

Southall Condominium Owner's Association

Community Maintenance

Policies, Procedures & Guidelines

*This is a revised edition, effective June 18, 2012. Please replace the June 21, 2004 edition with this updated document and file with your association documents.*

**OVERVIEW:**

Pursuant to the authority granted to it by the Declaration of Southall Condominium, Article Eight, Section One, and the Bylaws of Southall Condominium Owner's Association, Article Three, Sections Eleven (a) and (c) and Article Seven, Section Six, the Southall Condominium Owner's Association (SCOA) Board of Directors has developed these Policies, Procedures and Guidelines.

Except for repairs arising from a condition in the common elements, each unit owner is responsible for the maintenance of the owner's unit, including keeping it and its equipment, appliances, and appurtenances in good order, maintenance and repair, and in a clean and sanitary condition. (Bylaws of Southall Condominium Owner's Association, Article Seven, Section Six [b]) Any repair, modification or replacement of any window, door or other exterior feature of a unit must be in accordance with the Southall Landings Community Architectural Standards, with an approved Design Review Committee (DRC) Application in hand before work is started.

In addition to the general maintenance of a unit, the unit owner is also responsible for damages caused by conditions for which the owner is responsible, and that result in damage to the Common Elements or to any other unit. (§ 55-79.79B of the Condominium Act.) The following procedures have been developed to keep our condominium buildings, grounds, and units safe, in good condition, maintain curb appeal, and to keep our repair costs reasonable. They are applicable to all SCOA maintenance situations. These guidelines are intended to help explain (differentiate) unit owner and SCOA responsibilities as well as provide guidelines regarding the overall maintenance of our community.

In accordance with § 55-79.79A of the Condominium Act, the Board of Directors, the SCOA Managing Agent, and any person(s) authorized by the Board or the Managing Agent, and any group of them have a right of access to or through any unit as may be determined by the Board or Managing Agent to be necessary to allow them to exercise and discharge their respective powers and responsibilities.

Reference the Declaration of Southall Condominium, Article Four, *Units, Unit Boundaries and Common Elements*, for definitions of unit, common element and limited common element.

## **MAINTENANCE REQUESTS:**

In the event that there is a failure of a common element, unit owners may submit requests for maintenance to the SCOA Manager's office, using the *SCOA Work Order Request Form* (attached as Appendix "A"). This form can be obtained from that same office or from the association website. Requests for maintenance are required to be on a *SCOA Work Order Request Form* and unit owners are encouraged to keep a copy for their records.

The SCOA Manager's office will respond to a *SCOA Work Order Request Form* submission within three (3) business days to:

- acknowledge the work requested,
- begin developing a schedule for corrective action, and
- issue a Work Order, including a work order number and the attached *SCOA Work Order Request Form*.

NOTE: The SCOA is financially responsible for repairs to the Common Elements and for repairs to units caused by failure of the Common Elements. If the SCOA Board determines the maintenance or repair is due to a failure of a Unit or Limited Common Element, the cost of the investigation and/or repair will be assessed to the Unit Owner.

## **EMERGENCIES:**

If the request involves an emergency for which SCOA is responsible, such as water main breaks, sewer backups, storms that result in debris pile-ups causing road blockages, etc., and the SCOA Manager is not immediately available, please contact the SCOA Manager's company office at 757- 534-7751. During the next business day, please complete and sign the *SCOA Work Order Request Form*.

We are charged a minimum fee of \$50.00 for each after-hours emergency call. Please ensure that the incident is a true emergency before calling the management company.

## **WORK ORDER PRIORITIES:**

The SCOA Manager will schedule the appropriate maintenance repair based on the level of severity/urgency of the situation in relation to other requests and projects. New requests may take precedence over existing maintenance plans and projects. The SCOA Manager's office will provide you with the work order number assigned to your repair and keep you advised of the status and timing of maintenance related to your unit. Schedules may have to be adjusted from time to time and your cooperation is appreciated.

#### **UNIT OWNER RESPONSIBILITY TO REPORT DAMAGE / MAINTENANCE ISSUES:**

SCOA is required by the documents to repair damage to individual units under *some* circumstances. **All other repairs are the responsibility of the owner.** When a failure or damage occurs that SCOA will be responsible to repair, it is imperative that unit owners report this damage immediately. SCOA will repair damage to a unit that was caused by the failure of a common element only when the failure is reported promptly, i.e., as soon as the failure is evident. *Damage to units that has worsened over time because of delaying or failing to report the issue will be the responsibility of the unit owner.*

When you observe a problem with a building or to property surrounding the buildings, please bring it to the attention of the SCOA Manager by completing a *SCOA Work Order Request Form*.

We must work together to keep our maintenance costs reasonable and your cooperation by reporting problems quickly will help achieve this goal.

#### **UNIT OWNER RESPONSIBILITY DURING MAINTENANCE AND/OR REPAIRS:**

When maintenance or repair is conducted within the unit for which SCOA is responsible, the unit owner is required to remove personal property, furniture, window treatments, artwork and other valuables from the work area and adjacent areas. Neither contractors nor SCOA are liable for any damage that may occur if personal property is not removed.

If there is damage caused to a unit during such maintenance work, this should be immediately reported to the SCOA Manager who will contact the contractor responsible or otherwise arrange for a remedy. Any damage must be reported within 15 days of the occurrence.

#### **LANDSCAPE MAINTENANCE:**

Landscape maintenance is contracted with standards of performance developed by the SLPOA and SCOA Boards of Directors. The SCOA Manager monitors the contractor's performance; however, unit owners are encouraged to report any perceived deficiencies. Reports will be investigated and corrective action will be taken as appropriate.

Occasionally, damage from flying objects from the mowers and trimmers will occur. It is essential to report this damage immediately to the SCOA Manager. Damage not reported within 24 hours of lawn maintenance reduces or eliminates the contractor's liability.

### **DECK MAINTENANCE AND INSPECTION:**

Deck maintenance and repair or replacement is the financial responsibility of the unit owner. From time to time the SCOA Manager will conduct inspections of the decks for general appearance. If the deck requires treatment or if obvious repairs are needed, the unit owner will be directed to complete this maintenance, promptly.

SCOA is not responsible for the structural integrity or safety of the decks. This is the responsibility of the unit owner.

### **SELLING OR RENTING YOUR UNIT:**

When you decide to sell or rent your unit, please arrange with the SCOA Manager to complete an exterior inspection of that unit.

If a unit owner leases a unit, the lease **MUST** be in writing and contain a covenant requiring the tenant to abide by the Southall Declaration and all SCOA Bylaws, rules, policies, and regulations, as amended from time to time, including this SCOA Maintenance Policy (Declaration of Southall Condominium, Article Thirteen, Section Eleven).

Remember, even if you rent your unit, as the owner, it is ultimately your responsibility to report damage and to protect the property. *Your tenant can submit SCOA Work Order Request Forms.* It is incumbent on unit owners either to submit *SCOA Work Order Request Forms* in accordance with this SCOA Maintenance Policy or to require their tenants to do so on the owner's behalf. Tenants must be thoroughly briefed by the unit owner about SLPOA and SCOA Rules & Regulations.

### **HOT WATER HEATERS & OTHER APPLIANCES:**

Any appliance, including HVAC, which services the unit, is the responsibility of the unit owner.

Hot water heater leaks, washing machine hose leaks, automatic ice-maker hose leaks, air conditioning condensation line backups and clogged dryer vents can all cause significant damage to your unit and adjoining units, which may include common elements.

Hot water heaters have a typical life of 8 to 10 years. If you do not know the age of your heater, it may have been installed when your building was built. It is wise to prevent damage caused by these heaters (many of which are on the top floor of units) by replacing them *before* they fail.

Keep an eye on your washing machine hoses and ice-maker hoses as well. These hoses can be replaced inexpensively with high quality hoses and connectors to avoid costly and extensive damage.

Air conditioning condensation lines must be cleaned out about twice a year. If you do not do this work yourself, several HVAC companies charge reasonable rates for a "maintenance contract." Other maintenance and cleaning done on these contracts could extend the life of your unit.

Dryer lint is explosive and is a common cause of fires. Dryer vents should be cleaned professionally, on a periodic basis. This should also make your dryer work more efficiently.

#### **INSECT & PEST CONTROL:**

Insect and pest control is generally the responsibility of the individual unit owner with the exception of termites and wood boring insect control. Please report any signs of termites immediately. Our termite control contractor will make annual inspections. They notify us well in advance of their intended inspection times – please make your unit available for this important inspection.

Ants and other pests are usually the responsibility of the unit owner. It is recommended that a professional exterminator be used for any infestations. The SCOA Manager can provide a list of contractors. It is also recommended that unit owners coordinate a unified approach within a building for the most effective solutions.

Other pests such as otters, geese, muskrats and raccoons can cause significant damage to buildings and grounds. This damage is usually NOT covered by insurance. It is imperative that residents do not feed birds or animals as this upsets their natural habits and draws them into our living areas. Please discuss any pest problems with the SCOA Manager for possible solutions.

#### **CRAWL SPACES:**

Some units have crawl spaces. These crawl spaces have an encapsulation system of thick, pliable plastic designed to protect the building and control humidity. Crawl spaces are a **common element**; therefore, they are inspected annually. Unit owners with crawl spaces are obligated to make crawl spaces available for inspection. You will be notified well in advance of intended inspection times. **Please do not store items in crawl spaces that may tear or otherwise damage the encapsulation system.** The encapsulation system is a common element; however, if it is damaged by the resident, the unit owner is financially responsible for the repair or replacement.

#### **WHILE YOU ARE AWAY FROM YOUR UNIT FOR SOME TIME:**

Please arrange with a neighbor, friend, or *personal* property manager to periodically check your unit when you are away, even for a short time. A water leak from a leaking appliance, or from storm

damage, can quickly turn into major or catastrophic damage to your unit, your personal property, and common elements if not detected and corrected immediately.

All owners and residents should provide emergency contact information to the SCOA Manager.

DATE RECEIVED BY CBM \_\_\_\_\_

WORK ORDER NUMBER \_\_\_\_\_

**SCOA Work Order Request Form** (please, only one type of work request per form)

**SUMMARY OF REQUEST:**


DATE OF REQUEST:

ADDRESS:

CONTACT NAME:

DAYTIME PHONE:

EMAIL:

**Terms of Request:** The SCOA is financially responsible for repairs to the **Common Elements** and for repairs to units caused by failure of the **Common Elements**. If the SCOA Board determines maintenance or repair is due to a failure of a **Unit** or **Limited Common Element**, the cost of the investigation and/or repair will be assessed to the Unit Owner.

**DETAILED DESCRIPTION OF THE JOB:**

Please check if any of the following relate to your work request:

- Water Intrusion from roof
- Water Intrusion around window
- Water Intrusion around door
- Water Intrusion from unknown source
- Exterior trim or siding loose or missing
- Gutter or Downspout loose, missing or leaking
- Roof shingles loose or missing
- Landscaping or Lawn maintenance

Please give us as much detail as you can. Include:

1. Where the problem is -- front, back, which floor, etc.
2. When did it first become apparent.
3. Can you determine the cause of the problem?

*For example: "The water is coming through the 3rd floor ceiling and seems to be coming from the roof chimney area. The leak started during the rainstorm last night (May 18, 2012)."*


I confirm that all information provided by me is true and correct and that I agree to the above Terms of Request.

SIGNATURE: \_\_\_\_\_