

Place One Condominium

Policy Statement

Date: July 1, 2014
Policy Statement: 14-02 (Replaces 07A-02)
Subject: Unit Renovation and Maintenance

I. Introduction

This Policy supplements Master Deed Article XVII Repairs. Topics include further definition of Co-Owner/Resident responsibilities, policy and procedures regarding unit renovation and maintenance, guidelines for the use of contractors, and policy and procedures for Place One’s Unit Maintenance Program.

II. Co-Owner Responsibilities for Unit Renovation and Maintenance

Article XVII Repairs, Paragraph A. of the Master Deed states “...all responsibility for maintenance, repairs, and replacement of internal equipment related to utilities, installations and systems within a Unit or which only serve a Unit shall be the responsibility of each Co-Owner at his/her individual expense. Such maintenance, repair, and replacement elements shall include, but not be limited to, water and associated plumbing, electricity and associated wiring, telephone systems and wiring, air handling unit(s), sanitary installations, interior doors, all locks, window screens, light fixtures, and all other accessories. The table below further defines Co-Owner responsibilities.

	Co-Owner	Place One
Bathrooms	<ul style="list-style-type: none"> • Sink and tub faucets, tub faucet manifolds and showerheads, toilets and their internal components. • Water supply systems including the shut-off valves to the faucets, showerheads, and toilets. • Water drainage systems from the toilet, including wax rings, bolt, and flanges, to the cast iron waste pipe. • Water drainage systems from the sink and tub to the common drainage pipes. 	<ul style="list-style-type: none"> • Hot and cold common water supply pipes up to the shut-off valves. • The cast iron toilet waste pipes. • Common water drainage pipes within walls.
Kitchen	<ul style="list-style-type: none"> • Sink faucets. • Water supply systems including the shut-off valves to the faucet dishwasher and refrigerator ice maker. • Water drainage systems from the sink, garbage disposal, dishwasher and refrigerator ice maker to the common water drainage pipes. • Appliances including refrigerator, dishwasher and stove. 	<ul style="list-style-type: none"> • Hot and cold common water supply pipes up to the shut-off valves. • Common water drainage pipes within walls.

	Co-Owner	Place One
Laundry	<ul style="list-style-type: none"> Shut-off valves within and including the knockout box. Washing machine supply and drain hoses or pipes. Washing machine and its internal components. Dryer and its internal components 	<ul style="list-style-type: none"> Hot and cold common water supply pipes up to the shut-off valves. Washing machine drainage pipes from the knockout box down.
HVAC	<ul style="list-style-type: none"> Heating/Air Conditioning components including, but not limited to, coils, shut-off valves, motorized valves, motor, drip pans, plastic condensate (tubes) lines, grids, filters and thermostats. Exhaust ventilation grids in kitchens, baths, powder and laundry rooms. 	<ul style="list-style-type: none"> The hot and chilled water supply and return pipes up to the supply and return shut-off valves. Ventilation ducts up to the grids.
Electric	<ul style="list-style-type: none"> Electrical panel box, circuit breakers, all electrical fixtures, outlets, switches and associated wiring within units. 	<ul style="list-style-type: none"> The electrical trunk lines to and from the electrical panel box.
Phone/TV	<ul style="list-style-type: none"> Telephones and telephone lines; cable service and cable lines; television receptacles and resistors. 	<ul style="list-style-type: none"> The master antenna system including its cables within walls.

III. Co-Owner Requirements for Unit Renovation and Maintenance

In addition to the responsibilities in Section II, Master Deed Article XIX Use of Units, Paragraph A states *“No alteration to the basic structure or equipment of a Unit shall be made without the prior approval in writing of the Council or its designees. Such approval shall be given so long as the basic structural and architectural integrity of Place One Condominium shall not be affected.”*

A. Renovation Approval. Remodeling proposals which require permits from the City of Alexandria and/or intend to make changes to a) walls and doorways, b) plumbing configurations or c) electrical wiring systems, must be approved by the Board of Directors or as delegated to the General Manager. Co-Owners are to use the “Unit Renovation and Construction Request” form available at www.placeonecondo.net. When using contractors, please review Section IV, as it impacts approval. Co-Owners are advised to avoid entering into remodeling contracts which require a commitment prior to Place One approval. Renovations which are completed contrary to what is permitted must be corrected at the Co-Owner’s expense.

B. Hours of Work. Non-emergency work which produces noise and vibration audible to other units is limited to the hours between 8:00 a.m. and 6:00 p.m. on weekdays, and 10:00 a.m. to 6:00 p.m. on weekends and holidays.

C. Water Shutoff. With the exception of emergencies, water shutoffs required for unit or common area renovations take place on Tuesdays between the hours of 10:00 am and 3:00 pm. Co-Owners requiring water shut-off must submit the “Water Shut-Off Request” form available from the Front Desk or

at www.placeonecondo.net. The request must be received no later than close of business the Friday before the desired Tuesday shutoff.

- D. Elevators.** Passenger elevators cannot be used for moving equipment, materials or appliances associated with renovations. Co-Owners are to use the freight elevator for these types of items. See Policy Statement on *Freight Elevator Use* for availability and reservations.
- E. Residential Hallways.** Renovation efforts, e.g., sawing, equipment use, assembling, storing materials, painting and extended preparation work associated with a unit renovation are prohibited in the hallways. Permission to temporarily store materials may be granted on request to Management provided it is limited to a few hours, includes protecting the hallway walls and carpet, allows for residents to pass uninhibited (especially in emergencies) and leaves the hallway clean when completed.
- F. Construction Noise.** Exterior unit doors must be kept closed during construction. If a door must remain open due to the location of the work, efforts must be made to complete the work quickly.
- G. Refuse Disposal.** The use of the loading dock dumpsters to dispose of refuse resulting from renovations is not permitted. Removal of materials and trash, including appliances and carpets, is the responsibility of the Co-Owner. Management may remove refuse left behind and assess the cost to the responsible Co-Owner. See Policy Statement on *Waste, Recycling, and Refuse Disposal* for additional requirements.
- H. Use of Contractors.** The following conditions apply when contractors are engaged in unit renovation and maintenance:

 - 1. Qualifications.** Certain types of work require contractors to be licensed by the Commonwealth of Virginia. This is generally the case when the work involves electrical, plumbing, and/or construction work. Co-Owners are responsible for ensuring their contractors meet the necessary qualifications.
 - 2. Notification and Admittance.** Co-Owners and/or Residents must notify the Front Desk that a contractor will be on-site at least one day in advance of the work and leave admittance slip(s) if required. Admittance slips are available from the Front Desk or at www.placeonecondo.net. Depending on the type of renovation and maintenance work, Management may require additional information about the contractor(s).
 - 3. Hours of Work.** Contractor hours of work are the same as outlined in Section IIIC, with one exception. Alexandria City Code prohibits contractors from performing non-emergency work on Sundays and legal holidays (legal holidays are New Year's Day, Memorial Day, Independence Day, Thanksgiving, and Christmas Day). Contractor hours may also be affected by Policy Statement *Freight Elevator Use* which establishes freight elevator availability.

4. **Names of Contractors.** Names of potential contractors and vendors are provided by Place One as a courtesy. Place One does not vouch for contractor availability, quality of work or job performance and is not liable for any damage associated with their use.

IV. Place One Requirements for Unit Maintenance and Services

Section II and III of this Policy outline Co-Owners responsibilities for the renovation and maintenance of their Units. This Section outlines policies and procedures for maintenance and services provided by Place One.

- A. **Emergency Maintenance and Response.** Emergency maintenance may be required on the part of Place One to mitigate risk originating from one unit which could adversely affect other units and/or common elements.

1. **Reporting.** Residents must immediately report to the Front Desk, **a)** major water leaks and/or drain stoppages causing or having the potential to cause serious flooding to units and/or common areas, **b)** electrical issues where a fire hazard is present and **c)** other maintenance issues which appear to represent a safety hazard.

2. **Unit Entry.** A Place One response may require immediate access to a unit to determine the source of an emergency maintenance issue, especially if it affects other units and/or common elements. Co-Owners are encouraged to leave an access key (securely stored by Place One) with the Front Desk.

- a. **Forced Entry.** In cases of extreme emergency with no other reasonable alternative including where no key has been left with the Front Desk, forced entry may be required and the Co-Owner may be responsible for associated repair costs. The Master Deed grants Place One explicit rights, through an "easement" outlined in Section VVI, Easements, Paragraph D 1, to enter units in the event of an emergency.

- b. **Entry Notification.** When entering a unit without someone being there, Place One staff leaves a tag on the unit's doorknob indicating their presence. When leaving the unit, a note is left informing the resident of the reason for entry.

- B. **Unit Maintenance Services.** Use of common funds to renovate or maintain unit-owned systems, for which Co-Owners are responsible as outlined in Section II, is generally prohibited. However, Section XVIII, Repairs, Paragraph F of the Master Deed states that Place One "may adopt policies to provide for minor repairs and routine maintenance normally the responsibility of individual Co-Owners, when such repair and maintenance could be justified as having a potentially mitigating effect on the Council's common expenses or could or would reduce such common expenses of the Council. Such repairs would typically be associated with ongoing or one-time energy efficiency, preventative maintenance, and/or resource conservation or management initiatives."

Accordingly, Place One provides the following Maintenance services.

1. **Condensate Line and Filter Change Service.** Once or twice each year, Place One offers to clean unit condensate lines and provide filter changes at no cost. Notice is issued via memorandum to all units. The notice may include a request to inspect and/or repair unit systems which, if left in their present state, could adversely affect other units, common areas and/or common costs.
2. **Unit Maintenance Services.** Limited services provided by Place One at a cost can be found in Attachment A. Complex services are best handled by qualified, licensed and insured outside contractors knowledgeable about local and state code requirements.
 - a. **Requests.** Service requests should be directed to the Front Desk. Residents may be asked to fill out a Work Order.
 - b. **Response.** Among other factors, staff response time depends on the nature of the request weighed against other priorities affecting common areas. Response also depends on whether or not the service should more appropriately be provided by a contractor with more capability.
 - c. **Costs.** Costs charged cover staff labor including Management oversight, travel time and materials, as required and more fully described in Attachment A. Co-Owners are invoiced soon after completion of the service being provided and have 30 days to pay. Unpaid invoices are accrued against the Co-Owner's account.

V. Contracting with Place One Employees

A Place One Employee may work directly for Co-Owners and Residents as their independent contractor. All work must be performed outside of an employee's Place One work hours and are subject to Section III B and H 3 of this policy. Co-Owners and Residents interested in such services may contact staff directly or request contact through the Front Desk.

Co-Owners and Residents hold Place One harmless from any claim of code compliance, licensing requirements, theft, damage, insurance, injury, charges, payment, quality or any other matter arising from a direct working relationship with a Place One employee. If grievances occur, Co-Owners and Residents work directly with the employee to settle the matter and not Management.



John M. Trembler, President
Board of Directors

Authorized Unit Maintenance Services and Charges Provided by Place One

Consistent with Section IV, B of *Policy Statement 14-02 Unit Renovation and Maintenance*, Place One offers a limited list of maintenance services. Services offered during normal business hours, Monday through Friday, are requested by contacting the Front Desk and/or filling out a Work Order.

Authorized services are minor in scope and performed in short periods of time. Requests are denied if the service is a) beyond the staff's technical capability and/or b) are too time consuming causing delay in common area work. Service response times consider a) more pressing emergencies occurring and/or b) common element work requirements for the day and week and/or c) priority to the community as a whole, e.g., water leaks.

Authorized services during normal business hours are listed below, segmented by priority to the community as a whole.

Priority Services

- Replacement or repair of leaking faucets (Co-Owner to provide replacement faucet if needed).
- Repair of running toilets, including replacement of fluid master, seals and/or flappers.
- Replacement of filler tube to toilet or sink.
- Installation of water saving shower head (Co-Owner provided).
- Replacement of faulty water shut off valve(s).
- Unstopping unit back to back Y drains.
- Electrical troubleshooting to determine community safety concerns including changing of faulty outlets and switches.

Other Services

- Unstopping toilets, sinks, and disposals.
- Changing garbage disposal and wiring.
- Changing waste lines for sinks and dishwashers.
- Changing light bulbs.
- Assistance in moving difficult to reach and/or heavy items.

Charges

Co-Owners who submit a service request (work order) which does not involve commonly owned property as listed above are invoiced the costs. Charges invoiced ensure that Co-Owners do not pay for services to individually owned units through their annual assessments. For ease in billing, Place One uses a "blended" hourly labor rate to cover staff time, including Management oversight, typical travel time and an administrative charge. **The current "blended" hourly labor rate is \$30.00. A minimum labor charge of \$10.00 is required for each service request.** Additional labor charges are invoiced at half hour intervals. Required materials are charged in addition to the hourly labor rate.

Other Options

During non-business hours, for these and additional services, Co-Owners and Residents may access Place One staff as independent contractors consistent with Section V of *Policy Statement 14-02 Unit Renovation and Maintenance*.