



Vantage Point East

2020 Resident Information Packet

www.vantagepointeast.com
301-598-1075

Welcome to the New Year!

We are proud of the strong resident community in VPE and the supportive staff. In order to ensure the wellbeing of all, we issue a packet of information and reminders each January to address some of the most frequent inquiries and issues. Copies of the recently updated Residents Handbook and Rules and Regulations have been distributed and contain more detailed information on many aspects of living in VPE. Contact the Association Office if you have misplaced your copy. A one page summary of the most relevant rules is available in the rack outside the Association Office for distribution to visitors, household staff, and contractors.

Homeowner/Tenant Insurance

Leisure World's Master Insurance Policy does not eliminate the need for individual unit owners to purchase personal homeowner's insurance. If you own your unit, regardless of whether you reside in it or rent it out, make sure your insurance policy includes what is generally referred to as "Building" or "Dwelling" coverage. You will need what is called an "HO6" policy. The Maryland Condominium Act (Section 11-114) states that "if the cause of any damage to or destruction of any portion of the condominium originates from a unit, the owner of the unit where the cause of the damage or destruction originated is responsible for the council of unit owner's property insurance deductible not to exceed \$5,000". The Master Insurance Policy currently has a deductible of \$5,000. Therefore, you should carry a *minimum coverage* of \$5,000. Please note that the deductible may be assessed regardless of negligence. Also, whether you own or are a renter, make sure your policy includes the cost of living elsewhere in case your unit cannot be lived in while repairs are being made and for all your personal property. Please contact your insurance agent if you have additional questions regarding additional coverage.

One of the common causes for damage to your unit, and to your neighbor's, is water damage. Annually, we have a good number of cases where the humidifier or air conditioning in the utility room has a problem. Water overflows, no one notices, and the water goes down to the unit(s) below. The water clean-up bill may be very high. It is Leisure World's policy to charge the Mutual for all bills related to water clean-up. If it is determined by the Board of Directors that the cause of the leak is the responsibility of the unit owner, the Property Manager will notify the unit owner and request reimbursement from the unit owner to the Mutual. PPD can install a device that can turn off your humidifier and air conditioning unit if it detects a water leak. You can also purchase a water flow alarm which will provide an audible warning in case of a water leak. It is also suggested, if you are away from your unit for an extended period, that you turn off the humidifier.

Building & Unit Problems

An immediate household equipment or plumbing problem usually can be addressed by contacting the Property Manager. There is also staff in the building that may be able to assist you during the work week. If not, during after-hours and/or weekends, the Leisure World of Maryland Physical Properties Department (PPD) can usually handle most household issues. If there is a problem or cleanup needed after-hours or during the weekend, contact the main gate at (301) 598-1044 and state the nature and location of the problem.

Building Temperatures

One of the major complaints we have in the building is that it is too cold or it is too hot on a floor or on one side of the building. The building was designed to be pressurized by roof unit blowers. These unit blowers have to be on at all times. That means that the common hallways have roof temperature air coming into the building. There are three unit blowers on the roof which provide cooling and heating to all the ten floor hallways. The east end, west end and center of each hallway get this roof air on all ten floors via connected air ducts.

The three thermostats which control the east, west and center units are located on the tenth floor. When heat, for example, is called for by the thermostat, the heater on the roof heats the air and sends the air down to the tenth floor to satisfy the thermostat. This air also goes to the other nine floors below. Therefore, on the tenth floor the air may feel hot and on the first floor the air may just feel warm coming out of the hallway air duct. The opposite is the case when air condition is needed. Each of the three thermostats and roof unit blowers operate independently.

When the thermostat is not calling for hot or cold air, the blowers continue to blow the outside air into the building for circulation. Therefore, if you are standing by a hallway duct, you may feel hot air coming in at one moment and cooler temperature air coming in the next moment. One blower on one end of the building may be heating the air, while the other units are not heating the air. In the winter we do try to preheat the outside very cold air even when the thermostat is not calling for heat. Therefore, on one floor of the building and on one end of the building there may be totally different temperatures than on your floor at your end of the building. The system is not broken, that is the way it was designed, right - or- wrong. We cannot adjust the hallway temperature to suit your floor or end of the building without changing the temperature in some other part of the building.

There are other factors that affect the temperature in the hallways. The three elevators in the center of the building bring air up and down through the building and change the airflow and hallway temperature. The emergency stairways at each end of the building and center stairway affect the air flow. These emergency stairways are not heated and have vents to the outside air. Therefore, we cannot heat the common hallways if the stairway doors are not shut. The emergency stairway doors are required to be shut at all times for your protection. On numerous occasions we have discovered these doors open or held open by a door stop. These doors are to be shut at all times.

One of the complaints we have had in the winter is that your unit may be too cold. Upon investigation, we have discovered two problem areas. The first problem area is that the windows are not properly closed. The windows do require significant effort to close them properly. If you think you have a problem, please contact the Association Office. Staff will be happy to assist you with closing a window.

The second problem area is the lack of humidity. Without an installed humidifier, the air in your unit may be very dry. Dry air does not retain the heat. Having humidity in your air will retain the heat and you will feel warmer. How much humid air is good or bad? This is easy to determine, if your window has a lot of moisture on the inside of the window, the humidity is too high. Please note, it is recommended that with a humidifier, you should get a water detection cut off device or notification alarm in case of a leak.

Smoke - Free Building

Vantage Point East is a smoke-free building. Smoking is prohibited in the interior of all units, including limited common elements such as patios and balconies. Smoking is also prohibited in all common elements, such as, but not limited to, lobbies, hallways, elevators, stairs, Community Room, storage areas, restrooms, and refuse rooms. There is also no smoking within **20 feet** of all sides of the building. Appropriate signage is displayed designating the building as smoke-free. Smoking is defined as use of any lighted legal or illegal products, smoking devices, or use of electronic vapor smoking devices that produce airborne emissions.

Fire Safety

Please, for your safety, locate the nearest stairway to your unit for an emergency exit and the location of the fire alarm box. Your in-unit smoke alarm is not connected to the building fire alarm system. **Call 911 first, if there is a fire in the unit!** It will take the fire department about ten minutes to respond. The building's red painted fire alarm boxes, which are connected to the building's fire system, are on each floor next to each stairway. These fire alarm boxes activate the building's fire alarms and provide information to the fire department as to the floor and area where the fire is located. Please activate the fire alarm box nearest the location of the fire.

The fire alarm box near each stairway only turns on the fire alarms on that floor, the floor above and the floor below the floor where the fire alarm box was activated. The building's fire alarm does not activate on the other floors. Therefore, you may see fire engines outside of the building and not hear an alarm go off.

If the building's fire alarm does go off on your floor, you will hear an alarm and receive an announcement in your unit that there is a fire near your unit. It may be on your floor, or the floor above or the floor below. Please immediately get dressed and be prepared to exit the building.

Before opening your entry door, touch the door to see if it feels hot or if you smell heavy smoke. If the door feels hot or you smell heavy smoke, you may be at risk by opening the door. It may be safer to stay in your unit. Call the fire department and tell them what unit you are in and block off the bottom of the door with a wet towel to keep the smoke out. Do not lock your door. Then go to your balcony to wait for the fire department to come and get you or to hear the all clear announcement.

If it is safe, leave your unit, go to the nearest stairway. Never use the elevators as they may shut down. The fire department will be using the stairways to come up, so there may be two-way traffic on the stairs. If there is heavy smoke and or a major fire in the building, the stairway high speed fans may come on to keep smoke out of the stairwells. You may have to use some extra effort in opening the stairway doors. Please note the emergency stairway doors are required to be shut at all times for your protection. Do not keep these doors open for any reason. Do not exit through the lobby as the firemen enter the building through the lobby entrance. Follow the signs on the first floor or garage directing you to the way to exit the building.

Until the location of the fire is known and the fire department is in the building, you are required to exit the building. It may be possible for residents of the floors that have been evacuated to wait in the Community Room or to stay in your cars to keep warm, but only when permission has been granted.

Some individuals may be physically challenged and may have a health risk evacuating the building by the stairs. *If you have a health risk going down the stairs, it may be more prudent to stay in your unit until help arrives.*

Occasionally at VPE, or at nearby high rise buildings, you may see a lot of rescue equipment. If their lights are flashing and are parked close to the building, it is an emergency of some type. Other times at VPE you may see rescue equipment, without their lights flashing, parked in our parking lot or at other nearby buildings. The local rescue station trains their emergency support staff using our buildings. We welcome them, because they become familiar with our building to provide quicker service in case of a real emergency.

Of note is that some of the nearby buildings do have wood burning fireplaces. The VPE roof unit blowers sometime pick up the smoke and the odor gets into the building hallways. This is especially more prevalent on the upper floors. On a lighter note, burnt toast is not a fire but in-unit smoke detectors do go off. If possible, check first if there is an emergency and not just burnt toast before sounding an alarm.

Resident Emergency Listing

A list is maintained by the Office of the units that may require the fire department's assistance in an evacuation. Please inform the office that you may need some assistance. The resident and the caregiver should in all cases of an alarm get the person with a disability dressed and able to be evacuated. If at all possible, we do make an announcement that the fire problem is over and it is safe to return to your unit.

Utilities

Most unit owners try to limit their utility expenses. We are concerned when our personal utility bills are high and we attempt to conserve costs by keeping our apartment temperature under control during the day and evening, and turning off lights when not needed.

In the common areas of Vantage Point East we attempt to do the same. We change the thermostat settings during the late night hours but we do need some help. We can conserve gas and electricity costs for the building by decreasing the hot water usage. Please use your dishwasher and washing machines only with a full load. This will lower our utility bills as less gas is used to heat the water and less water is used by the building.

When leaving the community room, please turn off the lights. This helps with our electric bill for the building. (A small number of lights do not go off as they are connected to the building emergency lighting system.) In the lobby (late at night) you may turn off some of the lobby lights; the switches are located on the wall near the mailbox area. The switches to turn off are marked with yellow dots.

The building has four large heat pumps in use to service the lobby area, office spaces and Community Room. They use an enormous amount of electricity to heat and cool these areas. When entering the lobby from the front driveway or parking garage, do not hold the doors open. Please also keep the door closed from the community room to the outside patio. If you go onto the patio please make sure the door is closed and do not prop it open. You need your building key to get back into the community room from the patio.

With your assistance we can lower our utility bills and help keep your condo fee as low as possible.

Resolving Complaints

At VPE we have a process to officially hear complaints, look into the problems or concerns and try to resolve them for the benefit of our residents. As a unit owner, you have certain rights. We have a method to bring your complaints to the attention of your Board of Directors.

To officially present complaints within the VPE Mutual, or for the Board to look into problems or issues, usually a letter to the Board and/or Property Manager will suffice. Depending on the scope of the problem, the Covenants Committee and/or the VPE Board will look into the problem or concern. We generally use our bylaws and rules to determine a solution.

If the dispute cannot be solved within VPE, the aggrieved party may file a formal complaint with Montgomery County's Commission on Common Ownership Communities (**CCOC**).

The Leisure World Community Corporation (LWCC), including its Board of Directors, has procedures in place to handle unit owner complaints that do not deal with problems within a Mutual. Disputes brought to LWCC deal with issues that address the whole community or with Leisure World of Maryland Corporation and Physical Properties. A formal procedure exists to bring your complaint before the LWCC Board for consideration. If the complaint cannot be resolved within Leisure World, the aggrieved party can then file a formal complaint with Montgomery County's Commission on Common Ownership Communities (**CCOC**).

Homeowners Rights

Montgomery County recognizes that a large proportion of all its citizens now live in condominium, cooperative, and homeowner associations, generally called "common ownership communities." In order to serve better the special needs of these communities and to act as their advocate, the County created the Commission on Common Ownership Communities by enacting Chapter 10B of the County Code. The Commission has 3 basic duties:

- Education: the Commission provides free information to both members and to governing bodies about their rights and duties under Maryland law, as well as advice on how to properly operate the association. Among other tools, it offers a "Manual and Resource Guide" for boards of directors.
- Legislation: the Commission advocates for common ownership communities concerning proposed laws and regulations at the local and State level.
- Dispute resolution: the Commission can hear and resolve certain disputes between members of the communities and their governing bodies, and its decisions are legally binding on the parties. For more information on the Commission and its services, visit its website: www.montgomerycountymd.gov/ccoc

Notice of Important Meetings

Regular Board and Committee meetings are open to all unit owners; they are held in the Community Room. Agendas and any change to the regular schedule below are posted on the Lobby Level bulleting board.

BOARD MEETINGS: Held the last Thursday of every month at 1:30 p.m.

COMMITTEE MEETINGS:

Activities: Held the second Wednesday of every month at 10:30 a.m.

Building & Grounds: Held the third Wednesday of every month at 1:30 p.m.

Budget & Finance: Held the last Tuesday of every month at 1:30 p.m.

Communications: Held the second Wednesday of every month at 3:00 p.m.

Reminders From the Property Manager

Absences: If you are going away for 3 or more days, please fill out an Absence Form available outside the Association Office, in the Information Center. It is crucial that we have a way to communicate you or a designated person in the event of an emergency. If you plan to go away for an extended time, and you park outside, as a courtesy park your car in one of the side parking lots. If you own a garage space, please leave your car keys with a neighbor in case there is an emergency and your car needs to be moved. During the winter months, we ask that the parking spaces marked with signs for snow storage be kept open.

Floor Coverings: If you have hardwood floors, please ensure you have a sufficient number of rugs in the high-traffic areas of your unit to reduce the transmission of sound between units.

Garage Spaces: Residents who own garage parking spaces may place one or two beige/gray cabinets in their parking space for additional storage. The total width should not exceed the width of the parking space. Collapsible grocery carts and handicapped equipment in current use by the unit owner may be stored on the space. If you have rented your space to another resident in the building, please inform the Association Office so that we may update our records.

Grease blockages are a common cause of drain overflows and backups. Do not pour grease down the sink. Pour cooled grease into a disposable container and place in the trash. It is also recommended that you do not place the following or similar items in the garbage disposal: potato skins, celery, coffee grinds, egg shells and onion skins. To keep your garbage disposal running smoothly, operate it with a full stream of running cold water.

To prevent other plumbing issues, please do not flush wipes (even if they say they're flushable), paper towels, depends/sanitary cloths or pads.

If you are planning to have any labor done in your unit by contractors, you must obtain an "Application for Alterations & Improvements" prior to any work being performed from the Information Center located in the lobby just outside the Association Office. Return the completed application, along with the Contractor's Certificate of Insurance and a copy of the Contractor's trade license to the office.

Lost and Found: Items that are lost or found are turned into the Association Office. If you have lost an item or found an item, please inquire with the Association Office.

Main Gate: Security Personnel are available to help when the Association Office is closed. To report any type of janitorial emergency or excessive noise complaints after hours, please call the Main Security Gate at 301-598-1044 to report the problem. Give them your name, address, unit number and also give the location of the area that requires attention.

Trash Rooms: We must all work together to keep the trash rooms as neat as possible. There are receptacles to for each type of recyclable. Please do your part and place the appropriate materials, un-bagged, in the corresponding receptacle. Recyclables are emptied daily during the week and as necessary on the weekends. Please remember it is a personal responsibility to dispose of your trash properly.

Pet registration and Licensing: Pet owners are required to provide the Association Office with a Montgomery County Pet License and also fill out a VPE Pet Registration Form accompanied with a photo of the pet, breed and weight and rabies vaccination certificate. Please remember that only one pet is allowed per unit and the weight limit is 40 pounds.

Water Shut Downs: Unfortunately the units in our building do not come with a main water shut off valve. This means that if the water in the kitchen or bathroom in one unit must be turned off, it will affect the entire tier. Most shut downs are usually a tier shut down. The tier is the last 2 numbers of a unit number. (Ex: Unit 116 is in Tier "16"). After any type of water shut down there may be air, rust or sediment particles that come out of the faucet or toilet when the water is first turned back on. **It is imperative to initially turn on ONLY the hot and cold bath tub faucets to clear the air and sediment out of the water line.** We recommend letting the hot and cold water run into the bathtub for a few minutes until it comes out clear. The tub faucet is the largest source for clearing the plumbing sediment. If you run the other faucets or toilet first, it can cause the sediment to create clogs and other plumbing issues. We also recommend after a total tier/building water shut down and after the tub water is clean, that you run an empty cycle through your washing machine to clear out any remaining sediment in the lines to keep your clothes clean. After running the bath tub faucets, then run your other faucets and toilets for a couple of minutes to clear the water lines.

IMPORTANT CONTACT NUMBERS YOU SHOULD KNOW

Main (Georgia Ave.) Gate	301-598-1044
Clubhouse I and E&R Office	301-598-1300
Clubhouse II	301-598-1320
Comcast	1-855-638-2855
Leisure World Administration	301-598-1000
Leisure World Security	301-598-1355
Leisure World Social Service	301-598-1007
Connecticut Ave Gate	301-598-1022
Norbeck Gate	301-598-1066
MedStar Main Office	301-598-1590
MedStar Pharmacy	301-598-1005
MedStar Lab	301-598-1045
Physical Properties (PPD)	301-598-1500
Post Office (in Leisure World)	301-598-1030
VPE Association Office	301-598-1075
VPE Community Room	301-598-1064
LW Community Schedule of Events	Channel 972 & 974
VPE Front Door Vestibule	Channel 975

Vantage Point East

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Sid Sussan, Vice President
Ann Ferren, Secretary
Earl Reba, Treasurer
Mike Baum, Director
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Budget & Finance Committee

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Mike Baum
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Building & Grounds Committee

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