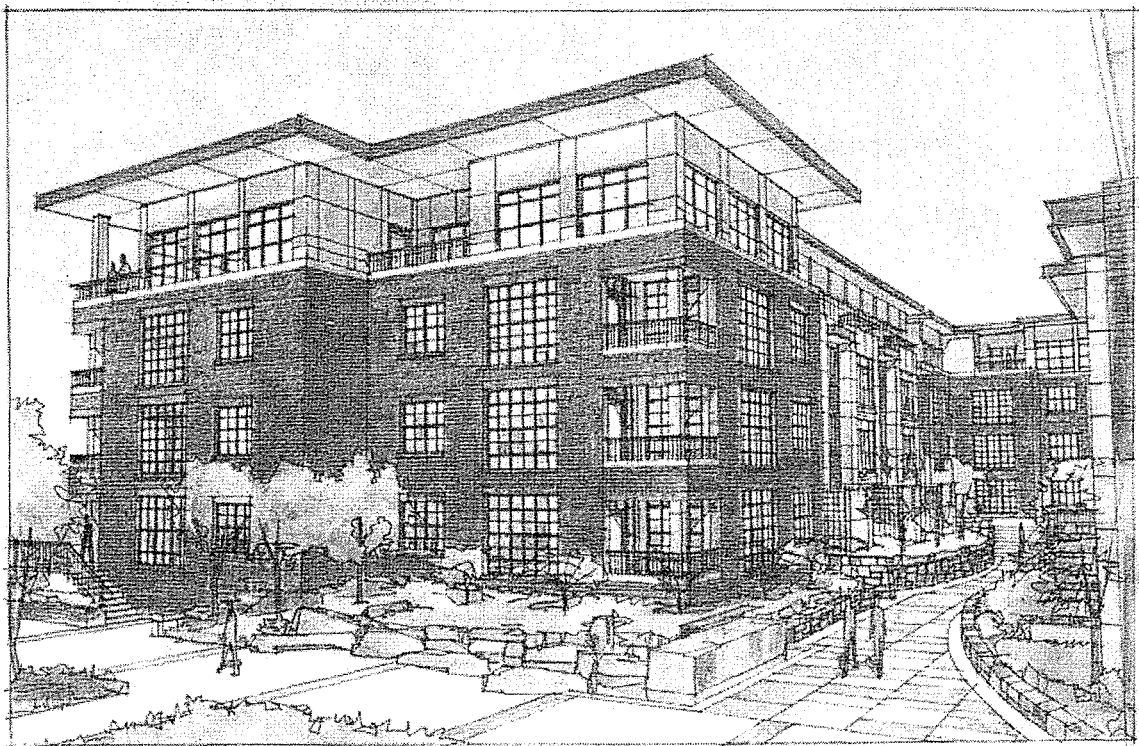


Maintenance & Renewals Manual - Homeowner Handout

The Vaux, Portland, OR



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**IT IS IMPORTANT TO MAINTAIN YOUR BUILDING
AND YOUR SUITE**

A Condominium is no different than a single-family residence.

Timely maintenance must be performed to keep the building functioning properly and to preserve its value.

There is a comprehensive and ongoing maintenance plan for your building. The Homeowners Association (HOA) will carry out this plan.

Each individual Owner is responsible for maintaining all elements within their suite that affect other owners or common elements. This package outlines these items. Should any items be omitted from this package please contact the HOA immediately.

Emergency Protocol

Definition of an Emergency

An emergency is any event that poses significant risk to the physical integrity of the building and/or life safety.

Causes of Emergencies

Emergencies result from sudden and unexpected events, such as:

- Fire
- Earthquake
- Extreme weather conditions, such as high winds, heavy rain, high snow fall, and freezing
- Flood
- Burst water pipe

Any of these events would trigger an unscheduled inspection of the building or its components.

Emergencies and Insurance Coverage

Some emergencies are considered to be insurable losses and may result in an insurance claim being filed.

Procedures to Follow

Anyone who notices any of the above types of emergency conditions shall as soon as possible:

- Notify the appropriate parties, so that immediate action may be taken to limit damage and initiate correction or repair.

- Water shut off: Each resident should identify and know where the water shut off valve is located within their unit. The water shut off valve is located in an access panel in the utility room or at the washer / dryer closet.
- Gas shut off: Each resident should identify and know where the gas valve shut off is located. The gas valve shut off is found at the back of the cabinet adjacent to the gas range in the kitchen.
- In the event of a burst water pipe, take action to limit the spread of water if possible.
- Cooperate in providing access to or through your unit.

Contact Information

Listed below are some contact numbers to be used:

- *Fire & Medical:* Phone 911.
- *Water Entry:* Notify the Building Manager at 503-228-2838 or call the Community Management Inc. (CMI) 24 hour emergency service number at 503-233-0300.
- *Life Safety & Security:* Contact the Building Manager at 503-228-2838 or call the Community Management Inc. (CMI) 24 hour emergency service number at 503-233-0300.

Background Information

The following lists provide basic information to the suite occupants and/or owners with respect to their roles within the maintenance program.

General

- Approach the Board, consult the manual, or contact the Building Manager if you are unsure of anything.
- Respond to all emergency situations.
- Regularly inspect and maintain your individual unit systems.
- Present all proposed “alterations” to units to the HOA Board for approval, using the procedures and forms provided in the Home Owners Manual.
- Monitor and report any leaks or unusual marks/stains.
- Be conscientious and exercise good common sense.

Occupant Cooperation

Maintenance will be performed on an ongoing basis on the building, some of which will require owners and occupants to:

- Allow periodic access for inspections arranged by the Property Manager and/or maintenance personnel.
- Relocate planters and furniture to review certain areas.
- Unlatch of windows.
- Clear of items from patios, balconies, decks, and terraces.
- Respond to questionnaires.
- Report problems for early detection, correction, and mitigation.

Board

Confirm the Homeowners Association Board is taking appropriate action to maintain the building.

- Direct Association/Building Manager to solicit proposals and execute contracts for regularly scheduled maintenance.
- Update Annual Building Maintenance Plan.
- Conduct Annual Building Systems Reserve Studies pursuant to Building Maintenance Plan.

Resident Activities

- Attend Homeowner Association Board Meetings and Annual Homeowner Association Meeting.
- Inform Board of action of unit owners that compromise the cleanliness, integrity, and safety of the building.

Suite INTERIOR Care Guidelines

The following provides basic information to the suite occupants and/or owners for the use of the interior space to minimize the risk of damage and to mitigate any damage that may occur.

Interior Condition Guidelines

The way that you use and live in your suites – furniture layout, use of heating system, use of ventilation system, cooking etc., can have a profound impact on the performance and durability of interior finishes and components within the exterior walls. It is expected that the typical occupied suite conditions will be between 19°C (66°F) and 23°C (73°F) and the relative humidity will be below 50% during the winter months. If these conditions are exceeded over an extended period of time, condensation may occur on exterior wall and window surfaces and damage to the interior finishes and hidden components within the exterior walls is likely. The checklist below provides basic guidance on how to use your suite to minimize condensation and related damage.

What to Do:

- Ensure that all rooms in the suite are heated to within the above ranges. Turning the heat off in a room can result in increased condensation potential.
- If you have a fireplace, do not use it as the primary source of heat for your unit. Fireplaces are meant as a decorative appliance for ambiance and comfort but are not intended as a primary heat source. They are an inefficient source of heat since much of the heat generated is exhausted through the fireplace vent. In addition, they generally distribute heat poorly within the suite, resulting in poor thermal comfort for occupants and cool locations at exterior walls that will be more prone to condensation.
- Use kitchen exhaust fan when cooking.

- Use bathroom exhaust fan when using the bathroom.
- Open drapes and blinds daily to allow warmer air to reach perimeter walls and windows.
- Move furniture away from exterior walls to allow for air flow over wall and window surfaces.
- Clean dryer lint traps to eliminate build-up
- Ensure dryer fans are working adequately and lint screens are clean. Avoid air-drying laundry inside your suite, particularly in the winter with reduced ventilation.
- Clean exhaust grilles for bathroom and kitchen fans.
- Open windows to “air out” the suite from time to time, when it is safe to do so.
- Notify the property manager or maintenance personnel of any fans or controls that are noisy or not operating properly.
- Notify the property manager or maintenance personnel of any condensation that occurs on interior surfaces and does not disappear after addressing all of the above guidelines.
- Keep suite well ventilated - windows, fans & dehumidifiers (to prevent condensation).
- Check the fan coil filter monthly and change when dirty.

What Not to Do:

- Do not locate furniture directly in front of heat sources as this limits effective distribution of heat within the suite.

Drilling into Concrete

The building contains post-tensioned cables cast inside the ground floor concrete floor slabs. It is therefore extremely important that owners do not drill holes into the concrete floors at the ground floor level. Any such work must therefore be arranged through the building's maintenance personnel and approved by the HOA Board as procedures and policies outlined in the Home Owners Manual. Depending on the circumstances, the HOA may need to verify the work with a structural engineer.

Bathrooms

Within the bathrooms, the owners and occupants are reminded of the following:

- Check and maintain the shower grout, particularly at the tile-to-tub-deck locations
- Maintain the sealer at bathroom marble and granite
- Notify the property manager of any leaky plumbing and immediately repair the source of leakage

Kitchen Countertops & Appliances

Within the kitchens, the owners and occupants are reminded of the following:

What to Do:

- Maintain the sealer at the kitchen marble and granite.
- Clean the range hood filters regularly.
- Read and understand all maintenance and operations manuals for kitchen appliances and perform the recommended maintenance.

What Not to Do:

- Do not leave the range, oven or microwave on unsupervised.
- Do not set hot pots and pans on the countertops.
- Clean all spills immediately.

Mechanical Equipment

The following list provides some guidelines regarding the use of the mechanical equipment:

What to Do:

- Ensure that the filters are regularly inspected and replaced.
- Read and understand all maintenance and operations manuals for kitchen appliances and perform the recommended maintenance.
- Familiarize yourself with the location of all main water and gas shutoff valves.

What Not to Do:

- Do not block access to the shut off valves
- Do not block the air return grills.

Windows & Doors

The following list provides some guidelines regarding the use of the windows and doors:

What to Expect:

- Sliding (operable) windows and balcony doors cannot be completely sealed against heavy storm conditions. They are designed to control water, which may be forced beyond exterior seals due to wind pressure, and to redirect it to the exterior on relief of pressure. Water visible in the sliding door tracks is normal.
- Visible water within the frame of the windows or doors may be a part of the normal function of the system and is typically found in the gutters of the operable vents or doors.

What to Do:

- Keep the drain tracks clean and clear of any water accumulations.
- Fully close and latch windows and doors daily when the unit is unoccupied. Operable windows and doors are not designed to exclude water entry except when fully closed and latched.
- Keep blinds slightly off window sills (1-2") to allow warm air to flow over glass.
- Wipe any condensation from glass, frames & ledges/sills (to prevent mildew growth).
- Lubricate hinges.
- Monitor and report any moisture between panes of glass.
- Monitor for condensation on glass and frames.
- Report any cracked glass.
- Clean glass with regular or ammonia based glass cleaning agents or water with vinegar.
- Avoid cleansers that leave a film or residue on the glass after cleaning.
- Do not pressure wash or use mild acids for cleaning.
- For aluminum surface cleaning, use a mild soap with water. Stubborn stains may be removed with mineral spirits.
- On other surfaces, use a diluted ammonia or bleach solution to eliminate mildew.
- Use a soft brush or vacuum brush attachment to remove dust from tracks.
- Lubricate locks with graphite or other waterproof lubricant (avoid oil).
- Clean bottom roller track (use paraffin lubricant).
- Report any misalignment problems.

What Not to Do:

- Do not install anything in the weep holes at the base of the windows.

- Do not apply UV film to glass.
- Do not drill holes for: alarms, locks, burglar bars, weather strip, bug screens, draperies.
- Do not use powdered cleaners on windows and tracks (use warm clear water).
- Do not paint frames in colors that will absorb heat.
- Do not install storm doors without permission.
- Do not apply excessive force to open doors. If doors are not functioning correctly, notify the HOA Board and/or the Maintenance Custodian.
- Do not slam doors shut.
- Do not use powdered cleaners on tracks (use warm clear water).

Dryers and Dryer Vents

The following list provides some guidelines regarding the use of the dryers:

What to Do:

- Clean lint from the lint traps – located in the dryer. Building maintenance will clean out other lint screens and traps.
- Report any blockages in the vents.
- Monitor and report any condensation leakage from the vents.

Wood Floors

The following list provides some guidelines regarding the use of the wood floors:

What to Do:

- Maintain interior humidity at 45-60% to prevent shrinkage.
- Area rugs should be moved occasionally as they block sunlight, which may give the appearance of discoloring under the rugs.
- Place felt pads under furniture legs to prevent scratches.

- Trimming of dog's nails will help alleviate but not completely eliminate scratches.
- Use area rugs and door mats to help keep abrasives, dirt, and moisture from being tracked across the floors
- Use extra caution when moving heavy furniture across the floor surface.

What Not to Do:

- Do not wax or wet mop the wood floors, which can result in bowing and warping
- Spiked and stiletto high-heeled shoes can cause denting.
- Avoid excessive sunlight on the floor surfaces for extended periods of time.

Carpet Floors

The following list provides some guidelines regarding the use of the carpeted floors:

What to Do:

- Clean all spills immediately so as to prevent stains from being imbed into the carpet piles.
- Utilize walk off mats wherever reasonably possible so as limit dirt being tracked across the carpets.

Extended Absence From the Unit

Before a unit occupant leaves for any extended absence from the unit, the following preparations must be made:

- Turn off valves for washing machine water supply.
- Turn off valve for refrigerator water supply.
- Turn off gas valves for fireplace, barbeque, stove.
- Close, fully latch, and lock the exterior doors and windows.
- Notify someone that you will be away and notify your insurance broker if required by your policy.

- Ensure that your unit is heated/cooled to be within 60 degrees F and the relative humidity is below 50% even while you are away.
- Empty and turn off ice makers.

Electrical

All of the GFI's in the kitchen go to one outlet. That means whenever a circuit has too much load on it the outlet with buttons on it will trip, cutting off all the power, just like a circuit breaker. You will then need to correct the problem and press the reset switch on the outlet plate in your backsplash. If you have any questions on this please call your maintenance personnel.

What to Do:

- Familiarize yourself with the location of the breaker panel.
- Maintain all electrical circuit breakers in properly labeled manner.
- Turn off the appropriate breaker when attempting any wiring hookups.

What Not to Do:

- Do not overload electrical circuits.
- Do not block access to the electrical panel.

Fire Safety Equipment

The following list provides some guidelines regarding the fire safety equipment:

What to Do:

- Clean the sprinkler heads only using a light feather duster.
- Permit access into your suite to conduct periodic testing of the fire safety equipment.
- Test the smoke alarms. [Monthly].
- Vacuum the smoke alarms to remove dust and cobwebs. [Monthly].

- Replace batteries in smoke alarms. The smoke alarm will beep when the smoke detector battery is low.

What Not to Do:

- Do not hang anything from the sprinkler heads.
- Do not paint over sprinkler heads and smoke alarms.
- Do not store anything within 18" of the sprinkler heads.
- Do not disconnect smoke alarms.
- Do not remove batteries in smoke alarms for other uses.

Carpentry and Millwork

The following list provides some guidelines regarding the carpentry and millwork:

What to Do:

- During extended absences from the suite, ensure that the rooms are maintained at a minimum 60 degrees to prevent shrinkage and cracking of the millwork.
- Clean all millwork using only non-abrasive soaps and water.
- Do not block the space at the bottom of the suite entry door as this is intended to allow air to circulate through the suite.

What Not to Do:

- Do not leave standing water, wet towels or other moist objects on the wood vanities.

Suite EXTERIOR Care Guidelines

The following lists provide basic information to the suite occupants and/or owners with respect to the use of the exterior space to minimize the risk of damage and to mitigate any damage that does occur.

Decks, Terraces & Balconies

The following lists provide some initial guidelines regarding the horizontal surfaces of the decks, terraces and balconies. These are the walk-on surfaces that suffer wear and tear from the use of these spaces by the occupants of the suites.

- **Decks & Terraces.** The decks and terraces are comprised of precast concrete pavers on pedestals, perimeter flashing, and the roof assembly below. These are all building limited common elements, which serve a key role in protecting the entire building below from water entry.
- **Balconies.** On balconies, the waterproofing element consists of a traffic coating with a textured surface to prevent slipping.

No modifications should be made to any of these elements.

- Terrace pavers should only be temporarily removed by maintenance professionals only, for the purposes of inspection or maintenance of drainage conditions or of the membrane.
- No installation of irrigation or other systems shall be made below the deck surface, without formal approval from the HOA Board.
- The deck assembly, and structure below are designed to allow support of the specified pounds per square foot of live load (that is over and above the weight of the building components). This is intended to provide for the normal loads of people and furnishings. The loads created by plants/soil/planters can often approach this design capacity. Please refer to

the HOA bylaws for details regarding deck loading requirements and for further guidance on this matter. Questions regarding placement of heavy planters or furniture should be forwarded to the HOA using the procedures and forms provided in the Home Owners Manual.

The deck and terrace drainage system relies on the ability for water to wash between paver edges, and to flow freely along the sloping roof membrane surface to roof drains. Or, in the case of balconies, to flow freely to the outside face of the balconies. For this reason debris such as leaves, or planter soil that fall on the decking should be swept up, or preferably wet/dry vacuumed up rather than being swept or washed below the deck surface.

Owners will be notified of the inspection/maintenance schedule, and facilitate same by:

- Moving planters and furnishings away from roof drain locations and flow lines.
- Allowing access.

What to Do:

- Original or seasonal potting/replanting activity shall be done over a tarp, to prevent excessive dirt and debris from clogging the drainage paths.
- Check and report for any cracks, blisters, delamination in the urethane waterproof coating.
- Check and report any unusual, irremovable stains/marks.
- Check and report any fading or premature wear spots.
- Monitor for any plugged drains and clear any accumulations.
- Monitor for excessive ponding of water.
- Use appropriate cleaning products. Do not use: powdered abrasives, steel wool, industrial cleaners, lacquer solvents, dry cleaning fluids, and waxes.
- Immediately wipe up any spills.

- Test an unseen area before cleaning unusual spills.
- Use warm water and a soft bristled brush, to loosen dirt and rinse with clean water.
- Only store seasonal furniture, such as deck chairs, tables.
- Only use furniture with soft supports under the legs.
- Monitor for debris accumulations in deck drains.
- Monitor for excessive ponding of water.
- Monitor and report overflowing or leaking gutters.
- Monitor and report any bent, loose flashings.
- Clear any snow pack and ice accumulations.

What Not to Do:

- Do not install planters with drainage holes in the bottom directly on the pavers. Pots or planter materials that absorb water, such as wood or unglazed clay pots should be raised off the paver surface to allow the deck to dry readily. A pan should be placed below planters to prevent roots from growing into the deck assembly.
- Do not install irrigation systems below the surface of the pavers.
- Do not direct irrigation water onto walls.
- Do not spill chemicals, solvents on surface.
- The unit owner is responsible for keeping the deck surface free from buildups of dirt, debris or organic material, which can hinder normal drying of the planks and shorten useful life of this element.
- Do not install indoor/outdoor carpet or mats over concrete pavers or balcony membranes. These materials can retain moisture against the decking surface and can lead to premature deterioration.
- Do not drag heavy objects across the floor surface. This is critical for the concrete decks as

the fluid applied waterproofing can be easily damaged.

- Do not drip any hot barbecue fat (use drip pans under barbecues).
- Do not extinguish cigarette butts on membrane surface.
- Do not apply mats directly over the membrane.
- Do not apply any non-skid materials. Seek direction from the Board.
- Do not store items of excessive weight.
- Do not allow fungi spore accumulation.
- Do not use shovels or other sharp objects to clear snow or ice.

What will be done by the Board

- Periodic preparation for renewal of the waterproof membrane, will be carried out by the Building Manager.
- The HOA Board will establish a periodic inspection schedule for the purpose of verifying that the roof drainage system is functioning properly, and is not impaired by dirt and debris.

Exterior Walls

The following list provides some initial guidelines regarding the use of the exterior walls adjoining any of the balconies and decks.

What to Do:

- Monitor and report any visible changes in the exterior walls such as cracks or caulking discontinuities.

What Not to Do:

- Do not hang or suspend items, such as: wind chimes, planter pots, bird feeders, planter hooks
- Do not paint exterior walls or trim.
- Do not fasten, attach items, such as Christmas lights, satellite dishes, and ornaments.

- Do not attempt to replace exterior sealants/caulking.
- Do not paint over exterior sealants/caulking.

Plants

The following list provides some guidelines regarding the placement, storage, and use of pot plants.

What to Do:

- Ensure that plant pots drain properly and do not discharge onto deck surfaces.
- Allow for drainage beneath all pots.

What Not to Do:

- Do not install plants directly beside walls.
- Do not allow vines to grow on walls or lattice.

Pest Activity

The following list provides some guidelines regarding any observed pest activity.

What to Do:

- Monitor and report any excessive pest activity (birds, rodents, insects).

What to Do:

- Do not allow birds to nest on balconies, decks and terraces.

Utilities Shut-Off Chart

Refer to suite layouts with locations of all shut-off valves for water and gas and location of electrical shut-off box.