

Countrywood Hills Condominiums – Standard Operating Procedures ("SOP")

We hope you will enjoy living in your new home. The following information may be helpful as you adjust to your new surroundings.

There are many benefits associated with condominium living; however, it does take a great deal of adjustment. The realization is that it is not "our yard", it is "everyone's yard" and each Unit owner is part owner of the common elements. To help all of us live together comfortably and orderly, the Board of Directors has adopted these "Standard Operating Procedures" know as SOP, as a guide. Since things change from time to time so it is best to ask the Management Company if you have any questions.

Board of Directors - 2024

President - Patricia Rodgers

Director - Rob Madore

Secretary - Jennifer Bangtson

Director - Mikelle (Mike) Upson

Director - Nick Bosco

Board Meetings

The Board of Directors (Executive Board) meets with the Management Company to review contracts, monthly financial statements, maintenance requests and other correspondence. Meetings are open to all owners and owners are given the opportunity to comment on any matter affecting the Association during the Unit Owner Forum section of each meeting. Please contact PropertyWorx prior to the meeting if you want to request a discussion item that is not on the agenda for that meeting.

Communication and Correspondence

Please submit in writing to:

PropertyWorx, LLC

P.O. Box 12

Oakville, CT 06779

Phone: 860-274-5182

Fax: 860-274-5572

Budget

The Board of Directors and PropertyWorx prepare the budget for the Annual Meeting in December. The budget is voted on by Unit Owners in attendance or represented by proxies at that meeting. The Board of Directors is expected to operate with the approved budget.

Annual Meeting

The Annual Meeting in December is to vote on the budget, elect Board Members and to discuss issues relevant to **all** Unit Owners. Individual concerns should go to the Management Company. Unit Owners receive a notice with the proposed budget and are encouraged to attend the Annual Meeting.

Late Fees

Common Charges are due the first of every month. \$25.00 late fees are assessed after the 10th of the month.

Maintenance - Association Responsibilities

Exterior trim around garage doors, front doors, back atrium or slider doors, exterior building parking lot lighting fixtures, exterior siding and trim, landscaping, snow removal and roof repairs are the Association's responsibility. If in doubt what the Association is responsible to maintain per the Declaration, please contact PropertyWorx.

Maintenance - Unit Owner Responsibilities

Each Unit Owner shall maintain, repair and replace, at his/her own expense, all portions of his/her unit except the portions to be maintained, repaired, or replaced by the Association as outlined in the Declaration. Unit Owner's responsibilities include, but are not limited to, the following:

Smoke Detectors	Garage Doors
Windows/Screens	Storm/Screen Doors
Water heater	Furnace
A/C Units	Stair railings
Interior plumbing	Interior electrical
Atrium/Slider doors/screen	Skylights (where applicable)

Maintenance of Common Elements

All repairs, renovations, or replacement of common elements are the sole responsibility of the Association. If a resident assumes responsibility of these elements, he will not be reimbursed by the Association, unless he receives written approval by the Board before work begins. He may also be charged for the correction of work done without prior approval by the Board of Directors.

Limited access elements are Unit Owner responsibility. Repair and replacement of these elements must be done by a licensed contractor and with materials approved by the Association. If materials or contractors other than those approved by the Board are to be used, then prior approval by the Board is required.

Grills

When grills are in use, keep them far enough away to prevent damage to the siding. Each Unit Owner is responsible for damage to deck or siding.

Speed Limit

The speed limit is **15 MPH**. Please follow the posted speed limit.

Parking Regulations

Resident vehicles must be parked in the garage or driveway. Parking in travel lanes is prohibited. When collecting mail, vehicles must be parked in designated parking spaces. The handicap space is restricted to vehicles with a handicap sticker. Residents of automobiles parked in violation are subject to a \$25.00 for each occurrence.

Rubbish Removal and Recycling

Facilities and services for waste disposal are for residents' use only. Waste brought in from outside the complex is prohibited. Dumpsters located throughout the complex are for the disposal of household waste and restricted to that purpose. These dumpsters are emptied weekly.

Residents are encouraged, but not required by the Association, to recycle. Receptacles for cardboard, newspapers, glass bottles and cans are provided in the corral, labeled and restricted for this purpose. The recycle dumpster is emptied every other week.

The Association requires residents to withhold bulk waste until a dumpster is available. A dumpster for bulk items will be provided in the spring and the fall. The dumpster will be placed outside the corral and residents will be notified when this is available.

A dumpster to dispose of Christmas trees and other plant materials used for house decorations will be available outside the corral within the first three weeks of January and will be restricted to this purpose.

Pets

Only one (1) pet of less than 20 inches in height is allowed. Unit Owners must clean up after their pets and dogs must be leashed at all times. Curb your dog in designated areas with pet waste stations and do not allow pets to relieve themselves on shrubs located in the islands. Failure to remove pet droppings will result in automatic fines. Repeated violations by a Unit Owner to properly tether their pet or dispose of their pet's droppings will cause forfeiture of the Executive Board's permission to keep a pet. Please control your pet's barking. Failure to do so is punishable by a fine and any pet causing unreasonable disturbances or creating a nuisance shall be subject to removal after Notice and Hearing from the Executive Board.

Smoking Policy

Smoking is prohibited within 30 feet of any building or unit. No smoking is allowed on decks or stoops.

Complaint and Resolution Process

Unit Owners with a complaint should report their problem/issue/concern to The PropertyWorx Property Manager by letter or e-mail. PropertyWorx will acknowledge receipt of the complaint and inform the owner how their issue will be addressed. PropertyWorx will consult with the Board if necessary.

Violation Process

Unit Owners reported or observed in violation of Association rules and regulations will be notified in writing and given the opportunity to correct the violation before fines are issued.

A warning letter is sent to the Unit Owner stating:

- a. Nature of violation
- b. Days to correct
- c. Actions required to properly address the issue

If, after the time specified in b) above, the situation is not resolved to the satisfaction of the Executive Board, a Notice of Hearing letter is sent to the Unit Owner. This letter informs the unit owner of:

- a. The time, date and place of the hearing
- b. Nature of the violation
- c. Date of the warning letter
- d. Amount of fine that may be levied after testimony presented at the hearing is considered by the Board.

Hearing Procedures

All hearings will be held during normal business hours with time and date convenient to both Property Manager and Unit Owner, on-site, or at 5:45 PM, prior a regularly scheduled Board meeting. The hearings are limited to 15 minutes.

The Unit Owner shall have the right to give written or oral testimony at the hearing, either personally or through a representative. The Board of Directors has 30 days to render a decision on the results of the hearing and send such decision in writing to the Unit Owner.

If the Unit Owner does not attend the hearing or does not provide convincing evidence that there is no violation, a fine will be applied to the Unit Owner's account at \$25.00 per day until the violations cease to occur.

Repair and Work Order Procedure

When a Unit Owner requests a repair to his/her unit or common area, a work order will be issued to a contractor. If the repair requires the Unit Owner's involvement, the contractor will be typically acknowledge receipt of the work order with the owner within 48 hours.

Deck Maintenance

Deck maintenance, repair, and staining are Unit Owner responsibility. The approved deck stain is Behr Wood Tone Weather Proofing Wood Sealer and Finisher 501 Natural Cedar (or equivalent) or Sherwin Williams SuperDeck Deck & Dock Chocolate Brown (recommended for older decks). Preparation is critical; the deck must be thoroughly cleaned and two coats may be required. PropertyWorx will perform annual inspections on each unit deck by July 1st and inform Unit Owners if the condition of their deck needs to be addressed. However, every owner is required to repair/stain their deck by October 1st of each year.

Inspection Routine - Resale Request

When a unit is being sold, PropertyWorx will inspect it for compliance for doors, outside light fixtures, window replacements, deck staining and garage door maintenance. PropertyWorx will also inspect exterior siding and trim for damages resulting from negligence.

Collection Process

Unit Owners with an account balance by the 15th of each month will be sent a late letter stating their balance. If the balance is a total of at least two months condo fees, a demand letter is then be sent. Owners have ten (10) days to pay amount due or risk being sent to the Association's attorney for collection. Unit Owners with a minimum balance of \$100 in late fees will be sent a demand letter to pay or risk being sent to collection.

Payment by Automatic Withdrawal

Unit Owners may choose to have their monthly common charges (and any special assessment) automatically withdrawn from their account. This withdrawal is done the fifth day of each month, 30 days following completion of the ACH authorization form. Please contact the Property Manager to request this form.

Snow Removal Procedures

The snow removal contractor is required to begin snow removal as snow accumulates on roads. Their priority is to keep the road around the property open and passable with emphasis on hills in the lower portion and at entrances and intersections. Once the snow stops, plows will then clean driveways, then sidewalks in front of the units. Their last priority is the lots. It is owner responsibility to move his car(s) from the lots to avoid getting plowed in. Vehicles parked in visitor parking and that impede snow removal are subject to tow at vehicle owner expense. Each Unit Owner shall be responsible for removing all snow from their deck, rear stoop and rear step.

Garage Door Replacement Specifications

The garage door originally installed at CWH units was discontinued. The Board since approved the following door for replacement: Wayne Dalton WayneMark 8300 Raised Panel insulated steel garage door with R-11 rating 15 year performance warranty. The color spec is white. The contractor you choose to install the door must be licensed and insured. You need to include a copy of their license and insurance certificate when submitting your variance request to PropertyWorx.

Satellite Dishes

Residents have the choice of cable television service or satellite service. If a resident chooses satellite service, the placement of the dish will be restricted to the building roof and all wires must be tucked behind the siding. Satellite dishes are NOT permitted on decks or deck partition walls. Notify PropertyWorx prior to engaging a satellite service provider.

Repair of Interior Damage as a Result of Exterior Forces

Standard operating procedure for the repair of reported damage to the interior of units begins with an inspection by PropertyWorx, a Board member or an independent contractor. As an alternative, the Association may request you to choose three (3) licensed, independent public adjusters. The Board would select one for an estimate of repairs and the Association will pay for the cost of this adjuster. Determination will then be made as to whether the Association or the Unit Owner will be financially responsible for the repair. For questions, contact PropertyWorx.

Island Maintenance

A Unit Owner may opt to maintain the island area between driveways. If you plant flowers, shrubs, etc. you must prune and weed from time to time.

Window Replacement

The approved window for all Units is the Harvey Classic Pro Weld. Upon the sale of a unit with windows that are not Harvey Classic Pro Weld, the following will apply:

- The unit will be inspected. An estimate to replace windows and aluminum trim will be submitted at the closing. The Association will pay for replacement of wood trim and aluminum trim on those windows not yet covered, amount to be set by the Board.
- If the trim was already clad, the additional cost of replacing the trim when the windows are replaced must be included in the estimate. This is the responsibility of the parties involved in the transfer.
- A minimum of \$365.00 per window must be held in escrow with PropertyWorx and payable to Countrywood Hills Condominium Association, Inc until the windows are replaced and trim is installed. Windows must be replaced within 90 days of the transfer of ownership. A minimum fine of \$50.00 per month will be assessed if windows are not replaced after 90 days. If the amount held in escrow does not cover the cost, the purchaser will be responsible for the difference.

Criteria for Installation of Propane Heat Stoves

- Installations are restricted to end units only.
- The Unit Owner shall submit a written request to PropertyWorx.
- Propane tank size shall be restricted to 48 or 100 gallons.
- Tanks shall be installed outside on the ground (not on decks) 10 feet away from A/C units or any ignition device and 35 feet from windows. The tank will not inhibit landscaping.
- The tank shall be certified for at least 12 years.
- All work must be done by a certified installer. The installer's name and certification must be submitted before work is performed.
- Requests will be approved by the Board on a case-by-case basis.
- A deposit of \$200.00 may be required at the time of installation for the proper removal of gas lines when the owner sells the unit.

Criteria for Solid Fuel Burning Stoves

- The Board has approved the use of pellet stoves.
- The Unit Owner is required to submit a written request to PropertyWorx for Board approval prior to any work.
- The Unit Owner shall submit to PropertyWorx the following:
 1. Plans and specifications, together with the name of the installer.
 2. Certification that Comprehensive General Liability Insurance is carried by the installer and a copy of their license.
 3. The Building Permit from the Town of Waterbury.
 4. A fully executed Solid Fuel Burning Stove Agreement with the Association.
- Requests will be approved by the Board on a case by case basis.