

NORTHFACE RESORT CONDOMINIUM AT WOODLAND HILLS

North Conway, New Hampshire

FOR ASSOCIATION
DND

May 29, 2001

Dear Northface Unit Owners:

In the past 6 to 7 months, incidents have occurred in units and the unit owners involved contacted Northern Woods Property Services for assistance.

These incidents were caused either by a unit owner's lack of regular maintenance or negligence.

It has been repeatedly stressed over the years that unit owners are responsible for maintenance of their units, for example:

- 1) Insuring all windows/doors are closed during inclement weather.
- 2) Water heaters are replaced within a reasonable timespan (not when they finally let go).
- 3) Washing machine faucets are turned off after use and hoses are replaced regularly.
- 4) Dryer vents are thoroughly cleaned out at least annually.
- 5) Stovepipes/stoves are thoroughly cleaned on the inside at least annually.
- 6) Leaking toilets, faucets, showerheads, dishwashers, etc are repaired promptly.
- 7) Heating elements not working properly are repaired or replaced promptly.
- 8) Stove ashes are disposed properly.

In addition, each unit owner is required to have **current keys to ALL locks on their unit entrance door on file with the Association at all times** (to be kept in a secured lock-box for fire department access only).

If these requirements are not met, it is considered unit owner negligence. There will be **NO EXCUSES ALLOWED!**

In one of the afore-mentioned two incidents, neither a key was made available nor were the washer hoses in good condition and the water shut off in the unit owner's absence.

As a result, considerable damage was caused in the unit below, which is a vacation-ownership unit, and an insurance claim had to be filed with the Association master policy to protect any common areas that may have been damaged (i.e. insulation, plasterboard, studs, etc.). The master policy only covered certain items for restoration and the payment received from the master insurance carrier was less the \$1,000.00 deductible.

It has been the Association's long standing policy (and well publicized over the years) that the Association will not bear the deductible or additional costs in such cases, especially negligence. The unit owner causing the casualty will be responsible for **all** not paid by the master insurance coverage. Unit owners are also reminded that it is the master insurance carrier's option to subrogate a claim they paid against a negligent unit owner.

It is strongly advised by the Association's condominium documents, and reiterated here, that all unit owners have a homeowner's policy for such liability. If not, you will be responsible for any and possibly all costs incurred, including any legal fees if so incurred.

For your own information and files, attached is a memo to Northern Woods Property Services reiterating the Association's long-standing policy with regard to their involvement as **management** for Northface Resort Condominiums. Please take a moment to read this memorandum as well to clarify the entire matter.

Remember, owning a condominium is still very similar to owning a private home. There are still repairs needed; and neither management nor the Board are the private caretakers of your responsibilities.

Everyone's cooperation in accepting responsibility is appreciated.

Sincerely,

Executive Board
Northface Resort Condominium Association

KAB/jb
Enc.