

*The*  
**Windsor**  
**OVER PEACHTREE**  
PRIVATE RESIDENCES OF MIDTOWN

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Dear Windsor Over Peachtree Homeowner,

Welcome to The Windsor Over Peachtree Condominium Association! Knowing that you had several communities from which to choose, we are delighted that you chose The Windsor Over Peachtree as your home.

As a new homeowner in this association, please become familiar with your association documents. These documents, which include the Declaration of Condominium, By-Laws, and Rules and Regulations, outline the responsibilities of both the homeowner and the association.

Piedmont Management Associates, LLC is pleased to be selected as the management company for your Community Association.

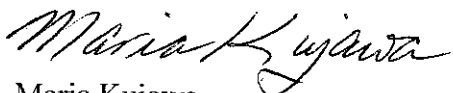
The management team is committed to delivering the best possible community management service. The quality of your experience as a homeowner of The Windsor Over Peachtree Condominium Association depends largely on your knowledge of what you can expect from us, and what we can expect from you and your participation as a resident of this community.

Please take the time to review this manual thoroughly. This Homeowner Manual has been designed as a reference tool to assist you in using the building's facilities, and explains such things as move-in procedures, parking policies, amenities, and other available services. Most of this information can be found on the Windsor website at [www.620peachtree.org](http://www.620peachtree.org).

If you need clarification or additional details about any issue, please feel free to call the management office.

Welcome Home.

Sincerely,



Maria Kujawa  
Association Manager

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## MANAGEMENT OFFICE

### *Telephone Numbers*

Management Office	404-881-6654
Fax	404-872-5721
Concierge	404-881-6655
Business Center Fax	404-892-1155

### *Office Hours*

9:00am-5:00pm	Monday-Wednesday
9:00am-6:00pm	Thursday
9:00am-12:00N	Friday
Closed	Saturday and Sunday

- Maintenance emergency, please call the Management Office at 404-881-6654, or after hours call the Concierge at 404-881-6655.  
If life or property is in jeopardy, please call 911 immediately.

### *Address*

**The Windsor Over Peachtree Condominium Association, Inc.**  
**Attention: Management Office**  
**620 Peachtree Road, NE**  
**Atlanta, GA 30308**

### *Website*

[www.620peachtree.org](http://www.620peachtree.org)

### *Email*

[wopmanager@bellsouth.net](mailto:wopmanager@bellsouth.net)

### *Copier, Fax, Computer*

You are welcome to use the copier, fax, and computer in the Business Center; however, we ask that you be considerate of others waiting to use the equipment. Please sign in.

The Business Center fax number is 404-892-1155. There is a charge of 10 cents for copies/faxes.

## OVERVIEW

*If you are a new homeowner, please read this overview first for a few important facts and a quick introduction to The Windsor. Most of the items in the overview are covered in detail elsewhere in this manual.*

### ***New Owners***

All new owners must submit a copy of their settlement statement to the Management Office, schedule elevator move-in time and submit a \$400.00 damage deposit check, which is refundable if there is no damage to the elevator or common areas. The elevator measures 84”h x 42”w x 86”d front to back. (See Moves)

### ***Controlled Access***

The Windsor is a controlled access community. The parking deck entrances and elevator lobby doors require a controlled gate card or remote to allow access into the building. Please do not give your gate card or remote to anyone. A lost gate card may be replaced at a cost of \$25 and a remote is \$50. Please notify the Management Office or Front Desk immediately if an access card/remote is lost or stolen.

All guests/visitors/contractors must sign in with the Concierge upon entering the building.

### ***Connections – Owner responsibilities***

#### ***Phone Service***

Please contact BellSouth at 1-888-757-6500.

#### ***Cable Television Service***

Please contact Comcast at 770-559-2000.

#### ***Wireless Internet Service***

Please contact your service provider.

WiFi is available on the Mezzanine Floor only.

High-speed internet (DSL) service: Contact AT&T or your own internet provider.

Comcast provides cable broadband service.

#### ***Electric***

The Management Office will set up your account with ISTA, a submetering 3<sup>rd</sup>-party billing service. The account must be in the name of the homeowner. The Association has a master meter for electricity. Individual unit electric submeters are read and billed by ISTA. The gas for heating the water for heat and hot water is paid by the Association.

## PHONE DIRECTORY

### ***EMERGENCY TELEPHONE NUMBERS***

Police/Fire/Ambulance .....	911
Georgia Poison Control Center (Grady Health Systems) .....	404-616-9000
Atlanta Gas Light (Gas leaks) .....	770-907-4231
<b>Hospitals:</b>	
Emory University Hospital .....	404-712-7021
Crawford Long Hospital .....	404-686-4411
Northside Hospital .....	404-851-8000
Piedmont Hospital Emergency .....	404-605-3297
St. Joseph's Hospital of Atlanta.....	404-851-7001

### ***IMPORTANT TELEPHONE NUMBERS***

Comcast Cable .....	770-312-1999
Digital Wireless .....	877-836-2006
AT&T Broadband.....	678-545-2289
ISTA Energy Service (Electric Sub-metering) .....	1-866-737-4943
Georgia Power for outages only .....	1-888-891-0938
BellSouth (Telephone Service).....	888-655-5888
BellSouth Fast Access Internet Service .....	888-321-2375
Atlanta Journal & Constitution.....	404-522-4141
MARTA (Schedule Information).....	404-848-4711
Federal Express .....	800-463-3339
Airborne Express .....	800-247-2676
UPS .....	800-742-5877
U.S. Post Office .....	800-275-8777

#### ➤ **Post Office for The Windsor Over Peachtree Residents –**

**Civic Center Station – Phone 404-685-9335  
570 Piedmont Avenue, NE, Atlanta, GA 30308**

#### **MAILING ADDRESS:**

➤ Your new address for The Windsor Over Peachtree is:

**620 Peachtree Road NE, Unit # \_\_\_\_\_  
Atlanta, GA 30308**

## FINANCIAL MATTERS

### *Association Dues*

Monthly fees are due on the **1st of each month** and **late if not received by the 10<sup>th</sup>**.

Checks must have your unit number on them and be made payable to:

- **“The Windsor Over Peachtree Condominium Association, Inc.”**

We do not send monthly invoices. Please mail your check with your coupon to the address on the coupon. For your convenience, there is a drop box located next to the Management Office on the Mezzanine level.

The Windsor makes it possible to pay by direct debit of your bank account. The monthly fee is debited on the 5<sup>th</sup> of the month. Please see the Management Office or website to complete the necessary form for this service.

The Windsor also makes it possible to pay online at [www.620peachtree.org](http://www.620peachtree.org) with electronic check or credit card (the bank charges a transaction fee for credit cards). Select “Make A Payment”. Select your association. Enter your unit number when it asks for your account number. You may pay incidental charges for maintenance, etc. online.

### *Delinquent Dues*

All dues and related charges including ISTA not paid on or before the due date shall be delinquent, and the Owner shall be in default.

A late charge of ten (10%) percent of the monthly dues not paid in full will be assessed after the **tenth (10<sup>th</sup>)** day of the month. Past due balances will be charged interest at the rate of 10%. Accounts 30 days past due will be sent to the attorney for collection. All costs of collection are the responsibility of the homeowner. Returned checks will be charged a \$35.00 fee.

### *Incidental Fees*

Incidental fees – such as in unit maintenance and engineering services, additional key copies, lost mailbox key and additional gate cards – are billed to your account and due immediately.

## *About The Windsor*

### **CONDOMINIUM ASSOCIATION**

Your rights and responsibilities as a homeowner and those of the Association are formally described in the Declaration of Condominium for The Windsor Over Peachtree. You should have received a copy of this document at the closing of your unit. If you did not receive one or if you have misplaced your copy, you can purchase another one from the Management Office.

The governance of The Windsor Over Peachtree Condominium Association, Inc. is set out in its By-Laws. The By-Laws are incorporated in the Declaration document.

The affairs of the Association are governed by a Board of Directors, whose members are elected by the homeowners. The Board of Directors is responsible for the management of the building. The Board of Directors has always hired professional management to supervise the operation of the building.

The Association Manager's responsibilities include such matters as maintenance and repair of the building and its equipment, contracting with vendors and service providers, ensuring the building's safety and security, developing and implementing an annual budget and a long-term budget, and dealing with the needs of the individual homeowners.

The Board of Directors sets the overall direction, policies and specific rules of the Association with the help of committees of the Board. Those committees include: Architectural Control, Finance/Management, Operations/Front Desk, and Communications. Homeowners are encouraged to volunteer to serve on a committee. Committees meet when necessary and meeting times are posted on the website.

The Association holds an Annual Meeting for Homeowners, typically in the last quarter of the year. The Board of Directors meets monthly on the fourth Thursday at 6:00pm. Homeowners are welcome to present issues to the Board of Directors, provided they give written notice to the Management Office at least one week prior to the Board meeting.

## INSURANCE

The following information is meant only as a general guidance regarding the Association's coverage. We strongly recommend that you work with your own agent or insurance company to make sure you have the appropriate insurance coverage. If you have questions about the Association's coverage, call the Association's agent, Anne McLemore at 404-531-5475.

### *In General*

You are responsible for your unit as described in the Declaration of Condominium, all personal property in your unit and storage unit, if applicable, as well as any customized work performed on your unit. The Association's building insurance does not cover those items.  
(refer to Declaration of Condominium, Section 4 and Section 11)

### *Association Coverage*

The Association has a master policy which covers the building structure and common areas. The deductible is \$10,000 per incident.

### *Your Coverage*

Proof of Unit owner's insurance as stated in the Declaration is required for each owner, also known as an HO-6 policy.

Your policy should include:

- Coverage A – Property. Covers damage to those portions of your Unit which are not insured by the Association's policy, including betterments and improvements.
- Coverage B – Liability
- Coverage C – Personal Property and deductible coverage. The Loss Assessment Coverage of your policy should respond to the deductibles on the Association's master policy that are mentioned above. The deductible amount of a claim on the Association's policy can be charged to the Unit owner under the Georgia Condominium Act.

Please fax your certificate of insurance page to Management at 404-872-5721 annually.



## LEASING AND SELLING UNITS

The Management Office has specific procedures that you must follow if you plan to lease or sell your unit. Those procedures are intended to make it easier for you to comply with the Association's requirements and to ensure the building's security. The procedures are outlined below. You should also read about your responsibilities as a lessor or seller, which are described in the Declaration of Condominium.

### *Leasing Your Unit*

1. Notify the Management Office in writing by email or letter of your desire to lease.
2. The Board of Directors must approve all requests for leasing.
3. You must provide a copy of the proposed lease you intend to use 7 days in advance for approval. A Lease must be for a minimum one-year period. There is a master meter for electric utility. The sub-metering utility bills will remain in the name of the homeowner.
4. Provide the Management Office with the name and phone number of the real estate agent who is authorized to show your unit.
5. Provide the Management Office your new permanent or temporary address and all contact information.
6. Upon signing the lease, give the Management Office:
  - a. A copy of the lease
  - b. A completed Resident Profile and Vehicle Registration Form.
  - c. Schedule elevator time and submit a \$400.00 damage deposit.
  - d. All contact information for you and your tenants.

### *Selling Your Unit*

1. Give the Management Office or Concierge your written authorization allowing your listing agent to enter your unit.
2. Provide the selling company with a key to your home. The selling company may use a key lock box that is kept at the front desk.
3. The listing agent is required to accompany all prospective purchasers when visiting The Windsor Over Peachtree. Management will assist in providing information concerning budget, amenities, and association fees. Please note that the Management Office is not staffed to accompany prospective purchasers to view the property.
4. Please remember that you are responsible for sales agents and prospective buyers while they are viewing your property.
5. You are responsible for transferring all keys, garage remotes and gate cards, association documents and homeowner's manual to the new owner or lessee. If you need to replace any of these items, they can be purchased in the Management Office.

## MOVES

### *Elevator – Move ins/outs & deliveries*

The freight elevator MUST be reserved in advance for move-ins, move-outs, or large deliveries, and is available on a first-come-first-served basis. The elevator measures 84h x 42w x 86d. Please contact the Management Office during regular business hours at least 24 hours in advance to schedule the elevator. All residents are required to submit a moving deposit check of \$400.00, which will be refunded provided there is no damage to the elevator or common areas. The elevator may be reserved for a 3-hour period. Moves exceeding the 3-hours will be charged \$50.00 per hour. Moves are permitted only during the following times:

**Monday - Friday 9:00a.m. - 5:00p.m.**

**Saturday-Sunday 9:00a.m. - 5:00p.m.**

**No moves are permitted on Sundays or Holidays. No exceptions.**

No moves or deliveries of furniture are permitted through the lobby or on the passenger elevators. No after-hours moves are permitted. Unscheduled deliveries will result in a service fee of \$25.00. Violators will be fined.

### *Leasing*

It shall be the responsibility of the unit owner to advise the Management Office of his/her intention to lease. No condominium may be rented to any prospective tenant without first delivering a copy of the intended lease to the Management Office 7 days prior to signing the lease for Board approval, and complying with all of the rules and regulations concerning leasing that are outlined in the Association's documents. A lease must be for a minimum one-year period. Electric utilities will remain in the name of the homeowner.

Prior to the move-in of a new tenant, the unit owner and/or prospective tenant shall complete and submit to the Management Office the following:

- The proposed condominium lease (minimum of one year), 7 days prior to signing the lease for Board approval
- A completed Resident Profile and Vehicle Registration Form
- All contact information for homeowner and tenants
- Schedule elevator time and submit a \$400 damage deposit
- A signed copy of the lease
- Pay \$100 new lease move-in/move-out fee.

### *Sale of Units*

All unit owners should inform the Management Office of their intent to sell and the contact information of the realtor in addition to the homeowner's new contact information.

## *Living at The Windsor*

### **ADMISSION POLICIES**

Security is vitally important at The Windsor. No visitor will be admitted without written permission. We ask that you carefully review our admissions policies.

#### ***Entry Authorization***

Permanent or temporary entry authorization for any guest or service person may be given to the Concierge or Management Office at any time. Please complete a Key Release (see website).

#### ***Visitors and Guests***

The Concierge will announce (by telephone) all visitors to the homeowner unless previous written instructions have been given to waive the announcement. Visitors and guests must sign-in at the front desk.

#### ***Service Personnel***

All service personnel must register in the log book. Written authorization must be on file for entry into a unit where the homeowner is not in residence at the time.

#### ***Law Enforcement***

Process servers and law enforcement officers will be announced (by telephone); however, the Association, Management or the Concierge may not prohibit their access to the homeowner's floor even if the homeowner gives instructions to bar entry. This is a violation of the Georgia Code addressing obstruction of justice.

#### ***Solicitations***

No solicitation of any kind is permitted at The Windsor. Solicitors will be refused.

## AMENITIES

### ***Social Room and Catering Kitchen***

The Social Room has a big screen TV, pool table and kitchen. This room may be reserved for your exclusive use through the Management Office by completing a rental agreement and submitting separate checks for the following:

1. \$300 refundable damage deposit
2. \$20 per hour usage fee
3. \$55 cleaning charge payable to Buckhead Cleaning

Reservations will be taken on a first-come-first-served basis and must be made in the name of the homeowner. Use of the facilities requires cleaning after the event; any damages will be the responsibility of the homeowner. Children under the age of 12 must be accompanied by an adult and may not use the pool table.

### ***Conference Room/ Business Center on Mezzanine***

The Conference Room is open to all homeowners/residents and may be reserved in advance with the Management Office for business meetings or small functions between the hours of 9:00am until 10:00pm. The business center is located on the mezzanine level and it is open from 9:00a-10:00pm. The business center is equipped with a computer, fax, copier and printer.

Guests are only allowed to use these rooms or the equipment in these rooms when accompanied by the homeowner. Children under the age of 12 must be accompanied by an adult homeowner.

No pets are allowed in the Social Room, Business Center or the Conference room.  
Smoking is not permitted in the common areas

### ***Fitness Center***

Open from 5:00am-12:00Midnight daily on the mezzanine level. A complete selection of free weights and cardiovascular equipment is available. The fitness center is for the exclusive use of the owners, residents and authorized guests. All guests must be accompanied by the homeowner/resident. All facilities provided in the fitness center are unattended and all exercise equipment is used at your own risk. Please return weights to their original rack. Please use the paper towels and cleaner provided to wipe down the equipment after use. Children under the age of 12 must be accompanied by an adult. For safety reasons, children are not allowed to use any equipment designed for adult use. Absolutely no pets are allowed in the fitness center.

### ***Pool***

The pool is located on the mezzanine level. The pool is open from late spring until early fall. Tables and chairs are placed around the pool for your use during those months. The furniture is stored for the colder months. No pets are allowed in the pool or pool area.

## AMENITIES: RULES

The Association has developed the following rules for the use of the Pool and Fitness Center in order to ensure everyone's safety and enjoyment. We appreciate your abiding by these rules.

- Pool hours: 10:00 a.m. to dusk.
- Fitness Center hours: 5:00am until 12:00midnight
- The pool and fitness center are for the exclusive use of the owners, residents and authorized guests.
- All exercise equipment is used at your own risk. Please return weights to their original place after use.
- All homeowners/residents and their guests swim at their own risk.  
No lifeguards are on duty.
- Homeowners/residents and their guests must adhere to rules posted at the pool.
- No children under twelve (12) years of age are allowed in the pool or fitness center without an adult.
- For safety reasons, children are not allowed to use any equipment designed for adult use.
- Infants and small children must wear swim diapers that will not disintegrate in the pool.
- The number of guests in the pool area is limited to 2 guests per unit so as not to interfere with the enjoyment of the other residents.
- Homeowners/residents must accompany their guests at all times.
- No pets are allowed in the pool area or fitness center.
- Appropriate attire must be worn at all times.
- Appropriate and considerate behavior is expected.
- **Absolutely NO GLASS is allowed in the pool area. If the pool must be drained as a result of any glass broken by a resident or guest, it will be done at the homeowner's expense. Any fines from the Fulton County Health Department resulting from the use of glass by the pool will be assessed to the responsible unit owner. In addition, the unit owner will be responsible for an additional \$100 service fee payable to the Association.**

## COMMON AREAS

### ***Trash Rooms***

Access to the trash chute is located on every floor to the left of the elevator lobby. Do not leave trash bags outside your door, on your balcony or in the hallway. Please place all items in a tall kitchen trash bag (including cat litter) before depositing them in the chute in order to maintain a sanitary, odor free environment.

**Do not leave boxes in the trash room or put them down the chute.** Break down all boxes (including pizza boxes) and take them to dumpster. No large items, such as furniture, may be put down the chute. Please donate large items or have them hauled away. Contractors are prohibited from disposing of any construction debris down the trash chute. Violators may be fined.

### ***No-Smoking***

Smoking is prohibited in all of the indoor common areas of the building and elevators. This includes the lobby, hallways, laundry room, Conference/Social Rooms, fitness center and storage area. Please do not drop cigarettes off the balconies onto the pool deck.

### ***Laundry***

Laundry facilities are located on the mezzanine level and open 24 hours a day for your convenience. The change machine is located to the left immediately upon entering the laundry room. Owners/residents are responsible for monitoring their laundry. Neither Management nor the Association is responsible for any lost, stolen or damaged items.

### ***Bicycle Racks***

The bike racks are located on both the lower level of the building near the storage lockers and inside the parking garage on the right as you enter the 1<sup>st</sup> floor. All bicycles are locked and stored at the owner's risk. Neither Management nor the Association is responsible for any lost, stolen or damaged items.

### ***Storage Units***

Please contact the Management Office if you are uncertain of your purchased storage space location or would like to lease a storage unit. Check your storage unit periodically and make sure your lock is secure. Items are not allowed to be stored in open areas of the storage room. All items not inside a storage unit may be disposed of at Management's discretion without further notice.

### ***Storage Units (continued)***

Storage spaces shall be used solely for the purpose of storing any personal property belonging to the Owner or Occupant of the Unit. No Owner or Occupant shall store any explosives, or any flammable, odorous, noxious, corrosive, hazardous or pollutant materials or any other goods in the space which would cause danger or nuisance to the storage space or the Condominium. The storage space shall not be used for any purposes unlawful or contrary to any ordinance, regulation, fire code, or health code. DO NOT store perishable items in this area.

- The Windsor Over Peachtree Condominium Association, Inc. or Management is NOT responsible for any damage, theft or loss, including mildew, to your stored personal items in the lockers.

### ***Mailboxes***

Mailboxes for the units are located in the mailroom on the lobby level near the main elevators. If you do not have a mailbox key, please contact the Management Office.

### ***Front Desk/Concierge***

The Windsor provides a 24-hour/7-day a week front desk service for your convenience. It is extremely important that the front desk has your contact numbers and vehicle information on file. The front desk provides the following services:

- Greets homeowners, residents and guests
- Guest sign-in and notification
- Entry Authorization/Key Release forms
- Accepts package deliveries and holds for pick up by homeowner
- Issues guest parking passes
- Tows unauthorized vehicles at owner's request
- Reports emergencies, breaches of security, and other incidents to Management, the Board of Directors, or to any other applicable entity or public authority
- Inspects freight elevator after move-in/move-out

## SERVICES

### *Maintenance*

Maintenance inside your home is **the Homeowner's** responsibility. The Windsor Over Peachtree Condominium Association is responsible for the upkeep of the common areas only. It is the homeowners responsibility to arrange for any repairs inside their home. When available, the on-site maintenance staff can be hired to do routine maintenance. All work performed will be billed to your unit.

### *Pest Control*

The Association has contracted with a professional pest control service to treat all of the common areas on a weekly basis on Thursdays. If you are having a problem with insects in your unit, please call the Management Office.

### *Cable TV*

You may set up your cable with Comcast, 770-559-2000. No transmission antenna or dish of any kind may be erected anywhere on the Condominium including the units without prior written approval of the Board of Directors and/or the Architectural Control Committee.

### *High Speed Internet*

Contact AT&T at 1-888-321-2375, or Comcast, or other DSL and cable service of your choice.

### *Trash Disposal*

Trash chutes are located on every floor, clearly marked with a sign.

- Place all items in sealed trash bags before placing them in chute (including kitty litter). This will create a sanitary, odor-free environment in the building.
- Do not leave trash bags outside your entry door or on the balcony or in the hallway.
- Do not leave bikes or other items inside the trash room.
- Do not put any boxes, carpet, or any other large item down the trash chute.
- Contractors are prohibited from disposing of any construction debris down the trash chute.

Violators may be fined and charged the cost of repair to the trash chute.



## **POLICIES AND PROCEDURES**

### ***Balconies, Patios, Roof Terraces***

Objects over forty-two (42) inches in height, grills, bicycles, laundry garments, towels and objects other than potted plants and patio furniture shall not be placed on a balcony, patio or roof terrace. Penetration of a balcony is prohibited. Enclosure of a balcony, patio or roof terrace is prohibited. Plants may not extend past the balcony or over the railing.

### ***Garage Sales***

Garage sales, yard sales, flea markets, or similar activities are prohibited.

### ***Grills***

Grilling is not allowed on the property.

### ***Hallways***

No items of any kind are permitted to be placed or stored in the corridors outside the units.

### ***Key Release/Entry Authorization***

Forms are available at the Front Desk , website or Management Office. You must submit written authorization to allow access to your unit by someone other than yourself.

### ***Quiet Hours***

Sound equipment (radios, TVs, CD players, video players, etc.) and all other sound producing instruments must be kept at a level so as not to disturb any resident at any time. Quiet hours, when all noise must be kept at a minimum, are between 11:00 p.m. and 7:00 a.m.

### ***Window Treatment***

The color and type of all window treatments visible from a residential unit must be white or off-white in order to maintain the appearance of uniformity from the outside.

## **DELIVERIES**

### ***Large Deliveries***

All large deliveries are to be made using the freight elevator, which must be reserved in advance with the Management Office. A check in the amount of \$400.00 is required as a damage deposit and is refundable if there is no damage to the elevator and common areas. Unscheduled large deliveries will be refused and must be rescheduled with the Management Office.

Freight elevator hours are:   Monday – Friday     9:00am to 5:00pm  
  Saturday             9:00am to 5:00pm  
  No deliveries permitted on Sunday or Holidays.

There is no charge for the first 3 hours reserved. Overtime will be billed at \$50 per hour. Unscheduled deliveries will result in a service fee of \$25 plus the owner may be fined.

If you will not be home to accept your delivery on the scheduled day, please let the Management Office know who will be authorized to enter your unit with the delivery. The Windsor staff cannot accept deliveries of furniture or other items.

The only items permitted through the front lobby are your luggage, groceries and dry cleaning.

### ***Delivery Carts***

Large and small delivery carts are available at the concierge desk for moving items from your car to your unit. If you use a cart, please return it to the concierge when finished.

The cost of repair of a common area wall or door damaged by a cart will be billed to the responsible homeowner.

## ENTRY

### ***Controlled Access***

The Windsor Over Peachtree is a controlled access community. The parking deck entrance requires a remote and exterior entry doors require an access card to enter the building. Please do not give your remote or access card to anyone. A replacement for your lost access card and/or remote may be purchased at the Management Office. Please notify the Management Office immediately if a remote/access card is lost or stolen.

All guests/visitors/contractors must sign in with the Concierge upon entering the building.

An access card or remote is needed to enter the following areas of The Windsor:

- Parking garage
- Pool breezeway entry into building
- Lobby doors
- Loading dock door
- 2<sup>nd</sup> level door
- Door next to grocery store and dry cleaner

### ***Key Release/Permission to Enter***

A homeowner or resident must give written permission to grant anyone access to his/her unit by completing the Key Release and Entry Authorization Form. A form may be obtained on The Windsor website at [www.620peachtree.org](http://www.620peachtree.org) or from the concierge or the Management Office. This includes relatives, friends, cleaning services, deliveries, etc.

Note: All keys are maintained in the Management Office safe. If a resident chooses to leave a key for someone at the concierge desk, the concierge will only release it with a signed authorization.

### ***Lock Outs***

Lock outs from units are the homeowner's responsibility. The Management Office maintains the unit keys. Concierge staff does not have access to any unit keys. After hours, the concierge will gladly call a locksmith on behalf of the homeowner.

### ***Guest Procedures***

A **guest** is defined as anyone visiting an authorized homeowner/resident. Guests must always sign-in, be announced, and register their vehicles with the Front Desk.

An **authorized resident** is someone who is listed as an owner of record, listed on a lease, or listed as a spouse, partner, family member or roommate on a Homeowner/Resident Profile Sheet and is living in the unit.

An **unauthorized resident** is someone who is staying at The Windsor but is not an owner, is not listed on a lease as a tenant, or is not listed as a spouse, partner, family member or roommate on a Homeowner/Resident Profile sheet. Unauthorized residents are required to sign in and register as a guest with the Front Desk.

Guests and unauthorized residents are not allowed to utilize the full service of The Windsor which includes use of the pool, fitness room, conference room, social room, or tennis courts unless accompanied by an authorized homeowner/resident. The Windsor is not allowed to accept mail or packages or schedule freight elevator time for guests or unauthorized residents.

If an authorized resident has an individual(s) temporarily staying with him/her, the authorized resident must advise the Management Office, in writing, the name(s) of the individual(s) and the length of time they will be staying. The Management Office will provide the Entry Authorization Form needed. Owners/authorized residents are responsible for informing their guest(s) of our parking and sign-in procedures. Any individual staying in a unit for more than 30 days must be added to a lease or added as a spouse, partner, family member or roommate on a Homeowner Profile form.

The Association's Declarations state, "The Owner or lessee shall cause all occupants of his or her unit to comply with the Declaration, Bylaws, and rules and regulations adopted pursuant thereto, and shall be responsible for all violations by such occupants, notwithstanding the fact that such occupants of the unit are fully liable and may be sanctioned for any violation."

## PARKING

### **Garage Spaces**

Garage spaces are for homeowners/residents/visitors only. Any unauthorized or improperly parked car in the garage area will be towed and/or fined without notice. The Association or Management is not responsible for the cost of your vehicle being towed or damaged while parked in the garage.

Homeowners/residents must have a parking decal on the driver's side of the windshield. Vehicles without a parking decal parked on floors 2 through 5 will be towed immediately without notice.

- **White lined spaces – unassigned space**  
Each unit has one unassigned space (white lined).
- **Yellow lined spaces – Tandem assigned/reserved space**  
If you own a tandem/reserved parking space, you must park only in your assigned space. Tandem owners may not park in a white lined space.

### **Parking Levels**

- 1<sup>st</sup> floor visitor/guest parking up to 24 hours. Vehicle will be towed after the allowed time. There are 33 guest parking spaces on the 1<sup>st</sup> floor. Guests must register their vehicle with the Concierge. Due to the limited spaces, homeowners/residents are not allowed to park on the 1<sup>st</sup> floor.
- 2<sup>nd</sup>-5<sup>th</sup> floor is for homeowner/resident parking with stickers.
- 6<sup>th</sup> floor only visitor/guest parking up to 72 hours (10 spaces) and must receive temporary permit from the Concierge.

### **Short-Term Visitor Parking**

Visitors may park on the 1<sup>st</sup> floor only and must sign in at the Concierge desk. Parking on the 1<sup>st</sup> floor is for a maximum of 24 hours. Residents may not park on the 1<sup>st</sup> floor. Violators will be towed without notice at the owner's expense and/or fines may apply.

### **Long-Term Visitor Parking**

Long-Term visitors may park on the 6<sup>th</sup> floor only for up to 72 hours. Guests must register their vehicle with the Concierge and receive a temporary permit. The temporary permit must be visible from outside the car and returned to the Concierge upon expiration. Long-term spaces may be reserved in advance with the Concierge. Vehicles parked after the allowed time will be towed without notice at owner's expense and/or fines may apply.

### **5-Minute Parking**

Cars may park at the front entrance for 5 minutes only.

### **30-Minute Parking**

There are 30-minute loading zones in front of the stairs into the building on the 3<sup>rd</sup> and 4<sup>th</sup> levels of the garage. The areas are clearly marked. Anyone parking in these areas for more than 30 minutes will be towed without notice at your expense.

### **Handicapped Parking**

There are 2 handicapped parking spaces located on the 1<sup>st</sup> level. You or your guest must have a handicapped decal displayed on the license plate or a decal hanging from the rearview mirror. All handicapped drivers must register their vehicle with the Front Desk.

### **Additional Parking Spaces**

If you need an additional parking space, one space per unit may be rented for \$100 per month. You will need to register the additional car and driver with the Management Office.

### **Vehicle Registration**

All vehicles must be registered with the Management Office and include make, model, color, and tag number. You will need to obtain a permit to display on the front window of the driver's side of the vehicle and obtain a remote for the garage. To avoid having your car towed, please notify the Management Office of any vehicle changes.

### **Controlled Access Parking**

You may enter and exit the parking deck with your garage remote. Access into the building is on the lobby level, 3<sup>rd</sup> and 4<sup>th</sup> floors in the garage.

### **Parking Safety**

For your protection, do not leave handbags, CDs, cell phones, bags, boxes, briefcases, coins or any other items that may appear to be valuable locked inside your vehicle. Doing so may promote vandalism, and loss of your personal property.

- **PLEASE BE ADVISED THAT THE WINDSOR OVER PEACHTREE CONDOMINIUM ASSOCIATION OR MANAGEMENT IS NOT RESPONSIBLE FOR ANY LOSS DUE TO THEFT, COLLISION, OR ANY OTHER DAMAGE OCCURRING TO VEHICLES IN THE PARKING GARAGE OR ON ANY OTHER AREA OF THE PROPERTY. PARKING IS AT YOUR OWN RISK.**

### ***Improper Storage in Parking Space***

Storing items in a parking space is prohibited. This is a violation of City Fire Codes. Parking spaces may not be utilized for storing any items such as boxes, car batteries, tires, gas containers, etc. Any items placed in a parking space will be subject to removal and the owner will be responsible for a service fee to the Association.

### ***Preventive Parking***

Please be aware of the speed limit inside the garage and turn on your headlights so that approaching drivers may see you. This procedure will assist in reducing collisions inside the garage. Take wide turns going down and narrow turns going up the ramps. Yield to cars exiting on the 1<sup>st</sup> floor. Cars exiting should yield to cars coming up the ramps.

### ***Towing***

Any vehicle illegally parked or abandoned will be towed without notice. If another vehicle is parked in your Tandem space, you will need to notify the Concierge to have it removed. The homeowner who is parked illegally may be fined in addition to being towed. The cost of towing is the responsibility of the owner of the car. Parking for you and your guests is at your own risk and neither the Association, management nor front desk personnel assumes any responsibility for towing a vehicle or damage to a vehicle parked onsite.

**VEHICLE TAGGED AND TOWED IMMEDIATELY** – *No notice shall be required and the Association may have the vehicle immediately towed.*

- A vehicle is parked in a fire lane
- A vehicle is blocking another vehicle or access to another Owner's parking space
- A vehicle is obstructing the flow of traffic
- A vehicle is parked in a reserved tandem space (orange lines), and vehicle's owner/driver does not own the tandem space
- A vehicle creates a hazardous condition
- A vehicle is parked in a loading and/or unloading area as designated on the 3<sup>rd</sup> and 4<sup>th</sup> floors of the parking garage beyond the posted time of 30 minutes.
- A vehicle does not have a valid and current Windsor parking decal clearly displayed (front windshield, driver-side, lower left-hand corner ACCEPTED ONLY) and is parked on the 2<sup>nd</sup>-6<sup>th</sup> floor. Exceptions are for those residents who are required to park in the handicapped designated areas.
- A vehicle with a "tandem" reserved parking decal is parked in an unreserved space
- A vehicle with a valid and current Windsor parking decal is parked on the 1<sup>st</sup> floor.

**Vehicle Tagged and Towed 24-hour Later** – *Vehicle tagged means a notice is placed on the vehicle noting the nature of the violation and that the vehicle will be towed within 24-hours.*

- A "disabled" vehicle will be tagged and towed 24 hours later
- A "stored" vehicle will be tagged and towed 24 hours later after 14 consecutive days in the same parking space or longer without prior written permission from the Board.

## PETS

In order to maintain our building and grounds, we ask that pet owners carefully follow the pet guidelines established by the Board. Failure to follow these guidelines may result in fines.

- In accordance with City Ordinance and for safety reasons, all dogs must be on a leash while leaving and entering the building.
- Pets shall be taken upstairs and downstairs through the freight elevator only.
- Please respect the other homeowners concerning pet disturbances.
- **Pet owners are required to pick up after their dogs while on the grounds of the community or in the building. IT IS THE LAW.** Please carry a plastic bag with you and clean up accidents in the elevators or common areas. Failure to do so may result in a fine.
- There is a pet station for your convenience.
- Pets should not be left unattended on balconies or outdoors. The heat or cold may adversely affect your pet or cause a disturbance to other residents.
- Pets of any type are not allowed in the pool area or unleashed in the corridors or common areas.
- If there are continuing complaints about a pet, the homeowner may be subject to fines and/or removal of the offending pet.
- A homeowner/resident may have no more than two cats or one dog per unit.
- Only generally recognized household pets weighing less than two (2) pounds each may be kept in Units.
- Failure to register your pet and pay the annual pet fee may result in a fine.

Please refer to the Declaration of Condominium, page 25, for additional details.



## ARCHITECTURAL CONTROLS

### Interiors of Individual Units

All **structural, mechanical, electrical or plumbing** changes, modifications and improvements being made to your unit by a homeowner, or a contractor or subcontractor hired by the homeowner must be approved in writing by the Architectural Control Committee (ACC) of The Windsor Over Peachtree Condominium Association, Inc. and the Board of Directors prior to the commencement of any work.

### Approval:

In order for the ACC to approve the work, the following items must be completed and submitted for review **30-60 days** prior to any commencement of work:

1. Contractor's Certificate of Insurance (general liability and worker's compensation) naming The Windsor Over Peachtree Condominium Association, Inc. as an additional insured.
2. Copies of any required permits.
3. Copy of contractor's business license
4. Written description of proposed work to be done in unit.
5. Copies of blueprints (when applicable).
6. Work Schedule: Anticipated start date / completion date.
7. Signed construction debris removal statement confirming that all construction debris will be disposed of off property

### Deposits:

Residents using outside contractors or subcontractors to work on their home are required to leave a deposit in the amount of \$400.00 with the Management Company to protect against damage to the elevator or corridors.

All deposits will be refunded upon completion of the work, provided that no damage was caused to any other units or to the common areas as determined by the Management Company.

### Elevators:

The elevator must be reserved a **minimum** of 48 hours prior to use by a contractor, and your deposit must be paid at the time of reservation. Your contractor will not be allowed access to the building or elevator unless the appropriate deposits have been paid in full. All elevator policies and times must be followed.

### Construction Debris:

Under no circumstances may the trash chutes be used for the disposal of debris from any renovation work. Your individual contractor is responsible for **off site** disposal of all construction debris. Failure to adhere to this policy will result in a fine to the homeowner.

Once approved, work must commence within six (6) months from the date of the approval unless the ACC provides written time extension on the work's commencement date. Also, all approved work must be completed within ninety (90) days from the date of commencement, unless otherwise agreed to in writing.

### **In Unit Construction Hours:**

Noisy construction work is only permitted in units as follows:

Monday–Friday 9:00 a.m. to 6:00 p.m.  
Saturdays 10:00 a.m. to 5:00 p.m.

Absolutely no work that may cause noise can be performed by any homeowner or outside contractor, subcontractor or resident on Sundays or holidays.

Work requiring the use of air hammers, or other such tools or procedures, which cause noisy vibrations throughout The Windsor's structure requires a \$500 deposit. The deposit will be returned upon completion of the work, provided there is no damage to the structure and other units or any common elements or limited common elements. In addition:

- The Contractor and Unit Owner utilizing such procedures must execute the appropriate Association form indicating an agreement to indemnify the Association for any and all damages resulting from such work.
- The Management Office must be given 7 business days notice of such work so Unit Owners may be properly notified.
- Such noisy vibration work may only be performed on Monday, Tuesday, Wednesday or Thursday between the hours of 10:00am and 3:00pm
- Work may only be performed for no more than 2 hours on any given day.
- Work must be completed within 3 days of the initial commencement of the work.
- Failure to follow these procedures will result in the forfeiture of the \$500 deposit.

### **Flooring and Ceiling Restrictions**

Altering the concrete floor or ceiling is prohibited. Jack hammering, drilling holes, or digging trenches in the concrete for any reason is not allowed.

### **Flooring Underlayment Requirements**

**If a unit owner wishes to replace wall-to-wall carpet with wood flooring the following guidelines apply:**

For sound control purposes, the ACC will only allow floating wood floors with proper underlayment such as ¼ inch cork or other suitable padding, which must be approved by the ACC.

Hard surface flooring such as marble, slate, granite, and ceramic tiles shall be installed over anti-fracture or waterproof membrane in accordance with (TCA) Tile Council of America standard for post tension slabs. Hard surface flooring is restricted to the bathrooms, kitchen, and foyer area. Hard surface flooring other than wood may not be installed in the living room, dining room or bedrooms. It is recommended that at least 50% of the wood flooring in the living room and bedrooms be covered with area rugs.

### **Sprinkler Heads**

The ACC prohibits owners and their contractors from tampering with or relocating sprinkler heads without proper authorization from the Management Office. All sprinkler related work and repairs must be performed by the Association's contractor. Call the Management Office for more information.

### **NONCOMPLIANCE WITH THESE RULES MAY RESULT IN FINES OR OTHER ACTIONS TAKEN BY THE ASSOCIATION.**

For more information regarding the policies and procedures for remodeling, please contact the Management Company.

### **Elevator Lobby or Hallway Changes**

You may not make additions, deletions or changes of any kind to the common area hallways without prior approval of the Board of Directors and/or the Architectural Control Committee. Additions and changes become the responsibility of the homeowners making them and will not be maintained by the Association.

## SEVERE WEATHER WARNINGS

Atlanta occasionally may be in the path of a tornado or severe storm. If our area is in danger of a tornado, the weather service will issue one of the following: a Tornado Watch (a condition that could possibly generate a tornado) or a Tornado Warning (a tornado has been sighted in the area).

Without proper precautions, storms can cause severe damage and injuries. By following the procedures below, we will be as prepared as possible.

Please tune your television to the Weather Channel, or your favorite local network, for the most current weather information on the Atlanta area.

### ***Tornado Watch***

Be aware that if a tornado does reach the area, all items on your balconies (including furniture and planters) are potential hazards to you and your neighbors. Please secure these items immediately or move them safely inside your unit.

### ***Tornado Warning***

In the event of a "Tornado Warning", you should move away from all glass doors and windows to an interior area of your unit or the fire stairwell. If you are in the lobby area, move to the parking level. If you are in the parking decks, go into the nearest interior fire stairwell and wait until all danger has passed.

# EMERGENCY PROCEDURES & EVACUATION PLAN

## INTRODUCTION

The Windsor Over Peachtree Condominium Association is committed to providing a safe environment for our residents in the event of an emergency. Many fire safety features have been incorporated into the design and construction of the building, including emergency lighting, fire alarm pull stations, fire extinguishers, smoke detectors and fire sprinklers. The fire sprinkler heads are activated by **heat not smoke**. The majority of the heads are rated at 155 ° and will activate at or above this temperature. Tampering with the heads in any way is against the law.

## KNOW YOUR BUILDING

Each occupant should be familiar with the location of all the exit stairways on his/her floor. In addition, occupants should discuss in advance what they will do if the closest exit cannot be used during a fire emergency. Please study the posted Fire Escape plan for your floor.

## IF A FIRE OCCURS IN YOUR UNIT

1. Immediately call 911 for the fire department. Tell them the floor and unit number as well as the street address. Contact the Front Desk at 404-881-6655 if there is time.
2. Without further delay, leave your unit. Be sure to close the door behind you, leaving it unlocked. This will prevent the possible spread of heat and smoke into the corridor. For fire and personal safety, do not block any open doors in the building at any time.
3. Remember to alert occupants of other units on your floor. It is vitally important that they be given as early a warning as possible, especially at night.
4. Use the closest exit stairway. Be sure to close the stairway door behind you. Once in the stairway, you are in a more protected area and can descend in an orderly manner. In case of a fire, elevators automatically shut down and slowly descend to the lowest floor.
5. **NEVER** attempt to use the elevators. They may be out of service, malfunctioning or not readily available. In addition, the Fire Department will need to use all operable elevators at the time of their arrival in order to gain quick access to the fire area.

## **IF THERE IS FIRE OR SMOKE NEAR YOUR UNIT**

1. Immediately call 911 for the Fire Department. Tell them the floor and unit number as well as the street address and what you have seen. Do not assume that anyone else has already called them. Call the Front Desk at 404-881-6655.
2. Before trying to leave your unit, place the palm of your hand on the door, palm down. If the door feels warm to the touch within five seconds, do not attempt to open it as this could indicate the presence of a dangerous fire condition in the corridor.
3. If the door is not warm to the touch, carefully open it a small amount so as to check for the possible presence of smoke in the corridor.
4. If you feel that the corridor can be used, alert occupants of other apartments on your floor and proceed to the closest exit stairway. Be sure to close your door and the stairway door behind you. Do not attempt to use the elevator.
5. If your unit door is warm to the touch or there is heavy smoke in the corridor, keep the door closed. Seal cracks around the door with wet towels and any other places where smoke appears to be entering.
6. If some smoke enters your unit and you have windows which can be operated, open one just slightly. In units having windows which cannot open, remain close to the floor.

Following the above suggested steps and doing pre-fire planning, you will greatly reduce your chance of being killed or injured in a fire in your building. Since no two fires are alike, plan carefully and learn your building layout well so that you can change your exit plan as conditions warrant.

## **PHYSICALLY CHALLENGED**

Physically challenged residents are defined as follows:

1. Persons with inability to walk, have difficulty walking, or rely on mobility aids, such as canes, walkers or wheel chairs.
2. Persons with sight or hearing disabilities.
3. Persons who have difficulty interpreting and receiving sensory information.
4. Persons with lack of stamina to exit stairwells.

The Management Company will maintain a list of physically challenged residents to be used to assist the Fire Department in the event of an emergency. It is the responsibility of the resident to notify the Management Company of their special needs and conditions.

## MAINTENANCE IN YOUR UNIT

The primary role of The Windsor maintenance staff is to maintain the common areas of the building. They are available for small jobs inside your unit per the price schedule attached. Homeowner repairs will be performed as their schedule permits.

All requests for maintenance work inside your unit must come through the Management Office during regular business hours. The Management Office is open Monday-Wednesday, 9:00am to 5:00pm, Thursday 9:00am-6:00pm and Friday 9:00am-12:00noon. Please email [wopmanager@bellsouth.net](mailto:wopmanager@bellsouth.net) or call 404-881-6654. Requests will be handled in the order received, unless it is an emergency (leak, fire, etc).

Upon completion of the work in your unit, the maintenance staff will leave a work order showing the amount that will be charged to your unit. Please bring your check to the Management Office or place it in the drop box by the office. You may also include this amount with your check for your dues and it may be paid online as well.

If your HVAC unit is leaking, toilet is leaking, any pipe is leaking, this is considered an **emergency** and you need to call the Management Office immediately. If it is after hours, call the front desk at 404-881-6655. Please be aware that an after hours call will incur additional charges. You should turn off the water valve immediately to prevent additional damage to your unit and the unit below you.

# MAINTENANCE RESPONSIBILITY

## CONDOMINIUM DOCUMENTS

### Paragraph 17, Pages 33-35

#### **Owner (basically anything inside your unit):**

- ☞ All glass surfaces (except exterior cleaning of balcony windows);
- ☞ Windows, frames, locks and casings, including caulking of windows (except for periodic painting, staining and/or cleaning of the exterior window frames);
- ☞ Doors, doorways, frames and hardware that are part of the entry system (except for periodic painting or staining of the exterior surface of entry doors and door frames facing the hallway of the Condominium);
- ☞ All portions of individual heating and air conditioning system, including the air conditioning compressor serving the Residential Unit and the fan coil;
- ☞ All pipes, lines, ducts, conduits or other apparatus which serve only the homeowner's unit, whether located within or without a unit's boundaries (including all electricity, water, sewer, or air conditioning pipes, lines, ducts, conduits, or other apparatus serving only the unit).

#### **Association (basically anything outside of your unit):**

- ☞ All common elements including all portions of the roof and the roof support systems and any roof area under the Limited Common Element roof terraces;
- ☞ All Limited Common Elements, excluding all improvements made to such Limited Common Elements;
- ☞ Periodic painting, staining and/or cleaning of exterior surfaces of the Condominium building, window frames, and entry doors and door frames facing the hallway of the Condominium and exterior window frames, on a schedule to be determined by the Board of Directors;
- ☞ Periodic cleaning of exterior window surfaces (except balcony windows);
- ☞ All skylights, even though they are considered a portion of the unit, the cost of which may be assessed against the Owner of the unit in which the skylight is located, pursuant to Paragraph 8(b)(i) of the Documents;
- ☞ Incidental damages to any unit resulting from performance of work which is the Association's responsibility.



## MAINTENANCE SERVICES

Please direct all of your requests for in-unit maintenance services to the Management Office. After office hours, please email [wopmanager@bellsouth.net](mailto:wopmanager@bellsouth.net) or leave your request on the office voicemail, 404-881-6654. In the event of an after-hours' emergency request, please call the Front Desk at 404-881-6655. Services provided are charged in ¼ hour increments. The cost of parts and materials will be passed on to the owner. Of course, you may hire your own licensed and insured service contractor.

Failed garbage disposals will not be replaced. The building's drainage plumbing was not designed to accommodate this debris. In most instances, newer appliance repairs should be referred to authorized service companies to protect the warranty.

Maintenance or concierge will not perform lock-out service. However, the front desk can call a locksmith for you if needed. Please be certain you always retain possession of your keys.

Below are several typical non-emergency charged services available. Please inquire if you need assistance with something not shown.

### Labor Charges

Services during business hours	\$30 per hour (15-minute minimum)
Emergency services after hours	\$45 per hour (15-minute minimum)

### Non-Emergency Routine Requests Include:

- ✓ Clearing clogged drains
- ✓ Minor electrical repairs (replacement of switches and outlets)
- ✓ Replacement of light bulbs
- ✓ Maintenance of door bells and smoke alarms
- ✓ Change entrance locks and replacement/repair of internal door latches
- ✓ Make additional/replacement keys
- ✓ Change HVAC filters semi-annually and check the condensate line

### Cost of "Building Standard" Maintenance Items:

#### Plumbing

Toilet Repair Kit-complete	\$ 9.00 ea
Toilet seat and cover (white)	\$12.80 ea
Toilet flapper assembly	\$ 3.50 ea
Toilet ballcock assembly	\$ 9.00 ea
Toilet flush lever (brass)	\$ 4.00 ea
Flush handle assembly	\$ 2.50 ea
Tub faucet stem & seat	\$ 6.00 ea
Bath sink faucet stem & seat	\$ 7.00 ea
Showerhead	\$ 7.00 ea
Kitchen faucet kit	\$ 8.50 ea
Refrigerator icemaker replacement	\$75.00 ea

Electrical

40, 60 and 100watt standard bulb	\$ 2.00 ea
PL 13 compact fluorescent bulb	\$ 4.00 ea
Single Pole Light Switch	\$ 3.60 ea
Three Way Light Switch	\$ 4.00 ea
Replace Outlet	\$ 4.00 ea
GFI Outlet	\$10.00 ea
Cover plate outlet or switch cover	\$ 1.50 ea
Ballast	\$15-25
Smoke Alarm	\$19.00 ea
9-volt battery for smoke alarm	\$10.80 ea
Igniter module for stove	\$65.00 ea

HVAC

Air filter and cleaning	\$ 9.00 ea
Algaecide tablets (a/c use only)	\$ 4.00 ea
HVAC blower assembly	\$85.00 ea, labor included

Locks

Deadbolt Lock replace or re-key (2)	\$50.00 per lock, labor included
Key Blank	\$ 2.00 per key
Interior door latch complete	\$12.00 ea
Passage door knob	\$10.00 ea
Privacy door knob	\$ 8.00 ea

*All pricing is approximate. Actual cost will be charged at the time of the repair.*

Parts and services provided by The Windsor staff are limited to items that are standard to the building. The staff will not be responsible for custom items or services provided by others.

## Scheduled Maintenance for HVAC System

Regularly scheduled preventive maintenance for your heating and cooling system is scheduled in the spring and fall. You will be notified when work will be done on your floor. Requests for additional filter changes will be charged at the regular labor cost plus the cost of the filter.

The preventive maintenance includes filter change, coil cleaning if needed, vacuuming out the condensate drain, inspection of blower and assembly, checking the thermostat and checking the hoses. The full preventive maintenance should be scheduled at least every six (6) months with filter replacement/inspection.

We also recommend checking the condensate drain pan periodically to make sure it's not clogged. Pouring a half cup of bleach down the drain line will help prevent bacteria and clogs from building up. If it appears too full or is already overflowing, please call our office for service. Remember, any leak from your HVAC system into the unit below is your responsibility.

\* \* \*

**Please note:** If maintenance is called for non-emergency service outside of regular business hours, there will be a minimum service call charge of \$100.00, along with the standard \$45.00 per hour labor charge for emergency calls.

## WATER LEAKS

No matter how careful we are to prevent them, water leaks happen. Living in a high rise means that water leaking in one unit can run into others and cause damage.

### *In Case of a Water Leak*

If you see a leak around any plumbing fixture (toilet, sink, tub, shower, dishwasher, refrigerator, washing machine), please call the Management Office **immediately**.

If you see water leaking from your ceiling or through any duct, please call the Management Office immediately.

The sooner the Management Office knows of a leak, the sooner we can stop it and the less damage it can cause. The Management Office will arrange for cleanup and drying out services. These costs will be billed to the homeowner.

### *Responsibility for Clean-up and Repair Costs*

The homeowner whose unit is damaged is legally responsible for any costs related to the clean-up and repair, even if the water damage originated in another unit. The damaged owner may have a claim against the other owner, but that does not negate the damaged owner's responsibility.

Luckily, the homeowner can usually recover most clean-up and repair costs from his/her homeowner's insurance. We strongly recommend that you review your insurance policy with your agent or insurance company to ensure that you have the coverage you desire including the Association's deductible of \$10,000.

## **MAINTENANCE TIPS**

### ***Toilets***

You should check your toilets regularly. If you notice any of the following, please call the Management Office immediately.

- Unusual noises
- Toilet flushes itself
- Water constantly runs (if only a trickle)
- Water on the floor near the base of the toilet

If any of the following occurs, turn off the water at the shutoff valve and call the Management Office immediately. The shutoff valve is usually located under the toilet. Turn it clockwise to turn off the water.

- Toilet bowl is overflowing
- Toilet tank is leaking or overflowing
- Toilet is constantly running

If you are going to be away for an extended period of time, you should turn off all water supply valves in your unit. For your toilets, pour a small amount of bleach in each tank and bowl. If you do not know where the water shutoff valves are or need help with this, please call the Management Office and ask for assistance.

### ***Sinks, Tubs and Showers***

You should check sinks for moisture or small leaks. Leaks should be fixed promptly to avoid damage to cabinets and floors. If you notice any leaks or moisture, please call the Management Office.