



# COMSTOCK CONDOMINIUMS HOA

"A Community that Cares"

## **RESIDENT'S HANDBOOK**

Published by The COMSTOCK CONDOMINIUMS HOA  
BOARD OF DIRECTORS

The Comstock Homeowner's Association (HOA) would like to  
welcome you to our community.

We believe everyone who lives here, owners and tenants alike, desires a nice,  
safe place in which to live and play. This handbook is designed to  
assist you in getting to know us, as well as to provide information  
that will help ensure the highest quality community living.

We hope you find it informative and useful.

**Topics are organized alphabetically.**

Pages 1 – 2 provide general information about the association.

Pages 3 – 24 provide useful information about our rules and regulations plus helpful hints.

## **WHAT IS THE COMSTOCK HOA**

The Comstock HOA consists of 13 buildings housing a total of 116 condo units. Even numbered buildings are on the right side of the street (coming from Oak Grove Rd.) and odd numbered buildings are on the left. Originally an apartment complex built in 1965; they were converted to condominiums in 1980. The HOA is responsible for the administration and maintenance of the complex.

All condominium complexes are established by legal documents. Our Association is incorporated in the State of California as a nonprofit organization. We are governed by a comprehensive set of COVENANTS, CONDITIONS AND RESTRICTIONS, commonly referred to as "CC&Rs" and a set of BY-LAWS. These documents were amended in their entirety in December 2012. If you own your unit, by law you should have received a complete copy of these documents.

Pursuant to the authority granted to the Board of Directors of the Comstock Condominium Homeowners Association by the CC&Rs and Bylaws, the rules and regulations included in this Handbook have been enacted for the mutual benefit and well being of all owners and residents of the development. These rules are subject to future revision by the Board of Directors.

## **MANAGEMENT OF COMSTOCK**

Comstock BYLAWS provide for a five member, volunteer Board of Directors. This Board is responsible for overseeing all HOA business, setting policy and procedures, and enforcing the CC&Rs. Denise Castaneda, All Community Management, is employed by the HOA to handle all day-to-day supervision and management of the complex. In the event you have a question or concern, please contact management at (925) 808-5288 by either leaving a voicemail or texting. Voice mail is available 24 hours a day and is checked regularly. Calls received by 3 PM are normally returned the same day and all calls are returned as quickly as possible. For a quicker response, please send a text or email Denise at [denise@allcommunitymgmt.com](mailto:denise@allcommunitymgmt.com). If an emergency should arise, please dial (855) 698-1800. Emergencies are defined as common area problems that may damage or threaten the association. The manager is not available on evenings and weekends for non-emergency conversations or responses.

## **BOARD MEETINGS AND COMMUNICATIONS**

**BOARD MEETINGS:** The Board and Manager meet once a month to conduct official HOA business. These meetings are open to all homeowners, however since they are business meetings, the time to address the board is limited to 5 minutes at the beginning of the meeting. Please check the monthly newsletter or contact management if you wish to attend a meeting to find out the time and place. If you are a tenant with issues, you must contact your owner as tenants are not permitted to attend meetings. Our Annual Meeting is held in March.

**MONTHLY NEWSLETTER:** Information about meetings, board agenda items, management updates, and news about the Association is contained in a monthly newsletter that is mailed to all residents and owners and also located on our website.

**TENANCY:** Owners are REQUIRED to advise management within 10 days of vacating, renting or selling a unit by submitting the Tenancy Information form available on the website at <http://comstockhoa.org/docs/TenancyInformation.pdf> so that our mailing list can be updated.

**REQUESTS AND COMPLAINTS:** All requests and complaints must be made in writing for documentation purposes. If it involves a rule violation or neighbor complaint, the homeowner must report it to the manager in writing to avoid misinformation and establish a “paper trail” that will allow the board of directors to address the situation in a timely and effective manner.

Without such documentation, the board’s hands are tied. Communications must be specific, indicating the who, what, when, and where for each situation or request. It can be sent via email or mailed to the address on the cover of this document. Management will provide homeowners with a written response once board action is initiated.

**WEBSITE & E-MAIL:** The association maintains a website at [www.comstockhoa.org](http://www.comstockhoa.org). Communications may be made through the website or addressed to [denise@allcommunitymgmt.com](mailto:denise@allcommunitymgmt.com). The website contains important information where you may also find the latest copies of our newsletter, policies, and meeting minutes and agenda and all HOA forms.

**ZERO TOLERANCE POLICY**

Our motto “a community that cares” means that as a board and as homeowners, we take pride in our property and take care of it. It means we have a **Zero tolerance position on drug dealing, violence and inappropriate behavior.** While we realize we cannot (and do not wish to) legislate what you do within the confines of your own home, we do not tolerate violations that infringe on the rights and comfort of other homeowners. We enforce rules fairly and equitably with everyone, owner and tenants alike. We have actively worked to remove known drug dealers from our community. If your actions affect others (for instance, filling the foyer with chemical or drug related odors or heavy traffic to and from your unit), and board action/communication is ineffective, the police will be called to investigate.

**Inappropriate behavior** includes but is not limited to public acts of sex, vandalism, graffiti, throwing pool furniture into the pool, leaving dirty diapers on the ground, and any type of retaliatory action against a person whom you believe may have harmed you.

**No Smoking** is permitted in common areas such as foyers and laundry rooms or exclusive use areas such as patios, balconies, back yards and garages or within 20’ of any building. Don’t throw cigarette butts onto the ground or into planter boxes.

Owners who rent units must have a clear policy for handling all smoking complaints and must disclose to prospective tenants if known smokers are present in adjacent units. Owners and tenants who violate Comstock’s No Smoking policies will be subject to standard rule enforcement procedures.

We realize the association cannot stipulate that owners do not smoke in their own homes. We do ask that owners or residents who are informed by adjacent neighbors that their smoke is affecting them (coming through walls, wafting into foyers, etc) be considerate enough to make changes in their smoking habits. This includes marijuana as well as regular cigarette smoke. We encourage landlords to make their rental units “smoke-free”.

## **ABSENTEE OWNERS**

Any lease or rental agreement MUST include notification to your tenants that they are required to abide by all Association Rules and Regulations and provide a copy of this Resident Handbook to new tenants. Landlords will be charged for damages caused by their tenants to Comstock common areas and may be fined for their tenant's failure to abide by CHOA rules and regulations. Contact the office for additional copies of the Resident's Handbook which is also available in email format.

In accordance with our documents, absentee owners must also provide the management office with written notice of any change in status of their unit and/or tenants, along with home and work phone numbers, within 10 days of the date of the change using the Tenancy Information form located on the website - <http://comstockhoa.org/docs/TenancyInformation.pdf>. If the unit is managed by a property management agency, include the name and phone number of the management firm.

## **AIR CONDITIONERS**

Units have central air conditioning so no fans, humidifiers or air conditioner units may be installed or placed in windows. The central air conditioning units are located on the roof directly above each unit. Access to the roofs is via a permanently attached ladder at one end of your building. These ladders have a protective cover which is locked. It is possible to access the roof without unlocking the ladder. Call the management office to obtain a key to the ladders.

Repair and replacement of HVAC units is the sole responsibility of the owner. HVAC filters should be cleaned and/or changed at least every three months to ensure proper operation of your system. Authorized HVAC contractors must be hired to replace HVAC units AFTER obtaining a completed architectural agreement. Old units must be removed and disposed of properly.

Our Duro-Last roof material can be burned by small sparks and takes special handling to make sure that the roof won't leak around the conduits leading to your unit. If replacement of your air conditioning compressor causes a leak in the roofing system, the cost of repairs and collateral damage will be charged to the homeowner's account.

## **ARCHITECTURAL RULES/CONTROLS**

Owners may not commence any internal modification, rearrangement, or addition that involves construction, rewiring or re-plumbing that would affect, touch, or alter the roofing system, any neighboring unit, any common walls, utilities or plumbing, or that would affect the supporting structures without applying for and receiving written architectural approval. Exterior restrictions include but are not limited to the following:

- ❑ **BALCONIES** Nothing other than planters, patio furniture, or bikes can be placed on balconies without the prior written approval of the Board. Balconies must be kept clean and free of debris. Planters in excess of 20 lbs may not be placed on the outside edges of front balconies since these balconies are cantilevered. Excess watering of planters is prohibited. If decks/deck coating is damaged by excess water, cost of repairs will be charged back to the owner.

- ❑ **BBQ GRILLS** In accordance with California Fire Code (sections 308.3.1 and 308.3.1.1), no charcoal large gas grills using 5 gal LP containers are permitted on any front balcony. Small camp style grills that use a small 1 lb LP container are permitted as are electric grills. All types of grills are permitted in back yards provided they are used at least 10' from combustible materials.
  
- ❑ **BACK YARDS** Nothing shall be constructed or located inside the fence line of exclusive use back yard areas that is affixed to the building and/or extends above the fence line without the prior written approval of the Board. Free standing sheds are prohibited unless they are below the top of the fence line. All yards shall be weeded as necessary to eliminate fire hazards. Residents may install decks (on piers and not attached to the building), pavers, and landscaping without Board approval. Owners are responsible for pruning trees and shrubs planted in these back yard areas.
  
- ❑ **CABLE AND SATELLITE DISHES:** Buildings are wired for ATT, Astound and Comcast services. Contact the HOA office PRIOR to contracting for any satellite dish service. **An architectural request form must be submitted and approved before any dish service is installed.** NO satellite dishes may be placed on balconies. Free standing dishes may be placed in the backyard, providing they do not extend above the fence line and an architectural application has been completed and approved. Dishes may be also be placed on the roof (with approval). Some service providers may require a letter of authorization from the association prior to wiring your unit. Dishes **MUST BE REMOVED** on move out.
  
- ❑ **GARAGES** Only operable vehicles with current registration tags may be parked in garages. The HOA permits a minimum amount of storage at the front of garages provided it is neat and does not exceed 3' from the wall. Mattresses, furniture and appliances are not permitted in the garages. No storage is permitted on either side of the garage parking space. In all cases, residents must be able to park a vehicle in the garage and close the door completely. **No car repairs or car washing are permitted anywhere on the property.**
  
- ❑ **SIGNS** Other than customary and reasonable signs advertising any Condominium for sale or rent, no sign of any kind shall be displayed to the public view on or from any Unit or Common Area without the prior written consent of the Board or otherwise covered by state law.
  
- ❑ **WINDOW COVERINGS AND SCREENS** Association Rules require maintenance of a uniform color of window covering and appearance of the exterior view of windows and screens in the Complex. ***All drapes, curtains, window coverings, shutters, or blinds visible from the street or Common Area shall be white or off-white in color or lined in white or off-white.*** Even if there are blinds, any drapes behind them must be white or off-white facing the common area.
  - Solar window film is prohibited as is placing cardboard or aluminum foil in windows.
  - Nothing may be attached or hung from any part of an exterior Common Area building or structure without prior written approval of Board (i.e., exterior sun shades or awnings are not allowed unless approved through the alteration agreement process).
  - Screens are required on all windows and must be maintained in good condition. Screen doors shall be bronze or black. Maintenance of screens and screen doors are the responsibility of the owner. Installation of interior screen doors (inside foyers) requires written neighbor and architectural approval. No special "sun" screens may be installed without prior permission from the board.

**WINDOW REPLACEMENT** Homeowners may choose any brand of windows provided they are narrow frame/slim line profile in Almond/Bisque/Sandstone (note color names may be different but they must be the beige tone to match other replacement windows). The following three (3) options are recommended as having excellent reputations and lifetime warranties. Note there is a difference in construction which leads to the price difference.

- ANLIN, Catalina or Coronado series (narrow frame) in Almond
- CERTAINTEED Insulate Series Slimline in Almond. (Now owned by MI Windows)
- AMERIMAX Craftsman Series, Sandstone

All windows must have half screens rather than full screens. Several supplier names are provided on the specification sheet that accompanies the architectural application form available on our website or through the office.

Prices vary and the board recommends competitive bidding from authorized dealers. Remember, you must have completed an architectural request form AND received it back as approved **before** contracting for your windows. ***Failure to do so can result in a one time \$500 fine.***

### **BUSINESS IN THE HOME**

No business of any kind other than home offices or occupations without any external evidence of said occupation is permitted. External evidence includes such things as extra vehicles, foot traffic, signs, employees on site, excessive deliveries, storage of items for business, unusual noise or nuisance, etc.

### **PLAY AREAS**

Children are welcome to play on grassy areas. The Rick Seers Neighborhood Park is located just down the street and provides a half-court for basketball, picnic tables, and a toddler play set. The Ygnacio Valley Park is just a mile away on Oak Grove Road.

### **COMMON AREA**

Often owners are not aware of what they own or how their home fits into the general scheme. Ownership at Comstock consists of the internal space of your unit, along with an undivided interest in the common area of the entire project however there are things like electric, gas and water that are your responsibility from the point at which the common connection splits and the utility serves your unit only.

The Association is responsible for maintaining all common areas except those designated in the CC&Rs as "**Exclusive Use**". The COMMON AREA consists of all the real property including improvements and air space not a part of the Units. These areas include the buildings, pools, laundry rooms, landscaping, entry foyers and doors, driveways, etc. EXCLUSIVE USE AREAS are those portions of the Common Area designated by deed or otherwise as for the exclusive use of the Owners(s) of a unit such as doors, windows, light fixtures, storage areas, air conditioning and heating, etc. A more complete listing is included in your CC&Rs.

Our governing documents stipulate that "common area walkways and stairways are for ingress and egress from buildings and Units" therefore congregating in these areas is prohibited. Our documents also say that "Streets and driveways are for vehicle ingress and egress. Riding or use of any wheeled

vehicles (except for strollers under the control of an adult or wheelchairs or devices used to aid the disabled is strictly prohibited on walkways and driveways.”

Out of concern for safety, no one is allowed to play in the driveways and/or parking areas. **Bike riding, skate boarding, roller blading, ball playing are prohibited in all areas.** People don't always drive as slowly as they should. Anyone riding a bike, board, razor or tricycle, etc. CANNOT BE SEEN when cars are coming into the driveways nor by cars backing blindly out of garages. OUR responsibility is to be cautious within the complex and to ALWAYS PROCEED AT 5 MPH.

There is **NO CAR WASHING permitted** on the property. Car washing can use up to 100 gallons of water. Regardless of the fact that you may use a hose with a shut off, this is one of the ways we can help reduce consumption now. You can find discount coupons for car wash services at the CCWD website.

### **COMMUNITY LIVING**

It is sometimes hard to remember that just outside your door - or on the other side of a wall, other people are living, working and sleeping. NOISE is always a problem in multi-family dwellings. Here particularly, enclosed foyers act as echo chambers, as do the buildings surrounding the even side pool. Noises are amplified by this effect and do, in fact, affect many. Volumes, especially bass, on your stereo should be kept down. Please be considerate of your neighbors. Many work at home, or work night shifts, etc. Here, we truly are our neighbors' keeper. Cooperation is the key word.

When problems occur, speak with the offender and if necessary lodge a formal complaint in writing with the Board of Directors. The manager does not mediate disputes between neighbors. Continuing or unresolved problems (barking dog, loud radios, noisy parties, etc.) should be reported to the Concord Police Department or Animal Control if repeated attempts to resolve the problem fail to yield results.

All VANDALISM to common area property should be reported to the Board of Directors and the Concord Police Department. Give the name and address of the vandal, if known.

Should a burglary occur in your home, notify the Concord Police Department immediately and also report the incident to the manager so we can notify other residents to practice "Neighborhood Watch" principles. Please keep doors and windows locked at all times. The manager does NOT keep keys to any units (doors or mailboxes). If you lose a key or wish to replace one, you must contact a locksmith.

### **DUES AND FEES**

Homeowners pay monthly dues to the Association. These dues provide funds for the daily operation of the Association and fund the necessary Reserves to meet future repair and replacement obligations.

Included in your dues are:

- all water for homes (including HOT WATER), pools, and landscaped areas
- maintenance services for common areas, buildings, fences and pools
- administration and management of the association business
- fire insurance on all buildings and liability insurance on the complex
- landscape maintenance and replacement
- gas and electricity for laundry rooms and all common areas
- reserves for the eventual repair and replacement of roofs, driveways, pools, fences, painting,

water heaters, pumps and other common area responsibilities

Dues are to be paid by owners on the first day of each month and are considered delinquent if payment is not received by the 15<sup>th</sup> of the month for which they are due. Delinquent assessments are subject to a late fee, interest and collection fees if payment is received after the 15<sup>th</sup> including the cost of a payment reminder letter. The Board rigorously monitors payments and enforces a lien policy which provides for a lien to be placed on property for delinquent assessments that are 30 days or more overdue. Owners incurring a lien are also responsible for the costs of placing and removing the lien. If owners experience a problem that may prevent them from making their monthly payment, it is important to contact the manager and make arrangements to avoid these additional lien fees.

All homeowners receive a monthly statement for their account. Dues payments are sent directly to Union Bank, PO Box 45413, San Francisco, CA 94145 and credited to your account promptly. The Bank also will electronically transfer dues from an owner's individual bank account if so desired.

Condominium Financial Management (CFM) is employed to handle all billing and accounting for the Association. Questions regarding ALL accounting matters should be directed to CFM at (925) 566-6800. Their office is located at 1001 Galaxy Way, Ste 200, Concord, CA 94520.

**ENFORCEMENT POLICY** (ADOPTED 5/19/21)

In order to maintain our property values and quality of living, the association fairly and equitably enforces rules throughout our community. Here is the enforcement and fine policy for violating the rules contained herein, and/or stated in our governing documents (CC&Rs). Residents are encouraged to first speak to their neighbors to communicate the fact that there is a problem.

*First offense:* If the situation warrants, a letter is generated to ensure that owner/residents are familiar with the rules.

*Second offense:* A warning letter citing the problem and requesting correction within a specified time frame.

*Third offense:* A letter requesting the owner attends the next Board meeting for a hearing before the Board of Directors and correct the violation. Failure to do either may result in a \$100.00 fine and/or loss of association privileges.

*Fourth offense:* A fine of \$150.00 may be assessed.

*Continuing offenses:* Fines of \$250 may be imposed at 10-day intervals until the problem is rectified.

*Special Circumstance:* A one-time fine of \$500 may be imposed for failure to obtain architectural approval for certain non-reversible actions such as window replacement.

*An administrative of \$150 may be assessed if the cameras must be reviewed to determine that a resident has left unauthorized items in the common areas.*

Note: A member may be called to hearing without prior violation notices if any violation result in a safety issue/concern for residents.

## **GAS & ELECTRIC SHUT OFFS**

YOUR POOL KEY also opens the locks on the PG&E meter doors.

**GAS** shutoffs are located at the meters either underground or adjacent to the sidewalks or in a small closet located at one end or the other of your building. When the valve is IN LINE with the gas line, gas is turned on. When it is ACROSS the line, gas is off. NOTE: Each unit is equipped with a Gas Breaker that is designed to shut off gas in the event of an earthquake. Sometimes this breaker valve interrupts flow of gas to your stove or heater. It is the homeowner's responsibility to contact a plumber to reset or replace the valve if necessary.

**PG&E main power switches** for each unit are located inside a closet either in the center foyer of 12 unit buildings or under the stairs at one end in 8 and 4 unit buildings.

**WATER shut offs** are located at the front of the building. In 8 & 4 unit buildings, the shut off valve will shut down both hot and cold water to the whole building. In 12 unit buildings there are two water shut off valves. The one connected to the hot water heater will shut off all water to the buildings. Unless an extreme emergency exists, notify all residents 24 hours prior to shutting off the water by posting a notice on the foyer doors. See Plumbing for more information.

## **GARAGE SALES**

Garage sales or any other special event must receive prior written approval of the Board.

## **GARAGE DOORS**

Metal flip up doors were installed in 2014. All doors are required to have operable garage door openers. Emergency access in case of a power outage is via the emergency release pull located in the center of the door. 2 keys were provided to this release. It is the owner's responsibility to make sure they obtain these keys from their tenants. Insert the key and pull out the release wire to put the door on "manual". Push at the top of the door to open it. Doors are to be closed at all times unless exiting or entering the garage. Damage to the doors and/or replacement of the opener is the responsibility of the owner.

## **INSURANCE**

Comstock's Master Policy provides over \$12,000,000 of protection on common area property. Replacement is covered to the extent of what was initially installed according to original plans and specifications such as built-in appliances, kitchen cabinets, carpeting, painted walls, structure and exterior.

In case of fire, protection is extended for the interior walls, etc., but NOT for upgraded items such as carpeting or wallpaper. Water damage caused by overflowing sinks or toilets is NOT COVERED under the Association's policy and the Association assumes no responsibility for such damage. **All homeowners are required to have individual insurance policies to cover their personal property, improvements and upgrades, earthquake, liability and loss assessment.** These types of policies usually cover water damage sustained from toilet overflows or leakage that is not covered under the HOA master policy.

Renters should also carry individual policies. Absentee owners may want to have additional coverage for loss of rental income.

Annual CERTIFICATES OF INSURANCE are often required by your mortgage company. These certificates must be obtained from the insuring agent or EOI Direct. Call the manager or visit the website to obtain further information.

### **LAUNDRY FACILITIES**

The association provides coin operated laundry machines in each building. There are two sets in each 12 unit building, and one set in each of the other buildings. Machines are for the use of RESIDENTS ONLY.

These machines are leased to us and we receive a percentage of the income they produce to help offset water, gas and electric operating costs. If a machine is broken and is not reported, it not only doesn't do laundry, it also doesn't make money! Please put an "OUT OF ORDER" notice on the machine with the date and time noted and call the laundry company.

PROMPTLY REPORT outages to the toll free number posted in laundry rooms. Please use the Machine Number posted on the washer or dryer and provide the unit address where the machine is located when reporting the problem. This will help expedite repairs. If the contractor does not respond in a timely manner (usually 24 hours) please follow up with another phone call and let the management office know. It is most helpful to put a note on a machine which is "OUT OF ORDER".

Please remember that people live directly over these facilities. Laundry facilities should not be used between the hours of 11 PM and 7 AM. Laundry doors should be closed at all times.

### **MAIL BOXES**

Gang style mail boxes are located inside the foyers. Homeowners are responsible for both the doors and keys to these mail boxes which are made by American Device and take a standard mail box type lock available at most lock shops. New doors can be ordered from a mail box supplier (check your yellow pages). If you do not have a key to your mail box and need to change the lock, you will need to catch the mail person and access your box while the large box is open to pull out the old lock (just use a pair of pliers to pull the clip off which holds the lock in place) or you will have to drill it out. The manager does not have keys to any mailboxes.

### **MAINTENANCE OF EXTERIOR**

The Association employs people to clean foyers, laundry rooms and entrance ways weekly. Pools are serviced once a week in winter and twice weekly in summer. A landscaping service maintains the grounds on a weekly basis. We have contractors who assist us in performing general building maintenance, treating for external pests, and maintaining the exterior. If you see problems in these areas, please report them, IN WRITING, to the Manager. The more eyes the better!

### **NOISE AND NOXIOUS ACTIVITY**

This is a "catch-all" rule that allows NOISE is always a problem in multi-family dwellings. Here

particularly, enclosed foyers act as echo chambers, as do the buildings surrounding the even side pool. Noises are amplified by this effect and do, in fact, affect many. Volumes, especially bass, on your stereo should be kept down. Please be considerate of your neighbors. Many work at home, or work night shifts, etc. Here, we truly are our neighbors' keeper. Cooperation is the key word.

When problems occur, speak with the offender and if necessary lodge a formal complaint in writing with the Board of Directors. The manager does not mediate disputes between neighbors. Continuing or unresolved problems (barking dog, loud radios, noisy parties, etc.) should be reported to the Concord Police Department or Animal Control if repeated attempts to resolve the problem fail to yield results.

### **PARKING AND COMMON AREA DRIVEWAYS**

Speed limit within the Complex is 5 mph.

No motor vehicles shall be parked or left unattended in driveway or Common Area not specifically designed as a parking area. Such vehicles are subject to immediate tow at owner's expense.

No automotive maintenance or car washing may be performed on the Common Area or garages.

**All spaces on the property are privately owned or leased.** Guests and residents with extra vehicles must park on the street. If you are interested in leasing a private parking space, contact the office for lease fee and availability. If there are more people than spaces, assignment is achieved by an annual lottery in June.

### **USE OF PARKING SPACE**

Enclosed parking spaces shall be used solely for parking of automobiles, bicycles and motorcycles. The Board has authorized minimal storage in the front of enclosed spaces provided storage does not extend more than 3' from the wall and such storage does not include mattresses, furniture, appliances, etc. Garages may not be used for storage of materials used in a private business nor is storage permitted to the sides of vehicles or spaces. (Separate storage units are provided for each residence). NO FLAMMABLE ITEMS may be stored in garage areas. Garage policies are strictly enforced by the Board. Report garage storage issues to the management company.

Enclosed parking spaces shall be maintained with DOORS CLOSED, except as is reasonably necessary for ingress and egress. Theft and vandalism are recurring problems. KEEPING GARAGE DOORS CLOSED reduces the temptation and access to garages. It is also an important part of the complex's overall appearance. Please help protect your property as well as your neighbors by closing these doors every time you use them. See Garage Doors for information on accessing your garage in the event of a power outage.

Exterior parking spaces are to be used solely for parking of automobiles/motorcycles. (Only one vehicle permitted per stall.) No inoperable vehicles, boats, trailers, campers, golf carts or other recreational vehicles shall be parked or stored in any part of the Complex, including assigned or deeded or enclosed parking spaces.

All parking spaces are marked "Private" and are owned or leased by specific units. They MAY NOT BE USED BY ANYONE ELSE - (not even for a "minute"! ) Vehicles are subject to tow if parked in private spaces. Contact the office if you are interested in leasing a parking space.

## **PEST CONTROL**

The Association is responsible for common area pest control; homeowners are responsible for all pest control (except termites) on the interior of their unit.

*Ants & Spiders:* We spray the front and sides of the building for ants and spiders monthly. Since back yard areas are not accessible, they are not routinely sprayed. If you experience problems inside your condo, the pest control company will come in and treat your home for you for a very reasonable fee. You can call BugZappers at 825-2847.

*Termites:* If you receive a pest control report indicating there is a termite problem, please fax or mail a copy of it to the management office. The association is responsible for the control of termites and the repair of related collateral damage.

*Roaches:* These pests may appear when people move boxes from storage into their homes. They are not a naturally occurring pest such as ants or spiders. Since roaches can spread quickly, it is important to treat your home for them as soon as the problem becomes apparent. If a problem extends beyond one unit, homeowners are encouraged to work together to contact a pest control company to spray their units to contain the problem as soon as possible. The cost of spraying is that of the homeowner(s) involved.

*Roof rats:* These vegetarian critters live in the trees and ivy everywhere around us. They sometimes find their way into a unit either through a roof vent (usually through an opening from the roof down into your heater closet) or up from the ground by way of pipes. First, try to determine where they are gaining access. Check for holes around pipes under your sinks and especially behind the dishwasher. Fill them with fine steel wool or seal them with caulking. If they are coming through a vent, you can put a piece of screening into it to block access and still provide air flow. It's a good idea to check all sheds periodically for nests. The association does not recommend baiting for mice and rats since they can eat the bait and then die inside a wall creating a very noxious problem for the owner. If you have a tree in your back yard, it is imperative that you prune it annually to keep it at least 3' from all roof tops to help eliminate access to the roofs from nearby trees.

## **PET POLICIES**

PETS where close-community living is involved need some special consideration. Dogs, by law, must be on a leash any time they are taken into "common areas" of the complex. This not only protects other people and pets, it also protects you against possible injury lawsuits. Please note, all instances of injury by dogs that have occurred here (one resulted in the death of another pet!) involved unleashed dogs that "never bit anyone/thing before!"

Each household is authorized a maximum of two pets (small dogs under 25 lbs, cats, or a combination thereof), provided they are maintained as house pets and kept under control at all times. The 25 lb rule is strictly enforced. No animals of any kind shall be raised for breeding purposes (aquariums excepted).

Under no circumstances may a pet which is vicious, obnoxious or annoying to other owners be kept on the property.

All dogs within the Common Area must be under leash control as noted above, at all times. This rule is established for health and liability reasons. The Association (or any Owner/Resident), after making a reasonable attempt to notify the Owner, may cause an unleashed dog found within the Common Area to be removed to a pound or animal shelter under the jurisdiction of the City of Concord and/or County of Contra Costa, by calling Animal Control.

You are responsible for **cleaning up after your animal**. Our landscape areas are NOT pet toilets, nor should your deck or back yard be used as one. Children play in these areas and you have neighbors who have to live with the smell, the mess, and the health hazards. Violators who do not comply with this rule may incur a fine. There are Pet Waste Stations located between 2033-2037 and behind 2039.

Cats must be maintained inside the unit and may not be allowed to roam the common area property. Stray cats will be routinely trapped and removed to a pound or animal shelter.

TO FILE A COMPLAINT WITH ANIMAL CONTROL, CALL 646-2995. Document the problem by keeping a log. This will assist in resolving the problem. Please notify the management office anytime you file a complaint. If the problem is severe, getting your neighbors to also file complaints will result in more prompt and responsive action by animal control officers.

## **PLUMBING**

The interior of each unit is the sole responsibility of the owner. Our most common maintenance problem involves sink and toilet back-ups which can create quite a messy problem inside a unit. The association has no insurance nor do we reimburse owners for any damage incurred as a result of these backups. Grease and food particles from a garbage disposal that is not used properly and hair are the worst culprits. Since all of our pipes are linked to one another, what happens in your unit can and does affect others in your building.

Preventing stoppages is the most effective measure. Residents and owners should establish a program to use drain cleaner in sinks, tubs, and showers on a regular basis with a commercial drain cleaner. The key is frequency of use and following product directions. Following are a few helpful suggestions:

- Do not pour grease down any sink drains. Dispose of it by putting it in a disposable can or jar, let it harden, and then throw it out with the trash.
- Use a drain cleaner on a regular basis on all pipes. Remember, only a liquid cleaner can be used with a disposal unit. Once every six to eight weeks is a good rule of thumb.
- Be sure to run the disposal before starting the dishwasher. The force of the hot water from the dishwasher can force large particles into the drain.
- Be sure to run plenty of COLD water when running the disposal; before you turn it on, and also for 5 seconds or so after you turn the unit off. This helps wash out all of the remaining particles.
- Do not dispose of diapers, tampons or other materials in the toilet.
- At the first sign of a backup problem, don't wait, **call a plumber**. If the plumber finds the problem to be common line, you may submit the invoice for the service call to the management office for reimbursement. Location of the problem must be noted on the invoice.

Roto Rooter (798-2122) does most of the HOA plumbing here at Comstock and they are very familiar with our common water lines and clean out systems however you may contact any plumber of your choice. Roto Rooter will NOT charge the work to the association without the authorization of the manager. Make sure the plumber notes the location and type of problem encountered so there is no question about reimbursement. ***Response is based on the business' workload and employee availability however they are always very timely.***

## **HOT WATER HEATERS**

Each building is served by one central hot water heater which is located in the laundry room. If you observe water coming from one of these water heaters, please contact the manager immediately. WATER CONSERVATION is a way of life these days; however, it is particularly important during peak hours of hot water usage. If you continually experience a lack of hot water, call the management office so we can have the heater checked out. Access to these heaters is by way of the garage adjacent to the laundry room and must be left accessible. ***Note: There are recirculation pumps attached to hot water heaters. The recirculation pump should be shut down and restarted when water service is returned.***

## **WATER SHUT OFF LOCATIONS**

Water shut offs are located at the front of the building. In 8 & 4 unit buildings, the shut off valve will shut down both hot and cold water to the whole building. Unless an extreme emergency exists, notify all residents prior to shutting this valve down! This includes checking to see if the laundry machines are running and if so, opening the lid to halt operation until water is restored.

In 12 unit buildings there are two water shut off valves. The one not connected to the hot water heater will only shut off cold water to a portion of the buildings. The valve located outside the laundry room where the hot water heater is located will shut down both hot and cold water to the whole building. Make sure you turn off the recirculation pump when turning off the water so it doesn't go dry and burn up.

## **WATER SHUT OFF NOTICE**

Unless an emergency exists, residents are required to post a notice on each door in the building providing at least 24 hours notice of a planned water shut off. Also post the notices on the foyer entry door(s). Try to schedule in the middle of the day when there is the least disruption. Remove any/all notices once the water shut off has been completed.

Make sure to switch off the recirculating pump when shutting down water AND to turn it back on when work is completed. If the recirculating pump is left running without water it can burn up and you will be charged for replacement of the pump (\$400+) if necessary.

## POOL RULES

The Comstock swimming pools are reserved for the private use of Owners/Residents and their guests. Violators will be asked to leave the pool and the authorities will be contacted. Pools may not be reserved for individual private use.

- No lifeguards will be on duty. Swim at your own risk. Hours are 10:00 a.m. to 10:00 p.m.
- The pool on the even side of the complex is reserved for adults only (over 18 years of age). The large pool on the odd numbered side is open to all residents. Children under 14 years of age must be accompanied and closely supervised by a parent or adult guardian (over 18 years of age) at all times. THIS IS A STATE LAW. Violation of this rule may force closure of the pool.
- Animals are not allowed in the pool or pool area. Bicycles, skateboards, Frisbees, any type of ball, roller-skates, or other toys are not allowed in the pool or pool area.
- Food and glass containers are prohibited in the pool area. Drinks in plastic or paper cups are permitted. Debris must be promptly deposited in waste containers.
- Small floating mattresses will be allowed until they create a nuisance. Children's plastic swimming or safety devices are permitted.
- Swimwear only allowed in the pool. No un-hemmed shorts or "cut-offs" are permitted. Parents are required to keep diapers and plastic pants on infants. Remove suntan oil and hairpins before entering the pool.
- Absolutely no "horseplay" -- running, spitting, undue splashing, etc. Violation of these rules will result in a fine or a loss of pool privileges.
- Ensure that the pool gate is kept closed and locked at all times. Do not climb the gate or fences. Entering in this manner is trespassing and will be treated as such.
- Anyone caught vandalizing the pool or the pool area will be prosecuted.
- Residents, the Manager and the Board Members have the authority to remove any person from the pool or pool area who is offensive, intoxicated or unauthorized to use the pool.
- Residents are responsible for the actions of their guest.
- All guests must be accompanied by an owner/resident eighteen (18) years of age or over. Guests are limited to three guests per household. Same guests are limited to four visits per season.** If the guests will be staying on the premises, arrangements may be made for more frequent use. Other exceptions must be approved by the Board.

One pool key is issued to each unit. Additional keys are available at the cost of \$35.00 each. It is the responsibility of the owner to see that their renter has a pool key. Key control is necessary to protect the Association from liability. Please contact the Management office if you have any questions or

need a replacement key.

## **SMOKE DETECTORS**

By law, each unit must have SMOKE DETECTOR(S) installed in each bedroom and hallways both upstairs and down. CARBON MONOXIDE detectors are also now required. These alarms must be checked periodically to assure they are in constant working order. Smoke Detectors are installed in all common foyers. Batteries are replaced annually. If you hear one of these units beeping, please contact the manager so it can be checked.

IN CASE OF A FIRE OR EMERGENCY, ALWAYS CALL 911 - **then** notify management of the problem. Contact the Board of Directors through the manager prior to making a claim against our Master Policy or before contracting for repair or replacement.

## **TOWING POLICY**

The Association contracts with a tow company to enforce parking regulations. The tow company is authorized to make RANDOM PASSES through the complex and to remove vehicles parked in marked FIRE LANES. ANY RESIDENT or the MANAGER may call the tow company and request a random pass be made to pick up a vehicle which is parked in common area driveways or blocking entry to your designated parking space or garage. No signature is necessary when a tow is made in these common areas. The tow company's phone number is posted on all No Parking signs (925-356-2270).

- Vehicles are subject to **immediate tow** without warning if they are blocking entrance or exit to garages or driveways, parked in fire lanes, or in a Private parking space. All driveways are considered fire lanes and are marked as such. Unauthorized vehicles parked in PRIVATE PARKING SPACES require a signature for the tow. The tow company has a list showing what unit is assigned to each space. You will be required to show some id or mail with the correct address on it prior to towing from your private parking space.
- Inoperable vehicles (defined as encased in plastic, broken windshield, under repair and left untended, flat tires, etc.) or vehicles which are leaking hazardous fluids **are subject to tow within 72 hours** regardless of where they are parked.
- Unlicensed and/or unregistered vehicles (without current registration) are prohibited anywhere in the complex. Garages and/or private parking spaces are not for storage of such vehicles. Such vehicles are subject to **10 day tow and/or a board hearing and fines** if not moved from the premises or owner shows proof of current registration.
- Recreation-type vehicles, (boats, jet ski's and commercial trucks, etc.) are prohibited anywhere in the complex and are subject to **96 hour tow**.

For information on towed vehicles, contact management at (925) 808-5288, the tow company at 356-2270, or the Concord Police at (925) 671-3220.

## **TRASH DISPOSAL**

Trash bins are located on each side of the complex and are emptied Tuesday and Friday in the odd side courts and Fridays only in the even numbered court. **Drivers will not pick up anything off the ground so**

**all trash must be in the bins.**

**If you have a large item(s) (furniture, carpet, toys, etc.) that will not fit into the bin, please call Concord Disposal directly at 682-9113 and arrange for a pick up and let the management know you have done so.** They will pick up the item(s) and can bill you directly. If the association coordinates the pick-up, the charges will appear on your next monthly assessment invoice. We always arrange for a free special pickup of Christmas trees the first week of the New Year.

Recycling is good for everyone. We ask that you use the bins provided at each dumpster area. All recycling goes into one truck so you can place glass, plastic, aluminum or paper in any of these bins for recycling.

Disposal of large amounts of debris from back yard tree trimming (the responsibility of the owner if the tree is within your fenced area) should be arranged with the contractor who prunes your tree. **DO NOT PLACE** this debris in community trash bins.