

The Manor Condominiums at Oxford Hill, Inc.

RESIDENT HANDBOOK

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www.manorcondostl.com



Professionally Managed by:

DNI Properties

314-576-0700

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All Forms may be found online at www.manorcondostl.com or requested through the management company.

INTRODUCTION AND GENERAL INFORMATION

WELCOME! Manor Condominiums is a homeowner's association known as an HOA. The Manor Handbook presents the Rules and Regulations which accompany our Bylaws and form the basis for our management. It addresses many issues to inform owners about the maintenance of their homes. Some people who have not lived in a residential community may be unaware of how their actions impact others. Many rules and regulations address these issues in an effort help us all live cooperatively as neighbors.

ASSOCIATION STRUCTURE

You have joined a four-building residential property located in Creve Coeur, MO 63146.

- 10358 Chimney Rock Dr – referred to as the *58 Building*
- 10367 Oxford Hill Dr – referred to as the *67 Building*
- 10374 Chimney Rock Dr – referred to as the *74 Building*
- 10381 Oxford Hill Dr. – referred to as the *81 Building*

Your Condo Fee: Your monthly fee is your share for the upkeep of our four-building complex and property. It is based on the size of your unit and covers maintenance and repair of our buildings' *common elements*. Common elements include the pool, gazebo, sewer district service, trash disposal, lawn and grounds maintenance, elevator and garage maintenance, snow removal, electricity, gas and water in public areas, staff salaries, and insurance.

GOVERNANCE

THE BOARD: Our Association is managed by a Board of Directors composed of 9 volunteer owners. They meet monthly and also work in small groups throughout the month. Meeting dates, times, and locations are announced in the monthly minutes which you may receive by e-mail. Printed copies are also distributed in each building by your Directors.

Member Committees: In addition, there are committees that meet periodically to address specific areas of common interest.

BOARD DIRECTORS' DUTIES

The Board is made up of 9 owners who oversee the association budget, hiring our management, and reviewing bids for services which include major repairs and property improvements. The Directors assist residents by directing residents to the management company for maintenance and repair issues that fall outside of owner responsibility. Directors also send any owner violations to the management company. Board service is a voluntary commitment. As condo residents and investors, it is an excellent way to meet your neighbors and to learn the complexities of property management.

ELECTION PROCESS

Every March/April, the owners in each building hold an election and choose two Directors to represent their building. That makes 8 members. *On a rotational basis each year, an additional member is elected in one of our four buildings.* In this way, the Board is comprised of 9 members to avert tie votes.

Step 1: In early March, owners will receive a letter and forms inviting them to run for the Board. Any owner who wishes to run may do so.

Step 2: In late March or early April, owners will receive a second letter with a “ballot” and written statements from residents who wish to serve. Owners will privately vote for two representatives and return the form to our management company within the specified timeframe.

If a family member owns the unit in which you live, he or she is the person who may vote.

If your building happens to be the one in which a third representative will serve, the owner will vote for 3 people instead of 2.

Rotation of Directors: To establish a more equitable representation on the Board, the order in which the third, or swing, Director is elected is as follows: the Director is elected from a 3-story building followed by a 4-story building followed by a 3-story building followed by a 4-story building. The following order was established to begin in 2012 starting with building 10367 (67) Oxford Hill Dr., then 10374 (74) Chimney Rock Dr., then 10381 (81) Oxford Hill Dr. and then 10358 (58) Chimney Rock Dr. (See: Schedule B)

Step 3: Election results will be posted in the buildings and formally announced at the Annual Meeting.

Step 4: ANNUAL MEETING: In April, Manor Condominiums holds an Annual Meeting for the entire association. Owners will receive a letter announcing the date and location of the meeting. The Board President and our management company will report on our financial status and discuss ongoing and future projects.

Step 5: OFFICER ELECTION: Following the Annual Meeting, the newly elected or re-elected representatives will elect 4 Officers. These individuals will serve as the Board President, Vice President, Treasurer, and Secretary for the coming year.

ETHICS POLICY

The role of all elected Board Members is to serve the needs of fellow owners. Directors have a fiduciary duty to uphold the financial solvency and best interests of the community. The Board adheres to an ethics policy which guides the Directors’ personal behavior toward staff, fellow residents, management, and each other. In addition, Directors are pledged to maintain confidentiality with regard to legal negotiations concerning our contractors and issues concerning fellow owners.

COMMON ELEMENTS, LIMITED COMMON ELEMENTS, and OWNER'S PERSONAL PROPERTY

- The terms above refer to what is personal or private property and what Manor Condominiums property is partially or fully shared.
- Owners need to understand these concepts when their homes need repair or when damage is caused to their unit or another owner's unit.
- Owners need to know how their insurance, the association, and fellow owners determine who is financially responsible for repairs.

Common Elements: This term refers to fully shared and owned association property which management oversees and the association pays to maintain through owners' monthly fees and special assessments.

Limited Common Elements: Refers to property the association maintains and each "element" is assigned to one condo and owner for exclusive use. (Porches, patios, secure garage areas, HVAC hall closet doors, and all unit front doors are limited common elements.) Although these areas are designated for specific residents, owners must adhere to the association's rules and regulations with regard to their use. Please refer to each topic for more specifics.

The Condo Association is responsible for upkeep of exterior common elements such as: the buildings' exterior walls, chimneys, roofs, gutters, covered garages, lighting, sidewalks, private roads, landscaping, fountain, pool, and gazebo. The association is also responsible for upkeep of interior common elements such as: the laundry rooms and entry areas, hallways, hall doors, windows, all entry/exit doors and locks, painting, lighting, carpeting, stairways, and railings.

The Board reviews bids and makes contractual arrangements for the maintenance of common elements. These include contracts for landscaping, snow removal, summer fountain and pool upkeep, elevator maintenance, security alerts, garbage and recycling pick-up, and more.

COMMON ELEMENT NEEDING REPAIR - PLEASE PLACE A WORK ORDER

Every owner helps to keep Manor Condominiums property in good condition.

If you notice something in the buildings or on the grounds that needs attention, please telephone the management company and/or place a work order online. Please record and track the date of your request in case follow-up is needed. You may also alert your Building Directors via an email or phone call.

HALLS: No personal items may be left outside your door except 1 doormat. Hall items pose a hazard.

EXAMPLES OF COMMON REPAIR/WORK ORDERS ARE:

Burnt out lights on the grounds or building halls, broken intercom, doors that do not lock securely, messy entry ways or elevators, shrub and tree trimming, grounds debris, garage leaks, broken railings, soiled carpets, poor upkeep of the gazebo, pool, and bathrooms.

LIMITED COMMON ELEMENTS

As mentioned, limited common elements are properties *assigned* to your condo unit for exclusive use, but are considered to be the property of the condominium association. Balconies or porches, patios, indoor parking areas, HVAC hall closets doors (but NOT the equipment inside) and owner's hall doors are examples of limited common elements. Owners are expected to adhere to the rules which oversee use of these areas because they impact public appearance, safety, and security of our property.

- Balconies or Porches
- Patios
- Garage Area and Parking Spaces – *Please see Garage Storage*
- Owner's Hall Doors and HVAC Closet Doors – *Please see HVAC Hall Closets*

WHO PAYS FOR UPKEEP OF COMMON AND LIMITED COMMON ELEMENTS

Porch floors, railings, and patios will be repaired by the association; should a repair be needed, please call or place a work order with management and copy your Building Directors. Porch doors and their windows or screens are the owner's responsibility to repair in the event of leakage or wear. Owners may decorate their porches but must remember that the public appearance of porches impacts association property values.

HVAC Hall Closets: *The hall door of the closet is maintained by the association.* However, the furnace, water heater, and air conditioning appliances in the closet are the sole property, maintenance, and replacement responsibility of the unit owner.

Garage Parking Spaces: The association regulates what may be stored in assigned spaces. Acceptable items include: shopping carts, laundry supplies, and bicycles. In Buildings 58 and 67, where there are no storage lockers, residents may keep personal items in a footlocker or plastic storage bin.

CONDO OWNER'S PERSONAL PROPERTY

Owners are responsible for the maintenance of anything inside their dwelling and, in some instances, the breakdown of SOME pipes inside their walls.

Special Owner Maintenance Issues:

Heating and Air Conditioning (HVAC) Unit Maintenance: Owners are fully responsible for the upkeep of their HVAC units located in the hall closet next to or inside their unit. These appliances are the owner's property. The hall door, as previously mentioned, is a *limited common element* which the association maintains. *Owners must maintain their HVAC appliances and, if a leak damages a common element such as hall carpeting, the association will require that the owner pay for repairs.*

Fireplace and Chimney Maintenance: It is imperative that owners who use their fireplaces have their chimneys inspected and cleaned by a professional chimney sweep to prevent blockages and creosote buildup. If a chimney or building fire and/or smoke damage occur, the association will require that the owner pay for the cleanup affecting building halls and rugs. If smoke from a blocked chimney damages other units, the owners must address the issues between themselves and their insurance companies.

No wood may be used in fireplaces, only gas logs. Installation of gas logs must be inspected by Spire.

CONDOMINIUM INSURANCE

Owners are urged to maintain condo insurance. Policies should provide adequate coverage for the unit, contractors and subcontractors, family members authorized to reside in the owner's unit, damage to other owner's units, and damage to common elements.

An "HO6" policy is recommended for most condo owners however, residents should consult their insurance agents to fully understand their coverage and what is recommended for their particular needs.

MOVE-IN INFORMATION FOR NEW RESIDENTS

KEYS: As a *new owner you should* have:

- Keys to your home, mailbox, and a Master key to your building's entries.
- In Buildings 58 and 67, you will also receive a key to your furnace closet.
- One master key opens all doors within your building. Your master key will *not* open doors to other buildings for security purposes.

ADDITIONAL KEYS

When moving in, you should also receive: keys for the gazebo and adjoining bathrooms, pool gates, and a pool pass. If you did not receive an initial set of keys, please contact the management company and your Building Directors. It is your responsibility to have additional keys made.

RESIDENT CONTACT INFORMATION

BOTH new and long-standing residents should have completed the *Manor Condominiums Contact Forms* which include important emergency contact information. If you have not completed these forms, please contact your Building Directors so you can complete or revise the form to ensure management has the most current information on file. Emergency Information should indicate your instructions and emergency contacts if you are absent or disabled.

OWNER'S MAIL

MAILBOXES: ADDING YOUR NAME

New Owners: Although you have completed a contact information form at closing, please call the management company and your Building Directors to give them your anticipated move in dates and to request a new mailbox label which will be placed on your mailbox in the entry. Please double check that management has the correct spelling of names.

Current Residents: must inform their Directors and management if a child, parent, or friend moves into their home so roster and mailbox information can be updated.

BROKEN MAILBOX LOCK

If your mailbox lock breaks, you are responsible for its repair, installation, and/or replacement cost. The Post Office cannot assist you. Please contact your Directors. Our maintenance department sometimes has spare locks. Some locks need lubrication and WD-40 often prevents problems.

IF YOU NEED TO BUY A NEW MAILBOX LOCK YOU WILL NEED:

A DEFENDER SECURITY CABINET & DRAWER LOCK (FITS 9/16" THICK PANELS) U-9943 7/8" or 22 mm thick. Locks can be purchased at most hardware stores.

ENTRY SECURITY: PACKAGE and CATALOGUE DELIVERY

Manor Condominiums mailboxes are small. PLEASE PICK UP ALL ITEMS RECEIVED DAILY.

THE INTERCOM ROSTER & BUZZER

In the entry area, there is a *Roster* listing owners' names and an *intercom buzzer* which phones residents in their units from the entry. To add your name to the resident roster, please contact your Directors. They will: Add your name to the *printed* Roster which visitors use to locate your unit number and ring the intercom – "doorbell" in your condo.


HOW TO USE YOUR INTERCOM FROM INSIDE YOUR UNIT

It is important that residents know how to use their intercom to identify visitors.

When someone rings you from the building's entry, go to the intercom in your unit.

Locate the TALK BUTTON. Press it, then speak, and quickly release the button.

Listen to verify who the caller is and then . . .

Press and hold the Key ICON  BUTTON to unlock the entry door downstairs. Hold the key icon button for a few seconds to be sure your visitor has time to enter.

PLEASE do not buzz anyone into the building unless they have identified themselves and you are sure who they are.

COMPLEX SAFETY AND SECURITY

Our security depends on the vigilance of every resident. All doors into and out of the buildings are to be kept locked.

- Please double check to be sure doors are locked after you enter. Pulling the door open using your master key in the lock will damage the lock.
- PLEASE DO NOT PROP OPEN DOORS in the garage, at side building entrances, or hallways on the floors.
- *Leaving doors open without oversight jeopardizes building security for everyone.*
- When expecting service personnel, or major furniture and appliance deliveries, please follow up to check that workers have not left any locking doors open.

CONDO COURTESY

Workmen and Manor Condominiums Employees: Residents - please do not call or interrupt condominium employees or workmen when they are performing assigned duties during their work hours. Owners who need repairs in their units may hire workmen privately or contact Manor employees after hours. Manor Condominiums workers may choose whether or not to work for owners privately.

Noise Levels: The intrusion of noise from neighboring units can be annoying and is a major source of conflict between residents. *Please adhere to the following regulations to prevent disturbing fellow residents.*

Carpeting: Manor Condominiums units were built to accommodate fully carpeted flooring as a sound buffer. Without padding and carpeting owners can easily overhear their neighbor's activities.

Installation of New Flooring: To reduce the noise between floors, all installation of wooden flooring, ceramic tiles, stone, or other hard surface, must include a state of the art noise barrier layer between the hard surface and the concrete floor. *80% of ALL flooring within the unit must be covered by area rugs with padding after renovation. Owners must consult with management before starting floor projects to be sure they are in compliance.*

Noise-Making Appliances and Devices: All noise-making and vibrating devices and appliances should be operated on rugs or other sound dampening material. This includes but is not limited to stereo speakers, TVs, musical instruments, fans, appliances, exercise equipment, etc.

Before 9:00 a.m. or after 10:00 p.m. - Do Not Operate: Vacuums or garbage disposals, move furniture, or perform home repairs using hammers, electric saws, etc.

Barking Pets/Boisterous Conversations: Please keep conversations low and promptly quiet barking dogs.

Elevator Use: Please return the elevator to the garage level after 9:00 p.m. as a courtesy to neighbors getting home late.

Elevator Call Button: If you accidentally push the Elevator Call Button, please be sure to respond that you are OK and it was an accident. If not, the Fire Department will be dispatched to check on your well being. This could result in a delay for someone else who actually needs their services and/or a charge to the Association for false calls.

Smoking: **Smoking is prohibited** on common elements, including halls, garages, the pool and gazebo.

PARKING ON MANOR CONDOMINIUMS PROPERTY

ROAD SAFETY PLEASE follow the one-way signs and drive slowly on Chimney Rock and Oxford Hill Drive. There are many dog walkers, school children, and workers on the property.

OUTDOOR PARKING There is unassigned outdoor parking on Oxford Hill Drive and the Chimney Rock side of the property. On Chimney Rock, you will also find covered parking near the Gazebo. You, your guests, and workmen are welcome to use these spaces.

INDOOR ASSIGNED PARKING Residents have been assigned parking space(s) in the locked garage of their building. Your name and parking space number will be posted in your parking space. This allows your neighbors and management to contact vehicle owners if, for example, the lights of a car are on, oil is leaking, or a neighbor is parking carelessly.

GARAGE DOOR OPENERS (REMOTES) Your realtor or seller should transfer garage door opener(s) to you. Please call the management company and check with your Building Directors if this did not happen, or if your remote needs to be programmed to open the garage door.

EXTRA REMOTES If you need additional garage openers, please call management. The charge is presently \$35.00. If you have recently moved in, the cost of new remote openers is not covered by the move in fee.

GARAGE OPENER BATTERIES: Sometimes the remote isn't working because the batteries are old. Before buying a new opener, owners can check their batteries or purchase fresh batteries at: *Batteries Plus Bulbs*, 12520 Olive Blvd, Creve Coeur, MO 314-392-9939.

GARAGE AND PARKING SPACE RULES, REGULATIONS, ETIQUETTE, and SECURITY

The safety, cleanliness, and security of Manor Condominiums garages are of paramount importance.

- Parking spaces are strictly for owners' cars, vans, and small trucks.
- Owners are responsible for keeping their garage spaces uncluttered and free of oil leaks and combustible materials such as paint and gasoline.
- When moving or renovating, parking spaces may NOT be used for construction items, moving cardboard boxes, furniture, mattresses, workmen's tools, etc.
- If you notice an oil leak, broken glass or food in the garage, please clean up and notify management to follow up.
-

We need to keep our garages dry, clean, and free of rodents and insects.

GARAGE STORAGE The 74 and 81 buildings' owners have garage lockers where they may store items. The 58 and 67 buildings' owners DO NOT HAVE LOCKERS. 58 and 67 residents may keep a limited number of items in one row of 4 to 6 plastic storage containers, lids where possible, or one foot locker placed vertically against the wall of their space. Plastic containers must not hide the owner's ID plaque. Possessions in parking areas are there at the owner's risk. Containers should be kept a few inches off the garage floor in case of leakage.

PRECAUTIONS WHEN ENTERING & EXITING THE GARAGE Your garage remote opens the large garage door. Do not click it a second time to close the door. The door is timed to close automatically. It allows for one vehicle to exit or enter safely. NEVER attempt to follow another vehicle in or out of

the garage. An owner will be financially responsible if he or she is identified as the person who caused damage.

GARAGE ETIQUETTE PLEASE drive slowly (5 Mph) in the garage, when leaving or returning. When parking, PLEASE pull as far into the space as possible.

GARAGE SPACE TRANSACTIONS Owners may only sell, rent, or loan their assigned parking spaces to residents living in the same building. Owners must inform the management company and Directors in writing telling them of the residents who will occupy their parking space. It is important to keep Manor Condominiums records current and to quickly contact the correct vehicle owner when necessary.

GARAGE SECURITY Vigilance on the part of all residents is our best insurance against intrusion and theft.

Parked Cars: Please lock your car in the garage and do not leave your remote in a visible area of your car. (If an opener is stolen or lost, ALL door openers may have to be replaced or reprogrammed.)

Entry/Exit Doors: Entry and exit doors in the garage must be closed at all times. Should it become necessary to keep a door open, it must be monitored. Residents - please help by closing doors if they are left open or are not securely locked and monitored.

Garage Security: IF YOU SEE UNKNOWN WORKMEN OR INDIVIDUALS INSIDE THE GARAGE OR ELSEWHERE IN THE BUILDING, DO NOT HESITATE TO ASK THEM WHO THEY ARE! IT'S NOT IMPOLITE TO INQUIRE ABOUT UNFAMILIAR INDIVIDUALS ON YOUR PROPERTY.

MAJOR CONDOMINIUM RENOVATIONS & REPAIRS

Doing construction work in a condo building with one elevator involves careful planning with your workmen and contractors. It also requires cooperation with management and special consideration for your neighbors. Owners may make changes inside their homes. They may not make changes that alter the building's external features.

PLEASE REFER TO THE APPENDIX FOR "ARCHITECTURAL REQUEST" FORMS AND MOVE-IN/MOVE-OUT CHECK LISTS.

Major changes involving electrical, plumbing, HVAC, dryer installation, and wall removal, must be made in accordance with St. Louis County permit regulations and MCOH guidelines.

Before initiating renovations, owners must have authorization from the Association's property management. Please complete the "**Architectural Request**" form. It may be found online or requested through the Manor Condominiums management company.

EXPECTATIONS FOR THE WORKMEN YOU HIRE

- To be courteous to your neighbors.

- Must understand and follow Manor Condominiums security measures and may not keep doors propped open without someone stationed at the entry.
- Must follow Manor Condominiums traffic and parking rules.
- Must speak with Directors and use the required move-in/move-out building entries for your building.
- Must properly dispose of debris.
- Must protect the building's common elements i.e., doors, walls, mirrors, carpets, elevators, etc.

DEBRIS DISPOSAL REGULATIONS

- When moving or renovating, lots of rubbish is generated. Discuss disposal plans with your workmen BEFORE work begins.
- NO appliances, furniture, or mattresses may be left in trash rooms on the floors, the recycle bin, or the trash bin in the shed.
- You may schedule a special pickup with Manor Condominiums waste disposal company at your own expense.
- Contact Property Management for suggested alternatives of disposal.

SPECIAL RENOVATION ISSUES

Water Shutoffs:

- As stated in other sections, 48-hour notice is required if workmen need to turn off water to your unit from the source in the garage. (Please refer to the plumbing section...)
- Contact your Directors and management to coordinate with maintenance to oversee water shutoff locations.

Please be prepared to be as specific as possible about the time, day, related area i.e.: kitchen, bath or water heater, and expected length of the shutoff so signs may be posted and email may be sent to the neighbors affected.

Truss Lift TOP FLOOR UNIT OWNERS: If you are correcting gaps where the ceiling and walls meet, please inform yourself about "Truss Lift." <http://www.carsondunlop.com/resources/articles/truss-uplift/>

Asbestos If the presence of asbestos was not part of your home inspection, you should conduct an asbestos inspection before major renovations begin. The Missouri Department of Natural Resources can provide further information to you and your contractors if asbestos is present. <https://dnr.mo.gov/env/apcp/asbestos/index.htm> 573-751-4817

HEATING AND AIR CONDITIONING (HVAC) UNITS

In all 4 buildings, Heating and Air Conditioning (HVAC) and Plumbing repairs are the cause for many owner misunderstandings and costly repairs. Owners should inform their plumbers, workmen, and contractors of water shutoff locations to save time and to save the cost of unintended missteps.

Please refer to the Plumbing section to familiarize yourself with water shut-off locations unique to your home. This is especially important if you plan major renovations or need to repair or replace HVAC appliances.

MAINTENANCE OF YOUR HVAC APPLIANCES

As previously mentioned, water heater, furnace, and air conditioner are your property. The association is not financially responsible for their upkeep or repair. *We strongly recommend that owners engage a company to maintain their HVAC units and replace filters at least twice a year.*

HVAC HALL CLOSETS

In the 58 and 67 buildings, the furnace, water heater, and air conditioner are in the hall closet outside your unit. If an HVAC system leak results in damage to the hall area or another owner's unit – the owner is financially responsible for damages. Please refer to *limited common elements*.

Owners are responsible to check their hall closet HVAC units regularly to ensure no condensation or leakage is developing. This will help prevent emergency repairs and possible damage to the building and neighboring units. Some HVAC hall closets could be locked although most are not. Please double check that you have the key, if your closet is locked.

Trash & Recycling

TRASH DISPOSAL ON EACH BUILDING FLOOR AND OUTSIDE ON CHIMNEY ROCK DRIVE

INSIDE - ON EACH FLOOR, TRASH PICKUP IS ON MONDAY, WEDNESDAY, and FRIDAY.

To prevent garbage smells from drifting into the halls and offending fellow residents and visitors . . .

- Please make sure your trash is bagged tightly in durable plastic without tears.
(The lids of empty cans will be turned upside down.)
- Break down cardboard boxes to save space.
- *Wrap especially smelly trash and take it directly to the garbage shed outside on Chimney Rock Drive, or keep it in your home until the morning of pickup.*

If the bins on your floor are full, keep your trash in your unit or take it directly outside to the trash shed. **NEVER LEAVE TRASH BAGS ON THE FLOOR OF THE TRASH ROOM!** This will attract bugs and prevent your neighbors from reaching bins.

OUTSIDE - ON CHIMNEY ROCK DRIVE, NEXT TO THE COVERED PARKING, THERE IS A SET OF GRAY SLATTED DOUBLE DOORS. This is the location for BOTH garbage and recycling disposal.

RECYCLABLE ITEMS There are several cans for recyclables. *Please break down large boxes before placing them in the bins.* Plastic bags are not accepted. Any items that show over the top of the cans may result in a \$135 charge for the association (charge amount is subject to change).

GARBAGE Also behind the GRAY SLATTED DOUBLE DOORS there is one, large, green garbage bin. Place garbage and especially smelly items in this bin to keep our residential floors odor free.

LAUNDRY

Some owners may have washing machines and dryers in their homes. Others elect to use the community laundry rooms in the garage area of their buildings. All residents are welcome to use their building's machines regardless of whether they have washers and/or dryers in their homes.

COMMUNITY LAUNDRY ROOM On the garage level of each building, there is a laundry with 3 washers and 3 dryers. As neighbors, we rely on the consideration of each other to ensure the machines are available to everyone. As a *condo courtesy*, please plan your time:

Washers take ~ 35 minutes.

Dryers take ~ 45 minutes.

Note: The clothes rack is available for *temporary* use while residents finish washing and drying their clothes.

- Personal washing detergent boxes and bottles may NOT be kept in the laundry room.
- Please leave the lid of the washing machines UP to let others know the machine is available.
- Please do not overload the machines!

If you discover a machine is broken, please contact the company and put a note on the machine to prevent others from using it. The name of the company and website/phone number is on the wall of the laundry room.

After using the dryers, please remove the lint to prevent the most common cause of laundry room fires.

WASHERS AND DRYERS IN OWNERS' UNITS

TO ENSURE YOUR ELECTRIC DRYER PASSES INSPECTION. . .

You must hire a Master or certified Plumber and a Master or certified Electrician to give you written bids detailing the plumbing and electrical work required.

You or your installers/contractors must then obtain specific permits before work begins. Contact the County of St. Louis Code Enforcement Division. Plumbing: 314-615-0330 or the Residential and Mechanical Division: 314-615-7110. They will send an inspector to ensure the bids meet code requirements. The county will then authorize the work or inform you of additional steps for job approval. Please make extra copies of bids from your plumber and electrician in addition to the county inspector's recommendations for management to keep on file.

SPECIAL REQUIREMENTS FOR DRYERS IN YOUR UNIT Owners who choose to install a washer or dryer in their home must conform to county regulations. Ventless dryers or dryers that vent to the outside are required to prevent apartment fires. If you install or replace a dryer in your unit, it must meet current county code requirements. St. Louis County has stringent inspection requirements which MUST be passed during and after installation. Installation or replacement of washers and dryers must be included on your Manor Condominiums renovation form.

WATER USAGE

Left unchecked, household water leaks can add *considerably* to the Condominium's water bill and can cause water damage to your unit and neighboring units. Please regularly check faucets that may be dripping and toilets that may have water running. A toilet may have a shutoff valve in the water tank that does not close properly, and a plumber can easily correct the problem.

PLUMBING REPAIRS and WATER SHUTOFFS Plumbing repairs are the most common maintenance issue owners deal with. Leaking sinks, toilets, showers, and bathtubs can be easily fixed when identified promptly. Other plumbing issues such as clogged drains and toilets, or old hardware/fixture replacement seldom pose major problems. There is water shut offs in your unit. And . . . There are shutoffs in the garage which turn off water to the entire tier in which you live.

WHEN MAKING MAJOR RENOVATIONS, IF YOUR PLUMBER MUST SHUT OFF WATER FOR YOUR ENTIRE UNIT, YOU MUST: Coordinate with your plumber and Manor Condominiums management 48-hours in advance because water will be shutoff to the units in your tier. Signs will be posted, and owners may wish to contact the neighbors who will be affected so they can prepare to be without water during your repairs. Every owner must know the location of water shutoff valves in his or her unit and in the garage to inform their plumbers before plumbing repairs/renovations begin.

LOCATION OF WATER SHUTOFF VALVES INSIDE OWNERS' UNITS Water leaks are the major cause of damage to the ceilings, walls, and floors of owners' homes and neighboring homes. Repairs can be expensive and insurance coverage involving leaks can result in disagreements between neighbors. Please check for hidden leaks, watch for dripping faucets, and running toilets. Act quickly to make repairs.

IN BUILDINGS 74 AND 81: Water shutoff valves are located under bathroom vanities, kitchen sinks, and toilets.

IN BUILDINGS 58 AND 67: IT'S COMPLICATED

- In some units, shutoff valves are located under the kitchen sinks and toilets.
- Refrigerators with ice makers (and dishwashers?) may have separate shut-off valves under the kitchen sink.
- Hot water shutoffs are located on top of the hot water heaters outside owners' units in the hall furnace room closets.
- In some units, *cold water shut-off* valves are under bathroom vanities.
- In other units, cold water shut-off valves are found in owners' furnace closets on the wall near the water heater.

OTHER IMPORTANT PLUMBING PROBLEMS AND PREVENTION

- ***NO BABY WIPES!*** Many people use wipes for personal hygiene. No wipe products (regardless of label directions) should ever be flushed down the Manor Condominiums

plumbing system. Wipes do not dissolve and will build up to clog and flood the main plumbing line. Sewer water then floods the garage.

- ***NO KITTY LITTER!*** Our plumbing system cannot accommodate kitty litter of any sort. Regardless of brand labels that say litter can be flushed down toilets, Kitty litter CANNOT be flushed down Manor Condominiums toilets. *Please bag your litter securely in tear proof plastic and place it in the trash room container on your floor.*

YEARLY PLUMBING VALVE CHECK UPS: In the same way that you change your furnace/AC filter or refrigerator water filter, PLEASE turn your plumbing valves off and on at least once a year to keep them from freezing and becoming inoperable when you may need them the most.

GARBAGE DISPOSAL MAINTENANCE: Manor Condominiums kitchen drain lines cannot handle large volumes of waste. DO NOT PUT potato or onion peelings, eggshells, hard vegetables, fruits with rinds and seeds, or large amounts of meat or bread in the disposal. Turn on HOT water to dissolve grease clogs in the trap and pipes. Continue to run the disposal for a minute *after* hearing no more grinding noises. Add vinegar and baking soda occasionally to keep the system fresh and odor free.

ANIMALS & PETS

DOGS, CATS, and MORE: Each unit may have no more than one dog. Each unit may only have two pets, one dog and one cat or two cats. PLEASE bag kitty litter very tightly in heavy plastic before placing it in the trash room containers on your floor. ***KITTY LITTER SHOULD NEVER BE FLUSHED DOWN MANOR CONDOMINIUMS TOILETS!*** Regardless of the claims on some litter brands, kitty litter will clog the plumbing system.

DOGS: Manor Condominiums strives to be a safe, respectful, pet-friendly community. Dog owners must produce documentation from their veterinarian showing they are keeping vaccination/rabies shots up to date. *New owners will receive Manor Condominiums Dog Policy documents shortly after closing. They will have the opportunity to produce vaccination documents and sign papers which confirm they understand dog owners' responsibilities.* Dog owners are fully accountable for their dog's actions and hold Manor Condominiums and its Directors harmless against loss and liability of any kind that results from their pet's unruly, destructive, or threatening behavior. Owners who get a dog after they have been living at Manor Condominiums are required to inform management and produce proof of their dog's vaccination status.

DOG WASTE DISPOSAL BAGS & THREE RECEPTACLE LOCATIONS: Owners must pick up their pet's poop *regardless* of the dog's size. The first dog waste container is on the Oxford Hill side of the property between the 67 and 58 Buildings near the road. The second is on the Chimney Rock side of the complex, near Building 74 and the pool.

PROBLEM DOG BEHAVIOR IS THE OWNER'S RESPONSIBILITY: *If the Board receives a complaint, its role is to assure that all residents and dog owners feel safe to freely enjoy our property.*

The following rules and regulations apply, and the following consequences will result when a dog problem is reported to your Building Directors and the Board.

RULES & REGULATIONS

- No dog may be left unattended or off leash anywhere in the buildings or on the property. This includes first floor patios.
- Dog walkers must keep dogs on a leash no longer than 6 feet when outside the owner's unit or anywhere on Manor Condominiums grounds.
- No dog should bark incessantly or display aggression i.e., growling, snapping, or lunging at other pets or people.
- Owners are financially responsible for all property damage caused by their dog.
- When a guest visits with a pet for more than one week, the owner must inform the Building Directors in writing. Manor Condominiums owners are financially responsible for guest/dog violations.

PROBLEM DOG BEHAVIOR AND CONSEQUENCES

If residents observe non-compliance of dog owners, they should discuss the problem with the owner. Discussions between neighbors often result in apologies and resolution. If residents have not gotten a satisfactory response, they should report the problem to their Building Directors. Building Directors will follow up and keep written documentation of the meeting on file.

First Offense - Warning: The Building Directors will discuss the issue with the dog owner and attempt to find a workable solution.

Second Offense: If the problem persists, or is reported again, the Building Directors will bring the issue to the Board. If a majority of members agree, the owner will receive an official warning letter citing the violation(s) and will be charged according to the current fine policy. Depending on the nature of the complaint, the Board may require that the dog wear a gentle leader or muzzle anywhere outside the resident's unit.

Third Offense: Following a second offense, the Board will send a second letter and charge. Board action could include the serious step of filing a complaint with St. Louis County Animal Control and/or expulsion of the dog.

If a dog bite occurs on Manor Condominiums property that breaks the skin of a person or pet, the injured party may report the dog to St. Louis County Animal Control. 314-615-0650. Further information about the consequences of this action can be obtained from this agency and your veterinarian.

FYI: If the resident and dog owner is not the condo owner of record, all correspondence and charges will be sent directly to the owner and the resident family member will be copied. Failure to pay outstanding charges will result in a lien on the property.

Manor Condominiums will uphold its long-standing policy as a safe, tolerant, and pet-loving community. However, every dog owner is fully accountable for his or her dog's good and bad behavior.

SUMMER TIME!

BBQ GRILLING AT THE GAZEBO

- Grilling is a special pleasure but it is also a fire hazard. All residents are welcome to use the BBQ gas grill which is located outside behind the Gazebo on the north side of the structure.
- To turn the gas grill ON: Turn the dial to the desired heat level and then press the ignition button on the left.
- After use – leave the grill on for ~10 minutes to burn off of grease and food particles.
- To turn the grill OFF: Turn dials *all* the way off and double check the burners before leaving the gazebo area.
- Please - never leave the grill unattended

BBQ GRILLING ON OWNERS' PATIOS

If residents wish to grill on their personal porches the following rules apply:

Only electric BBQ grills may be used on Manor Condominiums porches. No propane/gas grills, wood burning fire pits or charcoal grills are allowed.

Owners of 1ST floor patios may use flame producing grills, IF THEY ARE KEPT 10 FEET AWAY FROM ALL BUILDING STRUCTURES and . . .

sign a form which they may obtain from their Directors stating that they understand and will follow the fire safety rules.

Manor Condominiums *rules comply with the May 10, 2017, Creve Coeur Fire Protection District Ordinance.*

THE GAZEBO The Gazebo opens on Mother's Day and closes at the Board's discretion after Labor Day. Use of the facility is free for all owners. Residents are welcome to use the structure and its amenities which include our refrigerator, microwave, and the gas BBQ grill.

PRIVATE USE OF THE GAZEBO: MAKING RESERVATIONS Owners may reserve the gazebo for private use when hosting parties and special events. To reserve the Gazebo, please call Diane Rehkop.:Diane will help you schedule a day and time for your gathering. drehkop@dniproperties.com 314-576-0700 ext. 412. *During times that the Gazebo is reserved for private use, other residents understand that they may not use the facility or the BBQ grill.*

OWNER RESPONSIBILITIES WHEN RESERVING THE GAZEBO Gazebo Hosts are responsible for cleaning up after their parties so the area is in good condition for fellow residents. Please:

- Return the gazebo furniture to its original position if it's been moved.
- Double check that the BBQ grill is off if it was used.
- Empty all garbage containers into the dumpster in the trash shed and/or recycle bin.
- Wipe down the counters and tables.
- Sweep the floor.
- Turn off all lights and fans.
- Check that Gazebo doors and restroom doors are locked.

The owner/host will receive a \$50 clean-up fee if the gazebo is not left in clean condition.

THE POOL AT MANOR CONDOMINIUMS

The pool is a special amenity of the association. It is for the pleasure of all residents and their guests. It may NOT be reserved for exclusive use.

FYI: There is no lifeguard on duty. It is not advisable to use the pool alone. All residents and/or guests are responsible for their own personal safety. If one chooses to use the pool and its amenities, he or she does so at their own risk and with the understanding that the association and its Board of Directors are not responsible for any accident or injury that may occur. The association also bears no responsibility for loss or damage of personal property swimmers and sunbathers bring to the area.

All residents and their guests are welcome to use the pool facilities in accordance with Manor Condominiums rules developed to assure a sanitary, safe, and relaxing environment.

POOL RULES

- A pool pass is distributed to each residence and should be displayed at the pool.
- All guests must display the pool pass or be accompanied by a Manor Condominiums owner.
- NO glassware, food (it causes ants), alcoholic beverages, or pets are permitted in pool area. Plastic containers are allowed.
- NO smoking, yelling, running, jumping, or diving is acceptable.
- Children must be accompanied by an adult at all times.
- Children of diaper age must wear appropriate leak-proof apparel.
- CD players, radios, TVs, I-pods, etc., may be played with earphones.

If you are the last person to leave the pool area, please: lower the umbrellas, lock both gates, and check that the bathroom doors are locked.

The pool is an amenity many residents want to share with friends and family. Do not be rude or admonish the children or guests of fellow residents. If a visiting child, teen, or adult's behavior is extremely inappropriate - take it up with the host of the guests or report it to the Building Directors.

MOVING IN AND MOVING OUT

- Directors must be notified of your moving in or out dates so that protective padding can be placed in the elevator.
- A deposit of \$300.00 is required against possible damage to common areas prior to moving in or out. Your deposit will be returned if inspection shows no damage to common areas and limited common elements.
- Keys and garage remotes should be passed to the new owner and realtor or left with management. (There may be a charge for missing garage remotes as they pose a serious risk to the building's security.)

EXTERIOR OF BUILDINGS Owners may not make changes to their unit that alter the building's external features. Replacement of windows with the owner's unit and doors leading to the owner's patio or balcony must match the glass color and profile of the building.

WINDOWS Windows should have white frames and glass panes to conform with the existing exterior of our buildings. An Architectural Request form needs to be filed with our management company for approval before installing new windows. Nothing should hang in windows at any time such as antennas, signs or other items.

WALLS No anchoring to exterior walls is permitted.

DOORS Doors should be white and have pane glass to conform with the existing exterior of our buildings or replaced with the same kind of door originally installed in unit when built. Renovation forms needS to be filed with management company for approval before installing new doors.

DECKS AND PATIOS Decks should be kept neat and tidy. There should be a limited amount of plants. No plants should sit directly on railings or be anchored to the building in with any permanent fixture i.e.: nails, screws, bolts, etc.

- No lights are to be strung on railings except during the holidays. Lights will be allowed from Thanksgiving until the middle of January.
- Patios should be kept neat and tidy. Limited amount of plants are allowed on patios (maximum 10). No owner can plant or remove flowers or bushes on common area without prior board approval.
- Only patio type furniture should be used on decks or patios. Storage of unused items is not allowed on decks or patios. Buckets, mops, rakes, brooms, and other such items are not to be stored on decks or patios.

FINE POLICY

THE MANOR CONDOMINIUM AT OXFORD HILL FINE POLICY - POLICY 8/22/16

Under the authority of the Declaration and By-Laws for The Manors Condominiums at Oxford Hill, the Board of Directors adopt the following rules regarding fines:

Anyone who violates any of the provisions of the Declaration, Bylaws, rules, regulations, or policy of the Association shall be subject to an assessment of a fine. This fine is in addition to the rights of the Association to suspend voting rights, making architectural changes and other items as outlined in the Declaration. Unless the Declaration, or particular rule or regulation sets forth a different fine, the fine shall be as follows:

1. \$50.00 for the first violation of a provision.
2. \$75.00 for the second violation of a provision.
3. \$100.00 for the third and all subsequent violations.

Persons Covered. The unit owner can be fined for the activity of the unit owner's family, guests, workers, or others at the complex under the unit owner's authority.

Appeal of Fines. No fine shall be final for a period of fifteen (15) days after the notice of fine has been sent via regular mail to the Unit owner. Within the fifteen (15) day period, the unit owner may request a hearing, send a written protest, or do both. If the Board does not receive a written protest, it may take final action upon such written protest or to collect additional information if it deems necessary.

If a hearing is requested, it shall be conducted informally with no rules of evidence except that the person being fined shall have the right to see any documentation or witness (if any) presented at the hearing.

Other remedies. Issuing a fine shall not prevent the Board from taking other authorized action as outlined in the Declaration such as physical removal or filing of a suit while the fine issue is pending. All legal fees and collection costs will be paid by the owner.

Final determination. If a written hearing request or protest statement is not received, the fine will be due twenty (20) days after the notice of fine. If there is a hearing or protest statement filed, no fine will be final until twenty (20) days after written notice of the Board's final determination is sent.

Contingent Violations. If a violation is of a continuing nature, a separate fine may be assessed for each thirty (30) days a violation continues.

ADDITIONAL BUILDING DIRECTOR ROATION SCHEDULE

Board Year	Building with 3rd Director
2012-2013	10367
2013-2014	10374
2014-2015	10381
2015-2016	10358
2016-2017	10367
2017-2018	10374
2018-2019	10381
2019-2020	10358
2020-2021	10367
2021-2022	10374
2022-2023	10381
2023-2024	10358
2024-2025	10367
2025-2026	10374
2026-2027	10381
2027-2028	10358
2028-2029	10367
2029-2030	10374
2030-2031	10381
2031-2032	10358