

# RESIDENT MANUAL

Revised May 2002

Dear Unit Owner:

Welcome to StoneCroft! We are delighted to have you as part of our community. This manual will hopefully guide you step-by-step in quickly becoming acquainted with StoneCroft life.

While we hope this manual will be useful to you as an initial reference, it is only a brief survey of the documents of importance to you. Please be sure to take the time to read the condominium instruments that shape life at StoneCroft, including the Declaration, the Bylaws, and the Book of Rules and Regulations.

You can also log onto the Association's website, [www.stonecroftcondos.com](http://www.stonecroftcondos.com), for up to date information on association activities. The onsite office is located at the Clubhouse, 4451 Fair Stone Drive. The office phone number is 703-818-3432, and we can be reached online at [stonecroftcondos@erols.com](mailto:stonecroftcondos@erols.com).

We urge you to join any of the volunteer committees we have organized to help the Board of Directors determine our community's direction. Not only will you meet some of your neighbors this way, but you will also be able to participate in the direction your community takes in the future.

To properly serve and protect you and your interests as well as to meet the requirements of the governing documents, the Association needs to maintain certain information regarding unit owners and lessees. Please stop by the clubhouse Monday through Friday to provide the on-site manager with the following information:

- Your new home telephone number
- A daytime telephone number where you may be reached in an emergency
- A completed pet registration form if you have a pet that will have access to the common elements.
- A copy of the executed lease if you lease your unit
- The names of people living with you who should be allowed access to controlled common areas such as the pool and exercise room

Living together requires an occasionally difficult balance of individual rights and privileges. We urge you to seek friendly solutions to problems and differences in lifestyles so that we can become true neighbors at StoneCroft.

We wish you well in your new home and hope your residence here at StoneCroft will be pleasant and satisfying.

## TABLE OF CONTENTS

### PART I: USEFUL INFORMATION AT A GLANCE

Moving In	1
Arranging for Utility Services/Cable TV	1
Association Insurance	1
Condominium Fees/Direct Debit/Online Payment	2
Unit Keys	2
Access Control Cards	2
Mail Service	3
Pest Control	3
Trash Disposal	3
Parking	3
Pets	4
Drapes, Blinds, Renovations	4

### PART II: ABOUT STONECROFT CONDOMINIUM

Condominium Ownership	5
Governing Documents	6
Board of Directors	6
Committees	6
Managing Agents	6
Voting Rights and Responsibilities	6
Association Costs	7
Owner Responsibilities	7

### PART III: STONECROFT FACILITIES

Community Clubhouse	8
Fitness Center	8
Racquetball Courts	9
Swimming Pool	9
Whirlpool	9
Barbecue Areas	9
Multipurpose Court	9

### PART IV: LIVING IN YOUR HOME

Heating and Cooling	10
Main Water Supply Valve	10
Washing Machine	10
Toilets	10
Electricity	10
Appliances	11
Garbage Disposal Units	11
Windows and Doors	11
Balconies and Patios	12
Noise	12
Snow Removal	12

PART V: EMERGENCIES AND PROBLEMS

Gas Odor	13
Fire	13
No Heat	14
No Hot Water	14
No Air Conditioning	14
Water Leaks	14
Electrical Overloads	15
Smokey Fireplaces and Chimneys	15
Garbage Disposal Not Working	15
Criminal Activity	15

PART VI: HELPFUL HINTS

Smoke Detectors	16
Kitchen Drawers	16
Cat Litter	16
Dog Walking	16
Storm/Screen Doors	16
Electronic/Online Condo Fee Payment	17
Parking and Automobiles	17
Problems	17

PART VII: TELEPHONE NUMBERS 18

PART VIII: FORMS

Resident Information Form	19
Pet Registration Form	20
Emergency Contact Form	21
Evacuation Assistance Form	22

PART IX: MAP OF STONECROFT 23

## **PART I: USEFUL INFORMATION AT A GLANCE**

### **MOVING IN**

Moving in or out must be done prior to 6 p.m. in the evenings for the comfort of our residents. Moving trucks and vans may be parked on the property for no longer than 36 hours. You must remove any and all boxes to the West Ox Road landfill.

### **ARRANGING FOR UTILITY SERVICES**

All StoneCroft homes have been individually metered for each utility except water. It is up to each resident to arrange service for these utilities. If you have not already done so, please call the utility companies immediately to arrange for service in your name.

Gas Service: Natural Gas is used in your home for cooking, hot water heating, and heating of the unit. The meter is located in the mechanical room off of your patio or balcony. The meter has remote reading capability so the gas company will not need to enter your home to read the meter. Call Washington Gas at (703) 750-1000.

Electricity: Electricity is used in your home for air conditioning, appliances, lighting, power to receptacles, and electric ignition of your gas stove and furnace. Your electrical meter is located on the exterior of your building at the ground level for easy access by Dominion Power. Call Dominion Power at 1-888-667-3000.

Telephone Service: Your home can accommodate up to four separate telephone lines without a service call or additional wiring. Call Verizon at (703) 954-6222.

Cable Television Service: The buildings are pre-wired for cable. The cable company has a key to the cable supply room and will not require someone to let them in. Call Cox Communications at (703) 378-8400.

### **ASSOCIATION INSURANCE**

The Board of Directors has obtained insurance to protect the Unit Owners Association and, to a certain limited extent, the unit owners as individuals as provided in the Bylaws.

The buildings, including the units, are covered by fire and property damage insurance. The coverage is "all risk" and in an amount equal to the full replacement cost of the buildings (except for items not normally insured), subject to reasonable "deductible" limits. Appliances and fixtures initially installed by the Declarant are covered by the condominium policy. The following are not covered by Association insurance: upgrades by the unit owner (betterments and improvements); personal contents (property belonging to a unit owner such as clothes, furniture, decorations, belongings, etc.); liability for events inside your unit (falls, pet bites, etc). You should obtain your own "condo" insurance for personal property coverage, betterments and improvements, and liability through an insurance company of your choice.

## **CONDOMINIUM FEES/DIRECT DEBIT/ONLINE PAYMENTS**

StoneCroft owners are assessed a monthly condominium fee. This amount represents each owner's percentage of the annual common expenses and is paid separately from one's mortgage in twelve equal monthly installments, each due on the first day of each month whether or not billed.

At your settlement, the settlement agent should have collected and forwarded to the Association via Legum & Norman Management Company your monthly condominium fee for the balance of the month in which you settled and for the next full month if your settlement date was after the 15th of the month.

Please call Legum & Norman to confirm the receipt of the settlement information and payments. Shortly after that, you will receive your monthly payment coupons and instructions for future payments. Since condominium fees are due regardless of whether you have received coupons, it would be wise to contact Legum & Norman at (703) 600-6000 if you do not receive them. Information on signing up for direct debit and online payments are included with the coupon package.

You can now view your account status and make electronic payments to your account via the Internet. Simply log on to the association website at [www.stonecroftcondos.com](http://www.stonecroftcondos.com) and click on "Pay Online." Your login number is provided with the letter you received with your coupon package. Follow the instructions to establish your password. If you desire to make electronic payments, you must follow the instructions on the website and fill out the online authorization paperwork.

## **UNIT KEYS**

Please note that, in accordance with the Bylaws, the Association must hold a key to your unit, FOR EMERGENCY ACCESS ONLY. These emergency keys are coded and are kept under secured conditions. Only the on-site manager has access to both the keys and the codes.

The on-site manager is specifically prohibited from using these keys to let residents into their homes if they are locked out, for providing access to third parties as a convenience to residents, or for entering the unit for any purpose other than emergencies or the enforcement of provisions of the governing documents. It would be wise to leave a spare key with a neighbor or local friend/relative in the event you lock yourself out of your unit. If you are expecting guests or vendors, you must be present or otherwise arrange for their access to your unit.

## **ACCESS CONTROL CARDS**

Access control cards are needed to gain entry to the Clubhouse. Please contact the onsite manager at 703-818-3432 to obtain a card. Only one card is issued per unit. A fee is charged for a second or a lost card.

## **MAIL SERVICE**

Mail is delivered by the U. S. Postal Service directly to the locked mailbox in the breezeway that corresponds to your unit number. If your mailbox lock breaks, please contact the U.S. Postal Service. Please note that the Association cannot accept mail or packages from the U.S. Postal Service or any other carrier on behalf of residents. If you are not normally home during the day, you should advise your correspondents to send overnight mail or other packages that must be signed for to your daytime location.

## **PEST CONTROL SERVICES**

The Association has a contract with an extermination company for regular treatment of common areas for rodent and pest control. The contract also provides for the treatment of individual units on a request basis. There is no additional charge to the unit owner for this service. Contact the on-site manager. Pigeon control is not included in the contract.

## **TRASH DISPOSAL**

The Association has a centralized trash collection area. A trash compactor is located on Fair Stone Drive near the clubhouse. Simply place properly bagged trash down the chute and close the door. Association staff activates the compactor periodically. Unit owners should not attempt this.

Recycling of newspapers and #1 and #2 plastics is now mandatory in Fairfax County. Place things to be recycled in the appropriate bins near the compactor.

**For disposal of large items such as furniture and mattresses or for disposal of paint cans and other toxic substance containers, there is a close by recycling center at 4618 West Ox Road. For further information, you may call the recycling center at (703) 631-1179.**

Residents should note that it is the responsibility of the resident to haul away or have removed by their contractor any debris generated in the course of a renovation or remodeling effort (which must be approved in advance by the Covenants Committee).

## **PARKING**

There are approximately 441 parking spaces at StoneCroft currently available on a first-come, first-served basis with the exception of handicapped parking spaces in which only vehicles displaying the proper license plates may be parked.

Two automobiles per unit may be parked on StoneCroft property. Each vehicle must fit completely into a single parking space. Permission from the Board of Directors must be obtained for the parking of vehicles over two tons, commercial vehicles, boats, trailers, recreational vehicles, or more than two vehicles. Please refer to the rules and regulations for more details.

## **PETS**

Residents are allowed one pet per unit that uses the common areas. You must obtain written permission from the Board for more than one.

The pet walking area is under the power lines along Fair Stone Drive or any area outside of the property. Animal urine and stool kills the grass and leaves unsightly brown and yellow patches in an otherwise lovely environment. Please take care to get to the pet walking area before allowing your pet to relieve himself/herself and be sure to follow Fairfax County Law to pick up your pet's solid wastes before leaving the area. Residents are responsible for all damage caused by their pets. Pick-up bags are provided at the pet walking area.

## **DRAPES AND RENOVATIONS**

Drapes and blinds must be uniformly neutral in color when viewed from the outdoors. Please refer to specific rules regarding this as well as many types of renovations that must be approved before the project starts.

## **PART II: ABOUT STONECROFT CONDOMINIUM**

The Hazel/Peterson Companies developed StoneCroft in 1990-91. The community is situated within Fair Lakes. It covers more than 15 acres and is comprised of 276 garden condominium homes in eight two- and three-story buildings. The community includes a clubhouse with great room, fitness center, two racquetball courts, management offices, and a bathhouse for the outdoor whirlpool and swimming pool. A multi-purpose court for basketball is located at the western edge of the property. A footpath and jogging trail runs through the property and connects with the Fair Lakes trail systems.

StoneCroft is one of several residential neighborhoods that make up a larger association called The Villages of Fair Lakes. All StoneCroft owners and lessees are automatically members of this non-profit corporation by virtue of ownership and occupancy. Members receive notices of annual and special meetings of the corporation, and may vote, serve on the corporation board or committees. A portion of your condominium fee is an assessment to The Villages of Fair Lakes. This assessment covers the cost of administering Fair Lakes and of providing community services and amenities, such as landscaping along public roads, and so on.

### **CONDOMINIUM OWNERSHIP**

The term "condominium" refers to a form of property ownership rather than any specific type of architecture. Like the owner of a single family detached home, the condominium unit owner is the sole owner of his home, holding title in fee simple. However, in a condominium, the unit owner also holds an ownership interest in the other property that is part of the community, including the land on which the condominium is developed, parking areas, landscaped areas, and the portions of the building designed for the general use of the residents and building support functions. The property owned in common with the other unit owners is the "common elements." Each owner's share of ownership in the common elements is set forth in the Declaration. The Declaration, which is a statement of legal rights, title, and obligations, is recorded among the land records of Fairfax County, and, with its accompanying exhibits, is part of the deed to each unit.

The ownership interest each unit owner has in the common elements cannot be separated from his ownership interest in his unit; thus, the share of common element ownership is characterized as an undivided interest. It is this ownership of an undivided interest in the common elements that sets condominium ownership apart from other forms of property ownership.

The ownership of an undivided interest in the common elements, called a percentage interest, also gives the unit owner the right to participate in the affairs of Condominium Association. The obligation to pay a defined share of the expenses of administering, operating, maintaining, and insuring the condominium is also based upon the percentage interest. At StoneCroft, both voting rights and assessment obligations are based on this percentage interest.

Certain common elements are designated as Limited Common Elements. A Limited Common Element is a portion of the common elements set aside for use by less than all of the Unit Owners. In most cases a specific Limited Common Element is for the use and enjoyment of the owner and occupants of just one unit. Examples of Limited Common Elements are patios/balconies, windows, and doors.

Some common elements may be designated as Reserved Common Elements. A Reserved Common Element is a portion of the common elements that may be set aside for use by any number of the Unit Owners by the Board of Directors.

## **GOVERNING DOCUMENTS**

A Condominium is governed by a series of documents that were included in the Public Offering Statement provided to you before settlement. These documents consist of the Declaration, Bylaws, and the Rules and Regulations. Additionally, the Board of Directors has adopted a Book of Resolutions containing the policies of the Association. These documents address owners' rights and obligations and empower the Board of Directors to manage the affairs of the Condominium.

The Declaration of Condominium ("Declaration") is a statement of legal right, title and obligation. It describes condominium units and the common elements, and the rights and obligations of the developer.

The Bylaws govern the day-to-day operation of the condominium and address meetings, voting, Board powers and duties, insurance, budget and assessments, maintenance responsibilities, and restrictions on use of property. Any amendment to the Declaration or the Bylaws requires the approval of a 66 2/3% of the percentage interests of owners, and where applicable, mortgagee approval.

The Rules and Regulations and the Book of Resolutions contain more common and/or more specific rules regarding use of units and common elements and such subjects as pets, parking, design changes to units, etc.

It is important that you read these documents so that you are familiar with your rights and responsibilities as a condominium homeowner and to understand the organization of the condominium and the actions taken by the Board of Directors.

## **BOARD OF DIRECTORS**

The Association is operated by a five person Board of Directors who are elected by the owners at the annual meeting and who serve three-year terms. Under the governing documents, the Board makes all final decisions regarding the Association, including financial matters and rules and regulations. The Board elects its own officers.

The Board creates committees and assigns committee responsibilities. Meetings of the Board are held in the Clubhouse. All residents are welcome to attend or to correspond in writing to the Board if they have concerns or issues. Residents may speak out during the open forum period(s) of the meeting.

## **COMMITTEES**

The Covenants Committee is the only committee mandated by the Association Bylaws and the only committee whose five members are selected from applicants by the Board of Directors. The Covenants Committee is responsible for assuring that new rules and regulations do not conflict with the current governing documents, for arbitrating problems in the community, and for considering cases and holding hearings if necessary on violations of rules.

All other Committees are made up of volunteers from the community. The Facilities Committee offers recommendations from the community to the Board of Directors regarding improvement and repair of the grounds and buildings, as well as rules and regulations, polling the community by survey when an issue is perceived to be of great importance to many residents. The Activities Committee has a small annual budget that allows for community gatherings in the form of parties and dinners at the clubhouse as well as planning outside activities for residents. The Communications Committee is responsible for the monthly newsletter which is delivered to all residents' doors and which informs residents of current Board decisions and activities. Attendance at three consecutive committee meetings gives any resident membership and voting rights within that committee.

## **MANAGING AGENTS**

The Board of Directors of the StoneCroft Condominium Unit Owners Association has contracted with Legum & Norman Realty for management of the Association. Legum & Norman's services to StoneCroft include the areas of property management, financial management, and general administration.

The Managing Agent is also responsible for supervising and directing the on-site staff, which currently consists of an on-site manager and a porter. The on-site management office is located in the Clubhouse.

The on-site staff assists residents and oversees the day-to-day operations at the community such as supervising contractor performance; responding to emergencies; supervising the operation and maintenance of the grounds, buildings, and recreational facilities; answering resident questions and providing information.

The on-site manager is responsible for all cleaning, maintenance and repairs to all portions of the buildings except the units themselves and the cleaning of balconies or patios.

## **VOTING RIGHTS AND RESPONSIBILITIES**

In accordance with the Virginia Condominium Act, each Unit Owner has a vote in the Association equal to the percentage interest assigned to the unit. Since a larger unit carries a heavier financial burden than a smaller unit, it also has a larger percentage interest vote. Percentage interests are listed in the Declaration.

Since the Board of Directors is responsible for administering the condominium, the most significant way in which an owner can exercise an influence on how the community is run is by attending and voting at the Annual and Special Meetings of the Association or by serving on the Board or committees. This is your community, and you can shape its directions through your participation!

## **ASSOCIATION COSTS**

The Association provides numerous services to residents. With relatively minor exceptions such as late payment charges, interest income and miscellaneous income, the only source of income available to the Association are assessments. The amount of the assessment is based on the operating budget which addresses all of the expenses of the Association and which is adopted annually by the Board of Directors.

The budget includes routine operating expenses, contingencies for the unexpected, and repair and replacement reserves for each of the building and improvements components (such as paved areas, roofing, siding, the pool, Clubhouse furnishings and equipment, etc.). The operating expenses combined with the contingency and reserve expenses together comprise the common expenses of the condominium.

## **OWNER RESPONSIBILITIES**

While the Association has principal responsibility for the services and operation of the community, each owner has certain responsibilities as well. These responsibilities include:

- Keeping the Association informed (in writing) of your current correspondence address
- Providing the Association with a copy of the current lease if you rent your home
- Keeping all plumbing facilities in good condition and free of leaks
- Assuring that caulking around sinks and the tub is maintained to prevent leaks into other units or the common elements
- Checking washing machine and dishwasher hoses from that connections are tight and there are no leaks
- Taking care to prevent overflows from tubs, sinks, dishwashers and washing machines
- Keeping your balcony or patio area clean and free of rain water, snow and debris
- Exercising concern for neighbors in all activities
- Complying with the condominium instruments and rules in general and specifically as to pets, parking, design changes and the community amenities
- Attending Association meetings and voting in elections and on matters where owner decisions are required.

## **PART III: STONECROFT FACILITIES**

### **COMMUNITY CLUBHOUSE**

StoneCroft's Clubhouse is the focal point for a variety of community activities. The Clubhouse includes the management office, Great Room with fireplace and kitchen, fitness center, two racquetball courts, and shower rooms. The management office and great room are open weekdays from 9:00 a.m. to 5:00 p.m. The racquetball courts, fitness center, and shower rooms are available seven days per week, from 5:00 a.m. to 11:00 p.m. An access control card is required for entry. Contact the onsite manager for details.

All those using any of the fitness facilities do so at their own risk. The Association, Board, and Managing Agent assume no responsibility for accidents or injuries that occur in use of the fitness facilities, and users agree to hold free and harmless those parties from all liability arising from use. Please protect your personal belongings while using any of the fitness facilities. Neither the Association nor the Managing Agent is responsible for the loss of any personal effects.

Residents may reserve the Great Room for private functions on a first-come first-served basis. A reservation form must be completed which, among other things, requires the host resident to assume full responsibility for theft, loss, injury or damage to the facility while it is in his/her care, custody and control. Additionally, a damage and clean-up deposit of \$100 is required in advance. The deposit will be refunded if there is no damage and if no clean up is required. If damage or clean-up costs exceed the amount of the deposit, such costs will be billed to the owner.

Occupancy of the Great Room is limited to 50 persons. Music and noise levels must be maintained at a level that does not disturb other residents. A responsible adult must supervise parties or other events for minors at all times, and that adult must be an owner or registered lessee of StoneCroft.

### **FITNESS CENTER**

The Fitness Center is for the use of StoneCroft residents and their supervised guests only. You must be current in your condo fee to use the facility. The Fitness Center contains a variety of workstations and equipment to work major muscle groups and provides aerobics training. The Center is available seven days per week from 5:00 a.m. to 11:00 p.m. After 5 p.m. and on weekends, the only entry is via the side door with the access card reader. Contact the On-Site manager to obtain an access card.

It is recommended that residents intending to use the exercise equipment or embark on an exercise routine have a health check-up and receive advice from their doctor prior to starting. This is particularly important if exercise has not been a regular routine. By definition, exercise increases the effort for the cardiovascular and muscular systems. Therefore, there is some added risk of heart attack or muscle strain. Users should assure that their exercise routine reflects their individual health and physical condition.

## **RACQUETBALL COURTS**

There are two regulation racquetball courts for the enjoyment of residents. Residents who intend to use the courts must first sign a release and indemnification form. The courts are available seven days per week, from 5:00 a.m. to 11:00 p.m. After 5 p.m. and on weekends, entry is via the side door with the card reader. Generally speaking, Tuesday evenings from 7:30 to 11 p.m. are reserved for friendly, all-community Walleyball (indoor volleyball) that you are invited to join.

## **SWIMMING POOL**

The swimming pool is located behind the Clubhouse and is accessed through the shower rooms in the Clubhouse. The pool is open from Memorial Day through Labor Day weekends. Use of the pool during hours when it is closed is strictly prohibited. Guests may use the pool when accompanied by a resident.

Users must obey posted rules and lifeguard instructions at all times. The pool will be closed during inclement weather and at the discretion of the guards when storms are in the vicinity. For safety reasons, breakable containers are prohibited in the pool area. Use of the swimming pool is at your own risk.

## **WHIRLPOOL**

The outdoor whirlpool operates according to the same schedule as the swimming pool. Children under the age of 16 are prohibited from using the whirlpool. All those using the whirlpool do so at their own risk.

The whirlpool temperature will be maintained at the industry standard of up to 104 degrees Fahrenheit. Users are cautioned that this temperature increases the heart rate while the body attempts to maintain a constant internal temperature. Those with heart or respiratory conditions are advised against using the whirlpool as it could aggravate those conditions.

## **BARBECUE AREAS**

There is a barbecue area between the Clubhouse and the pool which is equipped with tables, chairs and a gas grill for use by all residents and guests on a shared and first-come, first-served basis. Please clean the grill after each use.

There are two additional charcoal grills at StoneCroft, one at the end of the tree area to the left of the clubhouse, and another next to the Gazebo between buildings #8 and #9.

All users are reminded to leave the areas clean so that those who follow may also enjoy using the areas. Please use the receptacles provided for disposal of trash and be sure all fires are out before you leave the area.

## **MULTIPURPOSE COURT**

A multipurpose court is located at the northwest corner of the site. Residents are invited to use this area for basketball, volleyball or other sports on a first-come, first-served basis.

## **PART IV: LIVING IN YOUR HOME**

### **HEATING AND COOLING**

The heating system is an energy-efficient AquaTherm combination that uses the hot water from your water heater as a heating source for your home. Air conditioning is provided by a through-the-wall condensing unit located in the mechanical closet on the balcony or patio.

The thermostat controls both heating and air conditioning. However, there is also a switch on the wall next to the air vent/grill inside your unit, which must ALWAYS remain in the "ON" position for heating and cooling to work.

Generally, heating systems operate most efficiently when temperatures are kept within a range of 60 to 75 degrees Fahrenheit. Allowing your home to get too hot or cold forces the equipment to use more energy to return the temperature to a comfortable range. Therefore, do not over-adjust your thermostat when you leave your home. Frequent changing of filters (about once every two to three months) is recommended for efficient operations.

### **MAIN WATER SUPPLY VALVE**

The main water cut-off valve is located in the mechanical closet on your patio or deck. It is the valve located nearest the wall and should be tagged as such. The valve will turn off the water to your unit. There are also individual water supply handles below each appliance.

No renovation that involves cutting off the water to the entire building may be done without prior written approval from the Covenants Committee.

### **WASHING MACHINE**

Use of low-sudsing detergents helps avoid clogging of the sewer pipes in the building, and use of cold water will help hold down your utility costs. Periodically check all hoses to assure they are sound and tightly connected. It is the owner's responsibility to periodically replace hoses to avoid leaks.

### **TOILETS**

Exercise care in what is flushed down toilets. Disposal of paper towels, kitty litter, trash, personal items, chewing gum, etc. can cause blockage that may result in damage to your home or homes below yours.

### **ELECTRICITY**

The circuit breaker panel in one-bedroom units is located in the bathroom adjacent to the washer/dryer. In two-bedroom units, the panel is located on the wall in the hallway outside the master bedroom. Circuits are listed on the inside of the panel door. Already wired breakers will be in the "ON" position. If there is an overload, the circuit breaker will move to the "TRIPPED" position.

If you operate computers or sensitive equipment in your home, surge protectors are recommended to protect equipment and data from damage due to electrical surges or sudden drops in power.

If any installation or change requires rewiring outside of the unit boundaries, written application must be made to the Covenants Committee and approval received before such changes may be commenced.

### **APPLIANCES**

Appliances will last longer and provide the best service if operated only according to manufacturers' recommendations and kept clean and free of dust and grease. Breakdowns and other problems are the owner's responsibility.

### **GARBAGE DISPOSAL UNIT**

In general, most organic material (such as vegetables and meats) may be put into the disposal. Always run cold water down the drain when the disposal is in use. Do not put cans, bottles, glass, paper, grease, plastic, aluminum, leather, cloth, seafood shells, corn husks, string beans, celery or artichoke leaves in the unit, as they will damage the disposal and clog the drain. **NEVER PUT ANY LIQUID OR CRYSTAL DRAIN-CLEANING AGENT IN THE DISPOSAL.** Such chemicals destroy the rubber gaskets within the unit and cause flooding of the kitchen. Never put hands or fingers down the drain while the disposal is operating as serious injury may result. Take care that utensils or other metal items are not inadvertently dropped down the disposal, as they will be damaged during operation and the disposal may also be damaged.

### **WINDOWS AND DOORS**

Windows and doors to the outside of the unit are limited common elements. It is up to each owner to provide routine cleaning of all windows and doors, but it is the Association's responsibility to repair or replace broken windows and outside entry doors. However, the Association reserves the right to charge the expense of such repairs or replacement to the owner if damage was a result of actions or negligence of the owner. Door hardware, latch mechanisms, and weather stripping of balcony/patio doors are an owner responsibility.

The "style" of door hardware visible from the outside may not be changed without prior written approval from the Covenants Committee. A working key to each new lock must be provided to the Association office for emergency access. Failure to provide such a key may result in damage to the door or unit if the Association must gain access in an emergency, and costs of repair would be borne by the owner. Repairs to or replacement of door hardware is an owner responsibility.

The Association reserves the right to replace some or all of the exterior doors and/or windows for reasons of product availability, energy conservation or other purposes which might become necessary or appropriate from time to time.

## **BALCONIES AND PATIOS**

Appropriate outdoor furniture may be placed on balconies and patios, as may plants in planters. Fairfax County Fire Code prohibits use of anything except electric grills or barbecues on balconies. Balconies and patios may not be modified in any way without prior written application to and approval from the Covenants Committee. Since the balconies and patios are susceptible to damage due to water infiltration, carpeting and other coverings are prohibited. Pets and bird feeders may not be kept on balconies or patios.

## **NOISE**

The buildings are not totally sound proof. It is likely that you will hear sounds from other units and from the common areas. Carpeting and padding of sound absorbing quality must be maintained on 80 percent of the floor area excluding kitchens, bathrooms, and entries, and all residents are asked to use consideration with noises of all kinds. Bass stereo sounds in particular seem to travel more and create vibrations. Maintain your stereo and bass at a level that will not disturb others. Loud music or noise is not permitted from 10:00 p.m. to 8:00 a.m. Sunday through Thursday and from 11:00 p.m. to 9:00 a.m. Friday and Saturday.

## **SNOW REMOVAL**

The Association provides for snow plowing of streets and parking areas, shoveling of entrance sidewalks, and salting (with an environmentally safe compound) and sanding where needed. Generally, snow plowing and shoveling will commence only when two inches or more of snow have accumulated. While the Association will make every reasonable effort to clear the snow promptly, it clearly cannot accomplish total removal from all places at once -- especially while snow or sleet is still falling. The contractor has been advised to exercise care around vehicles and will therefore keep a safe distance from them. It will be up to residents to shovel around their own vehicles and to clear sidewalks parallel to the buildings.

## **PART V: EMERGENCIES AND PROBLEMS**

It is always a good idea to be prepared for an emergency. For your own safety as well as that of other residents, take a few moments now to familiarize yourself and members of your household with the procedures below.

### **GAS ODOR**

The original stove is an energy-efficient model that uses an electric ignition system rather than a pilot light. Therefore, if you should ever smell gas, it means there is a leak! Call the Gas Company IMMEDIATELY at **(703) 750-1000** to report the leak and then call the management office at (703) 818-3432.

### **FIRE**

If you spot Fire or smoke at any location on the property:

- CALL 911 immediately from a safe location. Give the following information:
- the street address of the building
- the location of the fire in the building
- Any persons in need of assistance in getting out of the building.
- Be sure the fire department has all the correct information it needs before hanging up after they do.

Smoke or Fire Inside your home:

- Small grease fires in a pan can be put out by covering the pan with a lid, flour, or baking soda to cut off the fire's oxygen supply. WATER WILL ONLY SPREAD A GREASE FIRE.
- You should have a fire extinguisher: Aim the discharge at the base of the fire until the fire is completely out.
- If the above efforts are not successful, call the fire department at 911 Get everyone out immediately. DO NOT STAY IN YOUR HOME.
- Smoke and gases can kill after only a few breaths.
- Leave in a quick but orderly, calm fashion.
- Move far away from the building but do not block the street.

If you hear the building fire alarm from inside your home:

- Check to see if your front door is warm to touch.
- If the door is warm to touch, DO NOT OPEN IT.
- If the door is not warm, put your body against the door, avert your face, and slowly open the door to see if the stairwell is filled with smoke and heat.
- If you sense smoke and heat, close the door immediately.
- Find another exit or await help.
- Use wet towels/sheets to prevent smoke from entering under the door.
- If the stairwell is clear of smoke, walk away from the building.

### **NO HEAT**

The heating system uses the hot water heater located in the mechanical closet off of the balcony or patio. First check inside your unit to be sure that the wall switch next to the in-wall air vent is in the "ON" position. (Looks like a wall light switch and frequently gets turned off by mistake.) Then check to be sure the thermostat is set to "heating", and that the switch in the mechanical closet is in the "ON" position. Is your gas bill paid up to date? Are the thermostat and water heater at a high enough setting?

Consult your AquaTherm owner's manual for troubleshooting tips. If you cannot solve the problem on your own, please call a contractor. If the problem is not in the heating unit itself, there may be a more generalized problem with gas service. Please contact the Gas Company with any questions.

### **NO HOT WATER**

Since the same unit provides both heat and hot water, it is possible that if you do not have one you will also be without the other. Call a contractor.

### **NO AIR CONDITIONING**

All units are individually served by their own through-wall condensing unit located in the mechanical closet off of the balcony or patio. If your place is not getting cool, is the switch in the closet in the "ON" position? Is the switch on the wall next to the in-wall air vent in your unit in the "ON" position? Is your electric bill paid up to date? Is the thermostat at a low enough setting? Do you have your thermostat turned to "cooling"?

Consult your condenser unit owners' manual for troubleshooting tips. If you cannot solve the problem on your own, please call your authorized service representative. If the problem is not in the air conditioning unit itself, there may be a more generalized problem with electrical service. Please contact Dominion Power with any questions.

### **WATER LEAKS**

If water leaks into your home from any source, at any time of day or night, contact the on-site management office immediately. If your call comes in during a time when the office is not open, your call will automatically be forwarded to the managing agent, Legum & Norman, and will be handled by the manager on duty at the time. The cutoff valve for the main water supply is in the mechanical closet.

With water leaks, time is of the essence in minimizing damage to units and common elements. If you can identify a source from another's home above your own, please advise that resident that a leak seems to be coming from that location. Ask the resident to cut off the water supply within that unit until the source is identified and the problem is solved. Once the leak has been corrected, the on-site manager will advise you on the appropriate steps to take next.

## **ELECTRICAL OVERLOADS**

When overloading occurs, first switch the breaker to the "OFF" position. Then determine the source of the overload (usually too many appliances or too much draw at once). After correction, return the switch to "ON". If you cannot correct the problem, call an electrician.

## **SMOKEY FIREPLACES/CHIMNEYS**

If you use your fireplace regularly during the cold months, you will need to have the chimney flue and top grate cleaned at least every two years to prevent smoke from backing up into your home and to reduce the risk of fire. The on-site manager can recommend a good chimney sweep if you do not already know of one. This is an owner's responsibility. If your chimney appears not be to drawing well and smoke is entering your living room, a cleaning may well be the solution.

## **GARBAGE DISPOSAL NOT FUNCTIONING**

If the unit fails to operate when the switch near the sink is turned on, cut off the electricity supply and check to see if the teeth of the unit are obstructed. Broom handles are often useful for this purpose. Remove any obstructions present. Then press the reset button located on the disposal itself. If the unit still fails to operate, contact a contractor for service.

## **CRIMINAL ACTIVITY**

No area is completely free of criminal activity. It is up to all of us to act prudently to protect our community and ourselves. Fairfax County police have advised us that the following steps help to minimize the opportunity for criminal activity:

- Keep all windows and doors locked at all times, even when you are at home. It is particularly important to install and use a protective bar on the sliding glass doors to balconies and patios.
- Identify all visitors before you open the door to them. If you are not sure of whom they are or claim to be, ask to see identification. If you are not comfortable about them, tell them you cannot see them at this time.
- Walk "head up" with an awareness of those around you. This is particularly important when going to and from your vehicle.
- When you approach your door, have your keys ready to use.
- Report any suspicious activity to the police, using the non-emergency telephone number at the back of this Manual.
- Report any burned-out lights to the management office immediately.
- If you will be out of town, ask a friend or neighbor to check on your home and turn on different lights each evening. Suspend newspaper delivery. Get home light timers.
- If you witness a crime in progress, immediately dial 911. Stay on the line until they hang up to assure they have all necessary information.
- If you are on the first floor, leave your patio light on at night.

## **PART VI: HELPFUL HINTS**

### **SMOKE DETECTORS**

Every resident eventually has a smoke detector go off in his or her home for a non-emergency reason. We can save you some effort by telling you that the smoke detectors are electrical, not battery-operated. It does no good to swat at them. There is a circuit breaker in your circuit box for the smoke detector. Flip the appropriate circuit to "off" until the problem is solved. Be sure to turn it back on when the burned steak or toast or bathroom humidity is gone.

### **KITCHEN DRAWERS**

While there is nothing we can do about the paucity of kitchen drawers in our units, we have finally found a silverware insert that actually fits their unusual size. Seven-inch plastic silverware containers can be found at THE CONTAINER STORE across from Toys R Us on Route #7 (Leesburg Pike) just west of Tyson's Corner.

### **CAT LITTER**

For those of you with cats, we recommend the "clumping" form of cat litter to save you a good deal of work. This eliminates the need to haul a full box of soiled litter to the dumpster every few days. The clumps can be removed daily with less odor residue than conventional kitty litter. A word of caution: never make the mistake of dumping any form of litter into the toilet unless you want an almost instant toilet backup and overflow into your unit or your neighbor's.

### **DOG WALKING**

For those of you who have chosen to share your home with a dog as many of us have, we strongly urge you to follow both StoneCroft and Fairfax County rules. Dogs must not be allowed to relieve themselves on the property itself; it's bad for the grass, terrible for our shoes, unpleasant to smell, spoils the StoneCroft look, creates conflict with neighbors, and makes the rest of we dog owners look bad. The designated place for this task, whether at 10 at night or 3 in the morning, is under the high tension electrical wires along Fair Stone Drive. Be sure to remember that County law requires you to pick up and remove your pet's solid waste regardless of location. Remember, children play, gardeners work, and pet owners walk in that area daily, and that fines may be assessed by both County and Condo. Disposal bags are available at the dog walking area.

### **STORM/SCREEN DOORS**

There are currently only two screen/storm doors that have been approved by the Board for installation on your balcony/patio. One is the door that was originally installed by the builder. The other is the EMCO FOREVER VIEW which offers a larger glass/viewing surface. Both should be available at most hardware/supply stores in this area. Any other doors require approval prior to purchase.

## **ELECTRONIC/ONLINE CONDO FEE PAYING**

As one of our residents discovered, if you pay your bills electronically by computer and do not want a late fee imposed on you, the payment should be made directly to Legum & Norman's address rather than to the "drop box".

You can also make payments online. Log onto [www.stonecroftcondos.com](http://www.stonecroftcondos.com) and follow the instructions.

## **PARKING AND AUTOMOBILES**

We have first-come, first-served parking at StoneCroft in the belief that it usually prevents the kinds of conflicts between neighbors caused by assigned parking when friends and relatives of neighbors park in someone's "spot" by mistake. However, rules of courtesy still should apply. Advise relatives and guests to park in the less used parking spaces in outlying areas of the community to save the close-in spaces for yourselves and your neighbors.

There are specific rules as to what types of vehicles you can park on the property. Please be sure to read those rules carefully. Additionally, remember that you cannot do any heavy car repairs or oil changes on site.

## **PROBLEMS**

If you spot problems or things in need of repair on the grounds, including lightbulbs that are out, please contact the on-site manager as soon as possible.

If you have a problem with another resident, please be neighborly. Speak with that resident directly. Mistakes are often made out of ignorance, and people are often ignorant about things that may be quite obvious to you. Friendliness is often a simple solution.

If all else fails, report the problem to the on-site manager in writing. He will either attempt to solve it quietly or will send it on to the Covenants Committee or the Board of Directors.

## PART VII: TELEPHONE NUMBERS

[www.stonecroftcondos.com](http://www.stonecroftcondos.com)

### PUBLIC SERVICE AND EMERGENCY NUMBERS

POLICE/FIRE/MEDICAL EMERGENCY .....	911
TTY/TTD: Dial 911, tap TDD space bar five times .....	911
GAS LEAKS.....	(703) 750-1000
POISON CONTROL Center .....	(202) 625-3333
LOCAL POLICE: Fair Oaks, 12300 Lee Jackson Hwy.....	(703) 591-0966
TTY/TTD: Non-emergency.....	(703) 691-2131
ON-SITE MANAGER in Clubhouse Office (Mr. Jim Alkire).....	(703) 818-3432
Daytime Problems/Emergencies, Clubhouse Rental, Pest Control	
MANAGING AGENT (Legum & Norman, Inc.).....	(703) 600-6000
Evening & Weekend Emergencies .....	(703) 600-6000
Regarding Assessments or Your Account .....	(703) 848-4332
Community Manager .....	(703) 848-4326

### IMPORTANT AND USEFUL TELEPHONE NUMBERS

ANIMAL SHELTER.....	(703) 830-1100
FAIRFAX COUNTY:	
Dog Licenses .....	(703) 222-8234
Connector Bus System .....	(703) 339-7200
Consumer Affairs.....	(703) 222-8435
General Information & Assistance .....	(703) 222-0880
Health Department .....	(703) 246-2411
FAIRFAX COUNTY SCHOOLS (nearest):	
Greenbrier West Elementary School.....	(703) 633-6700
Sidney Lanier Intermediate School .....	(703) 934-2400
Chantilly High School .....	(703) 222-8100
HEALTH Services Information .....	(703) 246-2411
HOSPITAL – Fair Oaks .....	(703) 391-3600
LIBRARY, Chantilly Regional (4000 Stringfellow Road) .....	(703) 502-3883
METRO Transportation.....	(202) 637-7000
MOTOR VEHICLES DEPARTMENT (DMV) (Closest is at Fair Oaks Mall) .....	(703) 761-4655
NEWSPAPER Delivery (The Washington Post) .....	(202) 334-6000
POLICE, Local, non-emergency .....	(703) 691-2131
POLICE, Virginia State .....	1-800-572-4510
POST OFFICE, Chantilly .....	(703) 968-7272
UTILITIES:	
Verizon.....	(703) 954-6222
Cable TV (Cox Communications).....	(703) 378-8400
Washington Gas.....	(703) 750-5511
Dominion Power .....	1-800-667-3000
VOTER REGISTRATION.....	(703) 222-0776



**FORM #2**

**PET REGISTRATION**

The following pet will have access to the common elements:

Type (e.g., dog, cat) \_\_\_\_\_

Breed \_\_\_\_\_

Color(s) \_\_\_\_\_

Markings \_\_\_\_\_

Name \_\_\_\_\_

Most Recent Date of Rabies Vaccination: \_\_\_\_\_

Owner/Resident (printed) \_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

Telephone Number: \_\_\_\_\_

I understand that pets are not to be allowed to relieve themselves on StoneCroft property at any time of day or night and that the pet "walking" area is under the high tension wires along Fair Stone Drive. I further understand that Fairfax County Law mandates the disposal of pet wastes by pet owners regardless in any area and that StoneCroft and/or Fairfax County may assess a fine or request for removal of pet if the rule/law is not followed.

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Owner(s) signature(s)

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Owner(s) signature(s)

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Date

**FORM #3**

**EMERGENCY CONTACT**

Resident's Name: \_\_\_\_\_

Resident's Address: \_\_\_\_\_

In emergency, contact:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Numbers (Please include area codes):

Home \_\_\_\_\_ Business \_\_\_\_\_

Any other Information:

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**FORM #4**

**EVACUATION ASSISTANCE**

As a part of StoneCroft Fire Emergency Plan, residents who need assistance during an evacuation need to plan for this contingency. Please use the attached form to provide the management office with the information needed in the event of a fire so that the Fire Department can be informed.

Please identify the nature of the resident's limitation to respond to a fire emergency (e.g., handicapped condition, hearing loss, heavy sleeper) as well as a "buddy" to warn them and assist them out of the building. This information will then be available to the Fire Department when it arrives on site.

DATE: \_\_\_\_\_

NAME OF RESIDENT REQUIRING ASSISTANCE: \_\_\_\_\_

UNIT # \_\_\_\_\_

UNIT ADDRESS: \_\_\_\_\_

RESIDENT'S TELEPHONE #: Day \_\_\_\_\_

Evening \_\_\_\_\_

NATURE OF HANDICAP \_\_\_\_\_

The person listed below has volunteered to assist in my evacuation:

"BUDDY'S" NAME \_\_\_\_\_ UNIT # \_\_\_\_\_

UNIT ADDRESS: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_