



WASHINGTON HOUSE
CONDOMINIUM ASSOCIATION

Residents Handbook

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Washington House
113 East Main Street, Newark, DE 19711

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WASHINGTON HOUSE

CONDOMINIUM ASSOCIATION

Introduction

This handbook is a resource to assist Unit owners and renters in understanding the rules and regulations under which the Washington House Condominium Association (WHCA) operates. These rules are necessary to maintain a high-quality and secure residential community. Washington House is intended to be primarily an owner-occupied community, though up to 20% of the Units may be rental units at any given time. **This Handbook and various documents referenced here can be found on the WHCA web site, www.WHCAowners.org, or the URL provided in the text.**

Contact Information

WHCA Council Members

President Paul Roberts	pberoberts@aol.com	(302) 668-4113	Unit 216
Vice President Karen Hornor	beadit@comcast.net	(302) 373-7398	Unit 401
Treasurer Joy Scott	jscott5050@aol.com	(302) 563-3210	Unit 310
Secretary Susan Swan	WHCACouncil@gmail.com	(302) 236-2890	Unit 419
At-large member Len Sawyer	lpsawyer72@gmail.com	(443) 907-2644	Unit 403

WHCA Liaisons and Committee Chairs

Maintenance Liaison, Karen Hornor	beadit@comcast.net	(302) 373-7398
Maintenance Liaison, Paul Roberts	pberoberts@aol.com	(302) 668-4113
Enforcement Liaison, Joy Scott	jscott5050@aol.com	(302) 563-3210
Landscaping Liaison, Jamie Chase	jamienbruce@mac.com	(302) 737-2315
Community Liaison, John Hornor	smokeytin@comcast.net	(302) 369-1551
Handbook, Pamela Bobbs	oneira.pab@gmail.com	(302) 894-9022
Emergency Action Plan, Mary and Kent Woods	kentandmarywoods@gmail.com	(302) 368-4506

Towing Contacts

If an unauthorized car is parked in your assigned space, call any Council member or Mike Walsh, Unit 215, (302) 540-6453. These residents are authorized to call the towing service. See the section on *Parking* for more information about parking rules and towing procedures.

Aspen Property Management Company

For questions about fees and billing, contact Aspen during business hours.

Business hours 8:00 a.m. to 5:00 p.m.

Street address: 200 E. Main St., Elkton, MD 21921

Mailing address: P.O. Box 858, Elkton, MD 21922

Asst. Property Manager Lorraine Brady: (410) 620-2598 x4006, lbrady@aspenpropertymgmt.com

Building Maintenance Contacts

Following are the procedures for reporting emergency and non-emergency problems in the building:

Types of Incidents to Report

- Property damage or malfunction in the common areas of the building (exterior, garage, decks, Fitness and Community rooms, elevators, etc.): If there is an **immediate** safety risk to people or property, call an **emergency** number below; if not, call a **non-emergency** number during **business hours only**.
- Water leaking from or into your unit, which poses an immediate hazard: Call an emergency number below. If you need to reach a neighbor, check the WH Confidential Directory.
- Damage to your unit that you suspect is building-related: Call Aspen during business hours, preferably within 24 hours, so the cause can be traced.
- Note: Problems contained within your unit (water heater, heat/AC, appliances, electrical, etc.) are the owner's responsibility.

BUILDING EMERGENCIES – DAYTIME (8:00 a.m. to 5:00 p.m.)

For incidents requiring *immediate* action to avoid damage:

Call Lorraine Brady, Aspen assistant property manager

410-620-2598 ext. 4006, if no answer, press 0 for help)

BUILDING EMERGENCIES – AFTER HOURS (after 5:00 p.m.)

For incidents requiring *immediate* action to avoid damage:

Call Aspen Property Management Company, 410-620-2598, Option 2

Let phone ring for a long time.

BUILDING EMERGENCIES – BACKUP NUMBERS (ONLY IF YOU CANNOT REACH ASPEN)

Call WHCA Vice President Karen Hornor or WHCA President Paul Roberts, or any other Council member (see above for numbers), but **ONLY** in a true emergency, and only after trying Aspen first.

NON-EMERGENCIES – DAYTIME ONLY (8:00 A.M. TO 5:00 P.M.)

Contact Lorraine Brady at Aspen

Phone: 410-620-2598 extension 4006

Email: lbrady@aspenpropertymgmt.com

CONTRACTOR ACCESS, FURNITURE DELIVERIES, ETC.

For contractor access to locked facilities or elevator pads for furniture moving, please inform Aspen several days in advance. These services should be scheduled for Monday through Friday and in the morning, if possible, when Aspen is on the premises.

Emergencies

The WHCA Emergency Action Plan (EAP) includes the general procedures and actions required to protect lives, the environment, and property under the control of all residents and to mitigate the effects of an emergency or disaster. The EAP is available on the WHCA web site at www.WHCAowners.org. For your own safety and the safety of those around you, all residents should be familiar with the WHCA EAP and evacuate the building, according to the plan, if the emergency alarm sounds.

Important Phone Numbers

Fire and Ambulance	911
Police (Emergency)	911
Police (Non-emergency)	(302) 366-7111
UD Police	(302) 831-2222
Gas Leaks — Delmarva Power	(800) 898-8042
Electric Utility Provider Emergency Number	(302) 366-7050
Sheriff's Department, New Castle County	(302) 395-8450
Critter Control of Delaware	(302) 383-0936
Household Hazardous Waste (DSWA)	(800) 404-7080

Emergency Medical Care 24/7 on Main Street

Informational note only: The Newark Emergency Center, located at 324 E. Main Street, is open 24/7, 365 days a year. It offers immediate medical care for urgent injuries and illnesses. It also offers walk-in service for a variety of minor injuries and illnesses. No appointment is needed, and the facility is just four blocks east of Washington House.

Residents with Special Needs

Residents needing assistance exiting the building in an emergency are asked to register with the New Castle County Department of Public Safety Smart 911 service at www.smart911.com or call the 911 Emergency Communications Division at **(302) 395-8209**. Provide written documentation to the WHCA Council to confirm your registration with Smart 911. This will facilitate Council's ability to answer questions during an emergency.

Washington House Condominium Association of Unit Owners

The [Code of Regulations](#), Article II, Section 1, *Association of Owners: Composition*, provides the following definition of the Washington House Condominium Association of Unit Owners:

*All of the Owners of the Units, acting as a group in accordance with the Unit Property Act, the Declaration and the Code of Regulations, shall constitute the "Association of Owners," (the "Association") organized as an unincorporated association called "**The Washington House Condominium Association of Unit Owners.**" The Association has the responsibility of administering the Condominium, establishing the means and methods of collecting the contributions of the Common Expenses, arranging for the management of the Condominium, and performing all of the other acts that may be required to be performed by the Association of Owners by the Unit Property Act and the Declaration. Except as to those matters which the Unit Property Act specifically requires to be performed by the vote of the Owners of the Units, the administration of the foregoing responsibilities shall be performed by the Council as more particularly set forth in Article III.*

Governing Body

The affairs of the Condominium are governed by the Council (see [Code of Regulations](#), Article III, *Council*), which has all of the powers and duties necessary for the administration of the affairs of the Condominium. The first five-member Council was elected by the Unit owners at the post-transition Annual Meeting in January 2012. Contact information for current WHCA Council members is provided under *Contact Information* above.

Membership

Under the Association's governing documents, the "Owners of Units are members of the Association" and are responsible for complying with the governing documents, including, but not limited to, the Association's rules, regulations, and policies. Owners are also responsible for ensuring that their tenants, if any, comply with the governing documents. In the case of violations by tenants who are not members of the Association, the Association will notify the owner of the Unit. Any expenses incurred as a result of non-compliance will be billed to the Unit owner. See the section on Rentals.

Required Meetings

The Annual Meeting of the Washington House Condominium Association of Unit Owners (WHCA) each year on the third Wednesday in January. The primary purpose of this meeting is to elect Council members. Owners interested in submitting their names for the ballot to replace Council members whose terms are expiring should notify the Council, in writing, no later than the first of December of the previous year. Council members will be elected by ballot of the Unit owners in accordance with the requirements of the [Code of Regulations](#).

A meeting of owners is also required to ratify the annual budget ([DUCIOA Title 25, § 81-324, Adoption of Budget](#)). This meeting is held each year on the third Wednesday in October. The budget is sent to owners in advance of the meeting. (See Financial Obligations below.)

Notices of annual and special meetings are posted, along with the agenda, on the Washington House bulletin board on the second floor a minimum of seven days prior to the meeting. The Council maintains written minutes of these meetings, which will be available to members within 30 days of the meeting on the WHCA web site. Other useful information will be sent via email when possible to owners and residents for whom Council has email addresses.

Financial Obligations

All Unit Owners are obligated to pay the Common Expenses assessed by the Council pursuant to the [Code of Regulations](#), Article V, Section 1. Each year the Council will present a budget adopted by the Council for the management and maintenance of the Condominium. This budget will be sent to Unit Owners at least 15 days prior to the budget meeting, and a ratification vote will be held at the meeting. This budget establishes the amount of the Common Expenses payable by each Unit Owner on a monthly or quarterly basis as agreed to by the Council (See [Code of Regulations](#), Article V).

Volunteer Liaisons and Committees

The purpose of having volunteer liaisons and committees is to assist the volunteer Council and to ensure that WHC continues to be a well-maintained, safe, attractive and enjoyable community. Volunteers meet as needed to gather information and give their recommendations to the Council for consideration. Considering the members' wishes and the volunteers' recommendations, the Council then makes decisions for the overall wellbeing of the Association. The committee chairs and liaisons organize meetings as needed and are the main contact for communications with the Council.

A brief description of the focus of each of the committees follows. Refer to *Contact Information*, page 1 for the names and contact information for all committee chairs.

Maintenance

Washington House is a large facility that requires constant attention to the interior and exterior structure as well as the infrastructure. Aspen Property Management has assumed responsibility for periodic walk-throughs of the common areas of the building to identify repair and replacement needs and for overseeing the vendors responsible for various systems maintenance and other services. The Maintenance Liaison communicates with Aspen on facilities and grounds issues. To report a concern about the building, please see *Contact information*.

Enforcement Liaison

The Enforcement Liaison is the person to whom Washington House residents report problems or concerns about infringement of rules and regulations, noise, property damage, etc. The Enforcement Liaison refers these concerns to the Enforcement Officer (Aspen's WH Property Manager) appointed by Council to monitor and enforce compliance with all occupancy, use, rental and sale restrictions that affect the Units and Common Elements as set forth in Section 2(m) of the Declaration.

Landscaping Liaison

The landscaping liaison consults with Aspen on the selection and care of plantings around the exterior of the building as well as those in the common space inside the building and provides guidelines for the treatment and care of residents' plants on the sun decks and in the fourth floor hallways to ensure they are treated for bugs and parasites.

Community Liaison Committee

The primary work of this committee is to keep abreast of what is going on with Newark's City Council and Planning Department and to advise the WHCA Council and Washington House Owners and residents of proposals that may affect life in the downtown area. Information can be found at www.cityofnewarkde.us.

Residents' Handbook

This committee created and continues to maintain, under the direction of the Council, the Washington House Residents' Handbook. The purpose of the Handbook is to present basic information about safety, care of the facility, housekeeping guidelines, rules for use of the common spaces, and other information to facilitate harmonious living conditions among the 54 homes and three commercial establishments. The handbook is also the central, public resource for the policies and procedures implemented by the WHCA Council.

Emergency Action Plan

This committee created and continues to maintain, under the direction of the WHCA Council, the Washington House Emergency Action Plan (EAP). When requested by Council, the committee will research and make recommendations to Council for updates to the EAP and other matters regarding safety and security that Council may submit to the committee for its review.

Confidential Directory

To facilitate communication among owners and residents on Washington House-related matters, a confidential directory is updated and distributed on a regular basis. The information is not to be used for any commercial or personal business purpose, including but not limited to mailing lists, electronic or voice mailing lists, or any advertising purpose for any businesses or organizations except those directly associated with the residential and commercial interests of the Washington House Condominium.

Governing Documents

The operation of Washington House Condominium Association of Unit Owners is governed by the following documents. It is the responsibility of all owners to familiarize themselves with these documents.

Code of Regulations

The Code of Regulations for Washington House Condominium, the City of Newark, New Castle County, Delaware (commonly referred to as "The Code of Regulations") is the codification of the general and permanent rules and regulations prepared by the developer in accordance with the state requirements for the development of a condominium association. This document is on file with the New Castle Recorder of Deeds and must be provided to the buyer and/or mortgage holder of each Unit at the time of purchase. (See [Code of Regulations](#) at www.WHCAowners.org)

The Declaration

The Declaration Establishing A Plan for Condominium Ownership of Premises Situate in the City of Newark, New Castle County, Delaware Pursuant to the Unit Property Act of the State of Delaware for a Condominium Known as Washington House Condominium ("the Declaration") documents the provisions under which the developer's request to develop a condominium was approved by the City of Newark and describes various provisions and limitations for that development. (See [Declaration](#) at www.WHCAowners.org)

Unit Property Act (UPA) — Title 25, Chapter 22

The Delaware UPA contains general and administrative provisions for a condominium as well as preliminary, general and administrative provisions, document content, recording, taxation, assessments, and other directives for the governing of a condominium property. (See [Delaware Unit Property Act, Title 25, Chapter 22](#))

Delaware Uniform Common Interest Ownership Act

Title 25, Chapter 81 of this Act (commonly referred to as DUCIOA) defines the documents prepared to create a common interest community as of September 30, 2009, with the exception of various sections identified in the act that are applicable to common interest communities created before that date. These exceptions apply to Washington House, which was first occupied in October 2008. (See [DUCIOA, Title 25, Chapter 81](#))

Community Living

The first four items below are excerpted from the Washington House Rules of Conduct (see [Declaration](#), Exhibit C, at www.WHCAowners.org), which are provided to all owners at the time of purchase.

Noise

The level and nature of sounds generated within any Unit that are perceptible outside of such Unit, or generated anywhere outside of a Unit by any of its owners, occupants, or guests, shall whenever reasonably practical be consistent with gracious, harmonious residential living, showing due respect for the quiet enjoyment of the Condominium property by others. Except for noises necessarily

generated by emergency repairs or accidentally or unintentionally generated for a brief duration, the source of which is promptly corrected, the level of noises within the occupant's control to regulate, including music, perceptible to normal human hearing outside parameters of any Unit shall not violate the limits established in Chapter 20A of the City of Newark Municipal Code (www.municode.com/library/de/newark) or such stricter limitations as the Condominium Council may from time to time have duly established. (See Exhibit C of the [Declaration](#)).

[NOTE: Due to the building construction, sound carries over a considerable distance in Washington House. Be aware that conversations taking place in the hallways can be heard inside of the residential Units even when speaking in a moderate voice.]

Parties

Social gatherings numbering more than six (6) people in addition to those who are the regular and rightful occupants of the Unit in which the gathering is held, if such Unit is the subject of a lease, rental agreement, or similar arrangement, must be registered with the WHCA Council or its designee at least seventy-two (72) hours in advance. This registration may require the names and addresses of guests at the discretion of the WHCA. Residents who are cited for violating WCHA rules and regulations can be prohibited from holding social gatherings in the future

[NOTE: Register by contacting Aspen Property Management. See Contact Information, page 1.]

Alcohol and Tobacco

On balconies facing Main Street, no bottled or canned beverages shall be consumed or tobacco products smoked in a manner that makes such conduct visible to passers-by on Main Street. Owners or occupants who hold a party anywhere in the building — in Units, on balconies, or in other interior or exterior areas — must, within 24 hours of the event, pick up all trash and debris within 50 feet of the building, including without limitation, bottles, cans, and cigarette butts.

Law Abidance

No conduct, behavior, or substances shall be permitted within any Unit that violates any applicable law, statute, ordinance, or governmental order. No Unit that is the subject of any lease or rental agreement shall be occupied by any person who, within the preceding two (2) years, has been convicted of or pled guilty to driving under the influence of alcohol or drugs, illegal use or possession of drugs or alcohol, aggressive driving, shoplifting, passing bad checks, assault or battery, sexual misconduct, or crimes of a more serious nature, or who has been ejected or suspended from any school, had his or her driving license revoked, or had his or her prior lease terminated for default.

[NOTE: Owners wishing to rent their units must sign the Certificate of Compliance with Certain Occupancy Restrictions, certifying compliance with the restrictions above. Inquire with Aspen Property Management. See Contact Information, page 1.]

Personal Responsibility

It is imperative that residents participate personally in the care and maintenance of Washington House. If you see that something is broken, please contact Aspen Property Management as directed under Building Maintenance Contacts. If you notice damage, a spill, or trash other than where it belongs, please remedy it or report it. All public space serves as the entrance to your home. Please treat it as you would your home. Finally, if you are interested in serving on Council or on a volunteer committee sometime in the future, be sure to let Council members know. Even though the daily maintenance and management of Washington House has been transitioned to a professional property management company, Council is still responsible for the actions only it can do and/or approve as described in the [WH Code of Regulations](#) and the [Declaration](#).

Cooperation

Living in a condo community has many advantages, but it also means that we live together, and we must adhere to a certain way of life with respect to our surroundings and neighbors.

It is sometimes hard to remember that just outside your door — or on the other side of a wall — other people are living, working, and sleeping. Cooperation is the key word.

Know your neighbors. Introduce yourself to your neighbors above and below as well as on both sides and across the hall. Take note of those who might need assistance in an emergency. Come to WHCA Council meetings and social events.

Pets

Refer to the WHCA [Declaration](#), Section 8(j), *Use of Units*, and the [City of Newark Municipal Code](#), §5-5 through §5-8, for rules regarding pet ownership.

Numbers and Types

Residents may keep a maximum of two (2) small domestic pets (i.e., dogs, cats, or caged birds) per residential Unit without the approval of Council. However, any such pet causing or creating a nuisance or unreasonable disturbance or noise may be permanently removed from the property upon ten (10) days written notice from Council. Any residential-unit owner who keeps or maintains (or allows to be kept or maintained) any pet on the Washington House property shall be deemed to have indemnified and agreed to hold free and harmless from any related loss, claim, or liability the WHCA and all residential-unit owners.

Registration

All pets must be registered with the Council and registered and inoculated as required by state and local laws.

Pooper Scooper Law

The [Newark Municipal Code](#), §5-6(c), requires that fecal matter be removed from "any street, sidewalk, park, or upon any other public property, or upon any private property not owned by the person in control of said animal or fowl." This includes the removal of fecal matter from anywhere on or in the Washington House property, including balconies. Remember that balconies are designated as limited common space, not private space.

Clean Up Accidents

If your pet has an accident inside of the building, please clean it up immediately and notify Aspen Property Management during business hours (see Building Maintenance Contacts / NON EMERGENCIES at the beginning of this handbook) if the cleaning crew will need to address any remaining stain or odor.

Other

Please do not leave pets unattended on patios or balconies. This is a safety hazard for your pet as well as a potential noise issue for your neighbors. No dog houses are permitted.

About the Building

Entry Systems

Access to Washington House is limited by an access-card control system, which controls nine doors, and by an entry intercom system. (See Access Cards below for information on access card use and replacement.)

Residents may enter the building through either the garage levels at the elevators, the west-side main entrance, or the Main Street or Delaware Avenue stairwell entrances. At these doors, move your access card slowly over the face of the card reader. The reader will emit a beep and the door will unlock for five seconds.

In addition, there is an access control gate station in the lower-level parking garage that limits access to the upper level parking area. To enter, pull your car up to the card reader station and move your access card slowly past the reader. The reader will emit a beep, and the gate will rise. The gate will stay up until your car has passed. To exit, slowly pull up to the gate. It will rise automatically. Drive slowly and carefully through the gate. The gate will descend after your car has passed.

At the west-side main entrance and at the elevator lobbies at both garage levels, there is an intercom entry station at which visitors can call you to request access. For intercom entry:

- Visitors should enter your Unit number or use the up and down arrows to locate your address in the window, and then press the green bell icon.
- When the host address shows in the window, visitors should press the green bell icon.
- Inside your unit, the intercom will ring/buzz.
- Press the Talk button to identify/communicate with the visitor.
- If your intercom is equipped with a video screen, you can also see your visitor.
- To grant access, press and hold the button with the key icon for about 5 seconds.
- The door will unlock, allowing your guest to open the door.
- Guests should cancel communication with the door station by pressing the "X" button

Security and Access

To maintain building safety, all residents must be vigilant and participate in all security procedures.

Resident Responsibilities

The most important step that residents can take to maintain the security of the building is to ensure that building doors are closed and locked at all times. Never admit a stranger into the building, period. For optimum security, it is recommended that you keep your Unit doors locked.

If you see or hear anything suspicious or out of the ordinary outside or inside the building, immediately report it to the police and/or a Council member or Aspen Property Management.

Visitors

Visitors may enter the building through the lobby entrance at the top of the stairs on the west side or through the doors on either level of the parking garage. To gain access, visitors must use the intercom/buzzer located at these entrance doors to contact the resident they are visiting and wait to be buzzed in.

Residents are responsible for the behavior of their guests. Any damage, disturbance, or incident caused by a visitor is the responsibility of the unit owner, and any expenses involved in such will be billed directly to the owner. If the resident hosting the guest(s) is a tenant, it will be the owner's responsibility to recover expenses from that tenant.

Contractors

Contractors hired by an owner to perform work within a residential Unit are the responsibility of that owner and must be licensed to perform the work for which they are being hired and be instructed by the owner regarding parking, building access, and maintaining security with closed and locked doors at all times. (For

requirements for residential unit modifications by owners, see Appendix A: WHCA Policies)

If you see an entrance door propped open, please close it. Report any suspicious behavior by contractors or workers to Aspen Property Management; or, if the situation poses an immediate danger, call 911.

Access Cards

- Building access cards are required to open the gate to the upper level garage and to access the building. Each access card has an identification number. Building entry information, based on card numbers, is maintained in a data base for security purposes. If your card is lost, stolen, or damaged, contact Aspen Property Management during business hours so the card number can be deactivated and a replacement card ordered.
- Garage-only access cards provide access through the parking gate to the upper level parking area only (not to the building). These cards enable parking access without having to remove the building access card from a key ring, and they can be left in residents' cars (though concealment is recommended). These card numbers are registered as well, and a lost, stolen, or damaged card should be reported to Aspen Property Management during business hours.
- Additional or replacement cards are available from Aspen Property Management for a fee of \$25 each.

Security Cameras

Security cameras are located at the front lobby entrance and at both garage-level entry doors. The cameras have been instrumental in identifying unlawful entrants and are an important factor in building security. If you suspect that anyone is tampering with these cameras, please call the police and notify Aspen Property Management so the camera can be checked to ensure it is functioning properly.

Police Patrol and Access

In addition to car patrols, Newark Police Department officers patrol the grounds periodically during the night to check for locked doors, trespassers, and suspicious activity.

Reporting Disruptive or Suspicious Activity and Vandalism

- If you see any suspicious/disruptive behavior or activity in or around the building or parking garage, please report it directly to the police.
- Excessive or extended noise from late-night passersby also should be reported directly to the police.
- Report non-emergency incidents by calling the Police Department at **(302) 366-7111**. Call **911** only to report an emergency.

Parking

Guidelines

- Each residential Unit has two assigned parking spaces. Spaces are marked with the Unit number to which they belong.
- Residents may park only in the spaces designated for their Unit, unless they make a private arrangement to park in another resident's space .
- Residents are advised to lock their cars and ensure windows are closed. Several thefts have occurred involving vehicles that were not properly locked and secured.
- Bicycles and motorcycles may be stored in parking spaces. They are the only items that may be stored in a parking space.
- It is the responsibility of all residents to keep the parking garage clean and free from litter. If you drop something or see litter, please pick it up and dispose of it.
- The garbage bins located on both parking levels near the building doors are for residents to dispose of small items from their cars, such as coffee cups. These bins are not meant for household garbage, which should be disposed of properly down the garbage chutes, in the recycle bins, or in the “large items” area on the ground level near the Garbage Compactor Room.
- The use of bicycles, skateboards, or rollerblades is not allowed in the garage.
- If you find an unauthorized vehicle in your space, check to see if there is a Washington House decal or visitor's placard in the window. If so, attempt to contact the resident in the Unit on the decal or placard to request the vehicle be moved. If there is no decal or placard, or if you cannot reach the appropriate resident, follow the procedure under Towing, below.
- Residents' guests may park on the lower parking level in any space with a red RESTRICTED PARKING sign. To avoid being towed, guests should be given a visitor's placard to place on the dashboard of the vehicle if they are visiting for an extended period or overnight. Guests must follow all parking guidelines.
- If you allow your guests into the upper-level garage, you must ensure that they park in one of your spaces or in a space that you have permission to use. Cars improperly parked will be towed without any attempt to locate the owner. Please instruct your visitors accordingly.
- Report any suspicious people or behavior in the garage to the police at the appropriate number (emergency or non-emergency) number shown under *Important Phone Numbers*. Follow up by informing Aspen Property Management or a Council member.
- Handicapped-accessible spaces on both levels are reserved for individuals with official handicap placards or plates. Unauthorized vehicles will be towed.

Decals

Residents are required to affix a Washington House parking decal to the window inside their vehicle(s).

Two (2) decals are provided per Unit. The decals are the “cling” type and need no adhesive. They are easily moved from one vehicle to another. Decals are provided by Aspen Property Management.

If you occasionally have guests who park in one of your reserved spaces, with your permission, they do not need a decal or visitors placard. However, if they inadvertently park in someone else's space without permission, their vehicle is subject to being towed.

Rental Units

- Owners who have renters residing in their Unit(s) are responsible for ensuring that the renters have decals affixed to a window in their vehicles and for retrieving the decals from the tenants at the end of the rental period.
- If you rent a parking space from another owner, you must get a decal from that owner.
- Owners who rent a space to someone must provide that person with a decal for his/her car.

Instructions for Affixing the Decals

For the best visibility, and particularly with cars with tinted rear windows, place the decal in the upper-left corner of your front windshield. If the state your car is registered in prohibits this, the second recommended location is the rear side window on the driver's side.

- If you have a window that cannot be rolled down, place the decal on it.
- If the window can be rolled down, place the decal on the driver's side of the rear window.
- DO NOT PLACE THE DECAL ON A WINDOW THAT HAS ELECTRIC DEFROSTING STRIPS unless you can place it in a location that does not have any strips.
- Clean the window location and allow it to dry. Peel the decal from the backing and place it so that it can be read from the outside. Smooth the decal to remove any air bubbles.

Placards

- If you have guests staying overnight or longer, give them a parking placard to place on the dashboard of their vehicles. Ensure that they follow all of the parking guidelines applicable to residents.
- Guest placards are available from Aspen Property Management. Clearly write the number of your Unit in the space provided and initial beside the number. Laminate the placard for durability and reuse.
- Residents are responsible for retrieving the placards from their guests at the end of a visit. Preventing the placards falling into the wrong hands is the responsibility of the resident whose number appears on the placard.

Towing

- If a resident reports a vehicle parked in his/her assigned parking space without permission and without a WH decal or placard, the vehicle will be towed without any attempt to locate the owner of the vehicle.
- If you find yourself in this situation, first check to see if there is a WH decal or placard in the vehicle. If there is, it may be that the person simply parked in the wrong space. Refer to the Washington House Confidential Directory to get the phone number of the Unit on the decal or placard and ask that person to move the car.
- If there is no WH decal or placard, contact one of the residential Owners authorized to have the car towed. (See *Contact Information*).

Storage

Each residential unit is assigned one storage cage located on either the lower or upper garage level. You may want to protect valuables from any dust or moisture by storing them off the floor and covered. For the safety of people and belongings, please observe the following:

Labeling

Your storage cage must be labeled with your Unit number in a place that is visible from outside the cage so you can be notified if there is a problem such as a water leak. The contents of unlabeled units may be considered abandoned, and subsequently removed.

Contents

- For safety reasons, NO hazardous materials are to be stored in the storage cages. This includes but is not limited to flammable or explosive materials and firearms.
- NO perishable or nonperishable items that could attract insects or vermin are to be stored in the storage cages.

Secure Contents

Residents are to keep their storage Units locked. The WHCA is NOT responsible for loss or damage of any items in the storage cages.

Mail and Parcels

Mail Boxes

Unit mail boxes are located on the upper-level garage between the two sets of glass entry doors. The owner(s) of each Unit receives two keys to the Unit's mail box.

If you receive a USPS parcel too big to fit in your Unit mail box, the carrier will place the item in one of the eight (8) large parcel boxes below the unit boxes. The key to that parcel box will be placed in your Unit mail box. Use the key to retrieve your package, and then leave the key in the lock of the large-parcel box .

There are four outgoing mail boxes (one in each set of mail box structures). Outgoing mail will be collected on the regular USPS delivery schedule.

Misdirected Mail

Occasionally mail gets put into the wrong box. When this happens, please either hand-deliver the mail to the correct Unit, contact the addressee and ask him/her to pick it up from you, or put the misdirected mail in the outgoing mail box for redelivery. It is also VERY helpful to report (at USPS.gov or by calling the local office) incidents of lost or repeatedly misdirected mail to eliminate or at least reduce egregious incidents regarding mail delivery that have occurred in the past.

Parcel Delivery

Generally, FEDEX and UPS will buzz your Unit to inform you that you have a package for delivery. If you do not answer and the parcel carrier has been admitted to the building by another resident receiving a package, most of the carriers will leave the package outside your Unit unless a signature is required. Some companies have instructed their carriers not to enter the building, in which case you will need to confirm where the carrier is (either the lower- or upper-level garage or the lobby entrance on the west side) and go to that location to sign for your package. If you are expecting a package, you should also check lobby entrance on the second floor and the Main St. stairwell because carriers sometimes leave packages there rather than taking them to the Unit.

Delivery Notices

If a parcel carrier is unable to enter the building to deliver a package or get a signature, a delivery attempt notice will be placed on an outside door. This could be at any one of the three locations where parcels are generally delivered: the lower-level garage door, the upper-level garage door, the lobby entrance on the west side, and occasionally even on the Main Street entry doors. If you are expecting a package, you may need to check all of these areas. Remember, if you sign to have the item left outside the next time the parcel carrier comes, you must place the signed delivery notice in the same place it was left or contact the company to make other delivery arrangements.

Household Waste and Recycling

It is important for all residents to comply with the following guidelines regarding the proper disposal of different types of waste, not only to keep Washington House a pleasant and clean place to live, but also to help control waste disposal costs, odor, and potentially critters.

General Household Trash

Each residential floor has a rubbish room on the south side of the center lobby. In this room is a chute for all non-hazardous household trash and garbage. This chute goes to the compactor in the lower-level garage. Residents must follow these disposal rules:

- All garbage should be securely bagged. If your bag leaks or spills en route to the rubbish room, please clean up the spill.
- Do not put any oversized or rigid items more than 14 inches in any direction down the chute as this will cause a backup preventing garbage on all levels from passing through the chute to the compactor.
- Do not leave large items outside the Compactor Room on the lower-level garage. Place large items directly into the dumpsters inside of the compactor room. Left side dumpster is cardboard only. Right side is garbage. For items too large to fit, please call the City of Newark to arrange a large item pick-up (see *Large or Bulk Item Removal* below).
- If a sign is posted that the chute is temporarily closed, take your rubbish to the lower-level garage and leave it outside the compactor room. Please DO NOT leave it in the rubbish room.
- Please comply with notices posted in the rubbish rooms.

Recycling Guidelines

Standard Recyclables

Be sure all items placed in the recycle bins are CLEAN. To comply with the State's [recycling guidelines](#) and to prevent mold and odors in the trash rooms, place all unclean items down the garbage chute.

Large, awkward items like un-collapsed boxes take up room in the recycling bins, adding to hauling costs and making the bins unavailable for others. Please be considerate and break down small boxes before placing them compactly in the bin. Collapse large boxes and place in the left side dumpster in the Compactor Room in the lower-level garage.

The following items are accepted for recycling:

- Newspapers
- Junk mail
- Paperback books
- Boxboard (cereal boxes, etc.). Collapse these before putting them in the bin.
- Pizza boxes (PLEASE — ONLY if they are empty and CLEAN. Otherwise, put them down the chute)
- Collapsed small corrugated cardboard boxes and cardboard (not exceeding 14 square inches)
- Telephone books
- Office paper
- Rigid plastic (if it fits easily into the bin)
- Plastic bottles/jugs marked with recycling numbers 1, 2, 4, 5, or 7 (RINSE THEM FIRST)
- Plastic grocery bags (combine bags into one)
- Glass bottles/jars (RINSE THEM FIRST)

- Aluminum and steel/tin cans (RINSE THEM FIRST)
- Shredder waste may be put in the recycling bins. However, in order to keep our building clean, put shredded material in a bag before taking it to the recycle bin.

Items That May NOT Be Recycled

- Styrofoam
- Motor oil containers
- Chemical containers
- Ceramics or dishes
- Light bulbs
- Window glass or mirrors
- Yard waste
- Food waste
- Electronics

Special Types of Recycling and Waste Disposal

Household Batteries

There is a special bin in the UD parking lot across the street on Delaware Avenue for batteries. If you keep a container for used batteries it is a simple task to drop them off occasionally.

Electronics

Delaware has a drop-off site for electronic recycling. Please DO NOT place your old electronics either in the recycling bins or outside the compactor room. Drop-off sites are listed at www.DSWA.com under Recycling Programs: Electronic Goods Recycling. Best Buy stores will take up to three personal use electronics per day, regardless of where they were purchased. They do not take large appliances or anything with a refrigerant in it. Go to www.bestbuy.com and click on "Store Locator" to find a convenient location and to learn about pickup of items that cannot be dropped off.

Household Hazardous Waste

Delaware Solid Waste Authority (DSWA) operates Household Hazardous Waste (HHW) Collection Events at different locations throughout the year, rain or shine. Delaware residents can bring their HHW to the event free of charge. At these events DSWA will not accept ammunition or sharp objects (needles). For a schedule and location of the events go to www.DSWA.com or phone **(302) 739-5361**.

Large or Bulk Item Removal

The City will pick up large appliances and furniture for Washington House residents. Schedule a pickup by calling the Public Works Department at **(302) 366-7040 or 7045**. Items for pickup must be put out either late the evening before or early the morning of the scheduled pickup day. PLEASE NOTE: items to be picked up must be placed IN THE FIRE LANE at the edge of the fire lane and sidewalk (not IN the Washington House

driveway) on East Delaware Avenue. The City will not pick up from any other location. Do not leave appliances or furniture by the Compactor Room.

Bulletin Board

The Bulletin Board is located on the second residential floor, near the elevators.

Council Meetings

The primary purpose of the Bulletin Board is to provide a place to post WHCA meeting notices. Notices of the two mandatory yearly meetings and other special meetings will be posted on this board at least seven days prior to the meeting.

Reservations

The calendar on the bulletin board is for residents to reserve the Community Room and/or the Sun Decks for a private event. Reservations are made on a first come, first served basis. See Community Room and Sun Decks for additional information about private events in Common areas.

WHCA and Newark Community Events

Council members post information about WHCA events on the bulletin board. Information about Newark community events (outdoor concerts, parades, etc.) also may be posted on the bulletin board as long as doing so does not require the removal of WHCA-specific information.

Community Room

The Community Room is for use by residential-unit owners, their tenants, visitors, licensees, invitees, and guests, subject to the [Declaration](#) and any policies adopted by the Council regarding their use. The commercial-unit owners are not permitted to use these facilities without written permission from Council.

Reserving the Community Room

Approved events should be marked on the calendar on the bulletin board. Note the start and finish times of your event and your name and contact information. The room is booked on a first come, first served basis.

Cleaning Responsibilities

If you sign up for the room, you are responsible for the setup and cleanup of the room. This includes vacuuming the room, restroom, and the foyer if needed, spot cleaning the carpet and walls, removing all trash from the room and the restroom, cleaning the restroom, and restoring the Community Room and restroom to their pre-event condition (or better, but in no case worse). If the room is not properly cleaned, you will be billed for the expense of having it professionally cleaned.

Garbage Removal

Food containers used at a function (including pizza boxes and unwashed bottles of any kind) are to be put down the garbage chute. *Clean* recyclables may be put in the recycle bin if there is room, or put down the garbage chute. Large items must be taken to the lower-level Compactor Room.

Pool Table and Ping Pong Table Top

Those who are permitted to use the recreational facilities are welcome to use the pool table and ping pong table in the Community Room if they are 15 years of age or over or accompanied by an adult.

The game tables are available on a first come, first served basis and play time is limited to 30 minutes if other people are waiting.

Please keep the cover on the pool table when not in use.

Please place and remove the ping pong top carefully. It is heavy, and the hinges can break. To prevent damage to the paint and paneling, ensure that there is something between the table top and the wall (cloth, old ping-pong ball, paperback book, etc.) if you remove the top from the table.

Return ALL equipment to its proper storage area when you are finished playing and turn out the lights operated by the light switch. Security lights remain on.

Pick up any garbage or debris and dispose of it properly.

Tables and Chairs

Tables and chairs are available for residential use. Approximately 50 folding chairs, two 8-foot tables and one 6-foot table are stored in the Community Room for use by residents. Approximately 20 additional chairs are stored in the second floor janitor's closet and can be requested by contacting Aspen Property Management or a Council member a minimum of three days in advance of your event.

Accidents and Damages

If you notice or have caused any damage to the room or equipment, please report it to Aspen Property Management during business hours. The owners of the Unit reserving the Community Room will be billed for cleanup or repair resulting from misuse of the room or equipment.

Fitness Room

According to the [Declaration](#), Section 20, residential-unit owners, their tenants, visitors, licensees, invitees, and guests are entitled to use the Fitness Room, subject to the Declaration and any policies adopted by the Council regarding the use and enjoyment thereof. The commercial-unit owners are not permitted to use these facilities.

Posted Rules

- Participants must be at least 15 years of age or closely supervised by an adult.
- Shoes and shirts must be worn for reasons of safety, hygiene, and courtesy to others.
- No food or gum should be brought into the facility. Only unbreakable, spill resistant bottles are permitted.
- There is a 30-minute time limit on all cardiovascular equipment when others are waiting.
- Wipe down all equipment when you are finished.
- Return remote controls, dumbbells, medicine balls, yoga balls, mats, etc., to their appropriate spot.
- Do not drop the dumbbells.
- Please remove all items you bring into the room.
- Please report any misuse or maintenance concerns to Aspen Property Management during business hours.
- **Use of the facility is at your own risk.**

Reporting Problems

Preventive maintenance is performed twice a year on all fitness equipment owned by WHCA. Report any equipment problems to Aspen Property Management during business hours.

Equipment

No additional equipment may be brought into the Fitness Room without permission of the Council. Each piece of equipment requires a specific amount of space and distance from other equipment to be used safely.

If you use the television, please turn it off when you leave the Fitness Room. Keep the volume down as a courtesy to the neighbors that live near the Fitness Room. Note that the Verizon remote will change channels when pointed at the cable box located on the shelf to the left of the TV. If you use a DVD, please return the TV to television/cable mode when finished.

Turn off the optional overhead lights when you leave.

Sun Decks

The 4th floor sun decks are open to all residential-unit owners, their tenants, visitors, licensees, invitees, and guests, subject to the [Declaration](#) and any policies adopted by the Council regarding their use.

Reserving Sun Decks

To reserve a sun deck, follow the same procedure as noted for the Community Room. Note the start and finish times of your event, your name and contact information, and sun deck you wish to reserve (southeast, northeast, southwest, northwest). Decks are reserved on a first come, first served basis.

Use, Cleanup, and Damage

Various residents have made available their own chairs, tables, grills, and other furnishings and fixtures on the sun decks for the use of residents and their guests. Please treat these items with care! The cleaning, garbage, and damage procedures that apply to the Community Room apply to use of the Sun Decks. If you notice or have caused any damage, please notify Aspen Property Management during business hours.

Grills

The WH Declaration and City fire and zoning codes specify the following: the [Declaration](#), Section 8(z), *Use of Units*, states that "Grills, whether charcoal, gas, or otherwise shall only be operated as permitted by applicable City of Newark Building, Fire, and Zoning Codes." Based on information from the Fire Marshall's office and the City Inspector, the following applies to the use of grills at Washington House:

- Electric grills are allowed on the sun decks, and both patios, and balconies because there is no open flame.
- Gas grills are permitted ONLY on the sun decks and large second-floor residential-unit balconies, where the grills can be placed free of building walls on three sides.
- Charcoal grills and other items (i.e., chimineas) with open flames are not allowed anywhere at Washington House.

Gas grills on the sun decks are the personal property of certain residents, who have made them available for use by other WH residents with the following stipulations:

- Clean the grills after use.
- Refill the propane tank if it is low.
- Report any damage or malfunction to the grill owners. (See Confidential Directory for contact information.) For the northwest right-side grill, contact the Hornors. For the northwest left-side grill, contact the Chases.

USE AT YOUR OWN RISK

Use of the grills and the furniture on the decks is AT YOUR OWN RISK. Grill and furniture owners are not responsible for any injury or damage that occurs from your use of their grills or furniture.

Flowers, Vegetables, and Herb Garden

Container gardens located on the northeast and northwest sun decks are funded, planted, and maintained by private residents. WH residents are invited to pick flowers, vegetables, and herbs for their personal use. Please keep in mind that the supply is limited. All are welcome and encouraged to weed the beds and dead-head the flowers.

Plants

If a resident places plants on the sun decks, in hallways, or other common areas, the owner is responsible for the care and maintenance of those plants. The plants must be treated before placing them in the common areas, and regularly inspected and treated thereafter for bugs and parasites to prevent their spread.

Weather

Owners of items on the sun decks must remove or secure them in the event of storms, high winds, or other dangerous conditions. If you fail to do so, you may be billed for the cost of any resulting property damage.

Facility Maintenance

The WHCA is responsible for maintaining all common and limited common areas of Washington House. This includes all of the real property, including improvements and air space not in an interior part of the Units. These areas include the fourth floor sun decks, landscaping, entry foyers, driveways, garages, Community Room, Fitness Room, stairwells, balconies, windows and exterior doors (including any doors from the individual Units leading to balconies (unless repair and/or replacement is necessitated by the negligence, misuse or neglect of a Unit Owner, in which case such expense shall be charged to such Unit Owner)).

The owners' are responsible for the maintenance of (1) all real property, including improvements and air space, designated for the unit owners' exclusive use, and (2) those portions of the building and the limited common areas designated for unit owners' exclusive use, including storage cages.

Regular Facility and Grounds Maintenance

- In January 2014, the WHCA Council transitioned day-to-day maintenance and management of Washington House to Aspen Property Management Company. Aspen is responsible for ensuring that the maintenance of the building and required building systems (elevator, intercom, sprinkler systems, surveillance equipment, and access security) is performed and problems addressed appropriately. Contracts with specialty vendors responsible for the building repairs and support systems are negotiated and administered by Aspen at the direction of the WHCA Council.
- Aspen is also responsible for identifying (with the help of all residents), recording, reporting, and tracking all property maintenance issues. (See *Contact Information*)

Weekly Cleaning

A cleaning company engaged by the WHCA Council and managed by Aspen Property Management cleans the common areas of Washington House once a week. This includes the hallways, the Fitness and Community rooms and associated lavatories, the foyer, stairwells, and landings. Residents are asked to report any concerns about the cleanliness of the facility to Aspen during business hours.

Reporting Problems

If you notice any emergency or non-emergency maintenance needs in the common areas, follow the reporting instructions under *Building Maintenance Contacts*.

Do not assume that someone else has already reported the issue.

Do not contact any outside vendors. This will be handled by Aspen when necessary.

Snow Removal

Snow removal from sidewalks, external stairs, the west-side landing, sun deck drains, and the driveway is provided by vendors subcontracted by Aspen. De-icing of walkways and stairs is included. After a snow storm, the vendor will remove any snow or ice around the storm drains on the private second-floor patios but will not clear the rest of the patio area. Aspen will endeavor to contact residents to arrange entry to their units, if needed, to perform this work. The [Declaration](#), Section 13, allows entry to Units for this maintenance if residents cannot be reached in a timely manner. It is sometimes possible for the crew to access the west-side second-floor patios by climbing over the walls between Units. When it is safe to do so, the storm drains on these patios can be cleared without entering the Units.

Unit Maintenance

Unit owners are responsible, at their own expense, for the maintenance and repair of their individual Units, except for the portions of those Units that WHCA must maintain, repair, and replace. (See [Code of Regulations](#), Article V, Section 5.)

Note that Aspen Property Management and WHCA Council members are permitted to enter individual Units in the case of an EMERGENCY, during the routine annual fire inspections, and as stated in the [Code of Regulations](#), Article V, Section 9, *Right to Access*. Council members are not authorized to assist individual Owners with the entrance and exit of vendors to do maintenance work in their Units.

If non-emergency maintenance work in your Unit might require access to the roof (for your annual HVAC servicing, for instance) or to the Utility Room (for Verizon or Comcast), you must contact Aspen at least three days in advance. Without proper notice, you will have to reschedule the work.

If you need to schedule work in your Unit, you should plan to be home when the work is to be done. If that is not possible, you should arrange with a friend or

neighbor to assist you. You may want to prepare a written request for your neighbor that gives the following information:

1. Name of the person to whom you are giving the key to let the workers into your Unit.
2. Name (and contact information) of company that is doing the work.
3. Confirmation that it is OK for the representatives of the company to be let into your Unit when you are not there and be left with no one present while they perform the work they have been engaged to do.
4. Confirmation that the Unit will be left open while the workers are there and that they will see the named person to request the Unit be locked when they have completed.
5. Statement absolving the named person of any responsibility for the work or anything the workers do in the Unit or the building in the owner's absence.
6. Signature and date.

An owner may hire Aspen to perform work inside the owner's Unit; however, the Unit owner, not WHCA, will be responsible for all negotiations, agreements, and payments for such work.

Moving

Whether you are moving into or out of Washington House, please note these important instructions and deadlines:

1. Non-resident owners are to ensure that renters or family members living in their Units are provided with a copy of this handbook and are familiar with the contents.
2. Residents moving in or out (or having large furniture or appliance deliveries) can call the City of Newark Parking Division at **302-366-7155** A WEEK IN ADVANCE to arrange to reserve metered spaces in front of Washington House for moving vans.
 - a. If your moving van is 18 feet long or less, you can reserve two metered spaces; if the van is longer than 18 feet, reserve three metered spaces to ensure that there is room to extend the ramp at the back of the van.
 - b. Each metered space will cost \$25 per day. You can pay the fee by credit card over the phone or go to the Municipal Building on South Main Street and pay for it at the Parking Division office.
 - c. On the morning of the move, the Newark police will put a bright orange bag over the meters identifying them as "no parking" spaces. This will preclude anyone but your van from parking in those spaces.
 - d. You will need to tell your van driver that the spaces are marked for "no parking" but that your driver may park there.
3. Owners/Residents should notify Aspen at least **TWO DAYS IN ADVANCE** of a move so that protective blankets can be hung in the elevators. See *Contact Information*.

4. New residents can find information about downtown Newark at the City of Newark website (www.cityofnewarkde.us) and in *The Newark Post*, a local free weekly newspaper available in the red bin in front of the post office across the street from Washington House every Friday.
5. Contact the WHCA Secretary to be included in and get a copy of the WHCA Confidential Directory of WH residents.

Rentals

The number of tenant-occupied residential units is limited by the [Declaration](#) to 20 percent of all residential Units in the building. That is 10 residential units. However, there is no automatic right to rent a unit nor any guarantee that permission will be given to do so. When permission is given, it is given for a two-year period with no guarantee of renewal.

If you are planning to rent your Unit, you are responsible for reading and fully understanding the [Declaration](#) and [Code of Regulations](#). Pay particular attention to:

- [Declaration](#), Section 8(a-bb), *Use of Units*, and Section 9(f), *Regulations and Enforcement of Rules of Conduct: Rental of Units, Boarder Occupied Units; Conduct of Tenants and Boarders*
- [Code of Regulations](#), Article V, Section 10, *Operation of the Property: Rules*, and Article VIII, *Sales, Leases and Alienations of Units*
- All Washington House rules and guidelines that have been distributed to owners or posted in the Fitness Room, trash chute rooms, the Community Room, or the bulletin board, or contained in this Handbook.

In particular, PRIOR TO RENTING you will need to request application forms from the Association, be in good standing in the Association, pay a deposit, complete a registration process with the City of Newark and with the Association, vouch for your tenant(s)' compliance with regulations, and adhere to other regulations.

To obtain detailed information about rental procedures and to request an application form, please contact Aspen Property Management.

Other Notable Items

Generator Backup

The building is equipped with an emergency generator that will switch on in the event of an electrical failure. This generator powers all of the emergency systems in the building to ensure that the alarm and intercom systems are operational in an emergency. Note that elevators are NOT to be used in an emergency.

Knox Box Location

A Knox Box (known officially as the KNOX-BOX Rapid Entry System) is a small, wall-mounted safe that holds building keys for emergency use by fire departments, emergency medical services, and police. Knox Boxes simplify key control for local fire departments. They also can reduce fire losses for building owners, since firefighters can enter buildings without breaking doors or windows. The local fire emergency response agencies hold master keys to all boxes in their response area, so they can quickly enter a building. There are Knox Boxes on the outside WEST (right) side of the Main Street entrance and the WEST (left) side of the Delaware Avenue entrance of Washington House.

Insurance

The Washington House Condominium Association Master Insurance Policy provides property liability coverage for the common areas. A copy of the current policy is posted at www.WHCAowners.org.

This coverage does not include the interior of Units. Unit owners must obtain separate insurance for the interiors and contents of their individual Units.

In case of fire, protection under the Association's policy is extended to the interior walls but NOT for upgraded items such as carpeting or wallpaper. Water damage caused by overflowing sinks or toilets in private units is NOT COVERED under the Association's policy, and the Association assumes no responsibility for such damage to the Unit in which the overflow occurred or in any Units or common or limited common areas affected by the overflow. All Owners should have individual insurance policies to cover their personal property, improvements, and liability. Renters also should carry individual policies. Absentee owners may want to have additional coverage.



WASHINGTON HOUSE
CONDOMINIUM ASSOCIATION

Appendix A: WHCA Policies

Please note that the WHCA Policies appearing in this October 2014 edition of the Washington House Residents Handbook have NOT been updated to reflect the changes resulting from turning over the daily management and maintenance of condominiums to Aspen Property Management Company. These policies are in the process of being reviewed by the WHCA Council members and Aspen Property Management. Updated policies will be published as soon as they have been approved by Council.



WASHINGTON HOUSE

CONDOMINIUM ASSOCIATION

Association Policy Governing the Use of Electrical Outlets in Common Areas

Due to the manner in which electric service is metered and the way Common Area electrical expenses are allocated among all owners, residents and their guests are not permitted to use common area electrical outlets, inside or outside of the building, except for Council-authorized functions.

Unauthorized use includes using common area electrical outlets to:

- Recharge any type of electrical or hybrid vehicle, including but not limited to cars, trucks, and motor bikes
- Recharge any device or personal mobile transport device such as scooters, chairs, and Segways (except in a medical or safety emergency)
- Recharge or use power equipment of any kind except for addressing urgent or emergency situations such as bike or vehicle flat tires.

Excluded from these restrictions is the use of power equipment in the performance of authorized work being performed for the purpose of maintaining the building and grounds by contractors or residents charged with responsibility for such work, or for other Council-authorized activities.

Owners wishing to charge such vehicles (or provide tenants or guests with the ability to do so) must have a dedicated electric line connected to the unit owner's electric meter installed by a licensed electrician. The cost of the installation is the unit owner's responsibility. Owners seeking to have an outlet installed must obtain a no-cost permit from the WHCA Council. All work relative to the installation must be done under the supervision and guidance of the WHCA property management company. The owner will be billed for all costs associated with the installation.

Please direct any questions or concerns regarding the use of common area electrical outlets to any one of the WHCA Council members.



WASHINGTON HOUSE

CONDOMINIUM ASSOCIATION

Policy Regarding Attachments to Exterior Walls

The Washington House Condominium Association Declaration states that “no modifications shall be made to units without specific authorization from Council.” This rule applies not only to interior modifications but also to exterior walls and balconies, which are considered limited-access common areas.

Drilling or penetration of any of the brick, stone, or mortar surfaces on the exterior and balconies is prohibited, as it can damage the integrity of the structure. The brick face is not a full brick depth, but rather a surface layer. Immediately behind this layer are a series of barriers. Penetration of these barriers can allow water to penetrate and damage the structure. In addition, the brick face and mortar are not designed to support weight. The hanging of heavy objects onto the stone, brick, or mortar could result in separation of the facing from the building.

Any such drilling or penetration will result in the unit owner being financially liable for any damages arising from these actions. Liability for damage is not limited to your balcony, but includes damage that extends to units and building structure below your unit if the damage extends downward.

There are currently units where such drilling or penetration of the brick or mortar facing has already occurred. Council has identified four possible actions relating to these cases.

a. **REMOVAL OF ITEMS**

Owners who have attached items to their balcony walls without permission of Council may have the items removed by a Council approved individual, the holes plugged, and the resulting patch inspected to confirm that there has been no damage in the process of attaching and removing these items, with the costs for the removal borne by the Association. If this is done and no damage has been incurred, owners will have no further responsibility for having attached items without permission.

b. **NON-REMOVAL OF ITEMS THAT PASS INSPECTION**

Owners who have, without permission, attached items to their balcony walls and who do not wish to remove those items must have the items inspected by a Council approved inspector. If the inspector determines there is NO risk from the

items that have been hung, the owner will be asked to sign a letter stating that if any damage results in the future, the owner (or the individuals to whom the owner may sell the unit in future) will be responsible for any and all damage caused by the hanging of such items. Costs of this inspection will be borne by the Association.

c. NON-REMOVAL OF ITEMS THAT DO NOT PASS INSPECTION

Owners who have, without permission, attached items to their balcony walls and who do not wish to remove those items must have the items inspected by a Council approved inspector. If the inspector determines there IS a risk to the building structure from the items that were hung, the items must be removed, and the repair work done. Costs will be borne by the Association.

d. OWNERS WHO RECEIVED PERMISSION

The two owners who did receive permission to hang items on their balconies prior to the transition will have their items GRANDFATHERED into the new rules and regulations against hanging anything on balcony walls. The items that have been hung, with permission, are to be inspected and the owners will be asked to sign the letter stating that if any damage results in future, the owner (or the individuals to whom the owner may sell the unit in future) will be responsible for any and all damage caused by the hanging of such items.

As the first step in this process we are asking all owners who have attached items to the walls of the balcony by drilling or penetrating the brick, stone or mortar face to please notify the Council Secretary. Council will work with the owners to determine which course of action is appropriate.

Thank you very much for your cooperation in this matter.



WASHINGTON HOUSE

CONDOMINIUM ASSOCIATION

Use of Gas Appliances and the Need for Installation of a Gas Alert Safety Device

A number of gas leaks have occurred due to gas stoves not being completely turned off. In order to minimize the possibility of damage resulting from gas leaks, the Washington House Condominium Association Council strongly recommends that owners who have gas appliances in their units purchase and install a home gas detection device. These are available at stores such as Lowe's and Home Depot and online. Please check that they are UL approved.

Keep in mind that the cost of a home gas detection device is insignificant compared to the cost of unit and exterior repairs that owners would have to pay if emergency personnel have to break down the door to a unit when no one is present to provide the emergency key.

While it is not required, owners with gas appliances (other than the furnace) are encouraged to inform Council of the gas appliances in use in their units. This will facilitate a quick check of possible sources of leaks when residents report smelling gas. Simply send an e-mail to the WHCA Vice President (See Appendix A for contact information) stating your unit number, the kind of gas appliance(s), and the location of any leak detector(s) you have.

Please direct any questions or concerns regarding the home gas detection device to any one of the WHCA Council members.



WASHINGTON HOUSE

CONDOMINIUM ASSOCIATION

Residential Unit Access Information and Policy

Page 21 of the Declaration, Section 13, states:

... The Council or its representative(s) shall have a right of access to each Unit to inspect the same, to remove violations there from and to maintain, repair or replace the Common Elements contained therein or elsewhere in the Buildings.

The Association does not have a Master Key that can access all residential units. Therefore individual unit keys are needed (even for units with combination locks) in order to access residential units when residents are not home.

Providing a key for Association access is entirely voluntary. It is understandable that you might not feel comfortable with the Council or its representatives having access to your unit. The benefit of having a key available for Association access is primarily for the convenience of owners but could also save them the expense of a locksmith or other expenses should access to their unit(s) be required.

New owners and owners who change their door locks are requested to provide a new key to the Association. They should contact the WHCA Council Vice President (see Appendix A for contact information).

Owners for whom Council does not have a key on file will receive a letter confirming that Council does not have a key for their unit(s). The letter requests that owners acknowledge receipt of Council's request for a key via e-mail to the WHCA Vice President and indicate either that they do not want to have a key on file and accept the possible consequences should entry be necessary, or that they will provide a key.

Owners who want to have a key on file, or want to provide a new key, should contact the Council Vice President to arrange a suitable time to drop off the key.



WASHINGTON HOUSE

CONDOMINIUM ASSOCIATION

Unit Access Policy

Following is the policy regarding how Unit access events will be handled:

- Non-emergency — If the need for access is non-emergency in nature (i.e., annual fire inspection) Council will attempt to contact Unit owners via letter, email, and/or telephone to alert them of the need for access. In the absence of an owner or resident for whom the Association does not have a key, and Council is unable to reach or the owner/resident cannot provide timely access, a locksmith will be engaged to access the Unit, and the owner will be billed for the expense incurred.
- Urgent/Emergency — For all owners, if the need is urgent or an emergency, Council will take whatever steps are necessary to gain access and will contact the Unit owner/resident after the fact. If a key is on file and time allows, Council will attempt access using the key. Urgent and emergency needs include situations that could impact the health and safety of people or their pets or the integrity of the building or building systems. Examples of this type of situation include water and gas leaks. The cost of gaining access and any Unit damage incurred in doing so will be the responsibility of the Unit owners.

Should you have any questions concerning access to your unit or the Unit Access Policy please contact the WHCA Council Vice President or any member of the WHCA Council.

This form is no longer in use
Please contact Aspen Property Management



WASHINGTON HOUSE
CONDOMINIUM ASSOCIATION

Unit Alteration Requirements

1. A licensed contractor usually is required for construction in Washington House Condominiums. Electrical work and plumbing must be done by a licensed contractor.
2. Owners planning any type of remodeling, including new flooring, electrical upgrades or repair, plumbing upgrades or repairs, and kitchen upgrades must submit a request to Council by completing an Alteration Agreement and receiving approval before the project is started. In completing the form include samples of materials to be used and specific descriptions of materials as necessary.
3. Submit your request to any WHCA Council member. The contractor's name, license number, and liability insurance and Workers Compensation information must be submitted with the Alteration Agreement.
4. A copy of the building permit, if needed, should be submitted with the Alteration Agreement, and a copy of the "signed-off" permit should be given to the WHCA Council upon completion of the project.
5. All trash from the construction project is to be removed from the property by the contractor or the owner.
6. How the process works:
 - a. Applicant completes Part I of the Alteration Agreement and submits it to the WHCA Council for review and assessment.
 - b. Council reviews the request and checks the boxes on Part II of the Alteration Agreement to identify the documentation that Council requires from the Applicant before the Alteration can be accepted. Council returns the Parts I and II to the Applicant.
 - c. Applicant compiles the information requested by Council and signs and returns the Agreement with the requested documents to Council for review and approval.
 - d. Council reviews and approves the request or requests additional information.

This form is no longer in use
Please contact Aspen Property Management



WASHINGTON HOUSE
CONDOMINIUM ASSOCIATION

ALTERATION AGREEMENT

Pursuant to Article V, Section 7 of the Code of Regulations the following member(s) of the Washington House Condominium Association ("Association") hereby applies for approval by the Association Council of the proposed alterations described in this application. The proposed alterations are hereinafter collectively referred to as the "Work".

Applicant understands that no Work shall be initiated until and unless this application is approved in writing by the Council; that the applicant is responsible for the sufficiency of the plans and specifications; that the applicant is responsible for building code compliance, contractor selection and performance of work, and that neither the Washington House Condominium Association nor its Council members are responsible in any manner for work performed pursuant to this application.

Name: _____ Date _____

Address: _____ Home Phone: _____

Unit Number: _____ Work or Cell Phone: _____

Mailing Address if Absentee Owner:

PART I: ALTERATION DESCRIPTION

Description of the alteration sufficient to clearly identify the scope of work, the size of the project, basically what is involved to accomplish it. Pictures, drawings, and technical descriptions (where appropriate) may be provided to assist. If more space is required, please use an additional sheet of paper or the reverse of this form.

2|WHCA Unit Alteration Guidelines & Applications rev 30 Nov 2012

PART II: REQUIRED ALTERATION INFORMATION

Applicant shall provide the following checked items as determined necessary by the Association (to be completed by Council when a description of the alteration has been presented to and reviewed by Council):

- Architectural plans and description of the Work.
- A certificate from an engineer licensed in Delaware and approved by the Council stating that those portions of the Common Area affected by the Work are not required for structural support.
- A bid from a contractor licensed in Delaware and approved by the Council setting forth the cost to perform the Work and the time of completion.
- A bond or other security approved by the Council to assure prompt completion in a professional manner and free of mechanic's liens.
- Copies of all building and other government permits required for construction.
- A certificate from an electrical contractor licensed in Delaware setting forth in detail the effect the Work will have on any wiring within the Common Area.
- A certificate from a plumbing contractor licensed in Delaware setting forth in detail the effect the Work will have on any plumbing within the Common Area.

PART III: OBLIGATION OF OWNER -Unit Owner hereby agrees to:

1. Enter into a written contract with the selected contractor that contains the following provisions:

Indemnification: Contractor shall indemnify, defend and hold harmless the Owner (applicant) and the Association and its directors, officers, committee members, officials, agents, employees and volunteers against any and all liability, claims, actions, causes of action liens or demands whatsoever against any of them, including any injury to or death of any person or damage to property or other liability of any nature, arising out of or connected with the performance of this Agreement by Contractor or Contractor's employees, officers, officials, agents or independent contractors.

Insurance: During the term of this Agreement, Contractor shall maintain in full force and effect the following policies of insurance, include the Owner and the Association as additional-insured, and provide the Owner and Association written proof of same.

- (a) General Liability. \$1,000,000 per occurrence for the bodily and property damage. If Commercial General Liability Insurance or another form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project or the general aggregate shall be twice the required per occurrence limit.
- (b) Workers Compensation Insurance as required by law.

Time of Performance. The work outlined in the Scope of Services shall be completed _____ days from the date of execution of this Agreement.

2. Assure that the contractor has complied with all license, insurance and government permit requirements (e.g., possess a valid Delaware business license, obtaining a building permit) prior to commencement of any work; obtain a list from the contractor of all sub-contractors that will be on-site during construction; and present the list and a copy of the contractor's insurance policies to the Committee, prior to commencement of any work.
3. Assure that the Work is coordinated with the Association manager, by (among other things) working through the manager to schedule work, notifying adjacent owners who may be disturbed by the Work, deciding when to interrupt water or power, if necessary, and identifying and addressing possible security problems that may arise.
4. To complete the Work in a good and worker-like manner within the number of days approved for this request, or in response to a subsequent request for an extension time. (No authorization shall exceed 3 months). Requests for extensions may be made and approved on a case-by-case basis.
5. Be responsible for the maintenance of the alteration, and to repair or restore it if necessary. Applicant acknowledges that the Association is not responsible for the maintenance or repair of the alteration, or to weatherproofing or other work related to the maintenance or repair of the alteration or to adjoining structures.
6. Be responsible for indemnifying against holding the Association and its officers, officials, agents, employees and volunteers harmless from, any and all liability, claims actions, causes of action, liens or demands whatsoever, including any injury to or death of any person or damage to property or other liability of any nature, arising out of or in any way connected with the construction, maintenance or existence of the alteration.

7. To maintain and present to the Association upon request proof of adequate insurance coverage to be able to fulfill its obligations under Chapter V, § 7 of the Code of Regulations as is indicated in 1st paragraph immediately above.
8. To inform subsequent buyers that they are responsible for the maintenance of the alterations, and any liabilities that may arise as a result of the alteration.

I guarantee the installation requested will follow the guidelines in the WHCA Code of Regulations and Declaration. If at the final inspection, this is not the case, I will do whatever is necessary to bring the installation into conformity.

I, the Undersigned, have read all of the provisions of the foregoing application and agree to be bound thereby, if permit is issued.

Signature of Owner

PART III: COUNCIL ACTION

Reviewed by: _____ Approved _____ Not Approved _____

Conditions (if any apply):

Date of approval: _____ Date of expiration:

Signed: _____ for the Association Council

Submit completed form with all signatures to the applicant with a copy in the WHCA files.