

## TRUSTEE CORNER

We are thinking of everyone during these difficult times. We have taken a number of steps to help slow the spread of the COVID-19 virus throughout the property. We have closed the tennis courts, playground, and clubhouse area until we feel they can safely be opened. The office and maintenance staff is on-site and ready to help. The office is not allowing any walk-in guest at this time but if you call 508-473-1784 they will take care of any concerns or questions via phone and make arrangements if something else is needed. Current hours for the clubhouse and office are Monday – Friday 9:00 a.m. to 5:00 p.m., there are no evening hours. Please fill your laundry card during these times.

Our staff and cleaners have taken on the role, 7 days a week, of carefully disinfecting common area elements and the laundry rooms have been equipped with hand sanitizers. We ask that everyone review the previous information we sent out about how you can protect yourself and how to practice social distancing in the common area. As a reminder, please do not play or congregate in the hallways and set a timer to promptly pick up your laundry.

*With all that's going in the world, information on upcoming projects for 2020 will be forwarded at a later date. We have postponed the Annual Meeting that normally is in May until further notice.*

**DO NOT BUZZ OR LET ANYONE IN  
IF THEY ARE NOT YOUR GUEST**

## THE SHADOWBROOK NEWSLETTER

VOL. 20 ISSUE 1

MAY-OCTOBER 2020



SPRING IS A NEW BEGINNING

## TRUSTEE MEETINGS

The Trustees' meeting is once a month in the Shadowbrook Office. Any letters for the Board can be dropped in the mailbox outside the office.

## BOARD MEMBERS

Myrna Davidson Chairperson, Harry Dutton Vice Chairperson, Jeff Cohen Treasurer, Pawan Narwani Clerk and Ardis Snyder Trustee.

## SHADOWBROOK STAFF:

Lee Maranda / Property Manager, Jennifer Dolan / Assistant Property Manager, Rich Porter Forman and David Krawiec Maintenance Tech.

## OFFICE HOURS:

Monday to Friday: 9:00 a.m. to 5:00 p.m. The office and maintenance staff is on-site and ready to help. The office is not allowing any walk-in guest at this time but if you call 508-473-1784 they will take care of any concerns or questions via phone and make arrangements if something else is needed.

For security & maintenance after hours, call 508-473-1784. Be specific on which one you need and be sure to provide the operator with your mailing address. Security can be reached after 6:00 p.m. 7 days a week. Please note it may take 6 to 8 rings before the answering service picks-up.

## Summer Hours for Pool / Gym / Function Hall

*We will notify everyone when the clubhouse is safe to reopen.* Now is a good time to get familiar with the Rules and Regulations before you and your guests visit the clubhouse building. (Guests are not allowed to use the gym area, only the pool with a resident). Everyone **must wear** their recreational pass inside the facility and while swimming. Lifeguards and Security have zero tolerance for any type of horseplay, throwing objects, ball playing, jumping or diving into the pool or misuse of the common area, anyone not following the rules will be asked to leave. **Infants/Toddlers are required to wear SWIM diapers with bathing suits over them. Replacement recreational passes cost \$2 and can be purchased in the office. Residents can only bring 4 guests with them to the pool and everyone must have their own pass. Lifeguards have the right to ask for a form of Id to verify a resident is of age to swim alone.**

## COMMON AREA

Please be reminded to not store any personal items in the hallway i.e.; trash, shoes, umbrellas, shovels, recycling items, bikes, strollers. **NEVER leave unwanted items under the stairs or in the laundry rooms, dispose of them in the dumpster.**

## INSURANCE

To obtain a copy of the Master Insurance Policy for your mortgage company, please call W.T. Phelan at 781-641-7210 or fax your bank request to 781-646-2410. Shadowbrook's master policy has a \$25,000 deductible per occurrence. All unit owners must carry at least \$25,000 of real-property coverage. More is recommended. Unit owners and residents should also purchase personal property insurance, as such coverage cannot be provided by the master policy. Unit owners should also consider purchasing liability insurance for claims that occur inside units along with loss assessment insurance.

## TRASH

Trash bags and other items should never be left outside the dumpster, hallway, or balcony / patio area. If the dumpster is full please bring to another one. All dumpsters, whether they are blue or brown are for regular BAGGED trash, there are no longer any recycling containers on property. Do not throw junk mail or any trash from your unit in the laundry room trash bins. **Shadowbrook DOES NOT have curb side pickup for large items. These types of items must be brought to the transfer station.** Report all license plates of any vehicle throwing non-household trash in these dumpsters to the police immediately. Do not wait to call the office. Appliances, computers, carpet, mattress, box springs, large furniture, constructions items etc.; **MUST** be dropped off at the transfer station (508-478-8093), which is located near the Granite Gulf Station. Violators will be assessed per the rules and regulations for throwing anything away other than household trash. On Monday, the blue containers are picked up and on Thursday, the brown containers. Please do not park in front of the dumpsters or on the yellow lines. When there is a holiday on Monday, trash will be picked up on Tuesday instead of Monday, and Thursday's pick up may get pushed to Friday. Be mindful of squirrels, raccoons and skunks that may be in or around the dumpsters. Please do not put food for stray animals by the dumpsters, patios or anywhere else on the property. **Cigarette butts are not only unsightly but can cause a fire and are considered trash; throwing them on the ground or from the patio/balcony is a finable offence.**

AFTER GRILLING DO NOT THROW HOT COALS FROM THE GRILL IN THE DUMPSTER!!!

## PET OWNERS

Information will be going out regarding a **NEW REGISTRATION RULE** for all dogs and cats. In addition, we will be implementing a mandatory DNA program for all dogs called **PooPrints**. There will be a per dog fee for this service. Our goal is to stop the ongoing problem of many residents not picking up after their pets. As part of **this new program, eight pet stations with bags will be installed throughout the property**. Please DO NOT walk your pets near 1<sup>st</sup> floor patios or let them go anywhere near other residents flower beds. Never leave them unattended (including the balcony) or off a leash in the common area. Pets cannot be tied to the patio. **Pets cannot urinate or defecate 25 feet from the building or any walkway**. Most importantly, do not allow the pet to defecate on the balcony/patio; this poses a health issue to you and to the units below. Pet food should never be left on the patios, near dumpsters or anywhere else outside on the property; doing so is a misuse of common area and violators will be fined. Not picking up after your pet is a finable offense. Residents should obey the NO pets sign at the cemetery that borders our property. **Only 2 pets are allowed per unit**.

## COMMERCIAL VEHICLES

**A vehicle bearing only a commercial plate can park on the property with a visitor pass or parking sticker (office must approve vehicle first), however, if it displays ladders, company name or any other writing, has a trailer or is bearing any equipment it will NOT qualify for any parking pass and can only park on the property until 10:00 p.m.**

## PARKING

Any vehicle parked with tires outside the white lined spot, blocking a fire lane or in the roadway will be ticketed. No parking on the curb, walkways or grass. No vehicle can park on the property after 10:00 p.m. without a proper parking sticker or visitor pass. **After hours you can contact security if you need to purchase a visitor pass for \$2, identification will be needed.**

## NEW CAR OR LICENSE PLATE

Please bring in a copy of your registration when you change vehicles or license plate. **Do not transfer a parking sticker from one vehicle to another.** If you have a rental car or temporary vehicle, contact the office right away for a special pink pass.

## LAUNDRY

We strongly recommend only using H.E. liquid detergent or laundry pods. **If you prefer pods, follow the instructions and be sure to only throw them in with the clothes. Do not place them in the soap dispenser. Powder detergent should never be used in the front loaders.** Please refrain from doing laundry between 10:00 p.m. – 8:00 a.m., as a courtesy to those surrounding units. Report all problems directly to Automatic Laundry at 800-422-5833. Include the machine number when you call it in. If a machine is not working properly or has an “out of order” sign on it for days, call the office or Automatic Laundry to make sure a service call has been scheduled. Make sure to empty all pockets before starting your laundry and check the washer and dryer for any items you or the previous user may have left behind. Please set a timer to make sure clothes are picked up promptly so you’re not occupying a machine that a neighbor may need. **We ask that pet bedding be taken to an offsite Laundromat.**

*With the clubhouse closed at night, if you need to add value to your laundry card please do so Mon.-Fri, 9 a.m. to 5:00 p.m. Thank you!*

## GRILLS

**SHADOWBROOK ONLY ALLOWS ELECTRIC GRILLS ON THE PATIO/BALCONY AREA. NO PROPANE OR CHARCOAL GRILLS ARE ALLOWED.** There are several common area charcoal grills and picnic tables for your enjoyment. NEVER throw hot charcoal in the dumpster nor leave grills unattended. The burning of anything other than charcoal is prohibited. Be sure to slowly pour water on the coals before leaving the picnic area. If you move a picnic table please put it back and **no parking in the roadway near the grill areas.**

## STORAGE BINS

If items are left outside a storage bin they will be discarded without notification. Please remember, no flammable products are to be stored anywhere in the building or on patios and balconies. Neither the Trust, nor Management is responsible for resident’s personal items left anywhere in the common area.

## POSTED SIGNS

Parking in an unmarked spot or in a fire lane is prohibited and is subject to ticketing from Milford Police Department. **Also, keep right around the rotary and no more than 15 miles per hour. These are all finable offenses if violated.**

## QUIET HOURS

Please be reminded that quiet hour is between 10:00 p.m. to 8:00 a.m. Turn down all electronic equipment at this time and be mindful of the sound that travels when talking outside in the parking lot, hallway or on the patio/balcony. **No one should be running in the unit, this is an outside activity. Respect your neighbors by taking your shoes off when you enter your unit, don't slam doors, minimize noise after 10:00 p.m. and always lower your car radio while driving on the property.** Security can be reached through the answering service after 6:00 p.m. by calling 508-473-1784 for any noise disturbances or suspicious activity.

## BALCONIES / PATIOS

Clean up: With winter snow melted, please clean up any misc. items or past decorations that should be put away

Maintenance: Shadowbrook supplies deck/patio paint and recommends the balconies be painted every 1 to 2 yrs. don't forget the railings; use a wire brush, eye protection, dust mask, primer & paint with exterior gloss black paint. Feel free to contact your landlord if maintenance is needed.

Repair: If your deck needs to be repaired, the specification can be picked up in the Shadowbrook office. DO NOT install an indoor/outdoor carpet or any other material over the deck, it will trap moisture and rot it out.

## WILDLIFE

We ask that when feeding the geese you do so close to the fence so they will stay clear of the street and on-coming traffic. **Bird feeders are allowed provided they are hung a minimum of 18" WITHIN the boundaries of the balcony or patio and is not disruptive to your neighbors. No feeder should be installed to hang over the railing that would allow droppings to fall on the common area or deck below. All seed and bird waste must stay on your patio/ balcony.**

## CLUBHOUSE

**Be sure to log in with the lifeguard when using the pool/gym. Only 8 people can sign in under one unit & everyone needs a pass. Children under 14 need a guardian to use the pool & you must be 16 to use the gym. NO guest allowed in the gym. Board of Health says everyone must shower before using the pool. Jumping, diving, running & ball playing is NOT allowed. Swim diapers are required for those not potty trained. The lifeguard has the right to ask for your ID.**

## PLUMBING

**Never use Drano or liquid plumber for slow drains or clogs, call a plumber.** Please contract with a licensed plumber and be sure we have their insurance on file before scheduling any plumbing work that is needed. If you need to remove the toilet or any other fixture have the plumber replace any old shutoffs to avoid a possible flood. The grout between the tiles can develop small cracks were water will seep in and can cause a lot of damage before you'll ever notice. Dry off the tiles after every use and if they have cracks repair them ASAP. **If your Plumber needs to shut down the water, please contact the office to schedule an appointment for the 1<sup>st</sup> or 3<sup>rd</sup> Wednesday of the month. The water is not automatically shut down on these days unless your Plumber calls the office the Friday before to schedule. Be sure the one touching a shutoff is licensed to do so.**

## SMOKING

Per the rules: **There is no smoking in the hallways or within 10 feet of any entryway. NEVER** throw cigarettes on the ground, off the patio/balcony, or out of a car window, this is a finable offense. **Button up around your unit door so smoke is not entering the hallways. Neighbors should not have to smell your smoke.**

## WATER CONSERVATION

Please remember a few tips; don't overlook a dripping faucet, replace the flapper on toilets that constantly leak, purchase a low flow model toilet when upgrading and always make sure the dishwasher is fully loaded before operating. Never use bleach tablets in the tank, this will shorten the life of the flapper and cause it to leak.

## ELECTRICAL

Please contract with a licensed electrician when doing any sort of electrical work. If you're getting a new stove please replace the old electrical outlet. Dust in bathroom fans or fans not in working condition should be addressed immediately to avoid a potential fire. Smoke detectors only last 10 years and 5 years for Carbon Monoxide. Replace your batteries yearly and test them twice a year.