

**WALNUT CREEK MUTUAL FIFTY-NINE
MAINTENANCE AND REPAIR GUIDELINES**

Adopted 9/9/08

Mutual Responsibility	Resident Responsibility
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Appliances: Dishwashers, Refrigerators, Disposals, Ranges, Ovens, Vents, Hoods, Fireplaces, Washing Machines, Dryers, etc.

	All appliances are the owner's property; all maintenance and repair is the owner's responsibility
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Mutual Responsibility	Resident Responsibility
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Carpentry	
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<ul style="list-style-type: none"> • Repairs due to building movement • Repair/adjust storage area doors <p><u>N.B.</u> All buildings with cement slab floors are subject to a normal amount of expansion and retraction due to weather changes and the passage of time. This movement may cause cabinet doors to stick, closet doors to malfunction and walls to be less than plumb. This type of damage is considered normal wear and tear and the Mutual is not responsible for its repair or maintenance.</p> <p>Significant vertical or lateral building movement caused by foundation failure, ground movement or other similar extraordinary events, may cause damage that the Mutual would be responsible to repair. The Mutual will determine this on a case-by-case basis.</p>	<ul style="list-style-type: none"> • Repair/adjust exterior manor doors, including front entrance doors • Repair/replace doorbell • Repair/replace weather stripping on exterior doors and windows • Repair/replace exterior door locks • Repair/replace interior doors and hardware • Repair/replace windows, window panes and screens • Repair/replace storm doors • Repair/replace sliding doors and screens • Repair/replace glass in shower doors • Repair/replace loose or broken interior base molding, casing, trim, etc. • Repair/replace floor covering • Repair/replace cabinets and components • Repair plaster cracks resulting from drying, shrinkage, etc.
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Mutual Responsibility	Resident Responsibility
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Decks and Patios	
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<ul style="list-style-type: none"> • Repair and maintain all railings, staircases, breezeways, including all railings on patios and decks 	<ul style="list-style-type: none"> • Repair and maintain exclusive use patio and deck surfaces, using a contractor approved by the Mutual. The Mutual will periodically inspect, and will inform resident when this is required. The Mutual may repair/resurface should resident fail to do so, and resident will be billed for the cost. Unit sale or transfer will not be approved unless repair or resurface has been accomplished.
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Mutual Responsibility	Resident Responsibility
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Electrical (Wiring and Components)	
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<ul style="list-style-type: none"> • Replace exterior and interior circuit breaker panels • Repair/replace exterior duplex outlets, including carports • Repair, reset, tighten, or replace exterior and interior circuit breakers or electrical panels • Repair electrical wiring in walls and attic, including doorbell wiring • Repair/replace outside lighting in garages, entryways, walkways, etc., to include changing of light bulbs in inaccessible areas. • Clean dryer fans and ducts 	<ul style="list-style-type: none"> • Replace bathroom fan motor and/or heating elements • Repair/replace electrical cords and plugs (standard appliances) • Clean bathroom fans and ducts, kitchen fans and ducts • Replace interior wall switches or duplex outlets • Repair exterior lighting fixtures controlled by an interior switch • Replace interior light bulbs, fluorescent tubes, and ballasts • Repair/replace telephone wiring from the user interface device (UID) into the unit • Repair/replace cable TV wiring from the wall to the TV or other equipment; within the wall is Mutual responsibility
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Mutual Responsibility	Resident Responsibility
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Heating, Ventilating and Air Conditioning Systems	
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<ul style="list-style-type: none">• Repair/replace duct systems in the attic spaces.	<ul style="list-style-type: none">• Air conditioners and heat pumps are the owner's property; all cleaning, maintenance, adjustments, lubrication, repair and replacement is the owner's responsibility.
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Landscaping in the Common Area	
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<ul style="list-style-type: none">• Maintenance of turf areas, ground cover, shrubs, trees, irrigation system and surface drainage	<ul style="list-style-type: none">• Tree pruning, trimming or removal at request of and for sole benefit of a resident. Requires approval of the Board, affected neighbors and, if required, City of Walnut Creek
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Mutual Responsibility	Resident Responsibility
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Painting	
<ul style="list-style-type: none">• Exterior surfaces of buildings• Outside surface of exterior doors• Interior surfaces of manor damaged by rain leaks in structural components that the Mutual maintains, e.g., roofs• Interior surfaces of manor damaged by building movement	<ul style="list-style-type: none">• Inside surface of exterior doors• Interior surfaces of manor <p><u>Note:</u> Mutual dictates color palette for exterior surfaces of buildings, including trim and doors</p>

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Pest Control (including Termites)	
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<ul style="list-style-type: none">• Interior of buildings to control rodents, ants and other insects• Exterior of buildings, in walls and attics, includes control of weeds, plant diseases, rodents, ants and other insects• Inspection and treatment for wood-eating insects	
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Plumbing	
<ul style="list-style-type: none"> ▪ Repair leaks or remove stoppages within the wall or attic before the pipe penetrates the surface of the interior wall ▪ Repair/replace outside faucets ▪ Adjust building water pressure regulator ▪ Remove debris from water supply lines, valves and aerators ▪ Install relief valves ("beehives") in waste line 	<ul style="list-style-type: none"> ▪ Repair leaks or clear stoppages inside the manor from the point where the pipe leaves the drywall and enters the room ▪ Repair/replace/adjust toilet seats, tank, bowl, valves, wax gaskets, etc. ▪ Repair/replace cracked, crazed, chipped or rusted sinks/basins/tubs/shower pans ▪ Repair/replace traps, pipes, faucets, baskets, seals, etc. ▪ Repair/replace/clean bathtub and sink stoppers or components ▪ Repair/replace kitchen sink, soap dispenser or components ▪ Recaulk/re-grout bathtub/sink/shower door frames and tracks ▪ Repair/replace water filters ▪ Future installations of stackable or standard washer/dryer systems require installation of a braided steel water supply line. At the time of resale, the inspector shall determine the type of connectors installed and will require the seller to upgrade the water supply lines to meet the braided steel standard.

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Roofs	
<ul style="list-style-type: none">▪ Replacement and repair of roofs▪ Replacement and repair of gutters and downspouts.	
<p style="text-align: center;">A-10</p> <p>Adopted 9/9/08</p>	

**WALNUT CREEK MUTUAL FIFTY-NINE
CHARGES FOR MAINTENANCE AND REPAIR WORK**

MUTUAL OPERATIONS DIVISION CHARGES FOR MAINTENANCE AND REPAIRWORK

Labor Charge:

The hourly rate for each serviceperson (worker) on a job is calculated from the time they arrive at the manor or place of work until they depart. The labor charge, which is based on current costs and a mark-up for indirect expenses, is reviewed regularly and adjusted when necessary to recover the costs of providing services. A premium is assessed for work done at overtime rates [after hours and on weekends]. Current charges can be obtained by telephoning the Work Order Desk at 988-7650.

Material Charges:

Any materials needed to complete the job are charged in addition to labor.

Responsibility for Payment:

Items designated as Mutual Responsibility in Appendix A will be paid by Walnut Creek Mutual Fifty-Nine. Items designated as Resident Responsibility will be paid by the owner. If resident-billable maintenance or repair is rendered by Mutual Operations Division (MOD), payment is required at the time that service is rendered.

Differences of Opinion:

Order desk personnel advise residents, at the time orders are called in, that some work items "may be billable" to them. Workers also advise residents before commencing work when the work is billable to them. After the worker arrives, if a resident chooses not to have the work performed, the resident will be billed a minimum service charge. If there is a difference of opinion between the worker and resident regarding cost or whether the item is the resident's responsibility, the worker will not commence work, will note "resident refused work" on the work order, and indicate the work is complete. The work order will be processed as usual and the worker's time will be billed as described.