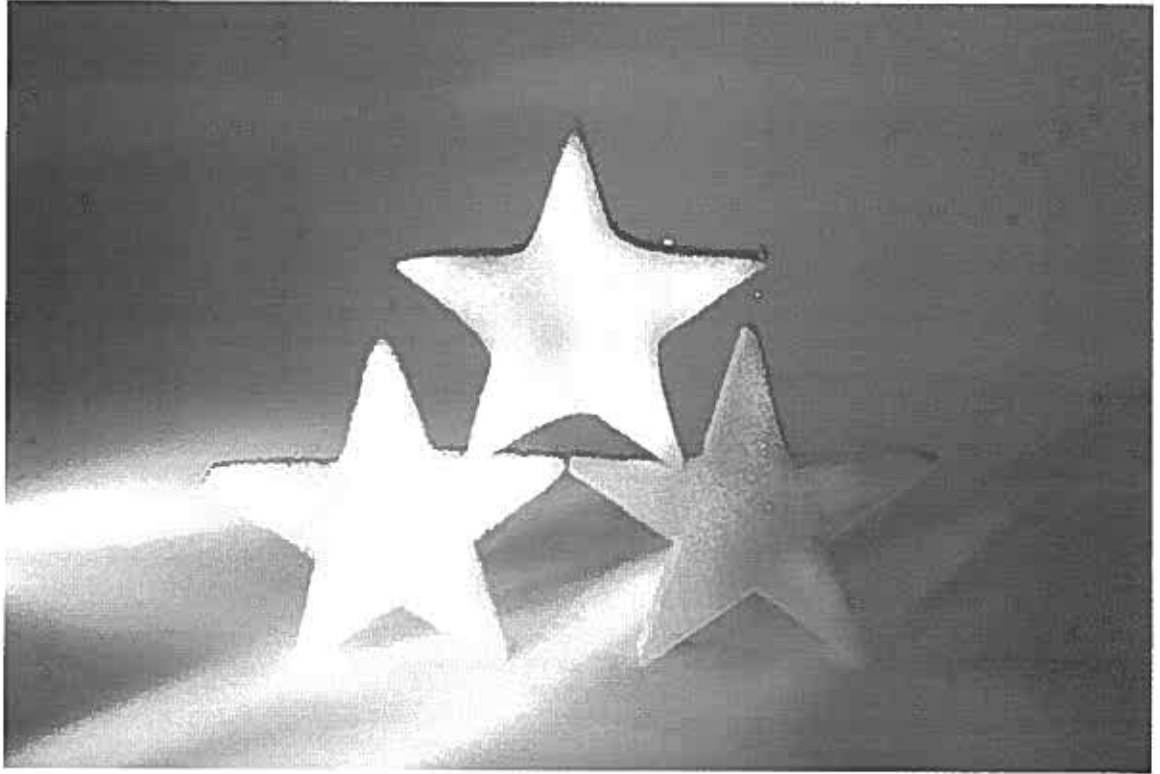


# **Explorers Condominium Trust**



## **Owner & Resident Handbook**

**This handbook is the property of the Explorers Condominium Trust and is to remain in the unit at all times and passed along to future owners of your unit.**

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## Introduction and Contact Information

**Welcome to Explorers Condominium Trust in Ashland, MA.** We are a community of 80 homes clustered along America Blvd. This booklet is to help Homeowners know the town and our community.

We are a village of approximately 200 people of diverse backgrounds, ethnicity, faith, age and gender. We work at widely diverse jobs as well as having varied hobbies and interests. To insure that we function as a community, the following rules and regulations clarify those in your condominium documents. Common courtesy and cooperation will permit all of us to enjoy our homes.

While the legal condominium documents are the final word, this handbook is an easy-to-use reference for key information.

### **Trustees and Key Volunteers**

David Grossberg

James Toledano

Denis Kudriashov

### **Management**

**Sterling Services, Inc.**

589 Concord Street

Holliston, MA 01746

(508) 429-2150 Fax (508) 429-7989

**Emergencies: 1-888-546-6400**

### **Contacts:**

The Property Administrator at Sterling Services should be contacted for all questions concerning your condominium. It is preferred that problems and complaints be submitted in writing via email or letter so that they may be shared with the Board of Trustees.

Debbie Gaultitz, Property Administrator (508-686-5201)

e-mail: [dgaultitz@sterlingservicesinc.com](mailto:dgaultitz@sterlingservicesinc.com)

Tracey Rhodes, Property Manager

e-mail: [trhodes@sterlingservicesinc.com](mailto:trhodes@sterlingservicesinc.com)

## Organization Participation

Explorers is a member of **Community Associations Institute (CAI)**, a national organization dedicated to fostering vibrant, competent, harmonious community associations. CAI advocates for legislative and regulatory policies that support responsible governance and effective management, and it provides educational classes and monthly magazines dedicated to educating volunteer leaders.

\*\*\*\*\*

The **Joint Advisory Committee (JAC)** was formed in 1999 by a group of community volunteers representing all condo associations in the Town of Ashland. Participants included Starlight Village, 1000 Pines, Half Moon, Spyglass Hill, Ledgemere and Pine Lake. Subsequently Westerly, Leah Estates, Mayflower Landing and The Explorers also joined the group.

The committee currently meets monthly to discuss matters that are of interest and concern to Ashland properties.

This cohesive group of condominiums will have the ability to tap into our combined buying power to obtain reduced costs for services and products that we all use. And our combined political power will be used in negotiating with the developer (Fafard) and for Town services.

The committee is responsible for organizing the annual Fall Community Social Events that have steadily grown in popularity with residents. This fun-filled day is free to all residents and includes morning tennis with a pro from Tri Valley Tennis, professional food catering, a DJ, volleyball, slush machine, spin art, and raffle prizes. Additional fun things are added each year.

Volunteer members include Trustees, committee members and other interested unit owners. All residents are welcome to attend the meetings, which are held at the offices of Sterling Services at 7:00 pm on the 2<sup>nd</sup> Monday of each month.

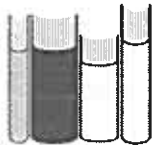
## Town of Ashland, Massachusetts



Ashland was named after Henry Clay's Kentucky plantation more than a century ago. Centrally located among the towns of Hopkinton, Holliston and Framingham, Ashland was known then as "Unionville." In 1832, the Boston and Worcester Railroad brought many businesses into the area, expanding "Unionville" into the adjoining towns. In 1846, Ashland was incorporated and is located midway between Boston and Worcester. Henry Warren brought the Lombard Governor Corporation to Ashland, leading to the development of the master clock to regulate electricity. In 1912, the Warren Clock Company was formed and became the major employer of Ashland. Ashland is now known as the "Clock Town." The Boston Marathon, which now starts in Hopkinton, actually started in Ashland in 1897. Marathon Park, designating the original starting point of the Marathon, is located across from Burnam's Supper House on Pleasant Street. The Town features a town meeting form of government with a five-member Board of Selectmen. Semi-annual Town Meetings are held each May and October. Town Hall is located on Main Street and is almost as old as the Town of Ashland. Extensive renovations were completed in 2006. The Ocean House, built in 1748, is the home of the Ashland Historical Society.

*This historic land we live on is surrounded by protected wetlands. No debris of any kind, (including garden waste) may be disposed of into these areas. Littering in these areas is prohibited by law.*

**Explorers is located in voting Precinct 1. Election polls and semi-annual Town Meetings are held at Ashland High School on East Union Street. Please exercise your right to vote!**



For more information about our wonderful town and its amazing history, please visit the library on Front Street across from the "Unionville" Station. **Or, visit Ashland's web site at: <http://www.ashlandmass.com>**

## Ashland Town Directory

*All area codes "508" unless indicated.*

<b>Department</b>	<b>Telephone</b>
Accountant	881-0100 x661
Animal Control	881-0122
Assessor	881-0100 x631
Board of Health	881-0100 x681
Community Center	881-0140
Conservation Agent	881-0100 x656
Department of Public Works	881-0120
Elder Services	881-0140 x10
Facilities Manager	881-0100 x674
Fire (Emergency)	911
Fire Department (Non-Emergency)	881-2323
High School	881-0177
Inspection Services	881-0100 x641
Library	881-0134
Middle School	881-0167
Mindess School	881-0166
MIS Director	881-0100 x691
Nurse	881-0100 x692
Pittaway School	881-0199
Planning Board	881-0100 x651
Police (Emergency)	911
Police (Non-Emergency)	881-1212
Recreation	881-0140 x13
School Administrative Offices	881-0150

<b>Department</b>	<b>Telephone</b>
Town Manager	881-0100 x611
Treasurer / Collector	881-0100 x621
Veterans Agent	881-0100 x673
Warren School	881-0188
Youth Advisory	881-0140 x18

**Please visit the Town's website at [www.ashlandmass.com](http://www.ashlandmass.com) for periodic updates.**



## Other Helpful Telephone Numbers

(All Area Codes 508 unless indicated)

### Ashland Town Services

**ALL EMERGENCIES**                      **911**

### Hospitals

Metrowest Hospital                      383-1000  
(115 Lincoln St., Framingham)

Leonard Morse Hospital                650-7000  
(67 Union St., Natick)

Ashland Animal Hospital                881-2400  
(10 Fountain St., Ashland)

Family Pet Hospital                      231-1223  
(300 Eliot St., Ashland)

### Utilities

NSTAR Electric                          800-592-2000

NSTAR Gas                                800-572-9300

Verizon                                    800-980-9999

Comcast                                  888-633-4266

RCN                                        800-746-4726

### Places of Worship

Federated Church                        881-1355

Metrowest Worship Center               881-7401

Reform Jewish Congregation            231-4700

Saint Cecelia's Church                 881-1107

Sri Lakshmi Temple                      881-5775

Jehovah's Witnesses                    881-2888

### Post Office

205 Main Street                         800-275-8777

### Local Contractors

Many vendors have worked for Sterling Services and for our condo association for many years. You may contact Sterling Services for the name of an electrician, plumber, etc. but names will be provided as a courtesy only. Please use them at your own risk.

The best resources for vendor recommendations are your neighbors. They have probably had good and bad experiences with various vendors that you can benefit from.

## Board of Trustees



The organizational structure of Explorers revolves around a Board of Trustees elected by the Unit Owners. The Trustees are responsible for the overall management and direction of the condominium. They provide oversight and direction to the management company, set the budget and the amount of condominium fees, establish and enforce policies and rules, and resolve grievances.

The Board of Trustees and Sterling Services meet once every other month, at the offices of Sterling Services to discuss issues concerning Explorers (i.e., budget, vendors, unit owners' requests/complaints, etc.). Unit owners are welcome to attend all meetings. However, due to time constraints, unit owners and representatives from Committees must be scheduled on the Agenda in order to address the Board. In order to be scheduled on the Agenda, the Management Company must be notified (by letter or fax) at least five (5) days prior to the meeting. Please be specific about the topic(s) you wish to discuss.

There is an annual Explorers Condominium Trust meeting held in the spring. ALL unit owners are urged to attend this important discussion of Explorers finances, grounds, maintenance, vendors, and all other matters concerning the welfare of the Community. In addition, if there is an opening on the Board of Trustees, there will be an election by the unit owners to fill the position. Please note that there must be a quorum of unit owners present in order to conduct the election. Although a proxy vote is accepted, your attendance is very important so that you have a voice in who fills the open position on the board. If no quorum exists, the current Board of Trustees will appoint someone to the open position. Notice of meeting site, date, and time, plus voting instructions, will be sent to all unit owners prior to the meeting.

### RESPONSIBILITIES

The Board of Trustees shall have the powers and duties necessary for the administration of the affairs of the condominium and may do all such acts and things necessary except as prohibited by law or by the Master Deed of the Condominium Trust. Such powers and duties of the Board of Trustees shall include but shall not be limited to the following:

- Operation, care, upkeep maintenance of the Common Areas.
- Determination of the common expenses required for the affairs of the Condominium, including, without limitation the operation and maintenance of the Property.
- Collection of the common charges from the Unit Owners.
- Employment, supervision, and dismissal of the vendor personnel necessary or advisable for the maintenance and operation of the Common Areas.
- Adoption and amendment of rules and regulations covering the details of the operation and use of the Property.
- Opening of bank accounts on behalf of the Condominium and designating the signatories required therefore and generally controlling and managing the funds of the condominium.

- Leasing, managing and otherwise dealing with such community facilities as may be provided for in the Master Deed as being Common Areas.
- Owning, conveying, encumbering, leasing and otherwise dealing with Units conveyed to it or purchased by it as the result of enforcement of the lien for common expenses.
- Obtaining insurance for common areas of the Property, including the exterior portion of the Units.
- Making repairs, additions and improvements to, or alterations to the Property and repairs to and restoration of the Property in accordance with the other provisions of the master deed and the by laws.
- Enforcing obligations of the Unit Owners, allocating income and expenses and doing anything and everything else necessary and proper for the sound management of the Condominium. The Board shall have the power to levy fines against the Unit Owners for violations of rules and regulations.
- Purchasing or leasing a Unit for use by a resident manager.
- Granting easements, permits and licenses over the common areas for utilities, roads and other purposes reasonably necessary or useful for the operation of the Condominium.
- Waiving, by majority vote, any of the Rules and Regulations of the Condominium.

## Management Company



The Management Company is responsible for the day-to-day operations of Explorers Condominium, for carrying out instructions from the Trustees and, in general, acting to serve the best interests of all Unit Owners.

... Sterling Services, Inc.'s responsibilities are to execute the policies and decisions of the Explorers Board of Trustees. These responsibilities include, but are not limited to the following:

### ADMINISTRATIVE

- Maintain all legal documents and reports.
- Serve notice to those violating the by-laws, utilizing a standardized procedure.
- Maintain and interface with a legal service that specializes in condominium legal affairs.
- Document payment of condo fees; notify the Trust of payments outstanding, etc.
- Liaison with counsel who will file liens, small claims.
- Maintain a cross-reference file of homeowner's complaints/concerns, i.e., file by homeowners name and by nature of complaint.
- Maintain a current list of homeowners and renters.
- Distribute a newsletter that should include but not be limited to: periodic financial reports, formal notices of important meetings, helpful hints, and maintenance/emergency information.
- Attend annual Unit Owner's Meeting and monthly Trustees Meeting.

### FINANCIAL

- Collect payment of condo fees and special assessments.
- Prepare monthly financial reports and monitor condo financial records.
- Arrange for yearly review audits by an outside accounting firm.
- Assist with development of operational reserve and budgets.

### PROPERTY MANAGEMENT

- Assist with obtaining bids for snowplowing, landscaping, building maintenance, etc.
- Oversee services provided by contractors; evaluate performance prior to payment.
- Develop a proactive plan for building maintenance and landscaping. Should include but not be limited to roof replacement, staining of, driveway maintenance.

- Arrange for periodic pest inspections.
- Assure that the common property is maintained up to local laws or standards.
- Assist resident, if necessary, in acquiring emergency repair service by providing 24-hour accessibility.
- Handle unit owner's requests for service to common areas.

Most importantly, Sterling Services is here to help you with issues relative to common property. They encourage you to call with suggestions as well as when you need assistance with a particular problem. (Note that as stated in the Introduction section, problems and complaints should be documented in writing so that they may be referred to the Trustees if they involve a policy decision or request that the Management Company is not contracted to resolve.)

## Unit Owner Responsibilities

- Homeowners are responsible for the maintenance and repair of the interior of their Units and other limited areas as specified in the Condominium Documents.
- Homeowners are responsible for the replacement and/or maintenance of the furnace, air conditioner, hot water heater and all related heating equipment within and outside of the Unit. The gas company does offer a service plan for some of these items.
- Owners are responsible for replacing outside light bulbs on fixtures that are controlled by a switch located inside their unit. (Flood lights are maintained by the Trust).
- Homeowners are responsible for snow removal on their decks, walkways leading up to the deck and deck stairs. Therefore, each home should have a snow shovel and ice melt to maintain safe walkways.
- All windows and doors are the responsibility of Homeowners. See Appendix for additional information.

Garage Doors: please check periodically to make sure that all bolts along the inside tracks are securely tightened. These bolts will loosen over time and could pose a danger if not properly maintained. The installation of safety cables is recommended.

- Homeowners are encouraged to keep lawn, shrubs and berms watered in their exclusive use yards. Therefore, each home should have a hose, nozzle and sprinkler.
- Dryer Vent Cleaning Policy - All of the dryer vents in each unit must be cleaned every year by December 1<sup>st</sup>. Each unit owner must contact a vendor and have your vents cleaned by December 1<sup>st</sup>. In addition to cleaning the dryer vent, the flexible tubing from your dryer to the vent will need to be replaced. A receipt (or copy of) should be sent to Sterling Services Inc. by December 1<sup>st</sup>. Unit owners, who are not in compliance with this rule, will be fined \$250.00.

## Financial Information

### *Explorers Budget*

Each year the Trustees, financial committee, and Management Company collaborate to prepare a new budget for the next fiscal year. Generally, the budgeting process begins in August; the proposed budget is fine tuned during September, and approved by the Trustees in October in time for the start of the fiscal year on November 1<sup>st</sup>.

Copies of the Explorers annual budget and auditor's report are available condo certs, [www.condocerts.com](http://www.condocerts.com) or 800-310-6552.

### *Condominium Fees*



Unit Common Area Charges are determined by applying a percentage factor that is fixed in the Master Deed. The new condominium fee is determined when the budget is finalized for the next fiscal year. Unit owners will be notified in July of the common area charges for the next fiscal year.

Mailing coupons as well as information regarding automatic withdrawal are available through Sterling Services. Automatic withdrawal is a free service. An automatic withdrawal form is included at the back of this handbook. **Checks are due and payable on the first of the month.** Payments received after the 15<sup>th</sup> are considered late and are subject to a late fee. Collection procedures will be followed in accordance with the Condominium Documents on any unpaid balances and all collection costs will be charged to the unit owner of record. **Please be sure to include your payment coupon when mailing your check to the lock box to ensure that your payment is properly credited.** Checks must be made payable to: Explorers Condominium Trust, and mailed with the payment coupon to: **Explorers Condominium Trust, P.O. Box 60696, Phoenix, AZ 85082-0696.**

## Insurance



The Trust maintains a Master Insurance policy for all real property subject to a deductible\*, as well as public liability and other coverage as required. ***Unit owners are responsible for insuring their own personal property, their liability, and losses under the Master Insurance deductible.*** Unit owners should consult with their insurance agent for homeowner and liability coverage within their unit to make sure it dovetails with the Trust's coverage. It is of particular importance to obtain Coverage A, and to carry enough insurance to cover the Master Policy deductibles as well as the value of your personal property. Rodman Insurance Agency is the current agent for the Explorers property insurance. Certificates of Insurance can be obtained from them by calling 781-247-7800 or by visiting their website at [www.rodmanins.com](http://www.rodmanins.com)

**\*Current deductible is \$5000.**

See attachments for annual letter from Explorers insurance agent which includes the current deductibles.

**ALL CLAIMS MUST BE REPORTED TO THE MANAGEMENT OFFICE ASAP!**



## Basic Services

*Please see Appendix C for service details.*

Some of the basic services provided by the Condominium Trust include:

### ***Building Maintenance***

The treatment of the decks are on a regular cycle. However, based on annual inspections by the management company, the Board of Trustees will determine whether and decks require more or less frequent attention. Gutters are cleaned each fall.

### ***Landscaping***

Spring and fall cleanup, weekly mowing and weeding, lawn fertilization & bug control and shrub pruning. Mulching services vary from year to year, depending on the budget and the need.

### ***Snow Removal***

The Infra structure maintains America Blvd. The Trust's contractor plows the common roadways and all side drives /fire lanes and driveways that are within the boundaries of Explorers property. Note that vehicles parked in front of garages should be temporarily moved when the plow passes by so that the entire area can be fully cleared.

### ***Pest Control***

The Trust covers the elimination of pests that might affect building or resident safety. In addition, some nuisance pests are covered if they are likely to spread to adjacent units. The Trust engages a pest control contractor for covered services. See Appendix C for covered services.

Unit owners should report any pest problems to the Property Administrator. They will place a work order with the pest control service for the specific pests that are covered under the Trust's contract.

Treatment and/or removal of non-covered pests are the responsibility of the unit owner.

### ***Exterior Lights***

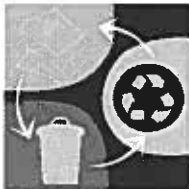
The sensor flood lights over garages are maintained by the Trust. For any maintenance or bulb replacement of these lights, contact the Property Administrator. All other lights are the responsibility of the owner, but the fixture cannot be changed with prior written consent from the Board of Trustees.

## Rules & Regulations

*Note: These rules do not supersede the Explorers Condominium Trust Documents, but are used as a simplified understanding that the current Board has. Most violations will receive written warning before a fine is issued, however occasionally, safety or emergency related violations may result in a fine being immediately applied. See condominium documents for additional information.*

### Trash & Recycling

Allied Wastes provides our community with trash and recycling pickup, and therefore, we must follow State and Federal guidelines. Because the town's contracted provider will only pick up trash and recycling that comply with the rules, Explorers has to pay out of our own budget for the removal of anything not picked up by Allied. **Thus, Explorers levies a significant fine and/or cross-charge for non-compliance with the trash and recycling regulations to cover the cost of the added expenses!**



Trash and Recycling is picked up weekly on Tuesday unless Monday is a holiday, in which case pick-up is on Wednesday.

#### Trash

- **DO NOT PUT TRASH OUT BEFORE 6:00 A.M. THE MORNING OF TRASH PICK UP!** Trash must be placed curbside no earlier than 6:00 a.m. but not later than 7:00 a.m. If you are going to be away on trash day, please make other arrangements.
- **Trash must either be either in plastic garbage containers or BLACK plastic garbage bags only. No other bags or containers are allowed.** Please secure trash bags to prevent items from becoming loose and blowing around the property.
- Fine schedule: First offense- 25.00, Second offense \$50.00, third and subsequent \$100.00

### Hazardous Waste

Please check with the Ashland Department of Public Works for dates and places for drop-off of hazardous wastes including TV's, monitors & other electronics, paints, appliances, batteries, etc.

### Christmas Tree Pickup

Check for notices posted on mail hut bulletin boards for Christmas Tree pickup dates.

### Large Bulk Item Pick-up

Large bulky items (furniture, appliances, grills, bikes, etc.) will be picked up by Allied Waste at an owner's request for a fee. Please call Allied Waste at 508-832-9001 to schedule a pick up and to make payment arrangements.

## Vehicles and Parking



### Definitions

- Side drives/fire lanes: the paved roads leading America Blvd to the driveways.
- Driveway: the paved area directly in front of each building
- Commercial Vehicle: vehicle that has business signage or markings
- Safety Risk Vehicle: vehicle with hazardous materials or vehicle with tools that create safety risk (such as ladders overhanging in unsafe manner)

### General Vehicle/Parking Rules

The Trust may levy fines or have any vehicle towed that is parked at Explorers in violation of these rules. All town and police procedures for towing and storage will be observed. The owner of the vehicle is responsible for all costs related to towing and storage.

- Vehicles may only park in areas described in “Valid Parking Locations” or “Visitor Parking”.
- No boats, trailers, RVs, commercial vehicles\*, or vehicles that create a safety risk may be parked in driveways.  
\*Commercial vehicles may be parked in driveways temporarily while servicing unit owner or trust.
- No vehicle may be parked in front of a garage if it is so large that it protrudes beyond the driveway and obstructs the access of another unit owner, impedes emergency or snow removal vehicles, or creates a safety hazard.
- No parking on the side drives - they are fire lanes and must remain clear for emergency vehicles.
- No unregistered motor vehicles may be ridden, driven or parked within Explorers.
- The speed limit on America Blvd is 30 M.P.H.
- The speed limit on the side drives / fire lanes is 10 M.P.H.
- ATVs or snowmobiles, registered or unregistered, may not be operated within Explorers
- Automobile repairs are not allowed in the common areas.
- Please keep motorcycle noises to a minimum.

### Valid Parking Locations

- Within your garage
- In your driveway
- **Paved** areas of America Blvd. (no parking on non-paved areas)

### **Pets**

- Dogs, cats and/or other household pets may be kept within the Unit provided they are not kept, bred or maintained within the Unit for any commercial purpose.
- Pets may not be housed in the common areas, including but not limited to decks, balconies and exclusive use yards.
- No pets may be left unattended in the common area, including decks & balconies.
- Any such pet causing or creating a nuisance or unreasonable disturbance, noise, or odor shall be permanently removed from the Condominium upon three (3) days written notice from the Board of Trustees.
- Per the Town of Ashland's "Leash Law," under no circumstances, shall any dog be permitted on any portion of the Common Elements unless carried or on a leash.
- Pet owners and/or caretakers are responsible for picking up and properly disposing of their animal's waste. A fine will be levied for non-compliance.
- All dogs must be vaccinated and licensed according to Town of Ashland regulations. Dog licenses expire December 31<sup>st</sup> and must be renewed annually.
  
- Owners will be responsible for the cost of all labor and materials to repair damages caused by pets to the Common Area buildings and/or grounds.
- Dog runs and invisible fences are not allowed.

### **Rentals & Tenants**

- All rentals must have prior Board approval and a copy of the lease on file at the management office.
- Investor owners are responsible for informing their tenants of the Rules and Regulations and owners are responsible for tenants abiding by these same Rules and Regulations.

### **Recreational Uses of Common Areas**

Public/common areas include all outdoor areas.

- No portable sports equipment may be used in the common areas
- No playing on berms or planted beds.
- No bikes or other wheeled objects on grass.
- Do not damage landscaping (it belongs to all of us!)
- Personal property shall not be left in public or common areas overnight. Personal property includes all property belonging to homeowners, residents, and guests, including chairs, tables, sandboxes, and other play equipment.

- Furniture, planters, feeders, etc. must not impede mowing or create a safety hazard.
- Hot tubs are no allowed.

### ***On Deck Storage***

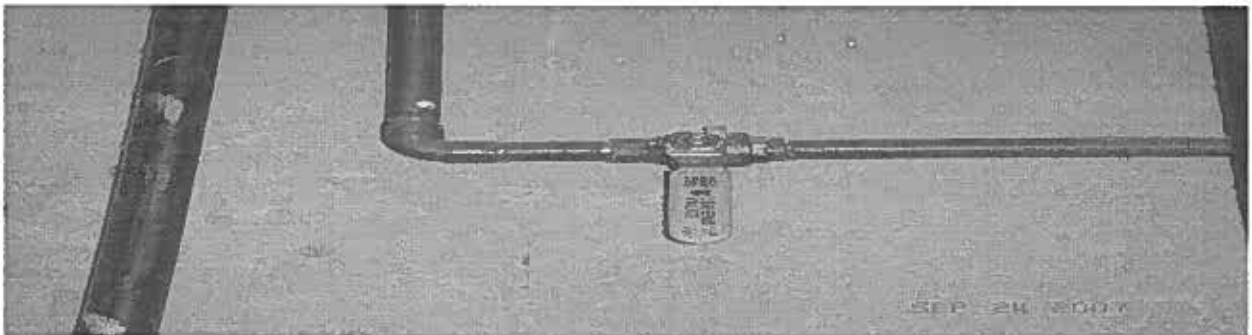
- Decks are limited Common Areas and are the property of the Trust.
- Only deck furniture, gas grill and plants may be stored overnight on the deck. Vines may not grow on decks since they impede maintenance of the decks. Keep gas grills away from siding. We recommend grills be secured.
- No porch, deck or balcony shall be decorated, enclosed or covered by any awning or otherwise.
- Nothing may be hung from the windows, porches, decks, balconies or placed upon the window sills, with the exception of removable, non-permanent hanging plants. Rugs or mops may not be stored or hung from or on any of the windows, doors, porches, decks or balconies.
- Please make sure that deck steps and railings are kept clear for emergency services and to prevent accidents.

### ***Under Deck Storage***

- Storage of personal items under decks is prohibited.
- Flammable substances are prohibited at all times.

### ***Miscellaneous Rules***

- No activities can be carried out in any Unit or common area that is an annoyance or nuisance to your neighbors. Excessive noise between 11:00 p.m. and 8:00 a.m. is not allowed.
- Outside water faucets should be shut off each winter from inside the unit; then open the outside faucet to drain it. Failure to do so could cause a frozen pipe to burst, causing considerable damage to the unit. The shut off valve should be located in your utility room.



- The color of the portion of draperies, blinds, curtains or shutters visible from the exterior shall conform to the standard specified by the Board of Trustees. The current standard is white.
- No Homeowner or any of his agents, servants, employees, licensees or visitors shall, at any time, bring into or keep in the Unit any flammable, combustible or explosive fluid, material, chemical or substance. This includes, but is not limited to kerosene, propane, gasoline etc. No combustible materials may be added to or removed from any internal combustion engine within any Unit, exclusive area or common area of the condominium.
- Electrical equipment must comply fully with all rules and regulation requirements of the Board of Fire Underwriters and the public authorities having jurisdiction.
- All service contractors (including plumbers, electricians etc.) must be licensed and insured. This is for your safety, as well as the safety of the entire community.
- No clothes, sheets, blankets, laundry, or similar articles shall be hung out of a Unit or exposed on any part of the Common Elements.
- Appropriate holiday decorations are allowed 4 weeks before and 3 weeks after the holiday. Please remove such items promptly. Decorations may be on the deck, doors and windows.
- The agents of the Board of Trustees or the managing agent may access any Unit after notification.
- All Homeowners must complete a confidential Unit Owner Information Sheet, including license plate numbers and contact information. Please give a key to the emergency contact person listed on your Unit Owner Information Sheet. This will help the gas or electric company get into your Unit in the event that you are on vacation and there is an emergency. Failure to provide contact information could result in fines.
- No business activities, flags (except for American Flags) or signs (including "For Sale" "For Rent" "For Lease" or political signs) are allowed. The only "For Sale" sign exception is on the day of an Open House.
- Each Homeowner shall keep the Unit in a good state of preservation and cleanliness. Household and yard debris may not be swept onto the common areas.
- No gun or weapon of any kind may be used.
- Garage sales and yard sales are prohibited.

### ***Modification Requests***

Modifications or additions to exterior common areas **must** have written approval from the Board of Trustees **before** any changes are made. Any such approval may be added to, amended or repealed at any time by resolution of the Board of Trustees.

The forms for requesting modification approval are available by contacting the Property Administrator for the necessary paperwork to request such modifications. If necessary, you may be asked to include drawings.

The Management Company will then forward the request to the Board for consideration.

- The modification must conform to the color and design of the Unit. Please contact the Property Administrator for information regarding replacements, such as windows, doors etc., or anything questionable.
- Homeowners are financially responsible for the installation and subsequent maintenance of any of the above modifications.
- Homeowners may be required to remove the modification (at their expense) if required by the Board of Trustees.
- Any serviceman performing work on the property must have proper Liability and Workers Compensation insurance. This is to protect you and the rest of the community in the event of an accident.

### **Examples of proposed modifications:**

- Permanent deck gate at the top of the deck stairs.
- Storm and screen doors at kitchen only.
- Windows, doors, sliders, skylights, screens
- Exterior lights
- Landscaping improvements
- Walkways and patios
- Satellite Dishes

### **Satellite Dishes**

Current guidelines specify that the satellite must be installed on the base of the deck. All wires must go beneath the deck and must be concealed (see below).

Be sure that you will be able to get a signal from your deck before sending in your application. If you cannot get a signal, you will need to have special permission to place it elsewhere. A detailed description of the installation must be included with the application in order to obtain approval for any special circumstances.

When sending in your application, be sure to enclose a copy of the installer's Certificate of Liability Insurance. This is very important! **Approvals will not be granted without this paperwork, as no servicemen are allowed to work on the property without insurance.**



**Correct  
(all wires hidden)**



**Incorrect  
(wires visible)**

**The following are NOT allowed:**

- Fastening of any brackets, hangers, hooks etc. to vinyl siding.
- Changes in the interior structure of the Unit that affects the integrity of adjacent Units are not permitted.
- Attic space is Limited Use Common Area and is not to be tampered with (i.e., insulation, etc.) without prior approval from the Board of Trustees.



## Fire, Smoke and Water

The Smoke Detectors in each Unit are the Homeowners' responsibility. They are not hooked up directly to the Fire Department. Smoke detectors are connected to circuit breakers in the basement. If the smoke detectors in your unit contain batteries (some do and some don't), remember to change them when you set your clock for Daylight's Savings Time.

Massachusetts law requires Carbon Monoxide detectors to be installed on every floor. Homes that are for resale require a passing inspection by the Fire Dept. for authorized, properly installed and functioning detectors. Contact the Fire Dept. at 508-881-2323 for more information.

We recommend keeping fire extinguishers nearby any potential sources of flame. Check levels annually to make sure they register "full."

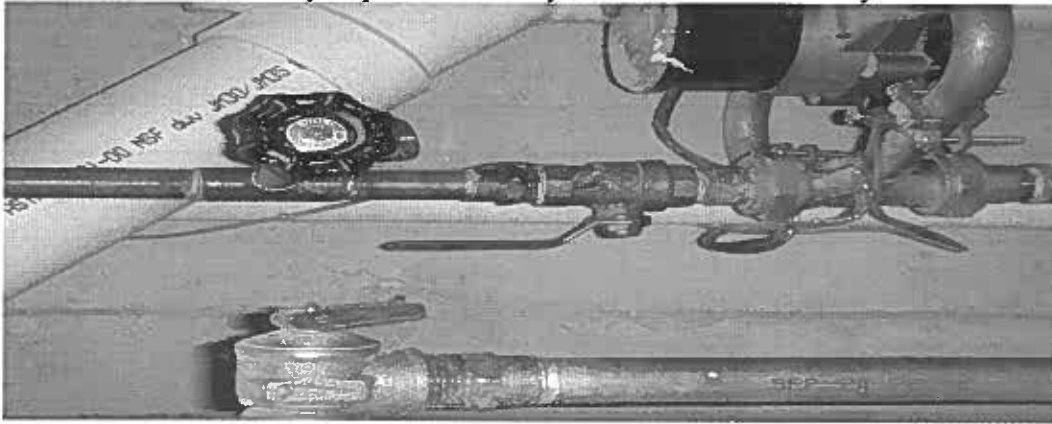
In case of a fire, call the Fire Department at **911** immediately and give your name and address. Vacate the building. Do not assume anyone else has called or that it is a false alarm. Every alarm must be taken seriously. **LEAVE THE BUILDING AND WARN YOUR NEIGHBORS!**

Call the Fire Department first at 508-881-2323 if you experience flooding from hot water heaters, burst washing machine hoses, etc. Then contact Sterling Services to report the loss.

## Helpful Hints Regarding Your Condominium

Below is a list of suggestions that the Board of Trustees and other unit owners have compiled for your benefit:

- Before calling an electrician, check the circuit breakers. They are located in your basement.
- The turnoff valve for your water main is in your basement. This is important to know if you ever have an emergency and need to shut the water off. It is also recommended that you shut off the water whenever you plan to be away for more than a few days.



- The keys for your mailbox are considered Homeowner's responsibility. If you lose your key or did not receive a set of keys when you purchased your home, you will need to contact the Post Office or a locksmith.
- Be careful not to lock yourself out of your home! Neither the Ashland Police, nor the Fire Department will unlock your door. You will need to call a locksmith if you forget your keys.
- If you see suspicious behavior or are experiencing excessive noise, etc., call the Ashland Police at their business number, 881-1212.
- Please be sure to clean out your dryer vent air line regularly, as lint may accumulate and become a fire hazard. Make certain that your washing machine faucets are turned off after use, as this is one of the leading causes of basement floods. Remember, the Trust's Master Policy has a high deductible for water losses that you, the homeowner, are responsible for.
- Do not neglect your furnace & A/C filter. It should be changed every 3 months. NSTAR has maintenance service plans for water heaters and furnaces.
- Be sure to drain you water heater to avoid mineral buildup. Additionally there is a pressure valve which should be released every six (6) months.
- Also, very important that nothing is nailed into the siding. This includes water hose caddies. The Association recommends a free standing model. The mobile caddies are better because they can be moved out of the way of the landscaping crew, yet still be flexible when watering your lawn.

**Explorers Fines and Cost Chargebacks<sup>1</sup>**

**Monthly Condominium Assessment Fees**

Condominium fees due 1st of each month. Late charge if received after the 15<sup>th</sup>: \$25

Unpaid balances > 60 days: Subject to legal action at the Owner's Expense

**Trash & Recycling Violations**

1<sup>st</sup> Offense: \$25 Fine\*  
2<sup>nd</sup> Offenses: \$50 Fine\*  
3<sup>rd</sup> and Subsequent Offenses: \$100 Fine\*

\* Note that unit owner will also be charged for the cost of clean-up and/or removal of items not picked up by trash collector.

**Dog Violations**

1<sup>st</sup> Offense: Warning Letter  
2<sup>nd</sup> Offense: \$15 Fine  
3<sup>rd</sup> Offense: \$25 Fine  
4<sup>th</sup> Offense: \$50 Fine  
Subsequent Violations: "Possible" Legal Removal of Pet

**Parking Violations**

Note that vehicles parked on non-paved areas or that obstruct unit owner access, emergency, or snow removal vehicles are subject to Towing at Owner's Expense without warning.

1<sup>st</sup> Offense: Warning Letter  
2<sup>nd</sup> Offense: \$15 Fine  
3<sup>rd</sup> Offense: \$25 Fine & subject to Towing at Owner's Expense

**Emergency Contact Information**

Failure to provide the management copy with emergency contact information:

1<sup>st</sup> Offense: Warning Letter  
2<sup>nd</sup> Offense: Warning Letter  
Failure to comply after 2 Warning Letters: \$250.00 fine

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<sup>1</sup> Chargebacks are expenses incurred by the Trust to rectify a violation that are passed along to unit owner.

**All Other Rules & Regulations Violations**

1 <sup>st</sup> Offense:	Warning Letter
Failure to Comply after Warning Letter:	
First 30 Days of Violation:	\$15.00 a day
Second 30 Days of Violation:	\$25.00 a day
Third 30 Days and beyond of Violation:	\$50.00 a day

**If an owner does not comply with removal of a violation within a reasonable specified period of time, the Trust reserves the right to remedy the violation and will charge the full cost of labor and materials back to the unit.**

## Appendix A: Window and Door Replacement Policy

*Adopted by the Board of Trustees*

The Board recognizes that the original developer created a variety of unit styles with different types of doors and windows installed during construction depending on unit design. The guidelines contained in this policy mandate that whatever color and style windows were originally installed on a particular building **MUST** be maintained during any window/door replacement. This policy will insure basic uniformity among each building style. The only exception to this rule is the one building with brown metal windows. This unit must replace windows consistent with all other buildings in Explorers.

There may be additional situations that arise and are not covered by this policy. The board will vote on each individual instance and incorporate each ruling into this policy as an amendment.

Under the terms of the Master Deed, Unit Owner Deed and Declaration of Trust, the unit owner is responsible for the repair/replacement of all windows, screens, doors<sup>2</sup>, skylights, and sliders associated with his/her unit. Explorers Condominium Trust and its contractors have responsibility for routine painting of garage doors and trim around windows and doors during building painting or for damage done to garage doors by Explorers contractor negligence. Please refer to the Master Deed and Condominium documents if you have any questions about which property is maintained by the Trust and which property the unit owner is responsible for.

Screens are the responsibility of the unit owner, these must be in good condition.

All replacement window and door proposals (*including the installation of storm doors*) must be presented to the Board of Trustees for approval **PRIOR TO ANY WORK BEING STARTED**. Please allow at least two weeks for management company review. Failure to follow this part of the policy or deviation from the original specifications will result in mandatory removal of the modification by the unit owner at the unit owner's expense.

Unit owners may upgrade the glass in any existing window or door without approval from the Board. A unit owner may wish to do so because of "fog and clouding" caused by seal failure, broken glass or to increase the insulation value of existing windows. As stated in the Master Deed and Unit Owner Deed, all windows and doors are the responsibility of the unit owner not the Trust. Unit owners may also consider "insider storm windows." Some owners have found this a low cost solution to complete window replacement.

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<sup>2</sup> Door includes door, door frame, and metal threshold. Explorers Condominium Trust is responsible for the wooden platform under the metal threshold unless the wooden platform was damaged due to the failure of the unit owner to properly maintain the door and metal threshold.

*GENERAL CONSIDERATIONS*

1. All costs, liability, appropriate insurance coverage and ongoing maintenance relative to any replacement are to be the sole responsibility of the unit owner. Exterior routine maintenance will continue to be performed by the Trust.
2. Prior to any replacement of doors, windows, skylights, or sliders, the unit owner must request and obtain written permission from the Board of Trustees. The contractor is responsible for obtaining any and all appropriate Building Permits required by the Town of Ashland. A copy of the contractor license, certificate of insurance and Building Permit must be presented to the Board of Trustees or Management Company PRIOR to starting any replacement work. The contractor must also present a copy of workers compensation insurance certification and a \$500,000 general liability certificate.
3. Contractors must be approved by the Board of Trustees.
4. The installation shall meet or exceed all Town and State Building codes.
5. The unit owner shall be responsible for any damage done by the contractor to the common areas of the Trust during removal and installation.
6. Contractors should request a list of detailed requirements from the management agent if not familiar with the Trust's requirements prior to commencing replacement work.
7. The unit owner shall be responsible for any water penetration created by the installation that causes damage to the common property. The Board of Trustees shall be the sole party responsible for determining if such damage is the responsibility of the unit owner.
8. Replacements must be installed during the hours of 8 a.m. to 7 p.m. on regular business days. Replacements done on the weekends or holidays must start after 10 a.m. and finish by 6 p.m. (*Note: If a Saturday, Sunday or holiday installation is absolutely necessary, arrangements must be made with the Trust's Maintenance person to insure he/she is on property to inspect the installation after completion. The cost of having the maintenance person available to inspect installation work shall be at the unit owner's expense and shall not be the responsibility of the Trust.*)
9. Explorers Condominium Trust reserves the right to have a representative present when the contractor starts work to ensure compliance. The representative may perform the final inspection prior to signing off on the work. The representative may also perform periodic inspections of the installation work at any time.
10. The contractor is responsible for removal of all construction debris including but not limited to: old windows, doors, frames, insulation, nails, etc.
11. Painting of the trim, caulk, etc. must be white. Painting must be completed as soon as possible after installation (weather permitting).
12. The unit owner is responsible for providing to the Trust a copy of any signed final permit or inspection certificate if required by the Town of Ashland once the installation is completed.

13. Final Inspection for cosmetic compliance and proper installation is retained by the Explorers Condominium Trust through its managing agent or designated site maintenance staff.

*WINDOWS AND SLIDING DOORS*

- a. All replacement windows and sliding doors must be aluminum or vinyl on the exterior.
- b. Windows and doors must be of the same style as the window being replaced (*double slider remains a double slider, triple slider remains triple and double-hung remains double hung*). No “awning style”, casement or other style changes will be allowed. Windows must fit flush with the side of the building and may not be set out further in the building to allow the unit owner additional room inside.
- c. The replacement window must have a nailing flange on all four sides which is welded or molded within the frame OR may be a non-flanged replacement window as provided by some contractors.
- d. The replacement window/slider and any included screens must of the same basic color on the exterior as the existing window/slider which it replaces. Screen fabric must be black the same color as the screen being replaced.
- e. The contractor must stop work and immediately notify the management company if any rotted wood is found during the replacement or if there are any other structural or safety issues uncovered during the removal of the original window.
- f. The contractor may remove clapboards, etc to allow for the installation of the new window and removal of the old. The amount removed should be minimal to avoid major damage to the exterior of the building.
- g. MASSACHUSETTS STATE BUILDING CODE requirements shall be followed by the contractor during installation of the replacement window.  

These requirements include but are not limited to: Weather resistant membrane, flashing of a non-corrosive material at the bottom, top and sides of all exterior window and door openings to insure the installation is leak proof, flashing installation over the window casing run up the sidewall a minimum of three inches, and high quality caulking of all areas where water would otherwise be able to penetrate. (*Blind caulking and flashing will be installed, where possible, to provide maximum water-tightness.*)
- h. Shimming of the jamb of the window shall be done in compliance with the window manufacturer’s installation instructions.

- i. For skylight replacement, the unit owner must use a trust-approved contractor to repair or replace a skylight. Please contact the management company for a referral.

#### *GARAGE DOORS*

- a. A unit owner may replace their garage door with either a solid wood, fiberglass, or insulated steel garage door. Replacement is solely at unit owner expense.
- b. Doors shall be replaced without exterior decorative applications and must be as similar to the door being replaced as possible based on current manufacturer offerings.
- c. In some cases, the Board through the management company, may require a unit owner to repair a panel or panels in an existing garage door which has deteriorated due to age, negligence or weather elements. Any required repair or replacement shall be at unit owner expense in accordance with the documents which govern the Trust.

#### *STANDARD ENTRANCE DOORS*

- a. During construction of the units of Explorers Condominium Trust, the construction contractor utilized a variety of unit styles and “entry” type doors. . All replacements must be of the same style as the door being replaced.
- b. The unit owner may choose to replace an un-insulated door with an insulated steel door.
- c. All weather proofing, flashing, requirements as determined by manufacturer must be adhered to.

#### *STORM DOOR ADDITION/REPLACEMENT*

- a. Storm doors to be applied outside a main entrance primary door shall be constructed of aluminum or vinyl either insulated or un-insulated. No wood or wood frame doors may be installed.
- b. The door shall be “plain” without decorative design or trim. The glass portion may be double or single glazed but without decorative design or dividers.
- c. In keeping with the simplistic design of main entry doors installed by the original contractor, the storm door, while meeting the specific requirements noted in a. and b. (above) must be the same as the door being replaced (Full glass or full glass with kick plate).

If any unit owner has any questions about this policy, it is his/her responsibility to contact the



Management Company or Board with any questions. It is also the owner's responsibility to check with the Town to ensure compliance with all Town ordinances and regulations.

## Appendix B: Trust Services vs. Unit Owner Responsibilities

EX = Explorer Trust U/O = Unit Owner

ITEM #	DESCRIPTION	EX	U/O	COMMENTS
1.	Home Owner's Insurance (for interior of unit)		X	Unit owner is responsible for insuring all items in unit not covered by Explorers master policy as well as for the master policy deductible. Owners should check with their insurance agent to determine appropriate coverage. See attached letter from Mayflower Landing insurance agent.
2.	Interior Unit Damages	X	X	Unit owner is responsible for all costs including the Explorer master policy deductible. The master policy will cover the amount that exceeds the deductible, depending on the cause of the loss.
3.	Outside Sensor Lights NOT controlled by switch inside unit	X		
4.	Outside Lights controlled by switch inside unit		X	
5.	Trim on Garage Doors		X	
6.	Pest Control - Building Safety	X		Termites, Carpenter Ants are covered
7.	Pest Control - Resident Safety	X		Bees/Wasps/Hornets, are covered
8.	Pest Control - Nuisance		X	The following are NOT covered by the Trust: Small animals including but not limited to squirrels, raccoons, mice Birds, silver fish, <u>non</u> -Carpenter ants, cockroaches*, bedbugs, fleas, ticks *Note: if an infestation affects multiple units in a building and the Trust finds that one unit is the source of the infestation, that unit will be charged for the extermination for all units in the building.
9.	Pest Control - minor pests - silver fish, small ants		X	
10.	Snow shoveling – walkways, steps and decks		X	Shoveling is unit owner responsibility.

**Explorers Condominium Trust**

ITEM #	DESCRIPTION	EX	U/O	COMMENTS
11.	Sanding and/or de-icing of exclusive use walkways		X	
12.	Gutter maintenance & cleaning	X		

## Appendix C: Unit Owner Upgrades Matrix

\* Paperwork required. Contact Property Administrator for further information.

ITEM #	Unit Owner Upgrades	Allowed	Not Allowed	Comments
1.	Storm Doors/Storm Windows	*		On deck door only
2.	Replacing Windows/Doors/Skylights	*		
3.	Satellite Dishes	*		
4.	Deck Enlargements		*	
5.	Deck Gates	*		
6.	Handrails on steps/walkways	*		
7.	Swings attached to Building/Decks		*	
8.	Any items (e.g. hanging plants, window boxes) attached to building siding		*	
9.	Lattice Work		*	
10.	Arbors/Trellises/Railroad Ties, etc.		*	
11.	Patios	*		
12.	Walkways	*		
13.	Water Fountains/Ponds		*	
14.	Trees/Shrubs	*		
15.	Vines on buildings or decks		*	Note: vines allowed on lattice work at unit owner's sole cost and risk. Trust not responsible for damage occurring during building or deck maintenance.
16.	Gardens, Flowers	*		Please ensure gardens/flowers have at least 12 inches of clearance from

# Explorers Condominium Trust

ITEM #	Unit Owner Upgrades	Allowed	Not Allowed	Comments
				edge of lawn for landscape maintenance.

## Appendix D: Board of Trustees – Examples of approved and unapproved upgrades.

Please refer to the pictures below and on the following pages for examples of approved and unapproved upgrades. You must apply to the Board of Trustees for upgrades.

### Examples of approved Walkway Designs



#### Walkway Standard:

The approved upgrade is to follow the same general pathway.

Concrete, concrete with aggregate stones, or bricks/blocks/pavers.

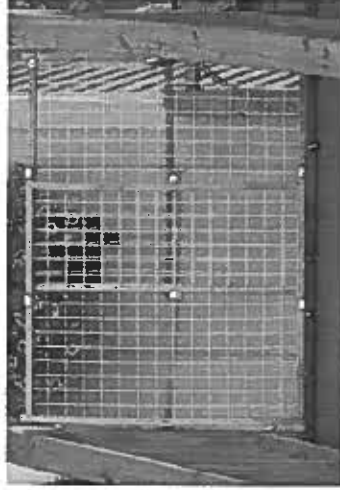
The color of any brick/block/paver must be natural concrete, gray or red-brick.

**You must have approval from Board of Trustees before upgrading.**

**Permanent Deck Gates**



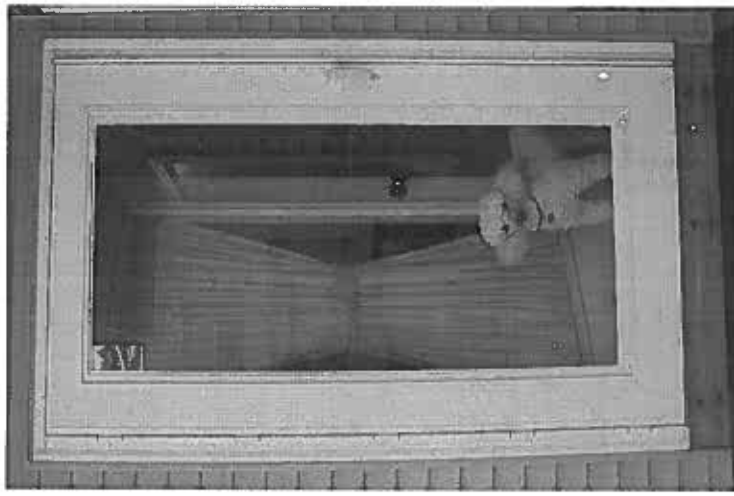
**Approved**



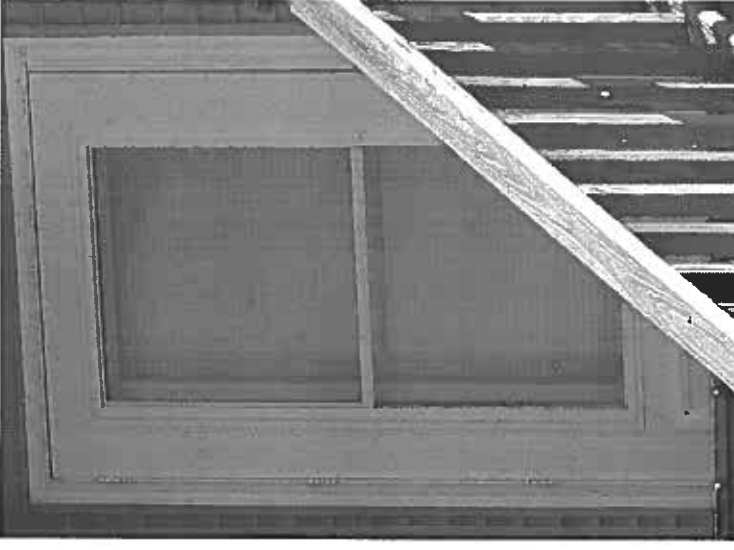
**Unapproved**

**You must have approval from Board of Trustees before upgrading.**

**Storm Doors**



**Approved**



**Unapproved**

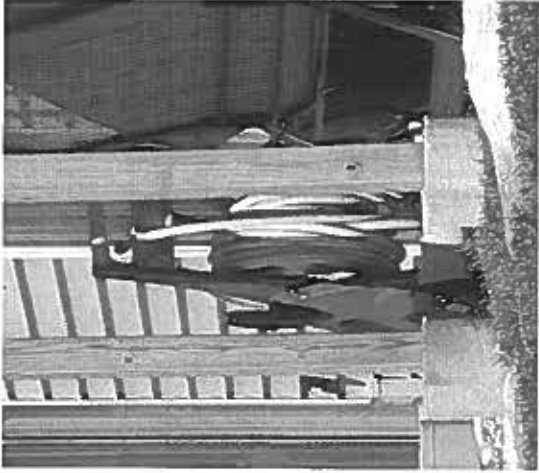
**Storm Door Standard**

The approved standard is white only and full view style. The material is aluminum.



**Free Standing Hose Caddie**

It is very important that nothing is nailed into the siding. This includes water hose caddies. The Association recommends a free-standing model like the one to the left. The mobile caddies are better because they can be moved out of the way of the landscaping crew, yet still allow flexibility when watering your lawn area.



## **Appendix E: Current Maintenance Plan**

The goal of the maintenance plan is to ensure that Mayflower Landing assets are preserved in good condition while carefully managing Mayflower Landing's financial resources. Mayflower Landing's annual budget and capital reserve contributions have been determined based on this plan. Note that maintenance of a specific asset may be accelerated or delayed depending on the condition of the asset and the financial resources available at that time.

### **Deck Staining**

All decks are re-stained on a 2 year cycle.

## **Handbook Attachments**

- Annual letter from Mayflower Landing's insurance agent which includes the current deductibles
- Automatic Withdrawal Form (for direct withdrawal of condominium fee)
- Explorers unit owner registration form
- Map of Explorers
- Sample of upgrade request letter