



SECTION A

THE BULLETIN

www.hvowner.info
203-264-9644 x322

www.heritagevillage.org

EXECUTIVE OFFICE

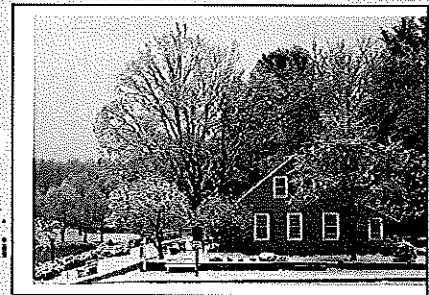
President
Fran Owen

Vice President
Ron Conti

MGMT. OFFICE

Village Manager
Kevin Hellriegel

Asst. Village Mgr.
Jane Krukowski



MARCH 11, 2012

PRESIDENT'S CORNER...FRAN OWEN

At next month's Trustee Meeting, we will present to the Trustees a list of "Chargeable Services" to be voted on. Basically this is a list that tells us what services and repairs inside the unit that you would be billed for. It allows the Association to recoup the charges, in time and materials, to perform those services that only serve that particular unit.

To give an example: A resident calls maintenance for a garbage disposal repair. The plumber finds that the resident has been putting unacceptable items into that disposal. The resident is now charged for the repair, rather than spreading that cost over the entire Association. Likewise, a bulb needs replacing in a unit, whether a regular overhead light, or a recessed light that needs special attention. Since this is inside a particular unit, the resident will be charged for that service. On the other hand, if there is a backup in a sewer line, investigation will determine whether that was caused by the resident, or if it is a failure of the line. In the latter case, the Association will repair at no charge to the resident. Basically the unit owner is responsible for what is inside a unit, the Association for what is outside (common areas). There are exceptions of course, and some repairs will require investigation to determine responsibility. The "Chargeable Services" will be presented at your next condo meeting, so try to attend to hear a complete explanation. The Trustees will then vote at the March meeting to accept. The new Maintenance Standards were accepted by the Trustees at our February meeting.

Last week at the Trustees Meeting our representative from our insurance company gave a presentation on the HO6 insurance that every owner should have. Please take the time to read the article that is enclosed in this *Bulletin* to make sure you are covered properly. Make sure you understand the new Maintenance Standards since this has an impact on your insurance coverage.

Please contact me and/or our Manager with any of your concerns or suggestions.

REVISED MAINTENANCE STANDARDS - Rev. 02/24/12

Under Subsection 47-257(e) of the Connecticut Common Interest Ownership Act, if any common expense is caused by the failure of a unit owner to comply with a written maintenance standard promulgated by the Master Association, then the Master Association may, after notice and hearing, assess any portion of the common expense in excess of any insurance proceeds received by the Master Association under its insurance policy, exclusively against that owner's unit.

The master property insurance policy currently maintained by the Master Association contains a deductible of \$10,000 for most covered losses. This means that if the units or the common elements are damaged because a unit owner failed to comply with any of the following standards, the Master Association can assess the first \$10,000 of the cost of repairing the damage, plus any other portion of the cost not covered by the master insurance policy against the unit owner who failed to comply.

1. Water Heaters:

a. Hot water heaters must be replaced no later than the earliest of:

- i. The expiration of the manufacturer's warranty; or
- ii. When the water heater first shows any signs of leaks or rust.

2. Dryer Vents: All dryer vents must be cleaned at least once every calendar year. The unit owner is responsible for hiring a qualified technician, or the unit owner shall contact Resident Services Department to schedule an appointment to have the dryer vent cleaned (billable service). Proof of such cleaning must be made available at the request of the Master Association.

3. Chimney Flues: All chimney flues serving an active fireplace in a unit must be cleaned at least once every calendar year. The unit owner is responsible for hiring a certified (licensed) chimney sweep technician. Proof of such cleaning must be made available at the request of the Master Association.

4. Minimum Temperature: All thermostats in the units must be set at sixty (60) degrees Fahrenheit or higher from October 1st through March 31st to prevent freezing pipes. Failure to maintain adequate temperatures could cause pipes to freeze. **An alternative to keeping the heat on when a unit owner is away is to have the unit winterized to a standard consistent with preventing frozen pipes.** Every unit is different. If you are not familiar with winterizing your unit, you must contact the Master Association for help in determining the best method for protecting your unit from frozen pipes.

a. In addition to providing adequate heat, unit owners must keep all interior doors open (even rooms which are not used) including bathroom vanity door, kitchen base cabinet (where sink is located) open to permit room heat temperatures to get to plumbing service and drain lines.

b. In units that have water pipes in attics or outside walls, the unit owner must let water faucets drip when the outside temperature goes below freezing.

5. Plumbing Fixtures:

a. All unit owners must check all plumbing fixtures, faucets and exposed pipes, including, but not limited to, water pipes and sewer pipes under sinks, in cabinets and in basements, at least twice a year for leaks or corrosion. Anything that leaks or is corroded must be replaced.

b. All unit owners must disconnect hoses from outside water faucets from November 1st until April 15th of each year to avoid pipe breakage due to freezing.

MAINTENANCE STANDARDS...continued

c. The following items should NEVER be placed in toilets and/or garbage disposal:

TOILETS

Sanitary
Depends
Diapers
Washcloths
Paper Towels
Hand Wipes
Kitty Litter
Fibrous Foods
Coffee Grounds
Large Amounts of Food

GARBAGE DISPOSAL

Napkins Rice & Pasta
Wrappers
Potted Plant Dirt
Filter-Tipped Cigarettes
Food Fat & Grease
Large Amounts of Food
Fibrous Foods
Corn Husks
Banana Peels
Stringy Fruits & Vegetables
Large Bones
Egg Shells

6. Appliances: All electrical appliances, including but not limited to stoves, stove vents, refrigerators, dishwashers, washing machines, dryers, garbage disposals, and water heaters must be maintained in good operating order. All unit owners must install steel braided, Flood-Chek, or equivalent hoses to serve the washing machines and dishwashers in their unit. If the unit owner is currently using a rubber supply line for the dishwasher, a steel braided hose or copper line must be installed as a replacement.

7. All Screens Except Entrance/Storm Door, Awnings: These are optional items and the unit owner's responsibility from the installation to maintenance. Window and slider screens are covered if original.

8. Garage Doors: Unit owners are responsible for the maintenance of the garage doors installed in all garage units excluding two car Berkshires and Carriage Houses. All automatic garage door openers are the responsibility of the unit owner. They must be maintained in good operating order and adjusted properly to minimize noise, excess vibration, and damage to other components.

9. Attic Stairs: When installing a folding or retractable attic stairway, a firewall in the attic must be installed. A building permit from the town of Southbury is required, and it is the unit owner's responsibility to provide a copy of the permit to the Village Manager's office before commencement of the approved work.

10. Air Conditioning: Maintenance, repair and replacement of the air conditioning system is the unit owner's responsibility. Service of these units must be performed by a State of Connecticut licensed air conditioning technician. Failure to operate and maintain the air conditioning unit can cause high humidity levels which could cause mold growth. Should this occur, the unit owner is responsible for mold remediation.

11. Possession of Pass Keys: Per the HVMA Handbook, Article IV-Rules, 3F, all unit owners must provide Heritage Village Security with pass keys to their unit. If locks are replaced, a new key must be provided to HVMA so that access can be made in an emergency situation.

12. Mold: Residents must maintain adequate ventilation to dehumidify their unit. HVMA will not be responsible for mold remediation unless it is caused by failure of something that is maintained by the Village such as the roof and under slab pipes. Generally, a humidity level at or below 50% is acceptable. Humidity levels should never be above 60%.

MAINTENANCE STANDARDS...continued

13. **Showers, Tubs, Tile, etc:** The unit owner is responsible for maintaining all fixtures related to showers, tubs and tiles. Particular attention must be given to tiled areas. They must be maintained so as to avoid water penetration.

14. **Electrical:** One of the major causes of electrical fires is the use of extension cords. Rather than using extension cords, unit owners should have a licensed electrician install additional outlets where necessary. Using electric heaters is also another common cause for overloads. Simply put, in most cases an electric heater can use enough energy to maximize a 15 amp circuit breaker. Therefore, if any other device is connected to the same circuit, you could be overloading and overheating the wires in the wall (see list of circumstances below that should be avoided to prevent tripping or overloading circuits). Residents must be cognizant of this and take necessary action to prevent circuit overloads. Overloading circuits can cause fires. Residents must take care in preventing the overloading of electrical circuits.

EXAMPLES OF OVERLOADED CIRCUITS

Too many kitchen appliances plugged into one counter circuit:

Microwave over the stove is not on a separate circuit and trips breaker when any other appliance is used at the same time.

Toaster and coffee pot or microwave on the counter is running simultaneously.

Vacuum Cleaner

Space Heaters

Blown Light Bulbs

Hair Dryers

Defective Appliances

Power Tools and Compressors

Old Lamps (sockets or cords defective)

Electric Grills on patio

The Rules Amendment for the addition of the above Maintenance Standards passed at the February 28, 2012 Board Meeting.

Happy 
St. Patrick's Day

MAINTENANCE RESPONSIBILITY REFERENCE CHART

Please note: Items listed in **BOLD** type are 2012 Proposed Chargeable Services

DESCRIPTION	HVMA RESPONSIBILITY	UNIT OWNER'S RESPONSIBILITY	COMMENTS
Aerator Repair	X		
Air Conditioners		X	Refer to Maintenance Standards #10
All Upgraded Items (Interior & Exterior)		X	
Appliances		X	Refer to Maintenance Standards #6
Asphalt Curb Repair	X		
Asphalt Driveway Repair	X		
Asphalt Road Repair	X		
Asphalt Sidewalk Repair	X		
Attic Maintenance		X	Refer to Maintenance Standards #9
Bathroom Fixtures		X	
Bluestone (Front Entry)	X		
Bluestone (Patio – 6'x9' only)	X		
Bulb Change (Exterior)	X		
Bulb Change (Interior)		X	
Carpets (Excluding Common Hallways)		X	
Ceiling Inspection	X		
Ceiling Repair	X		
Claim	X		
Cluster Care	X		
Delivery (Hay)		X	
Delivery (Mulch)		X	
Delivery (Seed)		X	
Delivery (Soil)		X	
Delivery (Stone)		X	
Drain Blockage		X	
Drainage Repair (Exterior)	X		
Drainage Repair (Interior)		X	
Dryer Vent Cleaning		X	Refer to Maintenance Standards #2
Electrical (Interior)		X	Refer to Maintenance Standards #14
Elec. Service Call Only: During Hours		X	
Elec. Service Call Only: After Hours		X	
Elec. Outlet (per Electrician discretion)		X	
Follow-Up	X		
Foundation Repair	X		
Frozen Pipe Repair		X	Refer to Maintenance Standards #4
Garage Door Replacement (Button)		X	
Garage Door Replacement (Bottom Panel)	X		
Garage Door Repair		X	
Garage Maintenance Mech.		X	Refer to Maintenance Standards #8
Garage Maintenance Mech. (Carriage House & 2 Car Berkshire Only)	X		
Garbage Disposals		X	Refer to Maintenance Standards #5c
General Mill Support	X		

Maintenance Responsibility Reference Chart

Glass Replacement	X		
Grounds Work Request	X		
Gutter Installation & Repair	X		
HVF Support (Carpentry)	X		
HVF Support (Electrical)	X		
HVF Support (MATV)	X		
HVF Support (Plumbing)	X		
Heat Repair	X		
Heat Vent Light Repair/Replacement		X	
Interior Painting & Touch-Ups		X	
Iron Railing Repair	X		
Kitchen Faucet Replacement		X	
Lawn Renovation	X		
Lavy Faucet Replacement		X	
Lavy Faucet Repair		X	
Leaf Removal	X		
Lighting Improvements (Exterior)	X		
Lock Replacement (Front Entry)		X	
Lockouts Service Call Only: During Hours		X	
Lockouts Service Call Only: After Hours		X	
Masonry Steps & Landings	X		
Masonry Repair	X		
MATV (CBYD)	X		
MATV (Head End/Tower Maint.)	X		
MATV (System Maintenance)	X		
MATV (Service Call)		X	
Meadow Mowing	X		
Miscellaneous Carpentry – Slabs	X		
Miscellaneous Carpentry – Inspection	X		
Miscellaneous Carpentry – Exterior	X		
Miscellaneous Carpentry – Interior		X	
Miscellaneous Painting – Exterior	X		
Miscellaneous (Heat w/Breaker Off)		X	
Misc. (Fluorescent Fixture-Closet Pull Chain)		X	
Miscellaneous Site	X		
Mowing	X		
No Power Call		X	
Pathway Lights	X		
Pest Control (Common & Limited Common-Attic)	X		
Pest Control (Interior)		X	
Pipe Thaw		X	
Planting (Shrub)	X		
Plumbing Service Call Only: During Hours		X	

Maintenance Responsibility Reference Chart

Plumbing Service Call Only: After Hours		X	
Ponds	X		
Remove Stump	X		
Restoration Carpentry Repair	X		
Retaining Wall Repair	X		
Roof Repair/Recheck	X		
Sand	X		
Security Officer (Traffic Duty/Crowd Control)	X		
Sewer Excavation	X		
Shop Work (Electrical)	X		
Shop Work (Plumbing)	X		
Shrub Pruning	X		
Shrub Pruning (Follow-Up)	X		
Silcock Repair	X		
Silcock Replacement	X		
Site, Electrical, MATV & Pest Support	X		
Snake-Out Preventative Maintenance	X		
Snow Follow-Up	X		
Snow Removal	X		
Snow Removal (Roofs)	X		
Snow Removal (Prep)	X		
Split Rail Fence	X		
Stock Ordering/Inventory	X		
Street Lights	X		
Suit Up Bulb Change		X	
Thermostat (Replacement)		X	
Thermostat (Calibration)		X	
Tile		X	
Toilet Replacement		X	
Toilet Repair		X	Refer to Maintenance Standards #5c
Toilet Seat		X	
Touch Up (Paint-Exterior)	X		
Tree Care	X		
Tub/Shower Repair		X	Refer to Maintenance Standards #13
Unit Doors & Windows	X		
USB	X		
USB (Backfeed)	X		
USB (Inspection)	X		
USB (Isolation)	X		
USB (Carpentry)	X		
USB (Electrical)	X		
USB (Site)	X		
Variance Inspection	X		

Maintenance Responsibility Reference Chart

Washing Machine Replacement (Valve(s))		X	
Washing Machine Replacement (Hoses)		X	
Washing Machine (Repack Valves)		X	
Water Heaters		X	Refer to Maintenance Standards #1
Weekly Blanket Work Order	X		
Winterization		X	Refer to Maintenance Standards #4
Winterization (Inspection Only)		X	
Winter Projects	X		

HO 6: CONDOMINIUM UNIT OWNERS INSURANCE - WHAT COVERAGE DO I NEED?

Building Property - Coverage A

This coverage insures those building additions and alterations or installations made by you or previous unit owners. Heritage Village Master Association is only responsible for insuring the unit's original specifications. The Heritage Village Master Association has provided a detailed schedule of what is included as original specifications. It is important to review this schedule to determine whether your unit has been upgraded beyond the original specifications and what limit you need to cover *any* subsequent improvements. Your limit should be at least \$10,000 to cover the Association's deductible should you be negligent in causing damage to the property of the Association.

Personal Property - Coverage B

This coverage protects your personal possessions such as clothes, furniture and computers. It also provides protection for your personal property while away from your unit. Make sure you have replacement cost 'all risk' coverage with sufficient limits to cover all of your possessions. Keep in mind your jewelry, silver, furs and collectibles must be separately scheduled in order to be properly covered.

Loss of Use/Additional Living Expense - Coverage C

Should a fire, explosion, windstorm or other insured catastrophe damage your unit, you may temporarily need a place to stay. Additional living expense will cover the additional costs of your stay or rental income if your unit is leased. The Association is not responsible for these expenses. Consult with our agent for the limit coverage that best meets your needs.

Loss Assessment - Coverage D

This valuable coverage is uniquely designed for owners in condominium associations. It recognizes the potential for unit owners to be assessed for insurable losses incurred by the Association which may exceed the coverage provided by the Master Association Policy. This should include coverage for the deductible expenses incurred by the Association that are assessed to the unit owners. In no event should you have less than \$1,000 of coverage.

Personal Liability - Coverage L

Personal liability coverage protects you if others make a claim or bring suit against you for bodily injury or property damage for which you or a member of your family are responsible, either in your home or elsewhere to which coverage applies. It is essential that you select liability limits high enough to protect your personal assets.

Medical Payments to Others - Coverage M

This coverage pays medical expenses up to the limits in the policy for people who are on your premises with your permission and are accidentally injured. However, coverage does not pay for medical expenses for you or members of your family that live with you.

BEFORE YOU GO TO BED SATURDAY NIGHT...

...Remember to **TURN YOUR CLOCKS AHEAD ONE HOUR**

When you turn your clocks ahead this weekend please remember to change the batteries in your smoke detector. Electric-run detectors usually have a life span of 10 years, but those that are battery-run only 5 years.

HVF/HVMA BOARD MEETINGS

The following items were addressed at the HVF/HVMA Board Meetings on February 28, 2012:

- The Hearing for the addition of the Maintenance Standards to the Rules was held and during the HVMA Board Meeting the Trustees approved the addition of the Maintenance Standards to the Rules.
- The Directors approved the use of no more than \$10,000 for a Feasibility Study and survey around the central core areas of Activities including the Activities Building, Fireside, Lodge, Stable Studios, and the territory around it with traffic flow and parking.
- Our insurance broker provided an HO6 Insurance Presentation – please see Page A8 for additional information.
- Chargeable Services were tabled; to be addressed at the March meeting.

For your convenience, the Board packet can now be viewed on the Computer Club website at www.hvcomputerclub.org or the new www.hvowner.info website. **Source: Executive Offices**

REMINDER

We need your permission to forward important HVF/HVMA documents to your email address instead of using regular mail. Please email your approval to Brenda Husted at bhusted@hvmaster.com. If you do not have an email address, you will continue to receive information by regular mail. Thank you!
Source: Management

FINANCE COMMITTEE MEETING

A Finance Committee meeting has been scheduled for Wednesday, March 14, 2012 at 2 p.m. in the Card Room **Source: Executive Offices**

MEALS ON WHEELS HELP NEEDED

Volunteers are needed to deliver Meals on Wheels in Heritage Village and the town of Southbury. Meals are delivered Monday through Friday mornings, excluding holidays. Can you give a little of your time to help. One morning a month or one morning each week – whatever time you can give will be appreciated. You will enjoy a rewarding experience by helping people who are unable to get out. For more information, please call Carol Russo at 203-267-6671. **Source Executive Offices**

GROUNDS CARE PROGRAMS

The following Grounds Care Programs are scheduled to be completed in 2012. The program's dates are approximate and may be adjusted for changing weather conditions.

There is no need to submit work requests for scheduled program work.

PROGRAM	BEGINNING DATE	ENDING DATE
Sand Clean-Up	3/26	4/6
Spring Clean-Up	3/19	4/20
1st Fertilization of Lawns <i>(Crabgrass Pre-Emergent)</i>	3/19	4/20
Lawn Mowing <i>(24 cuttings)</i>	4/30	10/12
Community Maintenance <i>(1,3,5,8,10,12,14,15,19,20,21,24, Act.)</i>	4/16	10/26
1st Meadow Mowing	6/11	6/29
Lawn Repairs <i>(3,4,9,11,12,14,19,21)</i>	8/13	10/12
2nd Fertilization of Lawns <i>(Broadleaf Weed Control)</i>	7/30	8/10
2nd Meadow Mowing	9/17	10/12
Leaf Removal	10/15	12/7

Source: Grounds Department