

FAQ's

Balcony Windbreakers and Carpeting

The Council has adopted a regulation requiring all balcony windbreakers to be made of either the tan fabrics or clear vinyl fabric listed below. This was done in the interest of uniform appearance.

- Weather Mate, 100% cotton
by John Boyle & Co.; color – wheat
- Sunbrella, 100% acrylic
by Glen Raven Mills, Inc.; color - linen #4633

- Marine Clear Vinyl, 0.20 gauge
by Robeco, Inc.

Windbreakers made from these fabrics are available from E. W. Brown, Inc. (652-6612) or Gainor Awnings, Inc. (998-8611), or check your yellow pages.

Anyone who chooses to install carpeting on their balcony may not have it glued or held with double-faced tape. Owners will be held responsible for removal and repair costs incurred by the use of glue or tape.

Bulletin Board & Elevator Notices

Residents are reminded that the bulletin board and the elevator notice holders are common areas and that placement of notices, signed or unsigned, in those areas to communicate personal opinions is a violation of Devon Rules.

Bulletin Board policy is all notices must be 3" x 5" or less and dated. Notices larger, not dated or up over 30 days will be removed. Notices are not endorsed by management or by the Council of the Devon.

Building Access

Access Cards

Access cards are required for entering exterior doors at all times, except as follows (weekdays only):

- Front and rear lobby doors 8 a.m. to 6 p.m.
- Loading dock door 7:30 a.m. to 4:30 p.m.
- Garage to basement door 8 a.m. to 4 p.m.

One free card per adult per unit will be issued (with a maximum of two free cards per unit). Anyone losing a card should notify the Devon office immediately so that the card may be eliminated from the computer. Replacement cards will be issued at no charge for defective cards returned to the office; additional cards or replacements for lost cards may be purchased at \$12 each. **EACH OWNER IS RESPONSIBLE FOR PASSING HIS CARD OR CARDS TO NEW OWNERS OR RESIDENTS.**

Doormen

There is a doorman on duty seven days a week. One works from 8 a.m. until 4 p.m.; the other from 4 p.m. until midnight. The doormen assist residents getting into and out of cars. They will help with luggage or package deliveries and with laundry or dry cleaning pick-ups. They will also help transferring groceries from cars to carts at the front entrance.

There is a night doorman in the lobby from midnight until 8 a.m. He will also assist as needed. Doormen can be reached by calling 658-5380.

Entraguard

When lobby doors are locked, visitors must use the Entraguard phone and be admitted by a resident. The three-digit code at the Entraguard phone will automatically ring the resident's home phone. Residents can unlock the door for the caller by dialing 6. Doormen may not admit unknown visitors.

Residents who wish their names posted on the boards at the front and rear doors of the lobby must contact the office to do so. This is not done automatically because some residents prefer no posting.

Resident's Keys/"Buddy System"

This is a voluntary program to assure keys are available to your unit for emergency purposes when the Devon office is closed; otherwise, a locksmith will have to be called to unlock the door at the resident's expense. Each resident, who chooses to participate, selects a "**Buddy**" or two with whom to leave a spare key — preferably someone residing at the Devon. Provide the name and unit number of the key holders to the Devon office and they are included on a list to the doormen for emergency purposes.

The Devon office keeps keys to residences in a locked cabinet in the office. These keys are available during normal office hours of Monday through Friday from 8:00 a.m. to 4:00 p.m. They are not available at night or on weekends to residents or for situations such as medical emergencies, lost keys or forgotten keys.

Less than 50% of all units currently participate in this program. See the Buddy System Key Control form under the Forms tab. We suggest you participate in this program.

Security

Devon staff members are reminded to be alert for any unusual circumstances. Residents are also reminded to be alert and to report any unusual circumstances to the Devon office or directly to the police.

Third Party Access Requests for Entry

Occasionally, the office receives requests from a third party (relative, realtor, contractor, etc.) to enter a unit. Our policy is to refuse any such requests unless the resident with the Devon office makes prior specific arrangements. Such arrangements are especially critical for anyone seeking entry on the weekend.

Comcast Television Bulk Service

Each residential unit has a cable connection and is provided with **expanded basic** television service. If you have problems with your services, or you wish to purchase additional services, call Comcast at **1-215-992-2712**. Make sure you explain to them that the Devon is a **COMMERCIAL BULK ACCOUNT**, and our **account number 09509 123583-01-9**.

In order to receive a television signal, a digital converter is needed for each TV. Each residence is entitled to up to three digital converters at no charge. They must be obtained from Comcast and you are responsible for these converters; they must be returned to Comcast if you move out of the building. You will need to make arrangements with Comcast for on demand, high definition, or any service that is not part of our bulk package. Anyone who has TV problems should call Comcast directly.

Common Charges (Condo fee)

Monthly common charge payments are accepted in any one of three ways:

Automatic payments (ACH debits) from your bank to our bank, similar to the way many people pay mortgages, loans, insurance policies, and other monthly bills. This requires a signed authorization from you, including your bank name, account number, routing number and a voided check. We encourage you to establish this method of payment. Please submit an ACH authorization form to the office.

Mail or deliver your check and payment coupon directly to the Devon office:

Council of The Devon
2401 Pennsylvania Avenue, #106
Wilmington, DE 19806

Communications Via Email

Devon email should be used to facilitate the management of the maintenance of the building only.

This guideline is for residents who prefer to use email communication. Others are welcome to continue to use telephones and/or personal visits.

Emails should be limited to 1 (one) topic only and should include the following information:

- a. Date
- b. Subject box: Maintenance Request, Unit #
- c. Content box: Concise description of request/message
- d. Content box: When Devon maintenance may enter unit to perform work (if needed)

e. Content box: Best way for the office to contact owner

All emergency communications should continue to be called in immediately or brought to the office.

Complaints: to be delivered by hand written or typed message to Devon office. **NOT to be sent by email.**

Jokes, attachments, mass mailings, chain letters, links to extraneous sites, photos, etc. may not be emailed to the Devon office.

The committee recommends that once each year, owners should be asked to provide the office with an emergency contact name and number. When doing so, owners could also be asked if they would like to receive notices from the building by email, or hard copy delivered to their mailbox. (We need to define renters' participation).

Any mailings sent by the office to one or more owners should be addressed in the BCC box in order to protect owners' privacy.

Email is a public forum and it is not, necessarily private.

5/27/15

Conservation

Each resident should make every effort to conserve the use of electricity, fuel oil, and water. Each of these items is a significant expense in our operating budget.

Residents can minimize our use of energy by turning off lights and appliances when not in use and by setting thermostats to proper levels, especially when you will be out of your unit during the day or overnight. To save energy while you are out, lower thermostat settings during the heating season, and raise settings during the air conditioning season.

To conserve water (and reduce our water and sewer bills, which are based on water use) faucets should not be left running, low flow showerheads should be installed, and dripping faucets and running toilets should be fixed immediately.

Residents are reminded that compact fluorescent bulbs (CFL) are available in stores to replace incandescent lamp bulbs. While compact bulbs are significantly more expensive, they last much longer and use less energy.

Elevator Emergencies

The following procedures have been established to assist anyone who is stuck on an elevator:

- The person on the elevator should push the phone button in the bottom row of the panel. This will automatically dial the Devon office or, if closed, the answer service. When the phone is answered, state your need.
- If the answer service answers, they will disconnect and call a Devon staff member. The Devon staff member will call the elevator phone and communicate with the occupant. The phone will answer automatically.

- The Devon staff member will also call the doorman to advise and instruct.
- If **power is on**, the doorman will locate the elevator and open the doors. If the car is at floor level, the occupant can leave. If the car is not at floor level, the doorman will call 911 for removal.
- If **power is off**, the doorman can't leave the lobby and the elevator floor can't be readily identified. The doorman will immediately call 911 for removal. A battery operated light will provide light in the car.
- Depending on circumstance, it could take 15 to 45 minutes to remove a person from the elevator. Please try to remain calm and use the phone to communicate any concerns.

Emergency Assistance by Staff

Based on advice from legal and insurance professionals, the Council established the following policy to protect both Devon residents and our staff:

- Devon employees may not provide emergency or medical assistance that involves touching or moving a person.
- Devon employees may provide comfort, such as a blanket or conversation, while waiting for qualified assistance.
- Devon employees will offer to call 911 or other preferred medical assistance if requested by the resident.
- If the resident does not want 911 called, but in the opinion of the Devon employee this is necessary, the employee shall call 911.
- Any expense incurred by a call for outside emergency medical assistance by an employee of The Devon will be the responsibility of the person for whom the call is made.

Exterminating Service

As part of our maintenance program, an exterminating service is provided; every unit is treated every 4 months by an exterminating firm. Residents will be notified in advance when service is to be done. The exterminator is accompanied by one of our maintenance staff; he will give access to the unit if no one is home, unless the office has been instructed otherwise. In case of a problem between regular service, the office should be contacted.

Hallway Furniture

If the owners of **both** units at the end of a hallway agree, the owners may place personal furniture against the end wall, between the two doors. This includes tables, mirrors, or pictures. Prior to placing furniture, a written request must be approved by Council. No furniture is to be placed along the hallway walls.

HVAC (Heating, Ventilation, Air Conditioning) & Fan Coils

Changeover from Air Conditioning to Heat

Each year, the months of September and October present the challenge of when to change from air conditioning to heat.

In the Devon, heat and air conditioning are provided to the building by water. The same pipes are used to carry either heating water above 110 degrees or air conditioning water near 45 degrees. We limit the change between heat and air conditioning to once in the spring and once in the fall.

There is no set date for us to change to heat. In past years, the change has been made between late September and mid-October. In general, we will start the change when the 5-day forecast shows daytime high temperatures in the 60's each day. This may result in several uncomfortable days or nights before the change is made. For example, when the daytime forecast is for temperatures in the 70's and 80's with nighttime temperatures in the 50's. For those who feel chilled, you may want to use space heaters on cool days.

The changeover from air conditioning to heat causes expansion of the building pipes and of your fan coil unit. This changeover is the time that the system can develop slight leaks. During the changeover please watch the area around your fan coil units and quickly report any sign of water, especially under carpets or any dripping sounds. If you see (or feel) a leak, please call maintenance at 254-3809, or contact the doorman at 658-5380 after hours.

If you want heat, turn your thermostats to "HEAT" and set the temperature as desired. If you do not want heat, set your thermostat to 'OFF'.

If you do not want hot water flowing through your fan coil, call the office to have those valves shut-off. You will have no heat until the valves are turned back on. The charge is \$3.75 each time the valves are turned off or on.

A notice is posted when the 5-day forecast meets the above conditions to change to heat.

Changeover from Heat to Air Conditioning

Usually in early to mid-May, when the local forecast show daytime temperatures in the 70's for the following ten days, we start our changeover from heat to air conditioning. The heating boilers are turned off and there will be no further heat until the fall. After the temperature of the water in our system drops we can start the air conditioning chiller.

If you do not want your fan coil to circulate air, set your thermostat to 'Off'.

If you want air to circulate, set your thermostat to 'COOL' and adjust the temperature as desired.

When we are on air conditioning, exterior windows and doors should remain closed to prevent moist air from entering the building, especially on humid days.

Changeover is the time when the system can develop slight leaks. During the changeover please watch the area around your fan coil units and quickly report any sign of water, especially under carpets or any dripping sounds. If you see (or feel) a leak, please call maintenance at 254-3809, or contact the doorman at 658-5380 after hours.

Fan Coil Cleanings

Preventive Maintenance is done on heater/air conditioner fan coils. The drains are inspected and treated by adding a chemical tablet to the drain pan to prevent future clogs. . If you see (or feel) a leak, please call maintenance at 254-3809, or contact the doorman at 658-5380 after hours.

Ventilation System

The Devon air ventilation system is a 100% outside air system designed to provide ventilation air for the building. It consists of a central air handling unit or fan that supplies fresh air for distribution by the air grilles located at the ends of each building corridor. The system does not re-circulate air from any source.

Outside air is pulled into the fan unit from the air intake located at the center of the building in the rear of the boiler room. It passes through a bank of two-inch thick filters to remove large particles of dust and debris that would clog the ventilation equipment. Heating or cooling as available for the season then tempers the air.

Once this tempered fresh air is introduced to the hallways, it finds its way into the individual units by the normal opening and closing of the unit doors. The air is then exhausted from the units by the rooftop exhaust fans that pull air from the grilles located in each bathroom and kitchen.

The system of fresh air distribution and exhaust provides for a continuous exchange of fresh air within the building.

Insurance

Our condominium association purchases insurance each year that covers property damage to the building, including common areas, and liability associated with common areas.

Owners should make arrangements with their insurance agent to purchase an HO-6 condominium unit owners policy to cover personal liability, personal property, loss of use, loss assessment, additions-alterations-upgrades and the interior of the unit with a limit of at least \$10,000 to cover the unit owners responsibility under the master policy deductible.

Loss assessment provides coverage when you are assessed for damages in excess of, or not covered by, the building policy. This coverage is usually low cost and Council recommends that you obtain the maximum loss assessment coverage you can get, up to \$50,000. In addition, since the building policy would only pay to rebuild your unit to original specifications, you should set your policy limit well above the \$10,000 deductible, and as high as you determine is appropriate or feasible, to cover any improvements in your unit.

Renters should purchase a renters policy to cover personal property and liability.

BELLEVUE INSURANCE SERVICES, LLC

N. LEE DOTSON, AAI, CIC

2006 Foulk Road, Suite C

Wilmington, DE 19810

June 24, 2015

Dear Unit Owner,

We have the privilege of insuring **The Council of The Devon and The Devon Association of Owners**. In order that we can serve you more efficiently, we would like to clarify the coverage and procedures of the Association's master policy.

Association Master Insurance Policy: The master insurance policy for **The Council of The Devon** provides coverage for the entire building. Of course, the coverage provided is subject to the terms, conditions, restrictions, and exclusions of the actual policy and would only apply to losses that were caused by covered perils or causes of loss.

Coverage includes those building components within the individual units that were initially installed by the builder prior to the original sale of the unit. All improvements and betterments completed after the original sale of the unit are not covered on the master insurance policy. The Association master insurance policy will not respond with coverage until the damage exceeds the deductible. Each unit owner is responsible for this deductible. Effective July 1, 2015 the Association's master insurance policy contains a \$10,000 deductible which is applicable on a per occurrence basis for all covered perils.

Condominium Owner's (HO-6) Policy:- The kind of coverage you, as a homeowner, need to purchase is called an HO-6 Condominium Owner's policy. This type of policy will provide most of the coverage you need to buy on your individual home to compliment the Association's master policy.

Your HO-6 policy should provide coverage for:

- The Association's Master Insurance Policy Deductible: **With some HO-6 companies, you need to specify that you want to cover the Association's \$10,000 deductible. Failing to specify might mean your unit owner's insurance policy (HO-6) may not be set up to cover the Association's deductible.**
- **Real Property Coverage:** Provides coverage for improvements and betterments made to your home.
- **Personal Property Coverage:** Covers your contents and personal belongings. We suggest that you create a written inventory with photographs or a short home video of all your property, improvements, and contents to help document your loss under the HO-6 policy.
- **Loss Assessment Coverage:** Protects you in the event a special assessment is imposed by the Association because the Master policy limits were exceeded.
- **Loss of Use:** Covers the expenses for you to find a new place to live when your unit is uninhabitable.
- **Personal Liability Protection:** Provides liability protection for you in the event that someone falls or gets injured within your home.

We hope this letter answers your questions. Please call our agency if we can be of further assistance. We look forward to being of service to you and **The Council of The Devon**.

Laundry Room

The basement laundry room is available to all residents; washers and dryers are coin operated. Everyone furnishes their own laundry products. Everyone is urged to keep the area clean and to turn off lights before leaving the room. Those using the machines are requested to remove laundry from washers and dryers promptly. The Devon is not responsible for losses.

Leak Investigation and/or Subsequent Report of Damage

Leak Investigation

- Resident calls Devon office to report a leak. Phone is answered 24 hrs/day.
- Maintenance responds to resident's unit (24 hrs/day) and:
 - Investigates above (if appropriate) to locate source.
 - > The Devon Documents require that residents provide access to their unit by the maintenance staff.
 - Takes action to stop source of leak.
 - Investigates below (if appropriate) to locate subsequent path of water.
 - Cleans up water as needed.
- Correction of source may be done by maintenance in some cases, or may require a unit owner to hire a contractor.

Report of Damage

- Resident calls Devon office to report damage.
- Maintenance responds to determine cause, if possible.
- Both parties, the one with damage and the source, are advised by the Devon office to contact their insurance companies and provide information.
- The unit owner insurance companies determine who will pay for repairs.
- Based on the Devon Documents, as amended October 20, 2003, unit owners, or their insurance, are responsible for the first \$10,000 in damage.

If damage exceeds \$10,000, the Devon office files a claim with the Devon insurance company. The Devon insurance company determines any payments due, and pays the Council of the Devon for subsequent reimbursement to the owner. Unit owners are responsible for any deductible amounts in their policy.

Library

There is a small lending library off the main lobby. Residents contribute books and current periodicals, which may be borrowed. No sign out is necessary, but borrowers are requested to return books promptly.

Mail and Deliveries

Deliveries

Residents are required to call the office to reserve the freight elevator for the delivery of large objects such as furniture or major appliances.

The doorperson accepts small packages and places them in a locked closet until claimed by the owner.

Mail Room

Each resident has their own mailbox plus a cubicle for second-class mail (magazines, flyers, information from the Devon office, etc.). It is important that residents notify their correspondents of their unit number because the post office is not obligated to deliver mail without a unit number.

There is a mail pick-up from the Devon every day except Sunday. The mailman asks you to please pick-up your mail on a daily basis. This applies to both 1st and 2nd class boxes. Unless this is done, there is no room for more mail.

Holding mail for vacations

Residents are asked to have their mail held by the Postal Service when they are going to be away for three or more days. Use this link to submit a mail hold request.

<https://holdmail.usps.com/holdmail/>

Maintenance

The Devon maintenance staff is available to assist you with maintenance requests for your unit. All requests for maintenance should be made by a telephone call or visit to the Devon office. This will result in a work order, which the mechanic needs before he can respond.

Our maintenance staff will perform the following types of requests:

- changing light bulbs
- changing smoke alarm batteries
- repairing faucet leaks, installing a new faucet (excluding showers)
- repairing toilet problems, unclogging drains
- unclogging, repairing or installing a new disposal
- moving light furniture items
- rescreening of window and patio door screens
- giving advice on a planned project

This list is not all-inclusive, please call the office with your request.

Please note that the Devon Maintenance Department will assist unit owners with minor repairs of plumbing fixtures within their units. We stock parts for the fixtures that are original to the building and that have been supplied by the Maintenance Department as replacements. These include parts such as: washers, seats and stems for kitchen faucets and bathroom lavatories, toilet fill valves and toilet seats.

We do not, however, repair or service the single handle shower valves originally supplied by *Speakman*. Additionally, we do not repair or replace the water shut-off valve serving your plumbing fixture. These are the valves located under the toilet, and in the cabinet under the sink. You will need a building water shutdown and a plumber to repair the shut-off valves.

Also, please be aware that our stock of parts may not fit any plumbing fixtures that have been replaced during remodeling of your unit. These include most European styled faucets and most *Moen* brand faucets, most shower valves made by *Moen* or *Delta* and toilets by *Kohler* or various brands purchased at home remodeling centers. You will need to use a plumber to repair these fixtures. **We recommend that you do NOT install Moen faucets in this building because they have an inherent problem of allowing hot water to pass into the cold water line.**

If you call the office for a maintenance work order request, a maintenance man from our staff will come to your unit and check your plumbing fixture. He will let you know if the maintenance staff can repair your plumbing fixture or if you need a plumber.

Labor charges apply to all requests for assistance within your unit by a member of the maintenance staff. Maintenance service is billed at a labor rate of \$20.00 per hour in 15-minute increments. **There is a minimum labor charge of \$5.00 for the first 15 minutes, or any portion of.** There is no charge for labor if it is a building related problem. In either case, if any parts are installed in your unit, these are billed to you.

If any parts are installed in your unit, these are billed to you at Devon cost plus 20%. This 20% is added to parts purchased for installation in a unit because there are various associated costs, which may not be the same for each item, including the following:

- Phone calls with resident
- Phone calls, internet, meetings to order from suppliers
- Delivery charges
- Pick-up costs for local pickup
- Doorman involvement in receiving deliveries
- Maintenance involvement in getting, unpacking and processing items
- Maintenance supervisor to a residence to determine/evaluate need
- Maintenance mechanic to a residence to determine need
- Maintenance mechanic to a residence to offer a choice of items
- Management involvement in obtaining/providing information
- Use of associated material (fasteners, caulk, etc.)
- Inventory cost

It is the Council's intention that such associated costs are included in the 20% charge so that they are directed to the individuals that benefit from the service. There is no distinction made between parts in inventory and parts special ordered because many of these costs apply to both.

For safety related items, such as gas odors, there will be no charge to investigate since this is a potential building related problem. If the problem is found to be specific to a unit and requires corrective action by our staff, the resident of the unit will be charged according to the above rates.

Kitchen sink drain clogs present a special situation because they are most frequently related to the building pipes. These clogs will be repaired free of labor charge. However, there are frequently disposal or drainpipe problems associated with these clogs. If maintenance needs to repair or replace these items the owner will be billed for their repair. Please do not use chemical drain cleaners such as Drano in the kitchen sinks. They pose a safety hazard to the maintenance man who may have to make repairs.

A maintenance mechanic is on call for emergency repairs on evenings and weekends. For anyone requiring such service, **there is a minimum labor charge of \$25.00 for the first hour, or any portion.** Again, there is no labor charge if it is a building related problem. Call the Devon office (658-5366 - answering service will respond) and give details of the emergency. The on-call maintenance man will be contacted. (If you are unable to reach the answering service - call the doorman at 658-5380).

The on-call maintenance man will call you to determine the nature of your emergency and discuss your concerns. If possible he will 'walk you through' a possible solution on the phone. For example: If you have a leak from a pipe under a sink, he may tell you how to shut off the water valve and minimize the damage to your unit or your neighbors. If you need further assistance, the maintenance man will come in.

The maintenance staff does not perform the following types of requests:

Requests that require a city building permit or licensed contractor, such as:

- Installing or moving electric wiring
- Installing or moving plumbing supply or drains
- Removing or building walls, doors, etc.

Request for assistance in remodeling a unit, such as:

- Drywall or crack repair, painting and papering
- Removal of fixtures, cabinets, carpets, etc.

Requests for assistance that are beyond the scope of the department, such as:

- Major appliance repair
- Cable TV installations and repairs

All maintenance requests are evaluated for appropriateness, safety and ability to complete by our staff. You will be notified when your request is beyond the scope of the maintenance department and recommendations for further assistance will be made, where possible.

Personal Work by Devon Maintenance Staff for Residents

Employees are permitted to perform personal work for residents **on their own time.** Such arrangements should be made directly with the employee, **after working hours.**

Employees are **not** permitted to perform personal work for residents **during their Devon working hours.** Such action is grounds for dismissal of the employee.

Moving In or Out Policy

The Council of The Devon asks all residents and owners to exercise care and caution in our hallways to protect your investment and help maintain their appearance.

Toward this end, The Council established a formal policy to better monitor residents moving in and out of the building. This policy requires that a Devon employee observe all moves and make note of any damage that occurs. The cost of the employee and any observed damage will be paid by the moving party.

The following rules apply to all moves:

- **All moves must be scheduled in advance with the Devon Office; date and times must be specified.**
- **Moves must be scheduled to start or arrive between 8:00 a.m. and 1:00 p.m., Monday through Saturday.**
- **A \$100 deposit is required two weeks in advance of a move.**
- One Devon employee will be in attendance at a charge of \$15 per hour from the specified time and until the move is completed.
- The employee charge will be deducted from the \$ 100 deposit.
- Any damage will be discussed at the time of the move with the moving party; a cost determination will subsequently be made.
- Any damages will be deducted from the \$100 deposit or, if larger, assessed against the Unit Owner.
- The Devon employee is there to observe, not to assist with the move.
- The balance of the \$100 deposit will be refunded by Devon check approximately five business days after the moving day, presuming no damage.
- **Any move that occurs without proper notification and deposit to the Devon office will result in a \$100.00 non-refundable assessment against the Unit Owner.**

This policy has been adopted to help protect your investment. Your cooperation and assistance will be greatly appreciated.

NEW Residents

Welcome Committee

The Devon offers a Welcome Committee as a sub-committee of Council. The Committee sends a card of "Welcome" to new residents shortly after their move-in, followed by a personal visit by a committee member. The objective is to welcome new residents, meet them personally and deliver a small welcome package. Semi-annually a Forum is offered for new residents where all will receive some general information and have the opportunity to ask any questions that might have arisen with them since they have become Devon residents.

Resident Information Form

Each new resident is requested to fill out and provide a resident information form to the Devon office. This form provides key information, such as home and work phone numbers and a person for us to contact in case of emergency. If you have not provided a form or if it should be updated, please look for it under the Forms tab.

Renter's Deposit

A deposit of \$100 is required from all renters before they move in. The deposit will be refunded, minus any outstanding charges, **after** the renter moves out. If a move-out is not properly scheduled, the deposit is forfeited. If the renter does not pay the \$100 within 30 days of moving in, **the \$100 will be billed to the unit owner.**

Parking and Vehicles

Garage

Residents are reminded to drive slowly (5 mph) in the garage, and to use caution and watch for pedestrians and other cars, especially when exiting and entering. When entering from the outside, allow time for eyes to adjust to the change in lighting.

Vehicle Registration

Council policy requires all residents to register their vehicle(s) with the Devon office and obtain and display a parking sticker on the rear bumper or the lower corners of the rear window. This includes cars using the parking garage. Parking stickers are to be issued only for cars owned and registered by residents. This policy was adopted to enable us to notify you in case of problems, such as failure to turn off your lights or the need to move a car for work in the lot, and to monitor use of our facilities. If you have not registered your vehicle, or if you have changed vehicles, please complete the Vehicle Registration form under the Forms tab and submit it the Devon office.

Guest Parking

Visitor or rental vehicles that will be parked overnight must display a visitor pass on the dashboard. Visitor passes are available from the office or doorman. All are requested to respect handicapped parking spaces and no-parking areas - and to use the proper entrance and exit to the Greenhill parking lot.

Garage Space Policy

Requests to store items in garage spaces by owners of the right to use garage parking spaces must be made in writing to Council and permission must be in writing. Tires to protect walls and shopping carts are exempt from requiring written permission.

Parking at the Front Driveway

The signs at the front driveway identify the yellow curb area as drop off only and the remaining areas as 15 minute parking. All residents and visitors are asked to observe, respect, and follow these posted limits. For those who do not, our doormen have been assigned the flexibility to deal with blatant offenders by issuing a Devon parking ticket. Repeat offenders will be asked to meet with representatives of Council.

Motorcycle Parking

Motorcycles should be registered and parked in the designated motorcycle parking area.

Pet Policy

Local Laws: (paraphrased)

1. All dogs over 6 months are required to have a state license and must display the license tag. Proof of rabies vaccination is required to get a license
2. All dogs to be kept under restraint at all times
3. Owners/keepers are to keep areas where pet is kept free of excreta
4. Owners/keepers shall immediately remove, in a sanitary manner, any fecal matter deposited on any street, sidewalk, park or upon any property used without the consent of the owner or tenant of such property. (1 hour to remove)
5. Prohibited: owning, possessing, harboring or controlling any **animal or bird** which causes a noise disturbance by barking, baying, crying, squawking or by making any other noise continuously or incessantly for a period of 10 (ten) minutes or which makes such noises intermittently for one-half (1/2) hour or more (assuming no one is trespassing or provoking the pet).

The city/county/state have financial penalties for violations of the above laws.

New pets must be registered with the Devon office within one week of moving in or acquiring the pet.

Pet size: there is a 20" floor to the shoulder limit at the Devon.

Owner complaints should be submitted to the Devon office in writing.

Dogs must be leashed at all times. When on the sidewalks proximate to the building, in the elevator and public areas, leashes should be no longer than 24 inches, ideally the dog should be at the owner's heel or carried, i.e. under owner's control at all times.

Pets should enter and exit through the door by the service elevator or basement.

Pets should always be transported on the service elevator. When that elevator is not available, pets may go up and/or down in the passenger elevators, but must, again be on a short leash of no more than 24", "at heel," or carried, i.e. under owner's control at all times.

Under no circumstances may pets wander the public hallways. When outside owner's units, cats should be transported in a pet carrier; dogs should be leashed or carried;

birds must be caged.

Birds must be kept inside owner's units, unless transported in a cage, and are subject to the noise ordinances established by the city/county.

Pets are not permitted in the pool area.

Pets are not allowed on balconies. a. Pets have fallen, b. And pose a potential danger to pedestrians/drivers below.

Pets violating the county/city ordinances (see items 1-5 above) will be cited.

a. The initial violation will be documented in writing and result in a call to meet with the pet owner and delivery of referrals to organizations that may help in retraining the pet.

b. The second violation will result in a \$100 fine.

c. A \$150 fine for the 3rd violation.

Pets jumping on or leaping at other residents will be cited

a. See (a) above

b. See (b) above

c. See (c) above

Nipping at residents or other pets will be cited

a. See (a) above

b. See (b) above

c. See (c) above

Biting incidents will be referred to a panel of council members/owners to decide what action should be taken.

Unpaid fines will result in a lien against the unit which will be addressed when an owner plans to sell.

Should three violations occur within a 45 day time period, the Devon office will deliver a written notice to the owner requesting that the owner find another home for the pet.

Pets are not permitted to relieve themselves on Devon property – except for the grassy area between parking lots and sidewalks. Owners are responsible for cleaning up after their pets, according to local law.

Pet "accidents" inside the building must be cleaned up by the owner – not left for Devon staff members.

Pet excrement should be double-bagged and disposed of in the dumpsters on the Riverview side of the building. The Devon requests that cat litter also be taken to the dumpster when the owner is able.

Current pets are to be "grandfathered." New owners and owners acquiring new pets will be asked to pay a non-refundable pet fee of \$150 per cat and \$300 per dog to offset wear and tear.

Current renters with pets are "grandfathered" for current pets but are prohibited from adopting/purchasing new pets. New renters may not have pets.

Pet ownership limits: 1 dog per unit; 1 dog and 1 cat per unit; 2 cats per unit.

The Devon permits visiting pets subject to the following guidelines:

- a. Visiting pets must adhere to local and Devon regulations as outlined above*
- b. Visiting pets must be registered at the Devon office and proof of current inoculations must be provided (owner/host to inform guests of this requirement)
- c. There will be no more than one visiting and one resident dog per unit
- d. Visits beyond 2 weeks will require prior approval of Council
- e. Noncompliant owners will be cited as outlined above for other violations

These regulations will be presented to pet owners who will be asked to acknowledge receiving them by signing a copy of the regulations.

Service dogs are exempt from these regulations, except that proof of licensing and inoculations must be provided when registering the service pet at Devon office.

Smoking Policy

Delaware's Clean Indoor Air Act creates 100% smoke free workplaces and public places. Smoking is not permitted in the public spaces of the Devon.

Snow Removal Guidelines

Residents are reminded that the Council has established guidelines for our employees and residents to follow during snowstorms. These were established to minimize risk of injury and are as follows:

1. Snow will be removed from parking lots by our contractor, as available. In most cases, several parking spots will be blocked in advance of a storm to provide areas for snow to be deposited. In some cases, residents may be asked to move their car.
2. Clearing of snow on and around cars will be the individual owners' responsibility. With deep snows, equipment will be used to clear parking spaces, but this may take several days and will require cooperation in moving cars.
3. Our staff is not permitted to assist residents with clearing of snow on and around cars or with pushing of cars.
4. Our contractor and our staff will spread salt and sand and assist with sidewalk snow removal as needed.
5. Residents are reminded that clearing of walks during a Storm may not be practical.
6. Our staff is not permitted to assist residents with battery jumping.

Storage

Storage Bins in Basement

There are storage bins in the basement storage room for resident use; one bin to a unit. New residents should contact the Devon office to get a bin assigned. The Devon office should be notified when a resident moves or vacates a bin, so the bin can be cleaned and locked for the next occupant. Under no circumstances should a resident occupy a vacant bin without authorization from the Devon office. Items should be stored only in the bins. The entry door is padlocked after 4 p.m. and on weekends; however, the padlock key is available from the doorman. Residents are responsible for providing the locks on their bins. **The Devon is not responsible for any losses.**

Storage Closets in Hallways

There are two storage closets on each floor (28 total) that are rented to residents at a present charge of \$139 per year. These closets are required to change hands when a resident leaves the building. There are presently 12 people on the waiting list; closets turn over at the rate of 1-2 per year. If you would like your name added to the waiting list, please contact the Devon office.

Bicycle Storage

There is limited storage for bicycles in the basement storage room. Bicycle owners should register their bikes with the Devon office in order to be assigned a space. Owners are advised to chain bikes to the stand. The Devon is not responsible for losses.

Trash

Trash Rooms

Trash rooms are located opposite the service elevator on each floor. Everyone's assistance is needed to keep these trash rooms orderly. The two trashcans in each room have liners in them, but these are not removed with each trash pick-up. Their purpose is to protect the can against accidental spills. **ALL TRASH PLACED IN THE CANS MUST BE SEALED IN PLASTIC BAGS BY EACH RESIDENT.** Our employees then pick up the bags at trash pick-up time. The liners are costly and are changed only when necessary. Unbagged trash should not be placed in these containers; it is not sanitary, slows up our employees, causes spills and odors, and requires the extra expense of changing the liners. Broken glass should be thoroughly wrapped, marked and placed in the trashcans.

Pet feces and litter box material should be double bagged and sealed before placing in the trashcans.

The Devon has a voluntary recycle program. The tubs/cans in the trash rooms are labeled as follows:

- Paper - for newspapers, junk mail, magazines, cereal boxes, etc.
- Trash - for trash tied in plastic bags.

Recycle - for plastic bottles, glass bottles, and jars, and metal cans (tied in plastic bags), and any paper products tied in plastic bags. Other than paper products, all recycle items are to be tied together in plastic bags. Do not deposit loose recycle items or loose trash in these cans. If you choose NOT to participate in the recycle program, all your items can bagged together and tied and placed in the TRASH cans. Large boxes should be broken down and placed in the dumpster at the loading platform.

Contact the office for instructions on unusual items or if you have questions.

Dumpster Doors

Residents are reminded to close the doors to the recycle and trash dumpsters any time that you use them. The dumpster closest to the garage door is for recycling. Please break down large boxes before putting them in the dumpster. The dumpster closest to the loading dock is for regular trash.

Kitchen Garbage Disposals and Drains

When liquid grease is poured into a drain it will solidify and clog drains. Liquid grease should be poured into a tin can or a glass jar until cooled and then disposed of in the trash. Kitchen sink drain clogs present a special situation because they are most frequently related to the building pipes. These clogs will be repaired free of labor charge. However, there are frequently disposal or drainpipe problems associated with these clogs. If maintenance needs to repair or replace these items the owner will be billed for their repair. Please do not use chemical drain cleaners such as Drano in the kitchen sinks. They pose a safety hazard to the maintenance man who may have to make repairs.

This is a poor choice of names - it is really an in-sink aerator. It should **not** be used to dispose of garbage because that could clog your drainpipes. Garbage, such as vegetable peelings, coffee grounds, leftover food, and (yes, we've even found) potted plants and soil, plastic plants, chicken bones, cigars, etc., should be put in plastic bags and placed in the trash room.

It is recommended that you run your disposal frequently - daily, at a minimum - with water on, and that you use it only to dispose of the small pieces that remain after bagging.

Trash on the Loading Dock

Council adopted the following policy so that residents know their options in helping to maintain a relatively clutter-free loading dock:

Residents, where possible, should arrange for their delivery company to take away any large items. If this is not possible, residents should contact the Devon office, preferably several days in advance, to advise of a need to dispose of an item or items. Residents are then responsible to place the item(s) on the loading dock and advise the Devon office when this is done, so that the office can arrange for a special pick-up by the City. If the City will not accept an item, the Devon office will arrange private pick-up and bill the resident for the private charge of \$75, or more. If anyone places an item on the loading dock without first contacting the Devon office, they will be billed the private removal charge of \$75, or more.

Disposal of Moving Boxes

Large boxes should be broken down and placed in the recycle dumpster near the garage door.

Vacations

If the occupant of a condo plans to be away for an extended period, they should notify the office. With permission, the maintenance staff will check the vacant unit monthly for leaks or other problems and will notify the resident. There is a \$3.75 charge each time the unit is checked and this checking does not relieve the owner of responsibility for problems within his unit.

Window Film

For those interested, the Council has approved specific solar window films that can be applied to your windows and glass doors to reduce heat from the sun and fading of fabrics, without reducing visibility. For information on materials and suppliers, contact the Devon office.

Window Treatments

All window treatments visible from the outside of the building must be a neutral color.