Guide to Condo Living, Edition II – Rules, Guidelines and Policies

Senior Resources

NSV IV

Revised and distributed 11/2018

Rules, Guidelines and Policies written by the Association Board under the Authority to Do So under the Association Bylaws and Amended Declarations, Federal, State and Local Laws and Policies

This 11/18 Version Supersedes Any and All Precious Association Interpretations including the Guidebook to Condo Living, Edition I and the Guide to Condo Living Handbook

If a conflict exists between this Document and the Bylaws and Declared Declarations then Bylaws and Declared Declarations control.

Remember: Follow the Rules, Guidelines and Policies

Approved by the NSV IV Association Board on this 8 day of November, 2018 attested too by:
Hazel B. Latham President and Wilma Fall Secretary

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NSV IV is a secured facility with security doors, a secured intercom and entrance system and a camera security system. All common areas, lobbies and halls are under 24/7 surveillance as well as some areas outside the facility such as the trash dumpster area.

GENERAL DO'S AND DON'TS

- Follow the rules, policies and guidelines. Fees can be assessed for violations.
- Do not discard unwanted mail in the mailroom or other common areas.
- Do not place items such as underwear, socks, wipes, t-shirts, wash clothes, etc., down toilets. Only waste paper such as toilet paper should be placed in toilets. (Note: damage caused by these items is very costly to repair.)
- Do not smoke in the common areas, including the mailrooms and restrooms. Please discard cigarette butts appropriately when smoking outside the buildings.
- The items in the common areas are NSV IV Condo property. Do not remove such items from the common areas. This includes furniture, flowers, pictures, coffee pots, kitchen supplies and restroom supplies, i.e., toilet papers, towels, etc.
- Do not discard or leave trash and other unwanted materials in the common areas. One person's trash is not always another person's treasure.
- Do not leave waste and other trash on restroom floors and counters; please clean up after yourself. While we have cleaning services performed every two weeks, we all need to help keep these areas clean.
- Do not bump walls with the grocery carts and other equipment. Doing so creates unsightly marks and damages.
- Do not write on the postings placed on the bulletin boards. Do not rip, tear or destroy postings.
- Be careful not to spill on the carpets in the common areas. Drinks seem to be the most common spillage. Leakage from trash bags being transported to the dumpster is also common. Exercise extra care with drinks and garbage.
- Dogs are required to be on a leash while in the common areas and halls, including the grounds outside the buildings. Cats are not permitted outside the condo unit.
- Do not perform or commit any illegal activities in the common areas, i.e., selling of drugs, prostitution, etc.
- Obey the posted speed limit of 10mph.
- Do not let strangers into the buildings. Guests, service personnel and health aides, etc., must be given aces only by the resident they are coming to see.
- Do not prop open the security doors for any reason. No exceptions.

Owner and Resident Responsibilities and Other Pertinent Duties

Living in a condo building, which is certified for individuals over 55, brings with it a number of owner and resident responsibilities and obligations to have a complaint safe, secure and pleasant facility and home.

- 55 and Above Age Requirements. All residents are required to have a government issued photo ID that substantiates the resident is 55 or above in age. Every two years the Board is required to take a survey to prove NSV IV is meeting the 55 and above age requirements under the various laws we are subject to.
- Key Program. The Association provides a program that makes available unit keys in case of an emergency. You should have a door key(s) in the lock box in the elevator room. A limited number of individuals have keys to the elevator room and key lock box. If for any reason your door would have to broken into, the resident is responsible for repair and replacement of the damaged door. Estimates of door replacement are upwards to a $1000. Participation provides safety and security and could save a resident many dollars.
- Damages. We continuously have questions about owner and Association liability for such things as leaks, intercom systems, etc. The easiest way to describe the policy is that the unit owner is responsible for what goes on inside the *four walls* of his/her condo. Under this *four walls rule* the condo unit owner is also responsible for damage in others areas outside their unit when the damage stems from the initial incident in their unit. For example, when a leak in your unit leaks into another unit, you are responsible for the damage in that unit. The Association is responsible for damages outside the *four walls* or all the common areas. The responsibility can be difficult to assess. We strongly suggest you contact a Board member to assist in this assessment before proceeding with repairs. Please note that in addition to inside the *four walls*, under the condo bylaws owners are also responsible for maintenance and repair of Florida rooms, patios, balconies, windows, doors and patio enclosures and cement floor in patios and Florida rooms. Replacement of these items must match the current décor.
- Changes and Improvements. Any changes or improvements made within the *four walls* of a unit is at the prerogative and expense of the Owner. Unless structural, notice to the Board is generally not required. Improvements of common areas, etc., is at the prerogative of the Association Board. Please notify the Board, in writing, before proceeding with any improvement, change or replacement. The

exception is flowerbeds and shrubs surrounding Florida rooms and ground level which are the responsibility of the resident. If a resident fails to maintain, the Board may do so at the expense of the resident.

- Moving in and Out. When moving in or out the Association Board must be notified prior to a move. Pads will be placed in the elevators. Keys must be returned if moving out. The Association by-laws and other condo policy documents should be left for the next resident. When moving in, if you do not receive condo policy documents, contact the Association Board Secretary. Any trash should be placed inside the dumpster. Charges will be incurred for removal of trash left outside the dumpster. These charges will be collected from the owner or resident.
- Insurance. All condos must have condo insurance that covers damage inside the four walls and other contents. Several years ago, the Association deductible was increased from $1000 to $10,000. Consequently, your personal condo insurance needs to be sufficient to cover your portion of the $10,000 deductible. The amount of insurance is a resident or owner decision. The amount of risk you are willing to assume is your decision. You should regularly review your coverage with your agent to prevent surprises. Or you make contact the Association's agent, Han Schell, State Farm, 614-888-0606.
- Board Meetings. The Association Board meets monthly, unless needed otherwise. Board meeting attendance is limited to officers and the Association Treasurer. Residents and owners may request to appear before the Board by placing such request in writing and discussion is limited to the specific matter the owner or resident wish to have addressed by the Board.
- Annual Meetings. The Annual meeting for residents and owners is held during the during the first quarter generally towards the end of February. Notice of the meeting is made via bulletin board postings and mailings. At the Board's prerogative, additional resident/owner meetings may be held. Please Note: These meetings are limited to owners and residents.
- Records. Owners may request to see Association Board records. Records are available to view during normal business hours. Contacting any Board member and completing a requisite form can obtain approval to view. Please note only owners can view the records. Renters of units do not have such s right according to the Association Bylaws.
- Rule Violations. The Board has the right to take authorized action against residents and owners for any violation of the Rules, Guidelines and Policies. This includes levying of fines and interest; legal action including placing liens on units, etc. The resident or owner will also be held responsible for all costs incurred to take such action, i.e., legal fees and costs. Follow the Rules!

- Common Area Damages. If damage to common areas occurs, the resident or owner who caused the damage is responsible for the costs to repair. This includes damages from moving in and moving out. Lack of payment of damages will result in interest and possibly other collection action.
- Grocery Carts. Grocery carts are provided for use by residents and their guests. Carts are stored in three areas: the stairwells in both lobbies and the center entrance/exit. When you have finished using the grocery cart, it should be returned to its proper storage area. Carts should not be left elsewhere.
- Water. Your condo fees provide water. Use of water is limited to the resident. Guests and others should not use your laundry facilities. Washing of cars is limited to residents only. Cars can only be washed at the water outlet located by the dumpster.
- Guests. Residents can have guests for a limited time, generally two weeks. Beyond two weeks is permitted as long as the time is reasonable and the Board is notified. The Board reserves right to disallow guests at the Board's prerogative. Long-term guests are never permitted. If a guest stays long enough that they take on the status of a resident, they must meet all the requirements of a resident, including but not limited to, being 55 or older. Longer-term guests under the age of 55 are never permitted except for medical or health emergencies.

Policies on Signage

Signs are permitted on limited uses:

- Signs may be placed on the bulletin boards in the lounges. Residents may post in the areas provided on the bulletin boards.
- Signs can only be placed on the bulletin boards. Signs cannot be hung by tape or other devises on the walls of the common areas.
- For Sale signs may be placed inside the condo unit being placed for sale for a reasonable period of time.
- For Rent signs are strictly prohibited.
- Signs that identify location of a party or event in the common areas are permitted for a reasonable period, i.e., shortly before the event begins. Signs must be in good taste and can only be placed at the entrance to the affair.
- Signage on cars and other vehicles is prohibited until approved by the Association Board.
- Signs and other hangings may be placed on individual condo unit doors provided they are in good taste.

SAFETY AND SECURITY PRACTICES

Safety and security is the responsibility of us all. Best practices include:

- Keep condo unit doors locked at all times.
- Keep vehicle doors locked at all times.
- Never prop open security doors. Do not use tables, cloths, wallets, canes, etc. to prop doors open. Propping open doors for any reason compromises the security of our community. Violators can be assessed a fee and have other action taken for propping open the security doors. Absolutely no exceptions.
- Do not prop open fire doors for any length of time and without supervision. To do so decreases the effectiveness of the buildings fire safety walls. All fire doors and stairwell doors should be pulled and shut tightly so fire protection is not compromised. Please check doors as you enter or leave.
- Do not allow guests and others to enter the building via the intercom system until you have sufficiently identified the individual requesting entry.
- While we will all want to be helpful and courteous, do not provide building entry to individuals who are not your guests. Even if they look like they belong, they may not.
- Be watchful of individuals and vehicles on the NSV IV property (both indoors and outdoors.) Suspicious individuals should not be approached but rather an Association officer or the authorities should be contacted. If you do approach strangers, do so with kindness and courtesy.
- Exercise caution outside the building, entering or exiting by remote doors and walking of dogs especially after the sun falls.

Emergency – Call 911 Police – 614-461-9931 Fire – 614-724-0935

USE OF THE EAST AND WEST LOUNGES

The East and West Lounges are for the use of residents at no cost to them. Registering on the sign-up sheet posted in the Lounge kitchen can reserve either lounge. The lounges are for gatherings of 8 to 30 people and can only be used for resident activities. Use the sign-up sheet in the kitchen to reserve and inform the Board Secretary. Friends and relatives are not permitted to use the lounges for their own activities. The resident reserving the lounge must be in attendance at the gathering.

Rules for use of the lounges:

- The resident is responsible for any and all damage to common area property occurring during the gathering. Please report any damage as soon as possible to an association officer.
- The lounge must be cleaned and left in the same condition as it was before the event. This means cleaning the kitchen area, removing all trash and debris, wiping off the tables, sweeping the carpet and retuning all furniture to its original placement.
- Please turn off all small appliances (e.g., coffee pots) and return to where they were; do not place elsewhere. Turn off all lights.
- Residents or guests cannot adjust the room temperature. Only a board member has the key to the box to adjust. Contact a Board member prior to the event to make any adjustment to the room temperature.
- You will need to furnish your own supplies including trash bags and dish cleaning soap. Do not use the supplies in the common areas. (These are for Association sponsored events.)
- Do not allow guests to roam the hallways or use the other common areas in the buildings without your supervision.
- Smoking is prohibited in the lounges, restrooms and all common areas. If smoking occurs outside during the event, please dispose of cigarette butts appropriately.
- Signs and other decorations may be hung or displayed in the lounge. They may be placed outside the building on at the entrance to the event shortly before the event begins. They must be removed immediately after the event is over.

* Note: Failure to follow these rules can result in loss of the privilege of using the longue and / or fines or other actions.

RESPECT FOR OTHERS

In the condominium style of living it is crucial for all to use common sense and exhibit consideration of others – residents, their guests, repairmen and other visitors.

- Follow the NSV IV Rules, Policies and Guidelines
- Show respect and use good judgment
- Be friendly
- Try to resolve issues in neighborly fashion. Talk directly, face to face to others to resolve issues. This can often result in resolution.
- If you desire to send written notes to other residents, please always sign your name. Anonymous notes are more difficult to resolve.
- When encountering a person you do not know, understanding security is an upmost concern, exercise balance between inquisitiveness and friendliness. Residents, family and friends of residents, repair and servicemen and others who are permitted to be here should find our NSV IV to be pleasant and friendly.
- If you encounter a stranger who appears not to belong, a threat or danger, etc., exercise caution. Contact an Association officer or the appropriate authorities. Do not be hesitate to call 911.
- Make special efforts to welcome new residents. Attend NSV IV's social events.
- Impromptu gatherings, get to together, etc., are encouraged. We have multiple beautiful lobbies and common areas that are wonderful for impromptu gatherings.
- Follow NSV IV rules, policies and guidelines. This results in less confrontation and stress.
- Watch for packages and mail left unattended either in the mailroom or at a resident's door. If possible safeguard it until it can be delivered to the resident.

RULES REGARDING PETS

- Residents are permitted to have pets. See By-laws for specifics. Residents may have one small dog. Residents may have two cats.
- Cats must be house cats and are not permitted outside a condo unit except when being transported for medical attention or grooming. In doing so, cats must be placed in a cat carrier.
- Dogs must be on a leash when outside a condo unit. No exceptions.
- Dogs are not permitted to be walked in the hallways except to enter or exit the building.
- Dogs are not permitted in the lobbies except when being taken to and from entrances and exits.
- Dogs may be walked outside the building provided they are leashed. Dogs or cats cannot be left unattended or left to run in hallways and the common areas. Dogs cannot be tied to a leash and left unattended either inside or outside the buildings.
- Owners must clean up dog feces and waste. Note this is a City of Columbus ordinance.
- Excessive dirtying of stairwells and halls by a dog is the responsibility of the resident to keep clean and sanitary.
- Owners must control noise, barking, etc., as to not unreasonably impact the comfort of others.
- Visiting pets are subject to the same rules as resident pets.
- Any companion dogs, etc., should be identified to the Association Board. Proof of such certification must be provided.
- All dogs and cats are to be properly vaccinated and licensed as required under City of Columbus ordinances. The Board has the right to request such documentation, if needed.

* These rules only apply to residents living here before January 2016. New residents moving in after January 2016 are not permitted to have dogs.

TRASH DUMPSTER

The dumpster for disposal of trash and other debris is located at the east end of building 3939.

- The dumpster is for use by residents only.
- Trash should not be placed outside the dumpster.
- Throw trash as far back as possible into the dumpster.
- Breakdown boxes before placing them in the dumpster.
- Charges incurred from the dumpster company for items placed outside the dumpster or other violations of these guidelines are the responsibility of the resident who will be assessed for these charges.
- Cameras have been placed at the dumpster area to provide a safe and secure area.

STORAGE AREAS

Locked Storage areas are located on each floor of buildings 3939 and 3941. Each condo unit is assigned ONE storage area; no exceptions.

- Items must be within the designated storage space.
- Residents or owners are entitled to only one spot. Storage areas cannot be leased or have the use of given to anyone including landlords. Bottom line – only one space per condo unit.
- Items outside a designated space are subject to removal without notice.
- Dangerous, hazardous materials, trash and debris should not be placed in storage areas.
- Turn out the storage room lights. Make certain the storage room door is secured tightly when exiting.
- Storage rooms are secured areas. Residents are provided a security key, which should not be given or shared with others.
- Use of the storage rooms is monitored by a camera security system.

Guidelines for the NSV IV Exchange and Placement of Foods and other Items in NSV IV Common Areas

- ✓ The Exchange is free. All items are donated. All items are free to take.
- ✓ The Exchange is for use of NSV IV residents only.
- ✓ Only non-perishable items should be placed at the Exchange. Perishable items (e.g., bread, pastries, produce, etc.,) should be placed in the East Lobby and West Lobby. Perishables should not be placed in the second and third floor common areas.
- ✓ All items placed in the Exchange should be clean, in good working order and otherwise in good/useable shape. Garbarge should never be placed in the Exchange.
- ✓ On occasion the Exchange will be cleaned and those items that have been there a long time will be removed.
- ✓ The NSV IV Exchange is the main location for residents to place unwanted goods that may be another's find.
- ✓ That being said, items placed in the East lobby and West lobby should be keep to a minimum. They should be small and light in weight. They will be allowed to remain in the East and West lobbies for two days before being disposed of or being moved to the Exchange.
- ✓ Everyone's cooperation is needed so that our lobbies and common areas remain clean and enjoyable for all.
- ✓ Questions, concerns should be addressed to any Association Board member or placed in the Suggestion box located in either lobby.

DRIVEWAY, PARKING LOT, and CARPORT GUIDELINES

These rules apply to all residents, guests, service providers and commercial vendors. Please obey at all times. These rules have been promulgated to provide for the safety and security of all those using the driveways, parking lot and carports.

Failure to follow these rules and guidelines can result in warnings, penalties and vehicle towing (at owner's expense.)

- Resident's cars must be registered with the Association Secretary. Any changes (new car, license plates, etc.), must also be reported.
- The drive and parking lot speed limit is 10MPH. Strict adherence to the 10MPH limit is expected at all times. Please be alert and cautious of pedestrians and foot traffic entering and exiting the parking lot.
- The parking lot is not a playground and should not be used as such.
- Carports (parking spots 1-40) are assigned by the Board to individual units and should be used by the resident or guest of the assigned unit. Carports may be rented to other residents; however such leases should be reported to the Association Secretary prior to their being entered into.
- All other parking lot spots are on a first come, first serve basis. There is not any reserved parking or parking lots.
- Handicapped designated spots are restricted for use by residents and guests of residents having a handicapped designation from the State of Ohio. Handicapped spaces are on a first come, first serve basis. Handicapped spots cannot be used by outside vendors or service providers. Handicapped spaces should not be used for long-term parking. If you plan to park for more than 2-3 days, please use a regular parking spot.
- Large vehicles such as trucks, full size vans, large SUVs, campers, trailers, etc., should be parked on the south side of the parking lot. Parking on the front of the buildings is not permitted.
- The lined areas outside the main doors are for short and temporary parking while unloading groceries, etc., and picking up or dropping off residents and their guests. Vehicles should never be left for extended periods and left unattended while parked in the striped areas.
- Whenever a resident is going to be away for an extended period of time (two weeks or more), the Association Secretary should be notified.

- When a guest of resident plans to park in the parking lot or carport for more than two days, the Association Secretary should be notified.
- The parking lot is for parking of operational vehicles only. Broken down cars etc., should not be parked in the parking lot.
- Vehicles cannot be parked in the snow-designated areas during a snow emergency (generally 2 or more inches of snow and / or ice.)
- Vehicles cannot be parked in the fire truck designated areas (at the west end of the Village) at any time.
- Cars can only be washed at the east end of the building (by the trash dumpster). Washing facilities are only available and can only be used by Village residents.
- Only minor repairs (such as tire repair, work to jump-start a battery, filing of a radiator, adding oil. etc.) are permitted to be preformed on cars while parked in the parking lot. Extensive repairs (including oil changes) are not permitted.
- Residents and their guests should not park in NVV III.
- Illegal activities, such as drug trafficking, are not tolerated. Any suspicious activity should be reported to a Board member and / or 911 should be called.

POLICIES FOR SEWAGE / TIOLETS

In order to keep the building sewage system running efficiently keeping repair costs to a minimum the following policies must be obeyed.

- Toilet facilities are for human waste and toilet paper only. Items such as underwear, socks, large wipes, t-shirts, washcloths should never be placed in toilets.
- Food products should never be discarded down drains.
- Garbage disposals should be used for small scraps and used as indicated by the disposal's instructions. Food scraps that can clog the drainpipes should not be placed in garbage disposals.
- Every attempt will be made to identify the violators of these policies who will be held responsible for costs of repairs, etc.
- It is the responsibility of residents to inform guests, including health aides of these policies.

Condo Fees and Assessment of Late Fees

- All condos are assessed a condo fee on a monthly basis.
- **Payments are due on the 5th of each month. The grace payment due date is the 15th.**
- All payments received after the 5th of the month are considered late, however the Association allows a processing grace period of 10 days.
- Payments received after the 15th will be assessed at $25 late fee penalty.
- Additional $25 late fees will be incurred on the 16th of each subsequent month the fee is late. For example, if January's fee is not received and deposited to the Association's bank accounts by January 15th, a late fee of $25 is charged on January 16th. If the payment is still not deposited by February 15th, an additional $25 fee is charged.
- Partial payments of the monthly fee will incur late charges in the same manner as fully delinquent fees.
- Payments are applied to the oldest outstanding balance.
- The late fee policy will be strictly adhered to. It pays to pay on time.
- A lockbox is provided in the kitchen area of each main lobby as a convenient way to pay the monthly condo fee of $150. Please drop check into the box; do not use envelopes.
- Condo fees can also be mailed to:
  Northland Senior Village IV
  ATTN: Treasurer
  3939 Karl Road
  Columbus, OH 43224

Senior Resources

Authorities

Emergency – Dial 911
Police – 614-461-9931
Fire – 614-724-0935

Public and Private Senior Support Agencies

Gillie 50+ Center (Activities, Exercise, Meals, Nursing, Nutrition)
2100 Morse Rd. Suite 4625
Columbus, OH 43229

Franklin County Office on Aging
614-525-5230

LifeCare Alliance (Meals on Wheels,
Nutritional Programs, Health and Support Services)
614-278-3130

Mid Ohio Food Bank
614-274-7770

Healthy Homes (Help in securing affordable, safe housing)
614-645-3111

Franklin County Senior Options (Home Health Care, Emergency
Response Systems, medical transportation, minor home repairs)
614-525-6200

Columbus Passport Program (Area Agency on Aging)
800-589-7277

Family Services (EBT food cards, Healthcare, free cell phones, Medicaid services)
614-525-4348

Veteran's Services
614-257-5200

Franklin County Office of Aging (Adult Protective Services)
614-525-5230

Social Security
1-800-772-1213

Golden Buckeye Card
Applications available at most Public libraries

Forms for Wills, Living Wills, etc.
Free forms for wills, living wills, etc.,
are available from the Franklin County Recorder's
Office at 614-525-5930

Other Governmental Agencies

Internal Revenue Service – 1-800-829-1040
Ohio Motor Vehicles – 614-752-7600
Board of Elections – 614-525-3100

Cable, Telephone, Internet Providers, Utilities

WOW – 855-526-6021
Time Warner – 1-800-686-2200
AT&T – 855-0468-2900
Direct TV – 855-326-5021
AEP – 1-800-277-2177

Local Hospitals

Grant – 614-566-9000
Mt. Carmel East – 614-234-6000
Mt. Carmel West – 614-234-5000
St. Ann's – 614-898-4000
New Albany – 614-775-6600
Riverside – 614-566-5000
Ohio State Medical Center – 614-293-8000

Columbus Public Library

5590 Karl Rd Branch – 614-645-2275
4093 Cleveland Ave Branch – 614-645-2275

*Watch the mailroom and Lobby bulletin boards for additional information that is posted as information becomes available.