

COLONIAL SQUARE COOPERATIVE
INTERIOR MAINTENANCE POLICY

INTERIOR MAINTENANCE POLICY

- I. Colonial Square maintains the grounds and portions of the buildings and the equipment within them. A portion of your monthly carrying charges to the Cooperative funds an interior maintenance service plan.

The interior maintenance plan includes specific items, which are described in the following policies and details as "covered". Unless specifically described as "covered", all other maintenance services and repairs are the financial responsibility of the individual Member. As a general rule, Member-owned and/or installed items are not "covered".

To help defray costs, a Trip Charge will usually be charged for each type of "covered" service request. The amount of the Trip Charge is set by the Board of Directors. The Trip Charge is listed in the "Charges and Fees Schedule". At Management's discretion, some service requests may be combined into a single Trip Charge. Items that could create structural damage, hazards, and/or high water consumption are not usually charged a Trip Charge (i.e.: water leaks, toilet running).

In keeping with the Cooperative spirit, Members are encouraged to perform their own minor interior maintenance and repairs. Members are also encouraged to promptly call the office when repairs are needed to prevent structural damage or water leaks.

If you need service, phone 971-7272 during regular office hours. A work order will be prepared, to describe your requested service(s). For Cooperative-maintained ("covered") items, only the Trip Charge will be applied – unless the maintenance is due to Member negligence. Any repairs due to negligence and/or abuse are charged, at cost, to the Member.

For other maintenance items, service may be available at Member cost from the Cooperative. Members are encouraged to use this resource as a means of saving themselves money and inconvenience as compared to hiring an outside contractor. If a Member requests this service, an estimate will be prepared by the

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maintenance staff and the Member must sign and accept financial responsibility before the work is performed.

If you have an emergency maintenance need, the Cooperative has an on-call person who will take care of that need during those hours that the office is not open for business. If you have such an after-hours emergency, phone 971-7272. Follow the instructions given on the answering machine. Your call will be forwarded to the maintenance person on call. Do not contact staff directly at their homes you may be charged a fee. Also, do not stop a Cooperative employee on the grounds to ask for service.

The following items are considered to be of an emergency nature:

- A. lock outs;
- B. no electrical power to townhouse;
- C. water system leaks that if left until the next working day will cause structural damage or destruction to Member's personal possessions;
- D. toilet not working in one-bath units (if one toilet is working in units with more than one toilet, it is not an emergency);
- E. catastrophic emergency (e.g. fire, explosion) **Call 911 first**;
- F. sewer back-up;
- G. furnace not working in temperatures below 60 degrees;
- H. gas leaks (you can detect gas odor) - **Gas leaks should be reported immediately to DTE Energy (1-800-947-5000)**;
- I. water heater not working;
- J. broken window;
- K. frozen pipes;
- L. emergency towing under the following conditions
 - i. vehicle is parked in a fire lane;
 - ii. vehicle is parked within 15' of a fire hydrant;
 - iii. vehicle is parked in such a manner as to create a public hazard or to obstruct pedestrian or vehicular traffic;
- M. Any item left outside a unit that constitutes a clear and present danger to individuals, animals, or property, including (but not

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limited to) flammable liquids, pyrotechnics, toxic chemicals, or weapons.

If you call for an emergency service, please speak slowly and clearly. Leave your name, address, a brief description of the problem, and the telephone number you are calling from.

II. Definitions applicable to this policy

A. (Section Reserved)

III. Interior Maintenance Service Categories

A. (Wild) Animal Removal

- i. Wild animals (i.e. raccoons, opossums, squirrels, or bats) which get inside the walls or attic of the building will be removed by the Cooperative, in order to prevent structural damage. This does not include the removal of certain rodents, including mice or rats. Mice or rats are considered pests and would normally be exterminated (see the section on extermination). Members are responsible for removing animals such as mice or chipmunks which enter their dryer vents or their basements through cracks or other openings. Members are encouraged to inspect and clean their dryer vents regularly, so that mice or chipmunks cannot enter them from the outdoors.

B. Appliances (Stove / Refrigerator / Fan Hood)

- i. The Cooperative owned the appliances which were originally installed in the Townhouses or were purchased through the Member Cost Share Program. The Cost Share Program was discontinued in August 2006.

All stoves, refrigerators, and range hoods are now considered the property and responsibility of each individual Member. The Cooperative will no longer repair or replace these appliances as part of "covered" maintenance services. Service referrals for appliance maintenance or repair may be available at Member cost. Contact the Cooperative office for more information

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Members are permitted to replace their refrigerator, stove, and range hood and sell or dispose of the current appliances. Call the office if you need assistance with disposal of an appliance. Do not place appliances outside or by the dumpsters at any time (See also the Refuse Disposal Policy.)

Information about replacement appliances that will fit into the kitchens is available from the Cooperative office. Members may also be able to get a discount through the Cooperative from an appliance supplier for replacement kitchen appliances. Contact the Cooperative office for more information.

ii. Stoves

- (a) Replacing an electric stove with a gas stove requires a special permit. See also the Interior Alterations Policy and call the office for information.

iii. Washer and Dryer

- (a) Permits are required to install a gas line or additional plumbing, electrical outlets or wiring, and venting. These become the Member's responsibility and must be installed according to municipal codes. See also the Interior Alterations Policy and call the Cooperative office for information. The Cooperative does not provide or service washers and dryers.

C. Carpentry

- i. The Cooperative will repair certain broken or improperly functioning original Cooperative-owned construction. Examples of these repairs are door latches or locks, door hinges, kitchen drawers, stair handrails, and loose stair treads. A more complete listing is included in the table below.

Abused and Member-installed improvements are not covered by the maintenance program. Examples of

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improvements which are not covered are finished basements, replacement kitchens, bathroom vanities, and bookshelves.

- ii. Doors (Front and Rear Exterior)
 - (a) The exterior front and rear hinged doors are insulated, fiberglass doors that are equipped with a standard lock set and deadbolt lock. The exterior of these doors must NOT be altered from the original color. Members are free to paint ONLY the interior of these doors in accordance with their personal tastes and preferences.
 - (b) No doorbells, door chains, additional locks or bolts, coverings, door knockers, or any other fixtures requiring the penetration of the door, the drilling of holes or other permanent modification will be permitted. Requests for exemptions must be directed to the Board of Directors. Members who make unauthorized modifications or paint the exterior of any exterior door will have the door replaced at their own expense. Members are fully liable for any damage done to their door and are responsible for its everyday care and maintenance. Peep-hole lenses can be cleaned with a soft cloth. CAUTION! Although you may use regular household oil on hinges, never put this type of oil in any lock cylinder.

- iii. Doors (Interior)
 - (a) The interior doors are hollow-core wood doors. As such, they are structurally weak.
 - (b) The folding doors on the closets slide on overhead tracks and are kept in line by a small Teflon guide at the top.
 - (c) Members are allowed to replace the Cooperative interior doors with their own.

- iv. The following is a more complete list of covered carpentry for Cooperative owned items:

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Carpentry Item	Covered
Interior and Front door hardware	Hinges, Knobs, Closet Door Tracks, and Door Stops which are broken due to normal wear and tear
Drywall	Exterior water infiltration (not due to open window) or building plumbing leak, Truss uplift, Missing drywall at fire separation walls
Stairs	Loose steps or cracked boards.
Interior Stair Handrails	Loose or Broken Handrail Brackets or Handrails.
Kitchen cabinets	Loose or Broken Door Hinges or Drawer Rails.

D. Electrical

- i. All switches and outlets in your unit are 110-120 volts with the exception of any outlets that may have been installed by a previous Member for specific appliances requiring a 220-volt outlet. The 220-volt outlets are very large in comparison to the standard wall outlet. Any alteration to the electrical wiring requires a permit from the office and must be done in accordance with the city electrical code. To prevent a fire hazard, report any broken outlets. If you apply paint over the surface of any outlet, switches, or plates, you will be responsible for replacing them.
- ii. The following is a more complete list of covered electrical for Cooperative-owned items:

Electrical Item	Covered
Circuit Wiring	Cooperative-owned House Wiring and Circuit Panel
Light Fixtures	Cooperative-owned Light Fixtures
Front and Rear Porch Lights	Cooperative-owned Front and Rear Porch Light Fixtures and bulb replacement

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Electrical Item	Covered
Plugs	Cooperative-owned 110 volt convenience and GFCI receptacles and electric stove receptacle.
Switches	Cooperative-owned Light Switches
Light Bulbs	Bulbs which break off in Cooperative-owned Fixtures
Smoke Detectors	See Smoke Detector Policy
Low Voltage Wiring (e.g., cable TV, satellite, phone, internet)	See Low Voltage Wiring Policy

E. Extermination

- i. The Cooperative provides exterminator services for the following if proof of their presence is provided:
 - (a) Cockroaches, (invasive) ants, bees, wasps, termites and certain rodents. Infestations of other vermin are the Member's responsibility.
- ii. Poisons: Members are prohibited from using herbicides, insecticides, or other potentially toxic chemicals either in yards or inside units except under specific conditions. (Refer to the Yards and Open Areas Policy for further information.)
- iii. Members may use self-contained ant traps, mice traps, bait, and household sprays, in accordance with manufacturer's recommendations and instructions. Large scale extermination of pests which have infiltrated the structure are included as part of the Maintenance Program. Members may be responsible for the costs incurred by any pests they bring into the Cooperative that get loose or if the Member fails to adhere to governmental rules and regulations (i.e.

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snakes or rodents escaping from cages, transporting of
banned or infected wood products)

F. Flooring (refinish wood floors, replacement vinyl flooring)

- i. Floors (Tile and Linoleum)
 - (a) When cleaning tile, avoid use of excessive amounts of water. The water can penetrate between the tiles, causing them to lift. Do not allow the shower curtain to drain outside the tub. The excess water will accelerate deterioration of the floor and can cause drywall damage.
 - (b) Floors (Wood): Great care should be taken to protect wood floors from exposure to moisture. Water spills should be wiped up immediately. Potted plants should not be set directly on the floor. Windows should not be left open during rain storms.
 - (c) Repair, replacement, or refinishing of all flooring is the Member's responsibility. The only exception to this is if the floor is damaged by exterior water infiltration (not open window) or building plumbing leak. Members are required to obtain an HO6 condominium insurance policy to cover other risks to their flooring (e.g., overflowing plumbing fixture, flexible hose connection, or water damage from open windows)

G. Heating

- i. The Cooperative provides regular inspection and repair of Cooperative-owned Furnaces. Replacement filters are provided twice per year to all townhouses. Members may call for "emergency service" if there is no heat during winter weather.
- ii. Furnace
 - (a) Your townhouse is heated by a gas-fired, forced air furnace. You control the amount of heat by adjusting the thermostat located on the living room wall. The distribution of heat among the rooms is controlled by dampers in the heat ducts in the basement and in the floor registers. Once a year, the Cooperative will clean and inspect your furnace to make sure it is in proper

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working order. If your furnace fails to heat, check the switch on its side. It may have accidentally been turned off. If this is not the case, call maintenance. Gas leaks should be reported immediately to DTE Energy (1-800-947-5000).

Heating	Covered
Furnace	burner, exhaust stack, blower, and original thermostat, natural gas piping

iii. Filters (Furnace)

- (a) Furnace filters are replaced by the Cooperative twice a year. Changing filters keeps gas bills down and the air cleaner. If you wish to change filters more often than twice yearly, new ones may be picked up at the Cooperative office. (See the Charges & Fees Schedule)

H. Minor Repairs (see also Carpentry)

i. Keys

- (a) Each Member is supplied with keys for the front and hinged rear doors, as well as for the sliding glass door, as applicable. If you find yourself locked out during office hours, you can check out a file key from the office. You must return this key. Children, friends, or relatives will not be given a key to your townhouse without written permission. After-hours lockout service is provided by calling the maintenance number (971-7272). There is a charge for after-hours service (See the "Charges and Fees Schedule")
- (b) Painting (Exterior) See the Exterior Alterations Policy for information about altering any exterior or exterior-facing surface, including exterior doors.

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- ii. Painting (Interior)
 - (a) You are responsible for all painting and decorating inside your townhouse. This includes the finish on cupboards, doors, and flooring. Members are free to paint ONLY the interior-facing sides of their exterior doors in accordance with their personal tastes and preferences.
- iii. Windows
 - (a) Broken windows are considered emergency repairs and should be promptly reported to maintenance. Members are responsible for the cost of replacing broken glass, regardless of how the window was broken (excluding windows broken through staff accident).
- iv. Plumbing / Mechanical (disposal, drains, faucets, toilet, sinks, tub/shower) Plumbing repair and maintenance of Cooperative-owned items is covered. Keep a plunger for clearing minor stoppages in drains and toilets.
- v. Report any leak, improperly functioning toilet, or other water-wasting malfunction promptly. Leaks of drains, pipes or faucets can cost the cooperative and Members large amounts of money in lost water or structural damage.
- vi. Plumbing fixtures that are Member-owned/installed are also covered as it regards to **leaks**, but if additional labor or parts are required to repair a Member-owned fixture, the Member will be responsible for any additional labor or part cost beyond what a standard cooperative-installed fixture would cost to repair
- vii. Do NOT flush so-called disposable diapers, tampons, Q-tips, cotton balls, and the like down the toilet. They have been the cause of numerous flooded basements. You will be charged for any damage caused by negligence.
- viii. The following is a more complete list of covered plumbing for Cooperative-owned items:

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Plumbing	Covered
Disposal	Normal wear and tear
Sanitary Drains	In wall or underground drains are covered for normal clogs (blockages) and for leaks
Sink P-Traps	Cooperative-owned Kitchen, Lavatory, and Laundry Tubs. Member-owned fixtures will incur additional repair costs for additional parts or labor. The replacement of sinks is “not covered”.
Storm Water Footing Drains	Clearing of blocked or replacement of broken drains. Maintenance of Sump Pumps.
Faucets	Stop (shutoff) valves. Leaking Seals or Gaskets. When repair of seals is not practical, faucet may be replaced with new or used faucet. Member-owned fixtures will incur additional repair costs for additional parts or labor.
Toilet	Stop (shutoff) valves. Leaks in flush mechanism (i.e. toilet running), and leaking wax seals. Member-owned fixtures will incur additional repair costs for additional parts or labor. The replacement of toilets is “not covered”
Shower / Tub	Stop (shutoff) valves. Faucets and Showerhead – same as sink faucets
Outdoor Faucets	Leaking Seals or Gaskets, freezing (not due to hose being left connected), Normal Wear & Tear
Bathroom Exhaust Fans	Vent Piping, Roof Vent, and Fan for Co-op Owned Exhaust Fans in interior bathrooms with no window.

I. Water Heater

- i. All regular water heater maintenance and replacement is covered. Water heaters that are Member-owned/installed

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are also covered, but if additional labor or parts are required to repair a Member-owned water heater, the Member may be responsible for any additional labor or part cost beyond what a standard cooperative-installed water heater would cost to repair

- ii. Your townhouse has either a gas or electric water heater. You can control the water temperature on the gas units by a control knob/lever located on the outside of the heater. If you wish to have the temperature of the electric heater adjusted, you will have to call maintenance for assistance. For any other type of service on either type of heater, please call maintenance.
- iii. The Cooperative will allow a Member to convert their electric water heater to gas. A permit is required for this conversion (See the Interior Alterations Policy and call the Cooperative office for information.)

IV. All prior policies and motions passed by the Board on topics addressed by this policy are superseded by the current policy.