

Subject: Welcoming Committee's FAQ
From: Sandra Idstein <sandyidstein@gmail.com>
Date: 4/23/2021, 10:16 AM
To: "Hank (Devon)" <Hank175.Devon@thedevonat2401.com>

Hi Hank,

The committee decided to send this to ALL residents as a reminder.

Welcoming Committee's Questions and Answers

Note: Some of these questions and answers depend on the status of Covid 19 and the Governor's orders. **April 10, 2021**

The Welcoming Committee has decided that although many of you are definitely not new to the Devon, there are a number of people who have moved into the building during Covid and have not had a chance to really learn information about our community. In addition, it is always good to be able to review policies. Now seems a good time to do so for everyone. Therefore, we are providing you with this updated *informal* document. We hope that you can use this as a reference for at least some of your questions about the Devon. We realize that by moving into 2401 Pennsylvania Avenue, you decided that you like the ambience and amenities of the building. We pride ourselves in acting as part of a larger community that functions with respect and civility to everyone, including staff and other residents. As the Welcoming Committee, we have generated a list of common questions and answers. We are aware that we have probably omitted some of your questions, but we think this is a good representation of the kind of everyday issues that arise.

We will start with information about fire alarms since this is of particular importance to all residents, especially to those who are new to the building. Following that information, general and specific questions may be found.

Fire Alarms:

- **Where do I go when there is a fire alarm? Must I leave my apartment?**
When a fire alarm occurs, you must proceed to the nearest set of stairs and walk outside. You **must** leave your unit. See the only exceptions below.
- **What if I am disabled and/or can't walk down the stairs? Please notify the office when you move in, or if you have had an operation or become incapacitated to the point where you cannot walk down the stairs or leave your unit.** If you can walk but not exit by walking down the stairs, proceed to the trash area. There is a door between the trash room and the freight elevator that leads to stairs. You may sit beyond that door (in the central stairway) until the all-clear has sounded. If the fire is real (and you have registered with the office), a firefighter will know where you are and come to get you.
- **Where do I go if I am able to walk down the stairs?** You will walk outside the

building until the all-clear.

- **Should I lock my door? DO NOT lock your door if there is a fire alarm.** If a firefighter needs access to your unit and you have not left the door unlocked, even though you are in the building at the time of the alarm, he/she may break down your door and you will have to incur the cost.
- **What do I need to bring with me when I leave my unit?** You should bring any important medication and a pocketbook or wallet with identification in it. Some residents bring their cell phone, a coat or jacket if it's cold outside and an umbrella if it's raining, material to read, or car keys so they can sit in their cars in inclement weather.
- **When can I go back to my unit?** You may return to your unit when the all-clear sounds. Someone will come outside to let you know you can go back in.

General Questions (in no particular order):

- **Must I wear a mask?** Until the Governor orders that masks do not have to be worn during the pandemic, all residents MUST wear a mask in the hallways, elevators, lobby, mailroom, and any other common area of the Devon.
- **Is there a place to sit outside whether the pool is opened or not?** Yes. There is a patio with benches located in the rear of the building, as well as another available patio, which is being constructed in the Spring, 2021.
- **Where can I store an extra key for access if the office is closed?** One of your keys will be in the office, but if the office is closed on the weekend or during non-office times, you can leave your key with a neighbor or purchase a lock box and store it in the area near the trash room; you will find bars for the lock boxes there.
- **Is there a plumbing brand I should not use in my unit?** It has been suggested that Moen faucets have caused problems in the past, so it is best to speak to the maintenance department and your contractor if you are planning to buy Moen faucets.
- **Can newspapers be delivered to my door?** No. During Covid, newspapers are delivered to your second class mailbox. This may change as the pandemic subsides. Stay tuned!
- **What is "Dog Alley"?** Dog Alley is the area opposite the freight elevator past the door on the first floor. It's the area you should use if you have a pet and need to exit the building. The other area many residents frequently use for pets is the exit in the basement.
- **Is there bulk pick up/shredding available?** Yes. The City of Wilmington will come for your individual bulk pick up. You must call the city office during regular office hours (8-4:00) to schedule. The number is: 302 576-3878. Also, every 6 months a shredding company visits the Devon to shred your personal papers at no cost. This has been suspended during COVID, but will resume once the pandemic is under control. The shredding date and time will be posted in all

elevators. In addition, a notice will appear in the Devon newsletter.

- **Can I have my mail held if I am away for an extended amount of time?** Yes. Go online at usps.com to download the information.
- **May I or my guest(s) smoke in the building, on the grounds of the Devon, on my balcony, etc? As of July 1, 2021, smoking is strictly forbidden any place in the building, in front of the building, on or near the loading dock, or on balconies--no exceptions.** There is a bench and ashtray located on Riverview Avenue to accommodate smokers.
- **Is there a vending machine?** Yes. The vending machine is located in the basement to the right of the two elevators, as you exit the elevator.
- **When can I have access to my storage area in the basement?** You can access your storage unit at any time. The area is open from 8:00 AM to 4:00 PM weekdays. However, if the area is locked, as it is on the weekends or after 4:00 PM, you will need to get the key from the doorman to gain access.
- **Are there other areas to rent for storage?** Yes. There is a waiting list for closets that are located on each floor. If you are interested, please speak to Kathleen.
- **What is the Holiday Party?** Every December the Council hosts a catered party for the residents only. It's held in the lobby and is free to all residents.
- **What is the Holiday Fund?** Again in December, residents are encouraged to show their appreciation for services the staff provides. The fund is divided among the doormen/women and staff according to seniority. Contribution to the fund is voluntary.
- **How much should I contribute to the Holiday fund?** Contributions are strictly voluntary. If you wish to show your appreciation to the four doormen and four staff members (Kathleen, Gary, Rob, and Chris) for their services throughout the year, you are encouraged to do so.
- **What is the policy for tipping at the Devon?** There is a no tipping policy at the Devon. However, if a staff member performs an extraordinary service, some residents use their own judgement to tip or not. No tips are expected.
- **What are the three kinds of carts available to the residents?** There are three kinds of carts available to Devon residents. Grocery carts are located in the area next to the freight elevator in the basement and/or the first floor; a luggage rack is located in Dog Alley; and a flat bed is located in the basement in the room next to the storage room. **All carts should be returned to the area you found them as soon as you are finished using them.**
- **What if I have a delivery of large items, such as a refrigerator and/or washer/ dryer? Do I have to let Kathleen know? You must tell Kathleen if you are expecting a delivery as soon as you know the date.**
- **Is there a room to use if I want to hold a meeting/play cards/ yoga/etc.? How do I reserve the room? Is there a fee?** The Council room, located in the basement, is available for meetings/ bridge/ Mah Jongg/knitting, etc. All you have to do is see Kathleen to sign up for the room. There is no fee.

- **How do I avoid triggering the fire detectors by mistake? ALL bedroom doors should be closed when you are baking or cooking.** This is because the *bedroom fire detectors are hardwired to the fire department, which necessitates the fire department's response.* The only fire alarm that is not hardwired is located in the living room. If you trigger this alarm, the fire department will not be alerted. However, if you trigger the bedroom alarm(s), the entire building must be evacuated. If the building has to be evacuated because of a false alarm you have caused, you will receive a letter and/ or a fine according to the Rules and Regulations.
- **If I want to clean my self cleaning oven, do I have to let the office know when I am doing this?** Yes. Gary will temporarily disconnect your fire alarm so no smoke from the oven will trigger a building wide alarm.
- **Is there proper attire to wear in the lobby?** Proper attire should be worn (no robes/nightgowns/pajamas/fuzzy slippers/etc.). People wearing bathing suits without cover-ups or wet bathing suits should use the freight elevator.
- **Does the Devon arrange or recommend housekeeping services? Contractors?** The Devon does not recommend anyone for either of the above services.
- **Does the Devon provide pest control?** Yes. The Devon provides mandatory pest control quarterly.

Maintenance repairs:

- **What kind of repairs may I ask the Devon maintenance staff to perform?**

The Devon maintenance staff can perform the following:

1. Change light bulbs
2. Change an electrical outlet or switch
3. Repair faucet leaks/install a new faucet
4. Repair many toilet problems
5. Unclog, repair, or install a new disposal
6. Move light furniture
7. Give advise on a planned project

This list is not all-inclusive. If you are not sure, call the office.

- **How much does the Devon charge for the repairs per hour? How do I pay?** Maintenance services are billed at \$8.00 for each 15 minute segment to a maximum of \$32 per hour. There is a minimum charge of \$8.00 for the first 15 minutes. Presently, If maintenance must be called on the weekend or after regular hours, a charge of \$25.00 for the call will be assessed. Then every 15 minutes plus parts and labor will also be billed. Kathleen will send you a bill for the services.
- **How do I request a water detector for my chiller/heater?** They are available at Home Depot/Lowes/ etc. Residents are fully responsible for maintaining

these alarms.

- **When do we change over from heat to cooling and visa-versa?** The Council members and IPS make a decision based on forecasted temperatures. There will be an announcement, found in both the mailroom and the elevators, to let you know when the changeover will occur.
- **Whom should I see to schedule maintenance repairs?** You should see Kathleen to schedule repairs. There is always a maintenance person on call – after hours, weekends, holidays. Call the regular Devon office number for all emergencies on the weekend. The Devon answering service will contact Gary or Robert directly. Residents should not call IPS. This will delay response time.
- **May I personally ask Gary or Rob to schedule my maintenance call?** No. All maintenance calls must be scheduled through the office.
- **If I am having construction on my unit, what time may workers start and when must they be finished?** Work on your unit may begin at 8 AM and must end by 6 PM. There is no construction work permitted on the weekends.

Laundry Room: NOTE: New machines have been installed in the laundry room. Stop by the office and pick up the card you need to access the machines. You can either use this card by either adding cash or your credit card to it to allow you to wash and dry your clothes.

- **Is there soap available in the laundry room?** No soap in the laundry room.
- **What can I wash and what should I avoid washing?** You can wash anything except large comforters and rugs with rubber backing. **NOTE: The front loading washing machines DO NOT have a larger capacity than the top loading machines.** They are easily accessible for handicapped residents.
- **When is the laundry room open?** The room is open 24/7. Please turn out the light when you leave the laundry room

Elevators:

During Covid 19, only 2 people should be in the elevator(with properly fitting masks), or a cluster of family members with masks.

- **What should I do if a bell sounds when I am holding the elevator for someone?** You need to immediately let the elevator door shut. This action is necessary because if you do not let the elevator door close, the elevator may shut down for safety reasons.
- **When do I use the freight elevator?** If you have a pet, the freight elevator is the only one to use, unless it is time for trash collection. **You will know if there is trash collection or if the elevator is in use by movers, etc. because the elevator indicator will not stay red.**The elevator deposits you near “Dog Alley”-right through the door opposite the elevator. Also, if you use a grocery cart, you should use the freight elevator unless the elevator is busy with trash

collection or movers/contractors. Additionally, use the freight elevator if you are wearing a bathing suit without a coverup or a wet bathing suit.

- **What happens if the freight elevator is busy or unresponsive?** The elevator is used by the staff to bring the garbage from the trash rooms three times a day--approximately 10:30 AM, 2:30 PM, and late at night. If you have to use the residents' elevators, it is fine to use them at this time. Also, outside workers use the freight elevator to haul supplies or move people in.
- **May I bring my own small cart in the main elevators?** Yes.
- **May I send a cart down in any of the elevator, so I don't have to bring it down myself?** No. It is a violation of the fire code. The cart may also

impede

other people from using the elevator.

Pets: For additional information, please refer to the Devon's pet policy you received from Kathleen when you moved in.

- **What elevator do I use to take my pet outside?** Use the freight elevator, unless it's being used for trash removal, etc. to take your pet outside. If you must use the residents' elevator, your dog should be on a short leash or you should carry your dog.
- **Does my pet have to be on a leash when I exit my unit?** Yes, unless you are carrying your pet.
- **Do I have to register my pet at the office? Is there a cost for registering the pet?** Yes, to both.
- **Where should I walk my pet?** You should walk your pet outside the fenced perimeter.
- **Where do I deposit my pet's waste?** Deposit your pet's waste tied up in a bag in the dumpster near the loading dock. **Never put dog waste anywhere in the building trash areas.**
- **Are there any fines imposed if I do not pick up my dog's waste or dispose of my cat litter properly?** Yes, there are fines and/or a letter. The procedure for the fines is found in the Devon Rules and Regulations document.
- **What is the height limit for dogs?** The height of a dog should not exceed 20 inches at the shoulder.
- **What is the maximum number of pets I may have in my unit?** You may have up to two pets in your unit--one dog per unit, one dog and one cat, or two cats.
- **If I'm a new renter, may I have a pet?** No. New renters are not permitted to have pets.
- **May I walk my dog through the lobby?** No dogs should be walked through the lobby. All dogs must be on a leash.
- **How should I dispose of my kitty litter?** You must bag the kitty litter (**preferably double bag**) and tie off the bag. Under no circumstances

should you place the litter in the trash without first bagging it.

Garbage Disposal:

- **What can I put in my garbage disposal?** We should use the garbage disposal for disposing of small bits of food. You should scrape your dirty plates into the garbage and rinse the plates in the sink. If you put large amounts of food in the disposal, you may be affecting other peoples' sinks' drainage.
- **What should I never put in the garbage disposal or sink drain?** **Never put oil or grease down the drain.** The oil and grease clog the drains in all the units. It is a good idea to keep a jar for oil and grease disposal under your kitchen sink.

Doormen:

- **How do I get a doorman to help me get a cart and load it when I drive up to the main entrance?** A doorman will assist you if you indicate to him/her that you need help. If the doorman is assisting others and you are able, you may get your own cart. If you are not able, wait for the doorman and he/she will assist you when he/she is finished helping the other resident.
- **Should I tip doormen?** The Devon has a no tipping policy. However, it is up to you if you think the doorman has provided exceptional service. Look under the general questions section for further information.
- **What are some of the duties of the doorman?** The doorman's duties include but are not limited to:
 1. Opening front doors for residents and visitors who need this service
 2. Assisting people in and out of cars
 3. Assisting residents with groceries, packages, and luggage in the lobby area
 4. Receiving and logging in packages from delivery services, prescriptions, flowers, and personal deliveries, and notifying residents of their delivery. NOTE: There is no refrigeration for food or pharmaceuticals if delivered.
 5. Monitoring and controlling parking in front of the Devon
 6. Directing visitors to and from first floor business
 7. Reporting emergency issues or concerns to management
- **Is the doorman supposed to deliver packages to my unit?** No.

The Devon Council and IPS:

Council is defined as the elected board of individuals who manage the

business, operation, and affairs of the property on behalf of the owners

What are some of the duties of the Devon Council?

- Working hand in hand with IPS, the management company
- Budget allocation and banking
- Making and amending rules and regulations when needed
- Enforcing rules and regulations.
- Hiring and firing staff, as well as seeing to the staff's needs
- Reviewing bids and entering into contracts for repairs, additions, restorations, and improvements to the Devon property
- Identifying needed updates and improvements to the building
- Keeping detailed and orderly books
- Establishing and collecting assessments necessary to defray the cost and expenses of the property

What is IPS? IPS is the management company for the Devon.

What are some of the duties of IPS?

- Work with vendors to obtain bids/proposals for projects.
- Review annual contracts and generate annual budget
- Provide all needed information to the accountant for audit purposes
- Process all customer payments
- Apply late fees when needed; work with an attorney for accounts that need further action
- Work with Devon staff on any daily issues relating to the operation of the building
- Respond to homeowner calls/emails

To whom do I go if I have a complaint or concern? If you are an owner and the office is open, you should always first talk to Kathleen and/or write a letter, which will be sent to the appropriate person(s) about a complaint. If you are a renter, you must contact the owner of your unit, and the owner will contact Kathleen. If you are an owner and the the office is closed, you should call 302 994-3907, and the call will be transferred to IPS. You can also email your complaint or concern to thedevon@comcast.net

Devon Council:

- **NOTE: During Covid 19 the Council may only meet virtually because of the Governor's rules for social distancing. The Devon does not have a large enough room to social distance everyone, even with masks. The Council tries to be as transparent as possible, including posting all minutes of the meetings. Additionally, Kathleen will post a notice to announce when the Council meeting will occur and at what time. Lately, the Council has used the Zoom format and inviting owners to attend virtually. This entire section will change once the pandemic has subsided and it is safe to meet personally.**

Until then, the answers to many of the questions below do not apply.

- **How often does the Council meet?** The Council usually meets eight times a year including the Annual Meeting in the Fall and the Spring Forum. The Annual and Spring Forum meetings are held in the Devon lobby. All other meetings are held in the Council room.
- **Where does the Council meet?** The Council meets in a basement room on the left before you exit the automatic doors. The room is marked with a sign next to the door.
- **What time are the meetings?** The Council meetings begin at 7 PM. After the meeting, there is an owners' session where owners ask questions, discuss concerns, make suggestions, and/or share information.
- **May anyone attend the meetings? How will I know if a meeting is scheduled?** Any **owner** is welcomed to the Council meetings. The meeting times and dates are posted in the elevators and in the mailroom days in advance of the meetings, as is the agenda.
- **Should I attend the meetings?** It is recommended that you attend the Council meetings if you want to know how money is being allocated, what improvements are going on in the Devon, what are the next projects, etc.
- **Who is on the Devon Council? How long are their terms? Can anyone run for office?** There are currently five Council members. Their names are listed in the mailroom, as are the names of committee members. The Council members serve for three years, but may run for Council again if they wish. Any **owner** may run for office.
- **How do I volunteer for a committee?** If you are interested in volunteering for a committee, come to the Council meetings and/or approach a Council member and volunteer your services. This does not mean that you are automatically on the committee, but it does tell the committee head that you are interested.
- **Should I contact the members of the Council personally?** No, if you have a question about Council business, direct your written question to the office and Kathleen will direct the inquiry to the Council and someone will get back to you.

Does the Devon have a Website: Yes. The website is: TheDevon@2401.com

Parking:

- **Are there reserved parking spaces in the back or side lots?** There are no reserved spots in the outside lots.
- **What about parking under the building? Yes.** At times there are parking spaces available for sale under the building. Look for notices on

the owner bulletin board in the mailroom. The Devon is not involved in these private sales.

- **May I park my commercial vehicle/ taxicab/mobile home/ boat/ boat trailer/ or camper in the Devon lot?** None of the aforementioned vehicles are permitted to park in the Devon lot. Also, any vehicle with signage or outside ladders is not permitted to park in the Devon parking lot after hours.
- **Do I need a Devon car sticker to show I am a resident of the Devon?** Yes. You must obtain the sticker from Kathleen, if you have not already done so. The sticker must be shown on the left rear bumper or affixed to the left rear window.
- **If I am having a guest stay overnight or longer, should I get a parking notice to put in their vehicle?** Yes. Kathleen will give you the notice to be displayed.
- **Are there fines associated with incorrect parking or delinquent vehicles (automobiles with expired state registration) left in the parking lot?** Yes. Please refer to the Rules and Regulations for Devon in the appendices.

The Pool: During summers, when Covid 19 is not active, the information below applies. Please check with Kathleen to learn how many people may be in the pool during the pandemic. All your fees/etc. must be paid to have the privilege of using the pool.

For additional information, please refer to the Pool Rules document you received from Kathleen when you moved in.

- **On what date does the pool open and on what date does the pool close for the season?** The pool is open from Memorial Day and usually closes after Labor Day weekend. The week before Labor Day may have fewer hours because of staffing issues with the pool company.
- **Do I need anything special to have access to the pool?** Yes, you need to get your picture taken in the office and obtain a current Devon issued photo ID. You also need a current pool band.
- **Are the cabanas for everyone's use?** No. The cabanas are only for cabana renters and guests. Presently, there is a waiting list for rental of the cabanas. Sign up with Kathleen if you think you would like to rent one.
- **May I bring a guest to the pool?** You may bring up to six guests at a time to the pool. You must purchase guest wristbands from the office and sign in at the pool when you arrive. You may not buy the wristbands at the pool. Again, please refer to the Pool Rules document for more detail.

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Trash Rooms: Residents are to use the trash rooms for the disposal of standard household waste. Our maintenance staff removes the trash from the trash room and deposits the waste in the outside dumpsters.

The proper procedure for trash disposal is as follows:

- All standard household waste is to be in a plastic bag, securely tied off and placed in the receptacle. Under no circumstances should there be loose trash in the receptacles.
- There is a bin in the trash room that is specifically for newspapers, magazines, and catalogues. No other material should be placed in this bin.
- There should be no bags larger than 13 gallons and no bags heavier than 25 lbs in the trash.
- Pet waste must be bagged, tied off, and brought to the outside dumpsters. Pet waste should never be placed in the trash room.
- No items may be left in the service area outside the trash room. Our staff pulls the trash by hand and works diligently to keep the trash rooms clean and empty at all times. The cooperation of the entire building is necessary to keep this area sanitary. Any resident who does not follow the above rules will be fined according to the Devon fine schedule of the Rules and Regulations. Failure to pay fines will result in a lien being placed upon the unit which will be collected when the unit is sold.

Recycling:

- A recycling station has been established to the left of the elevators in the basement. This is where your recyclables should be taken. There are three bins marked for recycling.
- Place **ONLY** items identified as acceptable in the containers. **The following are NOT acceptable:**
 1. Shredded paper
 2. Frozen food packaging
 3. Food waste
 4. Coffee cups
 5. Mirrors and window glass
 6. Garbage
 7. Scrap metal
 8. Styrofoam
 9. Plastic bags
 10. Batteries
 11. Electronics
- ALL materials must be loose/empty/clean/and/or dry.
- All boxes must be thoroughly broken down (flat) and taken down to the recycling bin. Boxes that are not broken down may not be left by the recycling bins. Any oversized box (examples, but not

limited to, TV boxes, appliance boxes, large delivery) needs to be broken down (flat) and brought directly to the outside recycling dumpster. If you are unable to break down the large box, please call the office for help.