



CONDOMINIUM ASSOCIATION

COMMUNITY TIPS AND RESOURCE

GUIDE

Appendix C: Maintenance responsibilities

Maintenance Item	Unit Owner	Condominium Association
AC / Heating Control Panel	X	
AC / Heating Unit, Air Handler	X	
AC Condensation Line	X	
Appliances (fridge, washer, dryer, etc.)	X	
Bridges / Walkways		X
Building Exterior		X
Cable TV	X	
Doors - Building Entrance		X
Doors - Individual Unit	X	
Dryer Vents	X	
Landscaping		X
Leaks (from pipe servicing one unit) ²	X	
Leaks (from the exterior)		X
Leaks (from overflow of toilet, tub, etc)	X	
Parking Lot ³		X
Patio / Balcony Door	X	
Pipes (common areas)		X
Pipes (servicing one unit)	X	
Roofs		X
Sewer		X
Screens (doors, windows)	X	
Siding - Balcony (limited common area)	X	
Siding - Other (common area)		X
Skylight (lens)		X
Skylight (mechanical components)	X	
Snow Removal		X
Trash / Recycle Removal		X
Water		X
Windows - Unit	X	

¹ Unit owner/resident is responsible for coordinating and paying of any premium channels and/or internet service; cable company is responsible for upkeep and maintenance of system

² leak originating from an upper unit causing damage to a lower unit is the former's responsibility, including providing restorative repairs and any applicable insurance deductibles.

Mission Statement

"Birch Pointe is a self-managed and -run community, composed of a volunteer board that works to keep costs low while striving to enhance property values and provide efficient leadership through open and honest communication."

We welcome you to the Birch Pointe Community and sincerely hope you will find this to be a wonderful place to call home!

It is important that every homeowner and renter understand that Birch Pointe is a common interest community. This means all owners and renters residing here are subject to three governing documents: the Enabling Declarations, the Rules and Regulations and the By-Laws. This is NOT an apartment community. The Council of Birch Pointe is composed of elected homeowners and is currently also its managing entity for budgets, coordinating projects, executing work orders, addressing complaints, etc., with the best interests of the community and its residents as its primary purpose. The long term property value and the quality of living within the Birch Pointe community are contingent upon enforcement of the association's Rules and Regulations. These rules will be enforced by Council and its directed designates.

This Community Tips and Resources Guide provides important information of which every resident of Birch Pointe should be aware. In addition, all should be thoroughly familiar with the Association's governing documents. For renters, copies of these documents should be provided by landlords, the owner of the condominium, or the Birch Pointe Council (via a request form).

This booklet, along with other important condominium documents, should be saved and passed on to new owners,

Birch Pointe Condominium Council

January. 2023

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Appendix B: Important Phone Numbers

Company / Organization	Phone Number
Advanced Security (Fire Alarms)	302-998-7222
Child Abuse and Neglect Hotline	800-292-9582
Comcast—Xfinity.com / Verizon—verizon.com	See website
Consumer Affairs / Protection	(800) 220-5424
DART (DE Authority for Regional Transit)	302-652-3278
DART / Paratransit Reservations	800-553-3278
Delaware Crime Stoppers	800-847-3333
Delaware Department of Labor Info Hotline	302-761-8001
Delaware Division of Motor Vehicles	302-326-5000
Delaware Helpline	Dial 211
Delmarva Power / Electric Emergency	(800) 375-7117
Delaware State Police Troop 6	302-633-5000
DelDOT (potholes in Pike Creek)	302-894-6300
Elder Info Hotline	800-336-9500
Environmental Complaint Hotline	800-662-8802
Family and Domestic Violence Hotline	302-762-6110
Hospice Programs (Delaware Helpline)	800-464-4357
Insurance Commissioner	800-282-8611
New Castle County Assistance and Complaints	302-395-5555
Physician Referral Service	302-428-4100
Poison Information Center	800-222-1222
Police (Non-Emergency / General Information)	302-573-2800
Post Office (Marshallton)	302-998-1167
Rape Crisis Center 24-Hour Hotline	302-761-9100
SCAT (Senior Citizens Affordable Taxi)	800-355-8080
Social Security Office	800-772-1213
SPCA	302-988-2281
State Representative (Mike Ramone)	584-8601 (direct) 577-8723 (office)
Suicide Prevention	302-577-2484
Unemployment Insurance Info	302-368-6600
Visiting Nurses	302-322-6516

Appendix A: Birch Pointe Rules of Conduct (continued)

tive candles, each unit owner or occupant intending to install or operate same shall in each and every instance obtain the written consent of Council, which shall be promptly given or denied based on consideration of safety. In no event, however, shall the Council's consent render the Council liable for any resulting unsafe conditions.

8. EXPLOSIVES AND FLAMMABLES

No explosives or highly flammable material shall be brought into any portion of the condominium project, except under the supervision of Council.

9. MOTOR VEHICLE ABANDONMENT AND REPAIRS

No unit owner or occupant shall repair or perform any maintenance on any automobile, boat, motorcycle, or other motor vehicles on any portion of the condominium project, nor shall any unit owner or occupant abandon any such vehicle on any portion of the condominium project. Any such motor vehicle left abandoned for more than seven (7) consecutive days may be removed at the abandoning unit owner's expense by the condominium Council, which such expense shall be added to and become part of the condominium fee of that particular unit.

10. ENFORCEMENT OF RULES

Council or any unit owner has the right to enforce these rules against any occupant violating them, and Council shall recover its attorney's fees from any occupant who fails to abide by these rules without court action.

Air Conditioner Condensation Lines

Every summer, the Condominium Council receives complaints about leaks in the interior of condominium units. These leaks usually appear as water spots on ceilings. Quite often, they are caused by blocked or broken air conditioner condensation lines. These lines require periodic cleaning and maintenance. As a general rule, it is advisable to have an air conditioner unit serviced annually. Such preventive maintenance is relatively inexpensive and prolongs the useful life of the A/C unit. It should be requested of the technician performing the annual maintenance to inspect and clean the condensation line. These precautions may prevent an owner from paying for costly repairs. Please be aware that leaks from an A/C unit could potentially affect not only the owner's unit but that of his/her neighbor's as well.

Annual Meeting

Each year, all interested members of the Birch Pointe Condominium Association (all condominium unit owners) assemble to review the past year and the goals of the upcoming year. Other business is conducted as well, including - but not limited to - election of Council members, discussion of important events, review of the Association's annual budget, voting for special resolutions, and so on. Members of the Birch Pointe Condominium Association will receive official notice of the Annual Meeting in the mail at least 30 days in advance of the meeting. If a unit owner's address or phone number should change at any time during the year, notice should be given to the Council to insure that this official notice, as well as other important correspondence, is properly delivered and without delay.

Association Documents

Every unit owner should have a complete set of the three Birch Pointe Condominium Association documents in his/her possession. These includes: (1) the Enabling Declaration, (2) the Code of Regulations, and (3) the Rules of Conduct. They should have been provided to every unit owner at the time of original purchase and transferred to subsequent owners at closing. If copies of these documents are lost, they may be obtained by contacting the Council or referring to the Birch Pointe web site — www.birchpointe.net. There is a \$25 fee charged for a replacement paper copy so please keep these documents in a safe location.

Automobiles and Parking (see also: Parking and Towing)

There are several rules and regulations regarding automobiles and parking found throughout the Birch Pointe Condominium Association documents. Owners should refer to these for a complete listing thereof. In addition, community residents and guests are subject to New Castle County Fire Code which prohibits parking in fire lanes. A few specific community guidelines are found below. Violators of these guidelines will have their cars ticketed. A third unheeded warning will result in fines.

A Resident Parking Tag requires:

1— A Census form is submitted to the Maintenance Office

2—Only 1 tag per unit is permitted

- Washing vehicles or performing automotive repairs is not permitted on Birch Pointe property.
- The speed limit on the community property is 10 mph. PLEASE adhere to this limitation as well as to all other signage (i.e., stop signs, handicapped parking signs, towing zone signs, etc.) while driving in Birch Pointe.
- Parking is not permitted in fire lanes – cars will be ticketed and towed at owner's expense.
- No commercial vehicles (those with advertising and/or business names and addresses) may be parked at Birch Pointe. They may be removed at owner's expense.
- Only one parking space per vehicle should be used. Taking up two spaces for a single vehicle is prohibited. When on vacation or away for an extended period of

Note that parking space is at a premium in various locations throughout the Birch Pointe community. Adhering to these guidelines will help make parking much easier for all residents

Barbecue Grills

Charcoal and gas grills are **PROHIBITED** at Birch Pointe. They are in violation of Delaware State Fire Code. Owners may *only* use an outdoor electric grill. There are several models on the market offering a good barbecue alternative.

Cable TV, Telephone and/or Internet Service

Is not included in monthly HOA Fees. Owners should contact either Comcast or Verizon directly for services. Satellite dishes are not permitted.

Cats (non-domesticated)

In the past few years, a significant number of wild cats have called Birch Pointe home. As their numbers increase, so do the problems associated with these unwelcomed guests. For example, many first level condominium owners report odors as the result of cat urine and feces. These animals also represent a health hazard to any domesticated cat as they are not immunized against — and may carry — many common feline diseases which can be spread to home-based pets. Unfortunately, the Birch Pointe Council must have many of these wild cats removed and destroyed when they become an overwhelming nuisance. This can be a very expensive process that is distributed and shared by all members of the community, possibly via the form of increased monthly fees. The Council requests the assistance of unit tenants in controlling the population of wild cats at Birch Pointe by following several very simple steps:

- Do NOT feed these wild cats. Their population will be significantly controlled by the non-availability of food.
- Do NOT leave ANY kind of food on first floor patios. Many residents inadvertently end up feeding the ferrel cats by keeping food for their own pets outside. The unwanted intruders will find this food and make a meal of it!

Cold Weather Tips

- If going away for an extended period of time, it is best to shut off the water to a unit and bleed the pipes dry.
- In *extremely* cold weather, it might be advisable to open a faucet and let a small amount of water trickle out from both the hot and cold water taps. First floor units should open a faucet in the bathroom; second and third floors should open the kitchen faucet.
- If it is suspected that pipes have frozen, turn off the main shut-off to the unit (generally located near the water heater). Contact the management office. Check Building Bulletin Board for appropriate numbers.
- The use of kerosene heaters is **STRICTLY FORBIDDEN** by Delaware State Fire Code in multiple-unit dwellings like Birch Pointe.
- **All fireplaces in Birch Pointe have been capped and should NOT be used unless they have been properly brought up to code and inspected by the state Fire Marshall. Attempting to use a fireplace which has not been recertified in this manner will result in smoke infiltration and major fire hazzards.**

Appendix A: Birch Pointe Rules of Conduct (continued)

balcony, or outdoor living area. No laundry shall be aired from any balcony or on any common area. No food or trash shall be disposed of over the deck onto the common area.

- (c) No bicycles, toys, barbecue sets, tires, tools, ladders, or any other items shall be stored or left outside any units.
- (d) No unit owner or occupant shall place his name, or any sign, ad, or notice in any common area or on any common element except as permitted by Council. No unit owner shall paint, decorate, or adorn any common area except pursuant to rules of Council governing holiday decorations. All entrances, exits, stairwells, and landings shall be kept free of all objects unless permission has been granted to the unit owner or resident by Council. Shoes and other personal items are not permitted in the hallways. Owners risk disposal of their personal property for disregarding this rule.
- (e) No one-bedroom unit shall be occupied by more than two (2) people; no two-bedroom unit shall be occupied by more than four (4) people.

4. NOISE

No unit owner or occupant shall play or be allowed to play any musical instrument radio, television, phonograph, sound movie projector, tape recorder, or like device, or shall practice singing or vocal exercises, or shall use any tool or engage in any noisy activity, earlier in the morning than eight (8) o'clock AM Monday through Saturday, inclusive, and eleven (11) o'clock AM Sunday or later in the evening than eleven (11) o'clock PM Sunday through Thursday, and twelve (12) o'clock mid-night Friday and Saturday; or for longer (except for television, radio, phonograph) than two (2) hours in any given day, if the same shall disturb and annoy the owners or occupants of any other unit. No unit owner or occupant shall engage in any altercation at any time, or otherwise shout, yell, or disturb the peace if the same shall annoy and disturb the owners or occupants of any other unit. Television, radio, and other electrical devices subject to volume control shall not be played above moderate levels if any unit owner or occupant objects, regardless of time of day.

5. CLEANLINESS

All unit owners or occupants shall be responsible for the cleanliness of their respective units and appurtenant limited common elements. The cost of exterminating any rodent or insect infestation resulting from the uncleanness of any unit shall be charged to the unit owner of that unit.

6. WATER AND PLUMBING

- (a) Water shall not be left running for an unreasonable length of time in any unit. Use of water for shrubs and lawn care, or any other purpose than necessary human consumption, shall be subject to regulations and limitations by Council.
- (b) Toilets and drains shall be used for no other purpose than that for which they were designed. No sweepings, rubbish, rags, papers, ashes, or other substances shall be deposited therein. Any repairs necessitated by the misuse of such facilities shall be charged to the offending unit owner or occupant or both.
- (c) No unit owner or occupant shall cause or permit any tampering with or alteration to any water or sewer pipe.

7. EQUIPMENT AND INSTALLATIONS

No unit owner or occupant shall tamper or interfere with, attempt to repair, alter, or make a connection with any electrical, gas, or other cable, line, pipe, apparatus, or equipment. Before installing and operating any machinery, refrigerating or heating device, washing machine, dryer, air conditioning, or other equipment not installed by the developer/builder, and before using any illumination other than electric light or decora-

Appendix A: Birch Pointe Rules of Conduct

1. GROUNDS

- (a) The Council's maintenance responsibilities for the grounds shall, unless expanded by vote of the unit owners, be confined to cutting of grass, trimming of bushes and trees, snow removal, and repair of walks, entrance steps, and landing. No unit owner or occupant shall till, plant, cultivate, or permit same to be done, except in accordance with the instructions issued from time to time by Council, or, in absence of applicable instructions, except with the Council's permission. Each unit owner, occupant, employee, and guest shall refrain from littering the common areas.
- (b) No signs, lamp posts, fences, bird baths, or other improvements or adornments shall be erected or placed upon the lands of the project except pursuant to the Council's unanimous written permission. No existing fences or enclosures, walks, or curbs shall be painted, written or drawn upon, used to mount a sign, removed, marked, or otherwise defaced. Lawn chairs, tables, barbecues, game equipment, toys, and other such items shall be placed upon the grounds only at such times and places as the Council may from time to time prescribe, and shall be removed from the grounds when not in use unless otherwise permitted in written by Council.
- (c) No fires shall be caused or permitted on the grounds. No activity shall be carried on upon the grounds, which will cause unreasonable wear and tear to the grounds or damage to the landscaping. **(Note: The use of charcoal and gas grills is prohibited at Birch Pointe.)**
- (d) All garbage and other refuse shall be deposited in covered containers and in accordance with such instruction as may be furnished from time to time by Council. Each unit owner or occupant shall take all reasonable steps to prevent his garbage from emitting odors sufficient enough to annoy any other unit owner or occupant.

2. PETS

No pets shall be permitted upon any common element or in any unit except pet owned by unit owners. Dogs, cats, and other ambulatory pets shall, when not on a leash, be kept within its owner's unit. No dog, cat or other animal shall be permitted to relieve itself on any shrub, patio, building, fence, car, or other items of personal property. Any solid waste left on any common area shall be promptly placed in a bag and disposed of in the pet owner's refuse container. Every pet owner shall take all reasonable steps to prevent pet-related noise, waste, and odors from annoying other unit owners. No animal, insect, fish, or reptile of any kind shall be bred, born, or buried in a unit or common element over the objection of any other unit owner occupant. In no event shall more than two ambulatory pets or birds be kept in any unit. Unit owners or occupants shall be strictly liable for the actions of same. The Council shall have the right to require that any habitually diseased, infested, unclean, or noisy animal, bird, reptile, fish, or insect be removed from the condominium project.

3. UNITS

- (a) No unit owner or occupant shall cause or permit any sign to be displayed, or any rug, laundry, aerial, fan, air conditioner, wire, or other object to hang or protrude from any window or door. All screens or screening not installed by the developer shall be subject to Council's written approval as to appearance, design, materials, and manner of installation. No shades, awnings, shutters, or window guards shall be used except with the Council's written approval. No sign or other object shall be displayed on any wall or rooftop without the Council's written approval. The foregoing shall not prohibit the display of customary holiday decorations, subject to such specific limitations on type, manner of display, and duration as the Council may from time to time fix and determine.
- (b) No rugs shall be beaten on patios, balconies, or outdoor living areas, nor shall dust, rubbish, or litter be shaken, swept, or thrown from any window, door, patio,

- If fireplaces are operational:
 - * Dampers should be opened before starting a fire.
 - * The use of processed logs is discouraged as they produce residue which builds up in the chimney liners.
 - * A home fire extinguisher is strongly recommended and be kept handy but away from direct heat.
 - * Firewood in NOT to be stored in any common areas such as hallways and walkways/bridges, or on patios or decks. Firewood should be stored within individual units only.
- Park in designated parking spots only, especially during inclement winter weather. It is difficult for snowplows to maneuver around improperly parked vehicles. It is also imperative that fire lanes be maintained unblocked.
- Unit owners are responsible for keeping decks clear of snow and ice. Any water damage caused by melting snow or ice leaking into units below is the responsibility of the unit owner not properly removing the accumulation. And the additional weight of large amounts of snow and the potential of structural damage can be alleviated by keeping decks as clear as possible during winter snow storms.
- **It is imperative that the designated stop signs at Haley and Birch, and at Batta and Birch be observed. During winter, the hills in these areas of the community may be snow and ice covered and difficult to maneuver. Your careful cooperation may save lives or property damage.**

Community Security

If anything suspicious is noticed by occupants in the community, they are urged to contact the police. This type of community concern is an important way of making Birch Pointe a safer, more pleasant place to call home. Residents are also asked to keep the building security doors closed and secured at all times. Building access should not be provided to anyone unknown. Should a building security door not close or lock properly, or if the unit intercoms are malfunctioning in any way, Management/Council should be contacted immediately.

Condominium Association Council Meetings

The Birch Pointe Council generally meets monthly to conduct business of the Condominium Association. Open Town Meetings, at which attendance and participation of unit owners is encouraged, are held quarterly. The times and locations of these will be posted in the common areas of each building. Please contact the Council if a specific topic should be added to the agenda. A newsletter covering pertinent details of the meetings will be posted on the bulletin boards of each building — usually within a week — as well as e-mailed to owners.

Disposal of Large Items (see also: Dumpsters)

Disposal of large items such as washers/dryers, discarded furniture, carpet, etc., **MUST** be coordinated for pick up by the unit owner or tenant with the waste disposal company, by contacting the Maintenance Office. The dumpsters located on Birch Pointe property are for the disposal of *ordinary household refuse only*. As a rule, if the item is too big to carry, too heavy to lift, or too big to fit into the dumpster, Waste Masters should be contacted. Abandoning these items along side the dumpsters is NOT allowed. Besides being unsightly, this practice places an inappropriate burden on other owners — who must indirectly pay for the removal through condominium fees and extra charges

Dryer Vents

Dryer vents should be cleaned at least every two years, depending on how much they are in use. Responsibility for this cleaning, repair, and/or replacement of the dryer vent

vent lies with the condominium owner. Should the vent require replacement, this must be done in compliance with the manufacturer's guidelines as well as any city, county, and state codes. Also make sure that the dryer vent is properly vented to the outside.

Dumpsters and Recycle Bins (see also: Disposal of Large Items)

The dumpsters are for household garbage only. This *excludes* mattresses, furniture, appliances, and other large items. Also, no chemicals, oils, or paint cans should be placed therein.

Contractors, painters, handymen, etc., employed by condominium owners or residents, may NOT use dumpsters on Birch Pointe property for removal of their debris. The owner or resident is responsible for coordinating the removal of the debris, either via the contractor or the waste disposal company,

In addition, Delaware now mandates that recycle containers be made available. Please use the marked bin—located on Haley Court - to dispose of aluminum, glass, plastic, paper, and cardboard items in lieu of placing them in the household trash containers. **Large boxes should be broken down to avoid premature filling.**

Fire Alarms

Birch Pointe is NOT on an fire automatic notification systems. Therefore, should a building fire alarm sound, **contact 911** to alert the fire company of the alarm and notify them of a potential problem. **DO NOT ATTEMPT TO TURN OFF THE ALARM.** There could be a fire in an adjacent building or in the walls. The building should be evacuated. Residents should wait for the fire department to arrive and subsequently give an "all clear" once the building has been inspected and determined to be safe before returning to their units. If there is a problem with the alarm system, please contact the Condominium Council at once.

In the event of a false alarm Advanced Security should be contacted at 302-998-7222. The alarm should NOT be re-set by a resident.

Fire Places and Extinguishers

Fire extinguishers are located in the hallways on each floor of every building. The Condominium Association is responsible for their maintenance. They should be contacted if an extinguisher has been tampered with or appears to be in need of service.

In addition, all residents and owners, especially those who use their fireplaces, are encouraged to keep a household fire extinguisher in their unit.

Fire Places in Birch pointe are "CAPPED" and cannot be used unless inspected and approved. Contact the Maintenance Manager for information regarding the status of your unit fire place.

Heat Pumps

The air filter in each interior heat pump unit should be checked and, if necessary, replaced or cleaned every three to six months. The location of the filter varies depending on the specific condominium unit layout. Replacement filters are available at most hardware stores and building supply centers (such as Lowes or Home Depot). The efficiency of a heat pump can be improved by making sure the area around the outside unit is clear of leaves and debris.

The electrical cut-off switch (property of the unit owner) on the exterior wall adjacent to the outside heat pump unit should be examined periodically for rust. A coat of paint will help prolong its appearance.

If an owner suspects something is wrong with a heat pump, a qualified HVAC repair technician should be called for inspection and/or repair.

Insurance

Birch Pointe maintains a building master insurance policy. In addition to this master

If there are problems with windows leaking, owners should try re-caulking the frames, especially around the top. If this fails, leakage may be between the window glass and the metal window frame that holds the glass. Clear silicone sealant along the bottom and vertical sides may prevent water infiltration.

Unit owners are responsible for window and screen replacement. Council should be notified if this is to be done to ensure new windows meet Birch Pointe specifications.

Smoke Alarms/Detectors

The smoke alarms within each condominium unit are hard wired into the buildings. They are powered by alternating current rather than batteries. They should be checked periodically by pressing the button on the surface until a loud, raucous sound is heard. It is recommended that a battery-operated smoke detector also be installed in each unit as a back-up.

Toilets (see also: Leaks; Sewers and Drains; Water Conservation)

Toilets should be checked periodically for leaks which should be addressed and fixed promptly. Birch Pointe's sewer bill is based on water consumption so a running toilet can result in more water usage, in turn ultimately affecting the community's water bill.

Washing Machines

It is HIGHLY recommended that any original black rubber, washing machine water-feed hoses be replaced with braided metal ones, available at most hardware and/or big box supply stores. They are easy to install and can prevent leaks — pinhole and major bursts — which could result in expensive damages. Remember, however, that the useful life of consumer grade hoses can be much less than ten years, being affected by the chemical composition of water, water pressure, and installation characteristics (the greater the bend, the shorter the life expectancy). Inspect hoses frequently! It is also advisable to turn off water feed lines to washing machines if residents are away for extended periods of time...this simple act may prevent a catastrophic leak. **Damages resulting from such leaks (to all units) are unit owner responsibility.**

Water Conservation

The Birch Pointe Condominium Association pays the community's water bills, an expense passed directly to owners through the monthly fees collected from each unit. These costs can be kept in line through simple ways to conserve water such as:

- Checking and repairing leaky faucets immediately after they are discovered
- Checking and repairing leaking or running toilets
- Conserving water whenever possible
- Turning water off when away for significant periods of time (such as vacation)

Water Heaters (see also: Leaks)

Water heaters can be another source of costly water leaks in the community. Many of these can be prevented by having a plumber perform an annual inspection and routine maintenance of the water heater. The price of this service is usually relatively small in comparison to that incurred with a premature replacement of the water heater or damages caused by leaks. Remember that an ounce of prevention is worth a pound of cure — and peace of mind!

Web Site

Birch Pointe maintains an internet web site and can be found at www.birchpointe.net. This can be a valuable resource for information including the various Codes and By-Laws, common FAQ's, financial summaries, and contact information for current Board members. In addition, copies of monthly meeting minutes/newsletters (which are e-mailed to residents) are available, as well as photos of typical condominium layouts.

Windows and Screens

The windows in Birch Pointe were manufactured by Kolbe and Kolbe. The spring balance mechanism in them is subject to wear and tear, sometimes causing breakage of the cords in the side rails. Local suppliers such as Grubb Lumber in Wilmington may have replacement parts (and screens) for these windows. They also do repair work.

Policy, each owner and resident is expected to carry insurance for personal items and for situations not covered by the Master Policy. For example, replacement of contents, additional living expenses if displacement occurs, insurance deductibles, and so on are NOT covered by the master policy and will be the unit owner's responsibility. It is STRONGLY recommended that residents meet with an independent insurance agent to discuss their individual insurance needs. Do not be caught off guard and un- or under-insured.

Leaks (see also: Sewers and Drains; Washers; Water Conservation; Water Heaters)

If there is a leak from a washer hose, water heater, refrigerator line, dishwasher, toilet, air conditioner condensation line, etc., the unit owner is responsible for damages and restorative repairs. If a leak originates from an upper unit and leaks into a lower unit causing damage, it is the upper unit owner's responsibility to provide restoration. In addition any applicable insurance deductibles are the responsibility of that same unit owner where the leak originated. (see also: Insurance)

Hoses, pipes, and plumbing should be checked often and hardware replaced as recommended by a plumber. This may prevent costly repairs to an owner's unit as well as those of a neighbor's.

Lighting

Interior Hallway Lights: Hallway lights which have burned out should be reported to the Condominium Council or Birch Pointe maintenance. Motion sensors were installed in the common area hallways to help control costs and should not be tampered with. They have resulted in a significant savings to the entire community. If any sensor appears to be malfunctioning, please contact the Council or Birch Pointe maintenance.

Exterior Lights: Council or maintenance should be notified if the lights above a building entrance door or on the bridge walkways are either burned out or seem to remain on continuously.

Parking Lot Lights: The pole street lights which face the parking lots are the responsibility of Delmarva Power. If a pole light is not operating correctly, Council or maintenance should be contacted with the exact location as well as any identifying number found on the post. This information will be forwarded to the utility company who will then service the light.

Mail and Mail Boxes

Cluster mailboxes are located centrally on each street of the community. Each box has a separate key. If a resident receives mail addressed to a neighbor, it should NOT be put on top of the cluster boxes—instead, place in the outgoing mail slot. Bringing packages and large delivery items inside the building would be a kind gesture!

Birch Pointe Condominium Association is NOT responsible for maintaining mailbox locks and/or keys. New mailbox keys can be obtained by contacting the Marshallton Post Office at 302- 998-1167.

Maintenance Requests and Communications

The Birch Pointe Condominium community is managed through the collective efforts of the Condominium Council and the owners and residents of Birch Pointe. From time to time there will be maintenance needs throughout the community. Most times, Council will identify these and take appropriate steps to correct the issues via various contractors and the Birch Pointe maintenance staff. Large projects affecting the entire

community — such as paving, siding, hallways, etc.— may be addressed with less frequency than landscaping issues. However, resident efforts to communicate any maintenance concerns, suggestions, or complaints are greatly appreciated. Work requests, especially through e-mail, are one of the primary methods of communicating with Council and provides an important document trail during the review process. This also allows follow-up to a complaint which may require access to a unit by a contractor or maintenance staff.

All contact concerning Birch Pointe should be directed to the numbers posted on the building bulletin boards. In addition, the maintenance team can be reached via email at maintenance@birchpointe.net.

Noisy Plumbing

Some Birch Pointe residents have reported experiencing noisy pipes (a rattling or knocking noise). This usually occurs somewhere between the water heater and a bathroom fixture within the condominium unit. The problem was investigated and found to be the result of pipes expanding and/or shifting due to changing pressures and temperatures. The unit owner may be able to resolve the problem by contacting a plumber who would inspect all faucets and fixtures to ensure that they are working properly. It may be necessary to enter the wall space to install physical pipe restraints. If such noises are noted, please contact a licensed plumber to arrange for an inspection.

Parking and Towing (see also: Automobiles and Parking)

Paragraph 7(d) of the Birch Pointe Enabling Declaration states in part “No common area shall be used for parking any form of transportation other than ordinary passenger automobiles used for non-commercial purposes unless the Council designates otherwise. This prohibition shall extend to, but shall not be limited to, mobile homes, mobile campers, boats, boat trailers, taxicabs, trucks, and other recreational, commercial, or special purpose vehicles.”

Pursuant to its responsibility to enforce the rules and regulations of Birch Pointe (including display of Current resident Parking Hang-tag), the Condominium Council or its designated agents shall have the authority to tow from the premises any vehicle found parked in common areas of Birch Pointe in violation of the rule. Towing charges and any subsequent storage costs shall be the sole responsibility of the owner of the vehicle.. Vehicles not displaying the current year Resident Tag may be towed without warning. Lost tags may be replaced at a cost of \$50.00. Contact the Maintenance Office for any Resident Tag needs.

Patio Doors and Screens

Replacing patio doors and screens is the unit owner responsibility. They were manufactured by Peachtree Doors and parts can be found online and at most big box hardware/building supply stores as well as Angerstein's in Elmsere.

Patios/Decks

The condition and appearance of the patios and decks within Birch Pointe has a significant impact on overall community aesthetics. A community that is well kept and neat will more likely be enjoyed by all who reside there, as well as see property value appreciation over time. The Association's governing documents are also very clear about this matter and are summarized below. All residents should familiarized themselves with these guidelines to insure compliance.

- Nothing should be placed on patio railings (planters, ornaments, etc.). Any items placed outside of the first level patios (i.e. patio furniture, firewood, old planters, garbage, etc.) will be removed at the unit owner's expense.
- No rugs shall be beaten on patios, balconies, or outdoor living areas, nor shall dust, rubbish or litter be shaken, swept, or thrown from any window, door, patio, balcony, or outdoor living area.
- No laundry shall be aired on any balcony or on any other common area.
- No bicycles, toys, barbecue sets, tires, tools, ladders, or any other items shall be stored or left outside of any units.

Please be sure to keep deck drains clear of any debris. This is very important to minimize the possibility of costly leaks and/or structural damage cause by excessive water build-up when drains are clogged/not open.

Pets (see also Appendix A: Birch Pointe Rules of Conduct / Pets)

All pets must be cared for by their owner such that they are treated to prevent transmittable diseases, parasites, infections, and any condition that could negatively affect other pets in the community. All pets must be supervised and properly leashed when on the community's common grounds, and all waste must be picked up and disposed of by the owner. All pet noise must be controlled and not disruptive to neighbors. Failure to comply with these rules will be cause for review of the owner's right to have a pet in the condominium unit.

NOTE: RENTERS ARE NOT PERMITTED TO HAVE PETS IN BIRCH POINTE

Resale Certificates and Transfer Information

Resale and transfer information is required prior to the sale of a condominium unit. Requests for this transfer information should be made by the attorney handling closing at least ten days prior to the closing date. Contact should be made with the Council to obtain the details necessary for acquire this certificate. The fee for these documents is currently \$100 (DUCIOA or FANNIE MAE Docs.)

Sewers and Drains (see also: Leaks; Toilets)

To help keep the community's sewer system healthy, please do not pour any grease or oil down the drain/garbage disposal. Also, avoid disposing of hair, feminine products, or other unnecessary solids down the toilet as these will ultimately create blockages within the community's pipes resulting in increase maintenance costs to everyone.