of windows only). If hung on doors, the manner in which they are hung must be non-destructive to the door. Holiday decorations must be removed within two weeks of the holiday.
4. Flag Poles: The installation of flagpoles must have prior written approval of the Board and must adhere to the US Flag guidelines. Poles may be no taller than 20 feet and suggested to be of aluminum construction.
5. Flags are required to be standard 3' x 5' US flags.

## **Landscaping**

1. There shall be no alterations to the common grounds, such as planting or removing any presently planted shrubbery or trees without the prior written consent of the Board.
2. The planting of flowers in the existing foundation beds is allowed and is the responsibility of the unit owner to maintain (i.e., weeding, watering, etc.) Flowers are not to exceed windowsill height, or you may be required to remove them. Flowers must be an annual or bulb type and removed immediately after dying. Foundation beds must be completely free of weeds.

3. No alterations to your foundation beds are permitted without the written approval of the Board of Directors. This includes, but is not limited to, the addition of any type of material, such as bricks, decorative wood, fencing, mulch, etc.
4. The planting of flowers, flowering bushes, and vegetables is only permissible within the rear portion of the Limited Common Elements along your foundation patio/deck, as long as it is within the confines of a privacy fence and is otherwise prohibited on Condominium property. Beds exceeding 36 inches in width are prohibited. Written permission must be secured from the Board.
5. Any occupants that have Limited Common Elements on the side of the unit and wish to plant a new hedge bed must make the bed consistent with the front beds – 36 inches in width, height of plants must be consistent, and material must be consistent (i.e., the same shrubbery, flowers, mulch, etc.).
6. No other gardens or beds are permissible without the written permission of the Board.
7. Everything will be mowed by a landscaping contractor, with the exception of lawns inside a fenced enclosure. This area is a unit owner's responsibility once it is enclosed with a fence or wall.
8. Landscaping workers are contracted by the Board to carry out specific outdoor maintenance tasks. Intentionally interfering with the landscapers during the completion of their duties is expressly prohibited (see Communications Policy, page 17). Any landscaping concerns should be addressed to the Management Company.

# **Miscellaneous Rules and Regulations**

## **Noise**

Please be considerate of your neighbors with regard to noise such as loud music, TV, animals etc. Streetsboro's noise ordinance states that excessive noise is unlawful between the hours of 11:00 p.m. and 8 a.m. in a residential area where the sound is audible fifty (50) feet or more from the property on which the source of the sound is located.

## **Decks and Patios**

Ohio law prohibits the enclosure of porches, decks, and patios of condominiums without written approval from ALL unit owners. Any significant repairs or alterations to decks and patios must be approved by the Board. Plans, sketches, or descriptions must be submitted to the Board prior to the start of the project. It is the owner's responsibility to ensure that decks are stained regularly with the approved deck stain color. Further information may be obtained from the Management Company.

## **Fences**

Fence enclosures shall be permitted in the rear portion of the unit's limited common element areas with written Board approval only. Requests must be submitted to the Board of Directors in writing.

- a) Height – the maximum permitted height is 6 feet.
- b) Length/Width – to be determined at the time of the request
- c) Design/Material – fences are to be designed and constructed in a manner consistent with the character of Kensington Lane. Only board-on-board style fences are permitted. Fences are to be constructed of treated lumber. All fences must be stained the same color.

- d) Maintenance – the maintenance of the enclosed area is the responsibility of the unit owner.

## **Riding of Bicycles**

The riding of bicycles, snowmobiles, or any other type of vehicle is not permitted in the grass areas. Riding a bicycle shall be in the paved areas only.

## **Storage**

1. Nothing shall be done or kept within any unit, Limited Common Element area or Common Element Area that would result in an increase in the rate of insurance applicable for residential use as the same pertains to the condominium property, without the written consent of the Board.
2. No unit owner shall keep or use any hazardous or toxic substance or waste as defined by applicable law or regulation within his/her unit, Limited Common Element Area, or Common Element Area without the prior written consent of the Board. Owners and occupants must not pour or spill any oil, solvent, or any other volatile or inflammable material into the storm sewers, garage catch basins, or common elements. Ohio EPA and the city of Streetsboro prohibit such dumping.
3. Leaving any personal property outside after sunset is prohibited except as specifically authorized by this Booklet or the Declaration.
4. Nothing shall be left outside after sunset in the patio/deck area other than patio furniture designed and sold for outdoor use, grills, and other outdoor patio accessories like umbrellas. The patio/deck shall be kept in a neat and orderly manner.
5. Leaving personal property in the Common Element Areas is prohibited. Picnic tables, grills, and similar outdoor lounging and cooking devices may be used in Common Element Areas but must be removed immediately after use and placed in the patio area.

## **Storm Doors**

Storm doors may be installed by unit owners. All screens/storm doors must be white and full view type doors, i.e., one solid screen or a two-section door with screen. If in doubt, ask a Board member. Note: Because of the superior insulation properties and weather stripping of the entry doors on your condominium, storm doors are not required and are not recommended. In fact, in certain applications, storm doors can cause excessive heat upon the entry door and its components. If this heat is not allowed to escape, the temperature of the air between the entry door and the storm door can rise to 150° and cause damage to raised moldings and other components, as well as, causing blistering of the paint on its surface. Such damage is not covered by your Homeowner's Warranty.

## **Conducting of Business**

1. Home businesses that create a disruption to the neighborhood such as noise, increased traffic, parking concerns, safety issues, etc., are not permitted. Units can be used as a home office provided the use does not result in people who do not reside on the condominium property coming to the condominium property.
2. No animal shall be raised, bred, or kept in any unit or common area for any commercial purpose.

## **Signs**

1. Displaying any sign on condominium property is prohibited except as authorized by this Booklet. One "For Sale" sign is permitted in one unit window during the time that a unit is on the market.
2. Special event signage is permitted with prior Board approval and must be removed within 48 hours.

## **Garage Sales**

Garage sales held by individual units are prohibited. Only “community” garage sales, once or twice per year, are permitted.

## **Garage Doors**

For security and appearance, garage doors are to be kept closed and locked. Garage contents are the responsibility of the owner/tenant.

## **Clothes Lines**

No clothing or any other household fabric shall be hung outside of any unit.

## **Communications Policy**

Owners and Occupants who do not serve on the Board are prohibited from communicating with, giving work instructions to, harassing, or otherwise interfering with any contractor hired by the Association whether the contractor is on Property or not. This requirement is not intended to reduce service. This requirement ensures the contractor is performing the work according to the agreement executed by the Board, and helps the Association maintain a good reputation with the trades community. Any Owner or Occupant violating this policy will be assessed all damages incurred by the Association, including, but not limited to correcting work performed not in compliance with the agreement, retaining a new contractor, and the cost to have the contractor return to the Property.

# Enforcement Policy

1. Notwithstanding anything contained in these Rules, the Board has the right to proceed immediately or otherwise with legal action for any violation of the Declaration, Bylaws, or Rules ("Governing Documents") as the Board, in its sole discretion, may determine. The entire cost of effectuating a legal remedy to impose compliance, including court costs and attorneys' fees, will be assessed to the account of the responsible owner.
2. The owner is responsible for any violation of the Governing Documents by the owner or the guests or the occupants, including tenants, of the owner's home.
3. All costs stemming from any violation, including enforcement assessments, cleaning, repairs, or removal, will be charged to the responsible owner's account.
4. In addition to any other action and if applicable, in accordance with the procedure outlined below, the Board may:
  - a) Levy an enforcement assessment for damages and/or cleaning of the Common Elements or other property, or
  - b) Levy an enforcement assessment per occurrence, or if the violation is continuous and ongoing in nature, levy an enforcement assessment per day, or
  - c) Levy an enforcement assessment for the approximate cost to physically remove the violation. For any violation of the Governing Documents that is continuous and uninterrupted for a period of more than 24 hours, each calendar day that the violation continues without interruption constitutes a new and separate violation.
5. Prior to the imposition of an enforcement assessment for a violation, the following procedure will be followed:

a.) Written notice(s) will be served upon the alleged responsible owner specifying:

- i. A description of the property damage or violation; and
- ii. The amount of the proposed charge (or, if unknown, a reasonable estimate of the proposed charge) or enforcement assessment; and
- iii. A statement that the owner has a right to, and the procedures to request, a hearing before the Board to contest the proposed charge or enforcement assessment; and
- iv. If applicable, a reasonable date by which the owner must cure the violation to avoid the proposed charge or assessment.

b.) To request a hearing, the owner must mail or deliver a written "Request for Hearing" notice, which must be received by the Board not later than the tenth day after receiving the notice required by Item a.) above.

- i. If an owner timely requests a hearing at least seven days prior to the hearing the Board will provide the owner with a written notice that includes the date, time, and location of the hearing. If the owner fails to make a timely request for a hearing, the right to that hearing is waived, and the enforcement assessment will be immediately imposed; and
- ii. At the hearing, the Board and alleged responsible owner have the right to present any evidence. This hearing will be held in Executive Session, and proof of hearing, evidence of written notice to the owner to abate action, and intent to impose an enforcement assessment will become a part of the hearing minutes. Within 30 calendar days of the hearing, the owner will be sent written notice of the Board's decision.
- iii. In the event of an enforcement assessment hearing or court hearing, copies of complaints and the

complaining party's identity will be made available to the alleged violator.

c.) The Association may file a lien for any enforcement assessment that remains unpaid for more than 10 days.

## **Records Request Policy**

### **1. Records Available for Inspection**

- a.) Unless otherwise prohibited by law or this policy, any Unit Owner may examine and copy (including receiving copies or other information by email) the Association's books, records, and financial reports from the last five years ("Records"), when requested in accordance with this policy for any reasonable and proper purpose.
- b.) A Unit Owner may not examine or copy any Records that contain information about:
  - i. Personnel matters, including but not limited to salary/benefits information, performance reviews, applications, disciplinary action, and health matters;
  - ii. Communications with legal counsel or attorney work product pertaining to potential, threatened, or pending litigation or property-related matters;
  - iii. Contracts or transactions currently under negotiation or information contained in a contract or other agreement with confidentiality requirements;
  - iv. Enforcement of the Declaration, Bylaws, or rules against other Unit Owners or occupants; and
  - v. Matters or issues whose disclosure is prohibited by state or federal law.

### **2. All Requests for Records Must Be in Writing**

A Unit Owner who wants to inspect, copy, or receive any Association Record must submit a written request to the Board or manager using the

Association's Request to Inspect Records form. The request must specifically identify the particular Record(s) desired, including pertinent time periods from the five years immediately preceding the request, and state whether the request is for inspection or copying. The request must be sufficiently detailed to allow the Association to retrieve the Record(s) requested and must include the purpose of the request. The Board will only approve requests containing a reasonable and proper purpose for inspection.

### **3. Only Unit Owners or Authorized Representatives May Inspect**

Every Unit Owner has the right to inspect, copy, or receive Association Records when in compliance with this policy. A Unit Owner may authorize, in writing, an attorney or other designated representative to conduct this inspection or request copies on the Unit Owner's behalf.

### **4. Rules of Conduct and Procedure Governing Requests to Inspect/Copy**

- a) To the extent a Unit Owner is not able to obtain Records on the Association's website or management portal, a Unit Owner may inspect Records rather than receive copies by email or regular mail upon request. All inspections will take place at the Association's office or at such other location as the Board designates. Removing original Records from the location where the inspection is taking place is prohibited.
- b) The Association will make Records available for inspection within a reasonable time, but no more than 5 business days after the Association actually receives the written inspection request. This time frame may be extended if the Records requested are so voluminous or otherwise in such condition as to render this time frame unreasonable. The Association will notify the Unit Owner (by telephone, in person, by email, or in writing) that the Records are available and specify the time, date, and place for the inspection.
- c) If the Unit Owner requests to receive documents by regular mail or email, the Association will provide the requested Records within a reasonable time, but no more than 10 business days after the Association actually receives the written inspection request. This

time frame may be extended if the Records requested are so voluminous or otherwise in such condition as to render this time frame unreasonable.

- d) Unit Owners are prohibited from altering any Association Records.
- e) All people inspecting or requesting copies of Records must conduct themselves in a businesslike manner and not interfere with the operations of the Association's office or any other location where the inspection or copying is taking place. The Association, through the Board or manager, will assign one staff person or other Association representative to assist in the inspection. All requests for further assistance and copying during an inspection must be directed only to that one Association-designated person.
- f) During an inspection, the Unit Owner may designate sections of Records for copying by use of a tab, clip, or sticky note upon the page(s) desired.
- g) Unit Owners may not exercise their inspection or copying rights to harass any other Unit Owner or occupant, Board member, manager (or anyone at the management company), officer, director, or employee.

## **5. Charges for Copies/Inspection**

- a) Upon written request, the Association will provide draft or approved minutes of Association annual meetings at no charge.
- b) Other than the Association annual meeting minutes from the previous five annual meetings, the Unit Owner must pay:
  - i. \$.10 per single page or \$.12 per double-sided page for copying regular or legal-sized records.
  - ii. \$.10 per page to scan in and email any paper or printed documents, plus a minimum clerical fee of \$25.00 for scanning up to 50 pages, plus an additional clerical fee of \$10.00 for every increment of 50 pages scanned thereafter.
  - iii. \$.10 per page to email any documents or other information that is already in electronic format.

- iv. \$25.00 per hour, in quarter-hour increments, for administrative costs associated with organizing paper copies and emailing electronic copies of Records.
- c) To preserve the sanctity of the Records, a physical records inspection requires the presence of a staff member. For inspections that last greater than one hour, the Association may, on its own or through the manager, charge the requesting Unit Owner an hourly rate, not to exceed \$100.00 per hour, to be billed in quarter-hour increments for staff or other representative attendance at the records inspection beginning at the time the inspection was scheduled to begin.
- d) The Unit Owner must pay the costs of copying, providing, or inspection at the time of billing for copies or actual inspection. However, the Board may, in its sole discretion, require advance payment.
- e) Fees are subject to change based on the scope of the request.

## **Minimum Heating Standards/ Vacant Unit Policy**

To avoid the freezing of plumbing lines or fixtures, owners must continuously maintain heat in their Dwellings at a minimum temperature of 55 degrees Fahrenheit or higher at all times. If at any time the Dwelling experiences a loss of heat, the Owner is responsible for immediately reporting the problem to the Management Company. If a Dwelling will be vacant for more than 72 consecutive hours, the Owner must:

1. Make sure all windows are shut and locked.
2. Open all cabinet doors where water lines and drains are located.
3. Arrange for a responsible person to check on the Unit to verify that the heat is on and that there are no leaks or other concerns.

## **Anti-Harassment Policy**

The Association will not tolerate harassment of any Owner, Occupant, employee, agent, manager, contractor, or other party for any reason, to the extent protected by Federal, State, or local laws. This includes but is not limited to abusive comments or conduct predicated upon race, color, creed, religion, ancestry, sexual orientation, national origin, citizenship, age, sex, disability, pregnancy, genetic information, military status, or veteran status. All harassment that adversely affects any Occupant's living conditions, including Board members' living conditions, is prohibited. All harassment that adversely affects an employee's working conditions is prohibited. Harassment can take many forms, including words, signs, jokes, pranks, intimidation, physical contact, violence, or inundating a person's telephone or email with excessive and unnecessary communications. The Association also prohibits: Threatening to cause physical harm or property damage to any Owner, Occupant, employee, agent, contractor, or other party for any reason. Causing harm to another individual or property. Aggressive or threatening actions and words directed at any Owner, Occupant, employee, agent, manager, contractor, or other party.

If an Owner, Occupant, employee, or other person feels that they have been subjected to conduct that violates this policy, they should immediately report the matter to the Management Company. Once reported, the matter will be promptly investigated, and any necessary corrective action will be taken where appropriate, including the use of all enforcement mechanisms provided to the Association under the governing documents. All complaints of unlawful harassment will be handled as discreetly and confidentially as possible under the circumstances.

## Reminders

1. The Association insures the buildings and Common Elements. The contents of each unit, along with improvements to the unit (storm doors, wallpaper, paneling, etc.), are the unit owner's responsibility. Contact the Association for information on the insurance policy.
2. Unit owners are always responsible for paying their maintenance fees promptly. Fees are due on the first of each month for that month. If you are unsure of the status of your account, please contact the Association.
3. Damage to any exterior Common Element by the unit owner, tenant, and/or guest will be repaired at the unit owner's expense. If damage is not corrected in a timely fashion, the Association will arrange for repairs at the owner's expense.
4. No construction/alterations shall begin until written approval has been granted by the Board of Directors and building permits, if required, have been issued.
5. It is the responsibility of the unit owner to report problems.