

THE CONTINENTAL CONDOMINIUMS
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CONTINENTAL POLICY #1

Subject: POLICY AND PROCEDURES FILE OR MANUAL

Policy:

1. Policies shall be developed on subjects deemed appropriate by the Board of directors. All policies and procedures shall be approved, amended or eliminated by a majority of the Board of Directors.
2. The Property Manager shall maintain the Master File of all approved policies and assign each one an appropriate number and record the date on which it was approved.
3. The Master File shall be made available to any owner upon request.
4. The Property Manager shall post all newly approved policies on the Association Bulletin board for ten (10) days immediately after approval.
5. All new owners shall be given copies of all approved policies prior to their closing on the purchase of any unit.

CONTINENTAL POLICY # 2
Subject: ENFORCEMENT POLICY

Background:

The Continental's governing documents do not grant the Board of Directors the right to act as a mediator or arbiter of a dispute between neighbors. The Board is empowered simply to enforce the Association Rules as noted in the Master Deed, By-Laws and Rules and Regulations. So long as the dispute appears to be between two residents, the duty of the Association is to remain uninvolved. That duty changes if a third party, such as the police or Management company employee, or witnesses verifies a claim of a clear Rules violation.

Under no circumstances will the Board allow the Association to be used as leverage to compel a resolution to a personal dispute. No member of the Board will use threat of Association enforcement to address a personal dispute. It is the intent of the Board of Directors, by and large, to let our homeowners live their lives with minimal restrictions. If intervention by the Association is necessary, it will be handled with fairness.

Policy:

1. The Board of Directors has adopted the following procedures for violations:

One – a warning letter from the Management will be sent stating the complaint, the violated rule of the Association, and the escalating fine schedule for future complaints. In many circumstances this resolves the issue with no further action.

Two – This general fine schedule will apply for additional complaints on any future violations:

\$100.00 for the second complaint

\$150.00 for the third complaint

\$200.00 for each subsequent complaint

This schedule does not limit the Board's authority to set aside these normal steps in order to address egregious Rules violations, or not to apply a fine if the Board deems the circumstances warrant a lesser response.

Three – Fines are due at the same time as the monthly assessment following the date that the notice of the fine is written. If the fine is not paid at that time, an additional charge of \$10 will be added to the amount of the fine at the close of business on or before the tenth (10th) of the month. A \$10 fee will be added to the cumulative amount each month until the fine is paid. Refusal to pay may result ultimately in a lien on an owner's unit. Homeowners will be responsible for costs associated with the collection of fees, administrative fees, legal fees and attorney fees as the case may be.

2. The Board has the discretionary authority to take more assertive action. For example, the Board can charge a resident for the replacement or repair costs for damages. The Board may issue fines for architectural improvement violations. In addition, the Board can revoke privileges, such as loss of access to the party room, pool, or exercise room.

RIGHT OF APPEAL:

Upon receipt of a fine notification, the recipient will have ten (10) days to submit a written defense with appropriate evidence to the Board of Directors. The Unit Owner will be notified immediately following the Board's decision to rescind or enforce the fine.

At this point, the owner may request a hearing with the Board. The Board shall provide the Unit Owner with a written notice that includes the date, time and location of the hearing. At the hearing, the Board will hear and consider arguments, evidence or statements regarding the alleged violation first from the person signing the incident report, and then from the alleged violator together with witnesses. The Board will allow rebuttal testimony. Following the hearing, the Board will consider the evidence presented. At the discretion of the Board, the Board may rescind the fine or maintain the original assessment. If a member of the Board has been a participant in the hearings, s/he will abstain from voting. The Board's decision will be final and the owner will be notified of the decision in writing.

VIOLATIONS OF LAW:

Some behavioral issues are regulated by municipal, county or state law, such as excessive noise or public consumption of alcohol. In those types of circumstances, where the law is clear, the Association defers to the civic authorities for enforcement. A Condominium Owners' Association (COA) is not a substitute police force or municipal court.

If police respond to resolve an incident related to a resident for behavior, upon receipt of documentation, the Board will send an initial warning letter stating that the behavior is unacceptable and that fines will be issued for future police responses.

The terms of the Master Deed, Charter and By-Laws supersede the terms of this enforcement policy.

CONTINENTAL POLICY # 3

Subject: EMERGENCY RESPONSE PROCEDURES FOR RESIDENTS & GUEST

Background: Emergency response procedures include windstorm, tornado watch or tornado warning, fire, water leaks, power outages, removing special needs residents from the building and emergency coordination. This policy is designed to preserve the safety and well-being of all residents and guests.

Policy:

1. WINDSTORM, TORNADO WATCH OR TORNADO WARNING

If a weather WARNING is issued, immediately stop what you are doing and go directly to one of the rooms on the LOWER LEVEL of the building which does not have windows, such as the storage room or the fitness room. If you are unable to get to the lower level, immediately go to and wait in the nearest stairwell. Wait there for further instructions.

Anytime you are in your unit and feel the weather conditions are threatening (wind, tornado watch or other), going to the lower level or to the nearest stairwell to wait out the storm is prudent.

2. FIRE

If you see a fire or smell smoke anywhere in the building, immediately activate the closest fire alarm. Take the stairwell nearest your location and leave the building. Call 911 as soon as you are in a safe place.

If you learn about fire occurring anywhere in the building either from the fire alarm or by word of mouth, please follow the Fire Marshall plan for your location in the building which includes exiting the building by the stairways (not elevators) as quickly as possible. If you are not able to walk down the stairs, wait in the nearest stairwell.

Do not attempt to remove any personal items from your unit. By doing so, you may waste precious time that could cost you injury or your life.

Attached are examples of:

- A. Evacuation floor plan that is posted on the wall between the elevators on each floor.
- B. Copy of the location of the designated assembly points posted on the stairwell doors of each floor.
- C. Copy of the Designated Assembly Point sign posted at the West end of parking sheds A&B (RED) and West end of parking sheds D&E (BLUE).

Do NOT take the elevators in the event of a fire.

3. REMOVING SPECIAL NEEDS RESIDENTS FROM THE BUILDING

Do NOT attempt to remove residents who need assistance. A current list of all special needs residents is immediately available to emergency personnel who are specially trained and responsible for removing these residents from the building.

CONTINENTAL POLICY #4
Subject: ELECTION POLICY

Policy:

1. TEN WEEKS PRIOR TO THE ANNUAL MEETING

The Board of Directors will appoint an Election Supervisor (a non-Board member).

2. NINE WEEKS PRIOR TO THE SCHEDULED ANNUAL MEETING

The Election Supervisor will:

- a. Select 2 other Committee members (non-Board members)
- b. Coordinate with Property Management to determine the appropriate way to notify all Association members (unit owners) of the meeting, in line with Bylaws Article I, Section 5 on how owners receive official notices.

3. EIGHT WEEKS PRIOR TO THE SCHEDULED ANNUAL MEETING

The Election Supervisor will send a letter to all Association members announcing the upcoming Annual Meeting and the importance of the election, and inviting all owners who want to run for the Board to complete the enclosed Director Candidate Biographical Form (Revised in 2021). Forms must be returned to the Election Supervisor by six weeks prior to the Annual Meeting.

4. SIX WEEKS PRIOR TO THE SCHEDULED ANNUAL MEETING

Should the number of candidates be less than the number of vacant positions, the Election Committee will seek additional candidates. Should one of the committee members be a candidate, then a substitute (non-Board member) will be recruited. This process must be completed within ten days so that all submitted Director Candidate Biographies are received by the Election Supervisor thirty days prior to the scheduled election.

The Election Supervisor will have the responsibility to certify that all interested candidates are eligible to run (see Article II, Section 2 of the Bylaws). Once the candidates are confirmed, their names and biographies will be posted in the mailroom.

5. THIRTY DAYS PRIOR TO THE ANNUAL MEETING

The Board Secretary will send the official notice of the Annual Meeting to all Association members as specified in the Bylaws Article 3, and Article 1 Section 5.

6. TWO WEEKS PRIOR TO THE ANNUAL MEETING

The Election Supervisor will distribute a packet to each Association member (on site and off) that will include:

- a. Biographies of all candidates
- b. A proxy to be used by members not able to attend the meeting
- c. An envelope addressed to the Property Manager for returning the proxy
- d. The announcement for the date of the "Meet The Candidates" forum

7. ONE WEEK PRIOR TO THE ANNUAL MEETING

A "Meet the Candidates" forum will be held in the party room, hosted by the election Supervisor. Each candidate will be given an opportunity to give a short introductory speech, followed by a question and answer period for the Continental Condominium owners.

8. REGARDING PROXIES:

- a. Only the proxy form included in the package from the Election Supervisor may be used. The proxy will be valid for the first round for both names, and for any subsequent rounds as long as either of those voted for is still a candidate.
- b. All proxies must be assigned to another Association member (unit owner) by name and unit number.
- c. All proxies must be delivered directly to the Continental Property Manager at least three business days before the election. If a member is physically unable to return their proxy to the Office, they may contact the Election Supervisor who will then hand-deliver the proxy directly to the Property Manager.
- d. For the sake of integrity, proxies cannot be solicited by or held by any Board Director or any candidate.

9. AT THE ANNUAL MEETING:

As Association members arrive they must sign-in for the meeting with Property Management Staff. They will be handed a ballot for the unit they own. All owners must check in with the Election Committee before being seated.

All candidates will be seated in the general audience during the Association meeting scheduled for the election.

The Association President will open the meeting and will ask the Property Management Staff to verify that a quorum (*defined in the Bylaws as a majority of the total ownership of the common elements*) is represented either in person or by proxy. If there is no quorum present, the meeting will be reconvened within seven days to conduct the election.

After any other Association business is completed, the President will turn the meeting over to the Election Supervisor.

At this time proxies will be distributed and owners will be given time to vote. Member ballots will be collected and tallied by the Property Management and the Election Supervisor.

Note: Nominations from the floor are not in order, since all Association members would have had ample time to apply, and any new nominations would not have been part of the process outlined above.

In order to expedite the voting process if a second vote is required and there are more than two candidates, the one candidate holding the least number of votes will be dropped from the next balloting. This pattern of voting and tallying will continue until two candidates have received a majority of the votes cast.

CONTINENTAL CONDOMINIUM ASSOCIATION, INC.

I (A) _____, Owner of Unit # _____ %
Principal (owner) *Assigned by Office*

do hereby appoint: (B) _____ Owner of Unit # _____
Proxy Holder (owner)

to vote on my behalf regarding the below subject matter at the quarterly meeting of the members of the Continental Condominium Association, Inc. to be held in the party room at 1414 Continental Drive, Chattanooga, TN on **Day, Month, Year - Time**

and at any adjournment thereof as indicated on this proxy. If this proxy is returned to the Continental Management Office without a designated proxy holder, the proxy will count for quorum purposes only. If I have not indicated how I wish to vote, then the proxy holder has the right to determine the selection on my behalf.

With regards to any other business that may require a vote during this meeting, the proxy holder may vote as he/she deems appropriate (unless indicated otherwise below).

Signature: _____ Date signed by Principal: ____/____/____

Election of two Board members to replace Directors who will rotate off of the Board
Please vote for two only:

- Candidate #1 _____
- Candidate #2 _____
- Candidate #3 _____
- Candidate #4 _____

**RETURN THIS PROXY IN THE SEALED ENVELOPE addressed to:
Management Office Continental Condominium
Important!!
This proxy must be signed and dated by the
Principal to be valid. *Revised 2021***



The Continental

CONDOMINIUM

1414 Continental Drive, Chattanooga, TN 37405

Director Candidate Form

If you are interested in serving on the Board of Directors for the Condo Homeowner Association, please complete the information below and return this form to the Management Office no later than **Date & Time**

Date: _____

Candidate Name: _____

Owner/Unit #: _____

Biography: Please write a brief biography below. You may want to include information about your family, professional background, Chattanooga connections and/or why you decided to live at the Continental. I'm sure the owners would also like to know what you feel you can contribute to the Association through your service on the Board. *What you choose to share is completely up to you.* If you have any questions, please contact the Election Supervisor.

Feel free to continue on the back side of the form.

Revised 2021

CONTINENTAL POLICY # 5

Subject: ORIENTATION FOR APPROVED NEW BOARD MEMBER CANDIDATES

Background:

New Board members are nominated in May prior to the election in late June. These nominees are obligated to prepare for the requirements of their new position, should they be elected.

Their position on the board may require important actions be addressed in the first two months of their tenure, including financial issues, management issues, election of officers and setting of goals and objectives.

Policy:

BOARD ORIENTATION PROGRAM WILL COVER THE FOLLOWING:

- A. Duties and Responsibilities of Officers:
 - 1. Review of the Board Policies and Procedures
 - 2. Review of the continental Master Deed, By-Laws and Rules
 - 3. Brief introduction to the Tennessee Horizontal Property Act
- B. General review of budget, explanation of Operating Budget, Reserves, Income and Expenditures
- C. Review of Board committees, membership, purpose and authority
- D. Review of necessary actions to be taken soon after the election:
 - 1. Elect new Board officers
 - 2. Review and set Board meeting schedule
 - 3. Update Board committees
 - 4. Set Board goals and objectives

IMPLEMENTATION:

The Board President or his designee will be responsible for having each topic covered by knowledgeable facilitators selected from the following groups:

- Existing and carry-over Board members
- Committee Chairpersons
- Residents with experience or expertise
- Management staff

CONTINENTAL POLICY # 6

Subject: OWNER INITIATED PROJECTS FOR IMPROVEMENT OF COMMON AREAS

Background:

From time to time, an owner or group of owners will seek to take on a project to improve a common area or to contribute an item such as fitness (recumbent bicycle, treadmill) or electronic equipment, TV, fireplace, furniture etc.

Policy:

The details of any owner-initiated project should be introduced to the appropriate Board committee during a scheduled meeting when the majority of committee members are present. Where there is no appropriate committee, owners should approach the Property Manager, who will fill the role of the committee representative in the process outlined below.

CONTINENTAL POLICY # 7

Subject: MANAGEMENT OF REPAIRS AND UPGRADES TO THE BUILDING AND PROPERTY

Background:

Repairs and upgrades to the building and property are continuous. The responsibility and accountability for their successful accomplishment are critical to the continued viability of the Continental.

Policy:

The Property Manager shall be responsible for the execution of all approved repairs and upgrades to the property and building, both inside and outside.

The Property Manager may call upon competent resources to complete projects as s/he sees fit, with the approval of the Board of Directors as required.

CONTINENTAL POLICY # 8

Subject: RECORDS AND DOCUMENTS RETENTION

Policy:

1. In order to track previous work the Association will retain, under the care of the Property Manager, all records, contracts and documents regarding maintenance and improvements to the building and property,.
2. These files must be kept categorized according to vendor with a cross reference to the type of work the contractor performs.

CONTINENTAL POLICY # 9
Subject: DELINQUENT ACCOUNTS AND LIENS

Background:

The Master Deed 9. Common Expenses states in part:

“No Unit Owner shall be exempt from payment of his proportionate share of the Common Expenses by waiver or non-use or non-enjoyment of the Common Elements or by abandonment of his Unit. If any Unit Owner shall fail or refuse to make any such payment of the Common Expenses when due, the amount thereof together with any reasonable late charges and further, together with interest thereon at the maximum contract as may then be permitted under the law of the State of Tennessee from and after the date said Common Expenses are assessed shall constitute a lien on the interest of such Unit Owner in the Property and his Unit as provided in the Act.”

Policy:

In order to ensure that all delinquent monies owed the Association are collected, the following procedures will be followed:

1. All monthly assessments, special assessments, and any maintenance charges are due in full on the first calendar day of each month.
2. If all monies due are not collected by the 10th calendar day of each month, a delinquency notice will be issued to the offending owner stating that he/she is delinquent and will be charged a \$25.00 late fee plus 1.5% interest per month until such monies owed are paid in full.
3. All payments will be applied to account balances in the following order:
 - a. Past due assessments
 - b. Past due late fees
 - c. Past due incidental fees (work orders, locker rental, etc.)
 - d. Current assessments
 - e. Current late fees
 - f. Current incidental fees
4. If said delinquent accounts are still outstanding (all or any part) on the 1st calendar day of the following month, a notice will be sent to the owner on the 2nd calendar day stating that if all accounts are not paid in full by the 15th calendar day of the month, the following will take place:
 - a. Legal action will be initiated to take possession of the unit. Any and all legal fees associated with this action will be charged to the owner.
 - b. The enjoyment rights to the use of the Common Elements including the reserved covered parking space(s) will be immediately suspended.

CONTINENTAL POLICY # 10
Subject: BOARD MEETINGS

Policy:

All official Board meetings, with the exception of Executive sessions, shall be open to all owners. These meetings are scheduled at the discretion of the Board President and the Directors, and in accordance with the By-Laws.

All regularly scheduled Board meetings shall be posted on the bulletin board in the mail area. Special Board meetings called for the purpose of a critical issue shall be posted there as soon as they are scheduled.

CONTINENTAL POLICY # 11
Subject: CONTRACT BIDDING

Policy:

All projects (repairs, improvements, etc.) costing up to \$2,000.00 may be approved by the Continental Condominium Property Manager. All projects (repairs, improvements, etc.) costing greater than \$2,000.00, **MUST** be pre-approved by the Board. The Board must be given a copy of a proposal which includes the purpose of the project, the need for the project, and the complete scope of the project including an unofficial estimate of cost.

For contracts over \$2,000.00, the Continental Condominium Management must attempt to obtain three (3) bids from contractors. Projects shall NOT be broken up into separate components in order to avoid having to obtain the required three (3) bids.

Contractors and technicians must be insured in accordance with rules of the Continental Condominium Association and have such building permits as required by city, county, or state governments. Contractors, plumbers, electricians, etc. must be licensed, and a copy of the license and permit must be on file with the Property Manager. They must also provide documentation showing they are covered by Workers Compensation. Copies of any renewal licenses or documents must be filed with the Property Manager, if and when the license expires. The documents must indicate type of work licensee is licensed to perform.

CONTINENTAL POLICY # 12

Subject: CONTINENTAL CONDOMINIUM ASSOCIATION CAPITAL RESERVE INVESTMENT FEE

Policy:

The Continental Condominium Association has a Capital Reserve Investment Fee applicable to all sales of units, to be paid at closing. The total amount of the fee goes to the Capital Reserve Fund. This fee may be paid by the buyer, the seller, or split as the parties see fit.

Current unit owners who sell their unit and buy another unit in the Condominium to move to, will not have to pay the investment fee for the unit they are purchasing.

Effective February 18, 2019, the Capital Reserve Investment Fee was set by the Board at 5% of the purchase price.

CONTINENTAL POLICY # 13

Subject: WATER DAMAGE CAUSED BY COMMON AREA LEAKS

Background:

On occasion water leaks from either common area pipes or limited common area pipes have damaged both common areas and individual units. Damage caused by these leaks are addressed in the Master Deed; see book 2844, page 124 section Q and page 140 section 14.

Policy:

The first step is to determine the exact source of the water causing the damage. The problem needs to be reported immediately to the Property Manager who will have Maintenance Personnel investigate to determine the appropriate corrective action.

If the problem is determined to be coming from a common element pipe or water source, the Association will repair the problem.

If the problem is determined to be coming from a limited common element pipe or water source, the unit owner is responsible for repairing the problem.

The owner of the damaged unit is responsible for repairing their unit.

CONTINENTAL POLICY #14

Subject: Access to the Roof

Background:

In 2014-2015, there were 2 instances where damage was sustained to some of the 12th floor condominiums as a result of work performed on the roof. In January of 2016, the Board of Directors approved a procedure for granting access to the roof. The Board subsequently decided to implement this procedure as a formal Continental Policy. This policy applies to both normal business hours and emergency situations where access is required to diagnose or address a problem with the HVAC system on the roof or the cell towers. This policy is designed to minimize disruptions to the owners/residents quiet enjoyment of their residences.

Policy:

1. Normal Business Hours (8:00-5:00)

A minimum of 24 hours notice is required to be given before access to the roof will be granted. The attached form must be completed and authorized by a current member of the Board of Directors.

A member of the Lookout Property Management Staff will accompany the authorized personnel to the roof to ensure that the requirements on the authorization form are met and the work can proceed in a safe manner to minimize disruption to the residents.

When the work has been completed or at the close of business, whichever occurs first a member of the Lookout Property Management Staff will ensure the area has been returned to a safe condition, all debris has been removed and the door to the roof is locked and made secure.

Work not completed by the close of business will be re-scheduled at the discretion of the Property Manager.

2. Emergency Access:

If emergency access is required, a call to the emergency number (423-266-5934) will put the contractor in touch with the Property Manager at which time the nature of the emergency will be determined.

The Property Manager will complete the form over the phone and a Board member will be consulted. If the Property Manager and the Board member determine that access should be granted, the Property Manager will arrange for someone to obtain keys to the roof, accompany the service personnel to the roof, observe the work in progress and secure the building when they depart.

CONTINENTAL POLICY # 15
Subject: COMMITTEES OF THE BOARD

Background:

Pursuant to the Bylaws of The Continental Condominium Association Article II, Section 8 (j), the Board of Directors may appoint committees and delegate to such committees the Board's authority to carry out certain duties of the Board.

In practical terms, committees are established to assist the Board in managing the property through planning, research and recommendations, and for community enrichment.

Policy:

COMMITTEE COMPOSITION and DIRECTIVES

- Chairs will be nominated by the Directors and appointed to a two-year term by the President. Board members may not chair any committee except the Finance Committee, nor may one individual chair more than one committee.
- The Board may appoint committee members for some committees requiring special expertise.
- For other committees, Chairs will appoint a committee of at least three members designed to assure broad involvement of owners and residents, and designate one member to be Vice-Chair. Chairs will report committee composition, and any subsequent changes, to the Secretary of the Board.
- Chairs will maintain documentation concerning committee purpose and goals as assigned by the Board and request board approval for any proposed changes.
- Chairs must present an annual plan and committee budget by November 1 for any project(s) the committee contemplates engaging in the following year, which may include a request for budget allocation. Chairs must assure that proper financial records are kept of any budget allocation, other income, and expenses.
- The Board may request that committees address projects other than those chosen by the committees.
- In order for the Board to consider a recommendation from a committee, a motion must have been made, seconded and passed during a meeting of the committee, minutes of said meeting to accompany the recommendation.
- Chairs will submit written quarterly reports (March 1, June 1, September 1) to the Board of Directors through the Secretary (via email or delivery to the Secretary's unit). An Annual Report will be submitted by December 1. This report will include: names of committee members, purpose and goals for the year, accomplishments and challenges.
- Notice of committee meetings must be posted in advance on the Lower Level bulletin board (Storage Room mail area and/or TV) and are open to all members of the Association, as stipulated in the Association By-Laws.
- Any projects carried out by committees must be managed in accordance with all policies of the Association, especially #7 "Management of Repairs and Upgrades to the Building and Property" and #11 "Contract Bidding". They must also be managed within the stipulations of the contract with the property management company.
- For activities not needing committees (e.g., library maintenance or programs/entertainment) the Board may appoint individuals to function. These individuals may have others help them

as needed. Any operational rules proposed (e.g., library) or requests for funds must be submitted to the Board for approval.

BOARD COMMITTEES

Board Committees are those that have annual tasks of an ongoing nature delegated to them by the Board. The Committees will be reviewed/appointed annually as needed.

- Finance
- Interior Design
- Landscape
- Building
- Orientation
- Long Range Planning
- Social

COMMITTEE DESCRIPTIONS

Finance Committee

This committee monitors income and expense on a regular (monthly) schedule and recommends to the Board appropriate actions to assure fiscal solvency. The committee also prepares, in concert with Property Management, an annual budget for the Association. The Treasurer is one member of the committee.

Interior Design

Working with Property Management, members of the community interested in beautifying the Common Areas of the building help develop an annual plan to recommend to the Board for Board approval. The committee also engages in forecasting long-range expenditures to assist the Long Range Planning Committee and the Board in preplanning expenses.

Landscape

Working with Property Management, members of the community interested in beautifying The Continental Condominium campus help develop comprehensive plans to enhance the property and participate in planting and maintaining improvements. The committee also engages in forecasting long-range expenditures to assist the Long Range Planning Committee and the Board in preplanning expenses

Building

Working with Property Management, this committee recommends repairs and facility maintenance to the Board for the property as a whole and the building and parking areas in particular. The committee also engages in forecasting long-range expenditures to assist the Long Range Planning Committee and the Board in preplanning expenses.

Orientation

As an adjunct to Property Management, this committee develops methods to assure that new owners/residents are welcomed to the community and Association. Members of the committee arrange face-to-face meetings with new owners/residents to orient them to specific Policies & Rules that will enable them to live in community amicably and understand opportunities to participate fully in the life of the Association.

Long Range Planning

Working with Property Management, this committee engages in forecasting long-range expenditures to assist the Board in setting priorities and preplanning expense. As part of its work it consults with other committees.

Social

This committee plans and prepares social events for the Association, and manages and maintains an inventory of food service supplies for such events.

CONTINENTAL POLICY # 16

Subject: Window Leakage and Balcony Responsibilities

Background: Unit owners occasionally experience leakage around windows, causing damage to the interior walls. There have also been problems with some of the railings coming loose on balconies. Given the definitions in the Master Deed for General and Limited Common Elements, clarity is needed on who is responsible for repairs to water damage and to railings, whether the Association or the individual owner. Information from our architect tells us that it is virtually impossible to know for certain how water gets into the building from outside, whether through window caulking, improper window installation, sill pointing, other brick pointing, etc.

Policy:

1. The Board hereby affirms the following understandings from the Master Deed [Sections 1(m), 1(q), 14, and 16]:

- For balcony areas of each unit, whether enclosed or not, the angle steel plates on the front edges of the balconies are considered General Common Elements. Railings are included with the rest of the balcony or patio areas as Limited Common Elements.

- For window areas in bedrooms or other rooms, the window itself and its caulking are Limited Common Elements; all bricks, including brick sills, are General Common Elements.

2. For interior damage from exterior water intrusion, the Association will provide and have installed a covering for the window sill to prevent entrance of water through the sill and/or its mortar. The unit owner is responsible for all other expenses, including proper window installation and caulking and repair of interior walls.

CONTINENTAL POLICY # 17

Subject: Window and Door Replacement

Windows and doors are not to be replaced without the prior written approval of the Board of Directors. A plan must be submitted to the Board of Directors for approval via Management.

The replacement of all new windows and doors are required to conform to AAMA (American Architectural Manufacturers Association) AW-PG 40 or higher.

The replacement windows must look similar to the original windows so as not to detract from the physical appearance of the building.

Vinyl windows must be white and Aluminum windows must be white.

All work must be done by licensed and insured contractors. A copy of these documents must be given to the manager prior to installation.

CONTINENTAL POLICY #18

Subject: Assistance Animals

Background:

Assistance Animal – is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or that provide emotional support that alleviates one or more identified effects of a person’s disability. An Assistance Animal is not a pet.

Source: HUD.gov

Policy:

The Unit Owner or Lessee must complete the Reasonable Accommodation Assistance Animal Agreement before closing on purchase of a Unit or before bringing in an animal if already a resident.

Animals must be registered with the Property Management prior to coming onto the premises.

A certification of inoculation for rabies and all other diseases as appropriate for the animal must be signed by the State or licensed Veterinarian.

Contact information must be provided for all residents of the Unit who will take care of the animal, if primary responsible person is not available.

Requirements:

- Assistance Animal owners are required to clean up after their animals at all times in all areas
- For animals using litter boxes, waste must be removed animal waste promptly and securely bagged
- Unattended animals will not be allowed in the common areas at any time
- The Animal owner must have the animal under physical control (on a leash not to exceed 36” in length, caged or held during all times that the animal is in the common areas
- Assistance Animals must be boarded off the premises when their owner(s) is/are absent for an extended period
- Animals may be attended to by other individuals only when prior written approval has been given by Management. Management will not accept responsibility for providing access to the owner’s Unit for this purpose
- Animals are not permitted to be “penned” or “caged” on balconies or patios during the night or while their owner(s) is/are away from the Unit. No screening, fencing, etc. may be added to any balcony/patio area. Animals may not be leashed or tied to any interior or exterior building fixture at any time
- Animals must be restrained from making noise that would disturb other residents. For example, barking and/or whining dogs and crying or howling cats are not considered acceptable
- An animal that bites, attacks, or demonstrates other aggressive behavior towards humans may not be kept on the premises. Should an animal become a nuisance or threat to the health or safety of other persons, Management may require the animal to be removed from the premises.

- Owners are at all times expected to have due regards for peace, comfort and quite enjoyment of the other residents.

Unit Owner Financial Responsibility: The owner of a Unit containing an Assistance Animal on these Premises has the financial duty to reimburse the Association for any damage to Common Areas caused by or resulting from the animal, including replacement of the floor coverings in common areas.

Courtesy: The Management recognizes that animals can be therapeutic for those who enjoy, own, and care for them. However, animals can be threatening to others who, for whatever reasons fear or are allergic to animals. Please exercise common courtesy to residents and staff in dealing with your animal.

Inspections: Management is authorized to enter the animal owner's Unit for the purposes of inspection if a signed written complaint is received by management, or if management feels the conduct or condition of the animal owner(s) warrants same. Inspections will be made during reasonable hours after proper notice have been given to owner(s). In an emergency situation, entry can be made immediately. Notice will be given to owner(s) after such entry, stating the reason for such entry.

Maintenance: Management maintenance personnel, exterminator, etc., personnel will not enter any Unit to perform inspections, repairs or other duties unless the animal owner(s) or an approved person (see above) is/are present and places the animal under control while such personnel are in the unit.

Approved By the Board: November 10, 2021

CONTINENTAL POLICY #19
Subject: LEASES

Background:

The Master Deed uses the term “lease” in Paragraph 18 of the Master Deed, which was amended in January, 2016. This policy defines the interpretation of that term by the Board of Directors as applied to situations when the owner is not an occupant, but immediate family occupy the Unit.

The term “lease” does not necessarily mean a contract between two parties with an exchange of money. The Board of Directors considers it a lease if the owner does not occupy the Unit but is giving permission to someone else to reside there. Such an arrangement is considered by the Board as a lease and is subject to any lease restriction in the Master Deed. As specified in the Master Deed, anyone residing in that Unit is subject to all the rights, privileges, and responsibilities of any other resident, and the Unit owner is ultimately responsible for the actions, damages, or rule/policy violations of that resident.

Policy:

In accordance with Master Deed Sections 18(a) and 18(o), any lessee who is not an owner must be related to the owner in one of the following ways: spouse, child, parent, grandparent, brother, sister, grandchild or descendant. Furthermore, Master Deed Section 21(a) specifies that a Unit shall be used as a single family residence.

In the case of a “leased” Unit, all occupants must be members of a single family, with the primary lessee related to the owner as specified.

Approved by the Board: August 4, 2022