

Avalon Village – Welcome Handbook

These rules take effect as of November 23, 2020 and take precedence over any prior editions of the handbook

Greetings!

You have chosen to live in one of the area's most comfortable and enjoyable senior living communities -- *Avalon Village*.

To help make your life here more convenient and simplified, the Avalon Village Owners Association's Board of Directors has put together this easy-to-read handbook of policies and rules.

We hope you find this helpful and of assistance for your new life in our cooperative community.

As you settle in, we have no doubt that you will quickly be exposed to those aspects of the community that make Avalon Village a truly wonderful place to live. Our philosophy of independence and active living is contagious. Whether it's through vegetable gardening, yoga, tai chi, Bone Builders, walking, Men's Breakfast, Ladies' Lunch, our First Friday wine and cheese socials, Friday afternoon bocce, pool playing, meditation, presentations, or one of our supremely popular pub nights, you are likely to find a community of folks who will share an activity with you; and before you know it you will have formed deep friendships and discovered how a true community cares for its residents. Of course, some residents prefer to keep to themselves and Avalon Village, in the spirit of independent living, totally supports this lifestyle as well.

Avalon Village Owners Association has a Board of Directors that has created five committees: a Finance Committee, Grounds Committee, Activities Committee, Buildings and Structures Committee and Welcoming Committee. Each of these committees is quite active and we encourage interested residents to become involved in committee work.

One major advantage of living in a cooperative such as Avalon Village is that, unlike a condominium setting, more maintenance issues are addressed, including interior and appliance issues. The price for this amenity is that repair (including repainting) and replacement decisions are made by the Association's agent, Avalon Management. Of course, if a resident wants to make a change, even though it isn't necessary from a "repair and replacement" point of view, he/she may obtain permission from Avalon Management to make the change as long as the resident absorbs the cost.

Welcome! You are now part of a vibrant and caring community!

REGULAR WEEKLY AND MONTHLY ACTIVITIES

The activities committee meets monthly to schedule activities for all residents to enjoy at the Manor House, as well as scheduling excursions to activities in the area that are of interest. A list of the upcoming activities is distributed to all residents at the beginning of each month, and weekly reminders are sent as well.

MEALS AT THE MANOR HOUSE

We offer periodic catered dining at the Manor House and daily meals for our Manor House residents. Cottage residents are welcome to make a reservation for evening meals as well with advance reservation (862-5105). Non-catered meals are \$18.00 (dinners) for cottage residents and guests (catered meals are priced per event). Guests are always welcome to dine with residents. Memos/emails are circulated throughout the village whenever catered dining is offered. All Manor House dining is added to monthly billing.

MAIL DELIVERY

We have US Postal mail box kiosks located within each section of the community. Each resident is assigned a mail box and mail box key at closing. If a resident is handicapped and cannot collect his/her mail at the mailbox, Avalon Management may assist in either delivering or obtaining home delivery from the post office.

IN-HOUSE MAIL DELIVERY-RAIL BOX

Each cottage has a mailbox on the front railing for Avalon Village mail (i.e. memos, calendars, meeting notices, etc.). When the ribbon is pulled out, something of interest is inside.

TELEPHONE

Arrangements for telephone service may be made with TDS Telecom at (207) 862-9911. Please let them know that you are with Avalon Village, and provide the address of your cottage (not applicable to Manor House residents).

ELECTRICITY

For cottage residents only (does not apply to Manor suites): Please make arrangements for an account with Versant Power Maine at (207) 973-2000 and let them know that you are with Avalon Village along with the address of your cottage.

LP GAS

Avalon Village purchases LP gas in bulk at reduced rates and bills cottage residents for metered usage at that rate when monthly bills are sent.

WATER/SEWER

Water accounts will need to be arranged by cottage residents by calling the Hampden Water District at 862-3490. Billing is sent directly to the resident. Sewer charges are billed quarterly by the town.

CABLE TV

Avalon Village has arranged for a reduced rate for a special package of cable channels which is incorporated into your monthly fees. Each cottage is allotted 2 cable boxes in their monthly fee, additional boxes can be purchased for an additional fee at resident's expense. Each resident must set up their own account with Spectrum prior to receiving services. To set up your account call 1-855-707-7328. If you wish to have additional services added beyond basic cable you are responsible for any additional fees. When contacting Spectrum please let them know that you are with Avalon Village along with your address.

RUBBISH REMOVAL-ONCE WEEKLY

For cottage residents, rubbish may be left curbside on Friday mornings for pick up. There will also be a yard debris pickup twice a month (April-October) as noted on the monthly calendar. Debris should be bagged and placed on the curb that morning. Residents can take recycling to the town transfer station. This requires a permit that can be borrowed from the office.

Manor House residents may leave bagged trash and recycled items in the rubbish room, opposite the public restroom.

TRANSPORTATION

Transportation is available for all residents for most appointments; advance reservations may be made by calling the office at 862-5100. Leave detailed information as far in advance as possible (within a few days, if possible) with at least 24 hours notice. The answering machine is checked daily, no sooner than 9:00 AM.

HOUSEKEEPING

Weekly housekeeping is included in the rent for Manor House residents.

NEWSPAPER

Bangor Daily News may be contacted for subscriptions by calling (207) 990-8040.

MANOR HOUSE COMMON AREAS

Common areas in the Manor House are always available to all residents to enjoy. We encourage residents to feel free to make use of the living rooms, downstairs pub, porches and green spaces, as well as books, games, puzzles and limited exercise equipment. Common areas may also be reserved for private functions by calling 862-5100.

WALKING TRAILS

We have beautiful, natural walking trails that extend from the Penobscot riverbank to the Edythe Dyer Library and beyond.

RECYCLING

For information about recycling in Hampden, see the town website at <http://www.hampdenmaine.gov/> and click on Town Departments at the top then Transfer Station. The Transfer Station is located at 355 Canaan Road, Hampden. Phone is (207)862-3337. Hours, closed on Monday and Tuesday. Open from 10:00 a.m. to 6:00 p.m. on Wednesday, Thursday and Friday. Open from 8:00 a.m. to 4:00 p.m. on Saturday and Sunday.

EDYTHE L. DYER COMMUNITY LIBRARY

The Edythe L. Dyer is Hampden's community library and we are proud to have it located on our site. They may be reached at 862-3550.

RESIDENT POLICIES & RULES

POLICY/RULE CREATION

The Association Board will, from time to time, enact policies or rules in accordance with the Association's Bylaws. When the Board determines that there is a need for a procedure, policy or rule that will affect shareholders, the Board of Directors will meet and promulgate necessary policies that will then be distributed to all shareholders. The Board welcomes input from residents concerning policies and rules.

Copies of this book of procedures, policies and rules adopted by the Association Board will be provided to all shareholders as needed.

MAINTENANCE

Residents should report all maintenance and repair issues to management by work orders. Please do not make any service or repair calls independently. In the event of a maintenance emergency, call 862-5100. Residents are also asked not to undertake any of their own maintenance tasks without first speaking with Avalon Management.

Maintenance staff is also available to provide assistance with projects that are not part of Avalon Village's routine maintenance. The rate is \$22.50 per hour plus materials, billed with monthly fees. All maintenance items must go through the office using the work order system. Direct contact with maintenance staff or contractors is not allowed unless prior authorization is received from the Cooperative Director.

THE WORK ORDER SYSTEM

All ongoing maintenance of cottages is handled through a work order system. The best way to get a maintenance issue expeditiously addressed is to fill out a work order form (one item per slip) and place it in the green box outside the office.

If you wish to add something or alter the cottage in some way then you should fill out a "Request for Work Approval" form that is a different form than the standard work order. If you wish to make any modifications to

the grounds around the cottage there is a third form to fill out and turn in entitled "Request for Grounds Work Approval".

MAINTENANCE PROGRAM

In order to maintain the buildings and structures of Avalon Village at a standard of excellence, the following components will be inspected annually to determine needed repair or maintenance. (The Association's Building and Structures Committee do this inspection in the spring. Cottage residents will be notified of any items identified and needing repair at their residence.)

- Concrete floors and foundations
- Decks and porch rails and trim
- Driveways and brick sidewalks
- Roofs and skylights
- Vinyl siding
- Windows, screens, shutters, and weather stripping

Repair and maintenance of interior and exterior components shall be implemented as needed by the work order procedure.

Please **do not** stain your decks. Decks are power washed and repaired as necessary.

ACTIVE PREVENTIVE MAINTENANCE

The following items will be cleaned or maintained annually or on a schedule appropriate to each component:

- Dryer vents (clean)
- Fire extinguishers (check)
- Garage door openers & mechanisms (lubricate and adjust)
- Gutters and downspouts (clean)
- Porch and deck railings and painted surfaces (repaint)
- Smoke detector batteries (replace)
- Carbon monoxide detector batteries (replace)
- Sola-tubes and refrigerator coils (clean)
- Vinyl siding (pressure washing)
- Windows (clean exterior pursuant to work order)
- Refrigerator filters (replace as necessary depending on the model; resident will be charged for the filter)

Light bulbs shall be replaced by the work order procedure. Resident will be charged for the bulbs.

In order to perform some of these items it may be necessary for the maintenance personnel to enter the unit. Except in an emergency or by special permission of the resident, personnel will not enter the unit unless the resident is present.

COTTAGE ALTERATIONS THAT REQUIRE ONGOING MAINTENANCE FOR WHICH THE RESIDENT MAY BE RESPONSIBLE

A resident may request an improvement or system that is not standard to most of our cottages and that requires regular maintenance. An example of this would be the addition of a generator, a whole house air conditioning system, electric awnings, or a heat pump. While Avalon Management will ordinarily approve such improvements, it's important to know that the Association will not pick up the ongoing maintenance costs on these types of additions and further, that this maintenance obligation will need to be disclosed to any future buyers of the share. Owners will need to hire their own contractor approved by Avalon Management.

LEGAL FEES

Legal fees incurred by the Avalon Village Owners Association as a result of an owner's request to change the ownership on the owner's share of stock in the Association shall be passed on (billed to) the owner who makes the request.

GROUNDS

Maintenance of grounds (including lawns, trees and shrubs) is exclusively the responsibility of the Association. Modification and maintenance of additional landscaping/flower beds may be done contingent upon the written consent of Avalon Management and at the resident's own expense.

Avalon Village endeavors to present a graceful and orderly appearance. Any resident wishing to place **any** object that would be visible from the exterior of their cottage must get the approval of the Cooperative Director. Signs and flags with a message are **not** permitted. The only exception to this prohibition is a welcome or holiday sign, as well as a properly displayed American flag or State of Maine flag that receives the approval of the Cooperative Director. Daily building/grounds fines will be levied for failure to adhere to the Cooperative Director's instructions.

For safety reasons, propane tanks for grills should not be stored inside.

Individual raised community garden beds are available upon request.

There is a trail system that extends up and down the Penobscot. Trail maps can be found in the office.

VEHICLE PARKING

Habitual parking of vehicles on the roads is discouraged since it clogs access by fire, ambulance and service vehicles. Obviously, residents and their guests will frequently need to temporarily park in these areas. Overnight parking during snow season may result in driveways not being plowed.

It is requested that residents respect the handicapped parking spaces at the Manor House.

If residents anticipate that an RV, boat, boat trailer, or other type of trailer may be on Avalon Village grounds for more than five continuous days they are required to park them in parking locations designated by Avalon Management. This policy does not apply to residents who have approval before January 18, 2018. Management **may** also be able to provide onsite parking for small trailers, canoes, boats, etc., and parking for a limited number of additional automobiles.

PETS (not applicable to housebound)

Many people will want to bring pets to the Village and are encouraged to do so. It is expected that pet owners will respect the rights of residents to enjoy their homes; therefore, it is incumbent upon all pet owners to be sure that their pets do not unreasonably infringe on the rights of others.

Pet ownership by residents is limited to two per cottage (unless written permission is received from management) and is subject to the following:

- All dogs shall be under close control (on leash) and be kept reasonably quiet.
- All pets shall be duly licensed and vaccinated.
- Dog owners will carry pet waste supplies and remove waste promptly. A waste station is located on Lupine Trail
- All outdoor cats should wear a collar and a bell. In the event that cat waste becomes an issue with surrounding resident, or the cat threatens to damage property, cat owner will meet with manager to work out a solution.
- Any person with concerns about pet behavior should contact the manager.
- Pet owners need to be certain that their pet ownership complies with any Hampden ordinances covering pets.

SEWER PUMP STATION

All of the community's sewage is processed through a pump station owned by the Avalon Village Owners Association. ***Residents are asked not to flush anything down the system other than toilet paper.*** It is a considerable expense to clear the pump when it gets blocked with fabric or other items.

YARD SALES

Yard sales to the general public **are not permitted** on Avalon Village grounds. Residents may have private estate sales, or other limited sales with Management's permission. Management has other suggestions for moving sales and disposing of unwanted property.

APPARENT INCAPACITY OR ABSENCE OF A RESIDENT

Avalon Management will distribute an informational form to every resident in order to give management guidance as to how to respond to the unexplained apparent absence or non-response of a resident. All residents are asked to fill out and return this form. If the form is not returned, Avalon Management will use its discretion and may enter the resident's cottage pursuant to its authority under the Residency Agreement.

EXTENDED ABSENCES

If residents expect to be away from their cottage for more than five (5) days at a time, they should advise management of the arrangement they would like to implement to ensure that the cottage is periodically checked.

COTTAGE INSPECTION

When residents are absent for an extended period, Avalon Management will check the cottage to ensure that systems are working properly, there are no leaks, freeze ups, etc. Residents are asked not to add any locking devices to the cottage without consulting with Avalon Management.

EXTENDED GUEST STAYS

If it is anticipated that any guest will reside in the home for more than 21 days in any quarter, please notify Avalon Management.

DEATH OF A RESIDENT

Avalon Management will make itself available to any resident or resident's representative(s) who wish assistance in notifying the community (or not, according to individual wishes) or in making any other arrangements. If management is not contacted, no action of any kind will be taken, to allow for the total privacy of those who wish it.

OFFICE HOURS

Avalon Management's office is open Monday through Friday from 9:00 A.M. until 4:30 P.M. Our offices can get very busy, so we request that you make an appointment if you have any concerns you wish to discuss. If you have an urgent maintenance need during hours when the office is closed, call 862-5100 and follow the voice prompts. There is always someone available to answer emergency requests.

RESIDENT CONCERNS

If a resident has concerns or is dissatisfied with any situation at Avalon Village, she/he should submit a signed written statement referencing this procedure. Any suggestions, questions, and/or concerns or complaints shall be given to and logged immediately at the Avalon Office.

The Cooperative Director shall schedule a meeting with the resident/shareholder and/or permitted subtenant within five (5) business days in an attempt to gather information and, where possible, informally resolve any issues.

A written record of the disposition of all suggestions, questions and concerns or complaints shall be given to the

resident/shareholder and/or permitted subtenant within ten (10) days of the meeting.

If the resident/shareholder and/or permitted subtenant remains dissatisfied, s/he may, within fourteen (14) days, request that the matter be reconsidered by the Board, and s/he may provide such further information as is necessary to inform the Board about the matter under consideration.

The Board's final resolution of the matter shall be given in writing within three (3) days of disposition. No enforcement fees/fines will be collected until the matter is resolved.

Although routine work orders for cottage maintenance are not normally subject to this procedure, residents/shareholders and/or permitted subtenants who are dissatisfied with the disposition or non-disposition of work orders may also use this process.

AVALON VILLAGE – SMOKE / TOBACCO FREE FACILITY POLICY

Implemented: July 2020

Policy:

It is the policy of Avalon Village to provide a safe and healthy environment for residents, visitors, and employees. Consistent with Avalon Village's commitment to provide a healthy environment, Avalon Village is a Smoke / Tobacco Free Community. Smoking is prohibited in all parts of Avalon Village, including all community areas, resident cottages, the Manor House apartments, and vehicles parked on Avalon Village grounds, except as provided below.

Policy Explanation and Compliance Guidelines:

- This policy applies to all residents, visitors, employees, vendors and contractors.
- All smoking and tobacco use, including use of electronic cigarettes, smokeless tobacco and other "vaping" products, is prohibited.
- Employees will be informed of the community's "Smoke / Tobacco Free" policy upon hire.
- Residents will be informed of the community's "Smoke / Tobacco Free" policy during the pre-admission/admission process.
- Non-compliance with this policy by residents' family members or visitors shall result in progressive corrective action, including but not limited to verbal reminders and, if necessary, asking family members or visitors to leave Avalon Village premises. Any refurbishment of a cottage, or any part thereof, resulting from any form of smoke damage shall be at the sole cost of the owner/shareholder of the cottage.
- Notwithstanding the foregoing, current residents as of the date of this policy's enactment may continue to smoke or use other forms of tobacco within their individual cottages and the immediate vicinity of any entry to their cottages. These grandfathered residents shall not smoke or use tobacco products in a manner that adversely impacts roof mates or neighboring cottages, nor may they use tobacco products in any other area of Avalon Village. All waste from tobacco products shall be appropriately disposed of. Any permitted smoking of tobacco use pursuant to this policy shall end upon the expiration of the current resident's occupation of their cottage.

FINANCES

FEES

Items payable include, but are not limited to:

- Regular monthly fees
- Special assessments
- Fines
- Cost of repairs to the Association's common areas, cottages, or equipment therein, resulting from the acts of shareholders, their tenants, or guests
- Legal fees and other costs associated with collection of funds on behalf of the Association

Payment Schedule

Monthly fees, charges and any other assessments are due within fifteen (15) days of receipt. Receipt will be assumed within three (3) days of the billing date.

A Non-Sufficient Funds (NSF) charge of the cost to Avalon Village plus \$10 will apply to any returned check.

Order of Crediting Payments

Payments will be applied first to assessments owed, then to late charges, interest, or collection expenses.

Delinquent Accounts

Any account not paid within thirty (30) days of the billing date is delinquent.

PROCESS FOR DELINQUENCY NOTIFICATION

First Notice

A first notice of past due charges including detail of assessments, late fees, NSF charges, interest and other charges that apply will be sent by First Class Mail to a shareholder whose balance is thirty (30) days past due.

Second Notice

A second notice of past due charges including detail of assessments, late fees, NSF charges, interest and other charges that apply will be sent by First Class Mail to a shareholder whose balance is sixty (60) days past due.

10-Day Demand

A 10-day demand for payment including detail of assessments, late fees, NSF charges, interest and other charges that apply will be sent by First Class Mail to a shareholder whose balance is seventy-five (75) days past due. This notice will state intent to turn the matter over to an attorney for collection enforcement if the balance is not paid within ten (10) days.

DELINQUENT ACCOUNT CHARGES

Late Payment Fee

A fee of 1% of the balance will be charged monthly on all balances delinquent for thirty (30) days or more.

OTHER DELINQUENCY CHARGES

When a delinquent account is referred to an attorney for collection, the shareholder shall be charged the Association's reasonable attorney fees and related costs incurred fees charged by the management to collect funds payable to the Association.

-Notification, filing and satisfying of liens

-Cost of enforcement of the Association's rules, bylaws, procedures and/or policies costs of litigation.

SCHEDULE OF FINES FOR RULES VIOLATIONS

- Parking: \$10 / day or occurrence
- Pets: \$10 / day or occurrence
- Buildings/Grounds: \$20 / day or occurrence

*Additional fines may be established by the Board from time to time with due notice to shareholders/residents.

IMPORTANT NUMBERS

Medical or Fire Emergency, **CALL 911**

Non-emergency Police / Fire / EMT, **CALL 862-4000**

Hampden Town Office, **CALL 862-3034**

Avalon Office - All other issues, Available 24/7 through answering service

Office Hours: Monday - Friday 9 AM - 4:30 PM, **CALL 862-5100**

Dining, **CALL 862-5105**

To address maintenance issues when Avalon is out of power, **CALL 207-956-0792**