



# HOMEOWNERS ASSOCIATION RESOURCE GUIDE



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## Welcome

Welcome to The Palladian at Rockville Town Center. We trust that you will find your living experience at The Palladian and Rockville Town Center enjoyable. This manual is intended to answer questions concerning the management and operation of the condominium, and it will help you become familiar with the rules and regulations guiding your community.

Although the information contained in this manual is not a complete compilation of all the rules and regulations governing building operations and procedures, this guide addresses some of the more important rules that will probably affect daily life at The Palladian. The rules and regulations that govern the community are fully described in the Declaration, By-laws, and the Maryland Condominium Act and any statement made in this Homeowners Resource Guide that is inconsistent with the aforementioned documents is null and void.

This package compliments the comprehensive Homeowner's Manual provided to you at settlement and compiled by the project developer, RD Rockville. The manual provides comprehensive and helpful information about your unit and its components.

The bylaws, rules and Board meeting minutes of the condo are available on the Palladian Condo website at [www.palladiancondo.com](http://www.palladiancondo.com). If you have any questions concerning the rules or bylaws please contact the management office.

We look forward to working with you in the success of your community!

**PLEASE NOTE THAT THIS PACKAGE DOES NOT PROVIDE THE FULL SCOPE OF UNIT OWNERS RIGHTS AND RESPONSIBILITIES. ALL OWNERS ARE ENCOURAGED TO READ AND BECOME FAMILIAR WITH THE ASSOCIATION'S DECLARATION AND BYLAWS, WHICH WERE INCLUDED IN THE PUBLIC OFFERING STATEMENT PROVIDED TO ALL PURCHASERS.**

## **Contact Information**

### **Concierge Desk (located at 20 Maryland Ave)**

Concierge Manager (On duty 7am-3pm Mon-Fri).....Kimberly Bratz  
Office Number.....(301)294-6580  
Seven Days a Week.....7am - 11pm

### **Association Phone Numbers**

Association Office .....(301) 294-7477  
Leasing Office.....(240)328-6479  
Association Facsimile .....(301) 610-6037

### **Association Personnel**

General Manager.....Vicki Myers  
Leasing Manager.....Katherine Robinson  
*Contact the Association office for assistance with building-related and community association matters.*

### **Managing Agent**

Zalco Realty, Inc. .... (301) 495-6600  
Karen Kodjanian, CMCA, Community Manager, Zalco Realty, Inc. .... (301) 495-6644  
Shelley Hudson, Assistant to Ms. Kodjanian..... (301) 495-6618  
Pat Dillon, Account Receivable Representative (Condo fees) ..... (301) 495-6632  
**For after hour emergencies, please call..... (301) 585-0088**

### **Warranty Office**

Amttek ..... (888)319-1654

### **Municipal and Neighborhood**

Fire/Police/Rescue..... **9 1 1**  
Rockville Police Emergency..... **(301) 340-7300**  
Rockville Police Non-Emergency ..... (240) 314-8900  
Rockville Water/Sewer/Street Emergency..... **(240) 314-8567**  
Rockville Water/Sewer/Street Non-Emergency..... (240) 314-8500  
Poison Control..... (800) 222-1222  
PEPCO ..... (202) 833-7500  
Washington Gas ..... (800) 750-1000  
Verizon ..... (301) 954-6260  
Comcast; Carlo Tioseco ..... (301) 370-4438 (c)  
Montgomery County Animal Shelter..... (240) 773-5933  
Department of Motor Vehicles ([www.mva.state.md.us](http://www.mva.state.md.us))..... (888) 212-4709  
Voting Information ([www.elections.state.md.us](http://www.elections.state.md.us)) ..... (800) 222-8683  
Rockville Library ..... (240) 777-0140  
U.S. Post Office - 500 N. Washington St., Rockville..... (301) 762-5802  
UPS..... (800) 742-5877  
Federal Express ..... (800) 463-3333

## **Registration**

### **Registration**

Prior to moving in, residents must make an appointment to register at the Association Office for the purpose of registering as a legal occupant for use of the common elements.

At the time of registration, the new owner(s) must present a settlement sheet (HUD 1).

### **Lease To Own**

The Palladian Condominium is proud to be able to offer the Lease-To-Own program for persons who desire to live in this vibrant community. The Lease-To-Own program allows lessee's to use 75% of the first year's rent towards the down payment to purchase the unit.

### **Leasing**

At present, renting one's unit is permitted. If you choose to rent your condominium, you or the lessee must present a fully executed lease signed by both parties listing all occupants who will reside in the unit to the Association Office. Unit Owners must use a written form of lease requiring the lessee to comply with the condominium rules and regulations. It is the responsibility of the unit owner to ensure that these rules and regulations are followed. Failure by the lessee to comply with aforementioned regulations constitutes default under the lease and can incur both fines and or/liens placed on the property, which will be the responsibility of the unit owner to pay. Unit Owners shall provide a copy of the condominium rules and bylaws to his/her tenants.

Anyone renting their unit must also provide the Association with a copy of their City of Rockville landlord license. To obtain a license, contact the City of Rockville Department of Neighborhood and Community Services at (240) 314-8219. We recommend that unit owners encourage their tenants to purchase an HO-4 insurance policy to provide coverage for personal property, additional living expenses and personal liability.

**Remember, if an owner rents his/her condominium here, the homeowner remains responsible for all fees and service charges related thereto. Plus, the homeowner is ultimately responsible for his/her home and condominium Board compliance related to the Homeowners Association.**

## Moving-in

### **Move Coordination**

All residents moving in, regardless of whether it is a self-move or if a professional moving company is hired, must be scheduled through the Management office at least 48 hours prior to the move date.

**Logistics:** There is one loading dock located behind the building. For additional convenience with smaller trucks, a special gate has been installed adjacent to the freight elevator lobby specifically for residents to more easily and quickly move items. Due to the fact that this loading zone is used for retail, trash collection and residential loading, and since your access to the loading dock will be time sensitive, there may be times when you (or your movers) will be directed to stage the move, i.e. have them off load furniture and boxes from the truck on to the loading dock and/or from the elevator into the hallway in order to help coordinate trucks in the loading dock or construction deliveries. *Please encourage your movers to be as cooperative as possible with the management office.*

- ALL moves MUST be coordinated through the Management office regardless of who moves you. They are scheduling the freight elevator, and will not allow unscheduled moves.
- In the event you chose to utilize a moving contractor, be aware that you must provide proof of adequate insurance coverage, as the Management office will be monitoring the walls and floors in shared areas during your move.
- ALL moves must be performed between 9 and 5 Monday, thru Saturday. Sunday moves are NOT permitted. Be prepared to complete the move within the agreed and scheduled time window.

### ***Helpful Hints:***

- *Movers paid by the job may tend to adhere to tight schedules more willingly than those paid by the hour.*
- *If relocating from out of town, it is strongly suggested that you plan to have your belongings in town the day before your scheduled move date, and have the movers store them over night. This will eliminate long distance travel delays from causing scheduling problems once on site.*
- *Be conscious of the time during your move because once your allotted time expires, you will be instructed to promptly vacate the loading dock area.*

## Entry System and Building Access

Rules concerning property access are important to ensure the well-being of the community. Every resident's support in abiding by these rules will help make the community a safer and more comfortable place to live.

Prior to or immediately after settlement, you need to schedule an appointment with the General Manager, Vicki Myers at (301) 294-7477 to register as a legal occupant of the building (email [rtshoa@gmail.com](mailto:rtshoa@gmail.com)). At that time, you will receive your two (2) front door keys, two (2) key fobs, mail box keys, and one or two garage access cards (if applicable) to your condominium.

### **Fobs**

Each fob has been pre-programmed with a unique code specifically for you to allow entrance to all common perimeter doors and secured inner common area amenities, such as the Club Room and Fitness Center. The system is monitored and maintained by the Sonitrol, a contracted security company, who also performs all programming functions at the direction of building management.

Please take good care of your fobs. In the event one is lost or stolen, please contact the on-site condominium office right away so that it may be de-programmed immediately. When you call, you will be asked to confirm the number printed on any fobs still in your possession, so that only the fob missing will be de-programmed. You can make arrangements for replacement at that time. There is a \$50.00 replacement fee for all fobs.

### **Entry System for Guests**

Please provide your designated telephone number to on-site staff for programming into the entry system located at each residential lobby vestibule. Your designated phone number is traditionally your home phone number, but residents may use their cell phones for this purpose. Be aware, however, that these types of security systems deliver high level reliability when land-lines are used, and that service may not be as high when using a cell phone.

When your guests dial up to your unit, your telephone will ring. After confirming the identity of your guest, simply press '0' on your touch-tone phone to disengage the magnetic lock on the residential entry doors and direct your guests to the elevators.

***Helpful Hints:** Please make a habit of practicing the following security precautions:*

- *Do not allow unknown persons into the building or garage, especially when they are waiting at the door.*
- *Do not "buzz in" persons unknown to you who may claim to be delivery persons, service contractors, or solicitors.*
- *Ask your guests not to allow anyone to follow them into the building.*
- *Consider meeting your guests in the lobby.*
- *Always meet food delivery staff in the lobby.*
- *Report any suspicious persons/activities to the Police.*
- *Get to know your immediate neighbors.*
- *Never leave valuables in your car - THIS INCLUDES FOBS AND HOUSE KEYS.*
- *Don't leave building entry doors, secondary stairwell doors or unit entry doors propped open and unattended.*

### **Garage Entry**

A separate proximity card reader or remote clicker may be issued and given to you during your initial appointment with the General Manager. This card has been pre-programmed for entry into the private parking section of the garage. In the event your card is lost or damaged, the replacement cost is \$50.00.

In addition to the electronic devices described above, certain stairwell and other access doors are remotely monitored by Sonitrol. If a door remains propped open, it will trigger an alarm, and Sonitrol will contact Building Management. Regardless of how effective and sophisticated electronic access control devices can be, building security is dependent upon the vigilance and awareness of residents.

***Helpful Hint:*** *Please be patient when following another vehicle through the garage gate. DO NOT attempt to follow another vehicle. Allowing the door to cycle completely will increase the life of the gate AND will prevent vehicle damage!*

## Trash Removal and Recycling

The Association has regularly scheduled trash removal and participates in a recycling program as required by Montgomery County. Each floor has a trash room which contains a trash chute and a co-mingle recyclable bin. Please separate trash as follows:

### **After Move-ins**

The trash chute on each floor is fairly small and cannot hold a large volume of cardboard, so please break down moving boxes and place them up against the recycle bin.

### **Household Trash**

Trash chute rooms are located on each floor near the '18 tier (i.e. near units 118/120, 218/220, 318/320, etc.), with the exception of the mezzanine level. The Palladian participates in the recycling program required by the City of Rockville and Montgomery County. Please place glass, plastic and aluminum containers in the marked blue bin in the trash chute room after thoroughly washing them out. Likewise, newspapers and mixed paper should be placed in the same blue bin. All other household trash should be placed in secured plastic bags and placed down the trash chute for compacting.

### **Bulk Trash**

Be advised that items that cannot fit in a household trash bag, and thus cannot go directly down the chute are considered bulk trash and is NOT permitted in the trash room. Residents may take bulk trash to the Shady Grove Solid Waste Transfer Station located at 16101 Frederick Road, Derwood, MD, 20855. Refer to the following website for more details:

[http://www.montgomerycountymd.gov/apps/dep/solidwaste/collectionservices/facility\\_detail.asp?facilityID=6](http://www.montgomerycountymd.gov/apps/dep/solidwaste/collectionservices/facility_detail.asp?facilityID=6)

**Helpful Hints:** *To make sure pests do not become a problem, please consider the following tips:*

- *Please use strong trash bags and make sure they are well secured before placing them down the chute – it is a long way to the loading dock trash room and broken or loose bags can make for quite a mess!*
- *Please do not use large lawn & garden bags for trash disposal – as a general rule, if a bag or other object does not easily fit through the chute – it is too big for the chute and may cause a chute blockage.*
- *Please double bag kitty litter.*
- *Please do not leave trash on chute room floors.*
- *Your building is not a hotel, there is no one to pick up after you.*
- *Make sure any cleaning services you employ are aware of the location of the trash room and are fully versed in the above information.*

### Materials You Must Recycle

#### MIXED PAPER

- Cardboard (no pizza boxes)
- Unwanted Mail
- Computer and Office Paper
- Newspapers & Inserts
- Cereal Boxes (Remove Liner)
- All clean dry paper that tears
- Magazines
- Telephone Books

#### COMMINGLED MATERIALS

- Plastic Bottles
- Bi-metal (Steel/Tin) Cans
- Glass bottles and jars
- Aluminum Cans and Foil Products

## Parking and Access to the Building

There are two garages designated for Palladian residents only. The first is located directly under the building and can be accessed through the main entrance off Maryland Avenue under the via or through the rear entrance accessed from East Middle Lane. The second parking garage is referred to as the “nested” parking garage and can be accessed through Maryland Avenue between the Verizon Wireless Store and Gold’s gym, or directly off of route 355 through the public parking garage.

### Vehicle Parking Guidelines

All motor vehicles should be parked within the spaces assigned to your unit at settlement. All vehicles must be registered with the management office. Public parking is available for your family, guests and contractors on the side streets and in the public areas of the garage.

The following applies to the public parking garage:

**\$1 per hour,**

**Monday through Friday, 7am - 7pm.**

**Weekends and Holidays are free.**

Unit Owners may not sell, rent, lease, or authorize use of garage spaces to non-residents.

Only approved motor vehicles may be parked in the garage. All public parking garages are under the authority of the City of Rockville and will be maintained as such. If you have any questions regarding the garage, please contact the Traffic and Transportation office at 240-314-8500 or via email at [transportationinquiry@rockvillemd.gov](mailto:transportationinquiry@rockvillemd.gov).

The private parking garage for the condominium is maintained by the Association. In the event you having any questions or have a maintenance issue to report, please contact the Management Office.

Repairing or washing of vehicles of any kind shall not be permitted in the garage or on the condominium property.

**Access**

The Garage Door Clicker issued to you operates the residential garage door. Please refer to the entry system section, page 8, for garage door information.

## Utility Connection and Scheduling

When scheduling connection for utility services (i.e., Verizon, PEPCO, Comcast), they may need assistance for access to utility rooms. Please contact the Association office and inform them of the date and time the contractor will arrive to connect your utilities.

These contractors will only have access to the necessary closets during business hours, 7:30-4:30, Monday thru Friday. DO NOT SCHEDULE APPOINTMENTS FOR WEEKENDS.

Please note that the building runs on a master meter and then is submetered. This is monitored by Studebaker Submetering. This company will bill each unit monthly for it's individual gas, water, and sewage usage.

### Internet Service Options

Your new home is also pre-wired for high-speed internet service provided by Comcast cable, however, there are several options available for internet service which will be billed monthly by the provider:

- ❖ **DSL - Call Verizon at (202) 954-6263** approximately 10 days after starting your telephone service.
- ❖ **Comcast Cable at (301) 370-4438- Carlo Tioseco**
- ❖ **Other Dial-up providers** - You may contact any independent provider of your choice.

## Storage

Storage cages are located in the storage room near the elevator lobby on the Mezzanine Level and remaining available storage lockers can be purchased on a first come - first served basis through the Sales Office. Your key fob will grant you access into the room once it is recorded with the Management Office. Unit owners are responsible for securing their own bins. Please do not leave any items in the common aisles and **DO NOT OVER FLOW INTO OTHERS SPACES OR COMMON AREAS**. Be careful not to store anything combustible, (such as paint and chemicals) or perishable, (such as food that is not permanently sealed). Do not store items on top of your storage unit either, as your space is limited to the confines of the locker.

Unit Owners who have not purchased a storage bin will not have access to the storage facility. Please consult with management if you have questions.

Storage units are sold by RD Rockville until they are sold out.

Visit the Sales Center on the 3<sup>rd</sup> floor if you are interested in purchasing a storage unit. They can be reached by calling (301) 610-6035.

## **Maintenance Responsibilities**

The ownership of building components and the responsibility for maintenance, repair, and eventual replacement of those components is set forth in the Association's Declaration and Bylaws. As a GENERAL rule of thumb, if a component serves only one unit, or is contained within a unit (such as an appliance, plumbing fixture, electrical outlet, etc.), it tends to be a unit element under the responsibility of the individual unit owner. If a component is shared by more than one unit (such as the Fitness Center, lobby, entry system, roof, common hallways, etc), it tends to be the responsibility of the Association.

Therefore, if maintenance is needed for a unit component, unit owners would make their own arrangements. Of course, if a unit component is under warranty, please follow the process as outlined in the Homeowner's Manual provided by the Developer.

If you notice the need for maintenance of a common element, please contact the Association Management Office.

Appropriate sections of the Declaration and The Bylaws will offer more information concerning the precise nature of ownership and the respective responsibilities between Unit Owners and the Association.

## Access to Units

### Emergency Keys

In the event of an emergency (water leaks, fire, or similar emergencies), accessing a unit may be necessary in order to protect residents and the building. It is the responsibility of the resident to ensure that the Association Office has a working key on file. In the event a Unit Owner or occupant changes the unit door lock cylinders, the resident must provide the Association Office with a copy of any new unit door key(s).

Be aware that the individual entry door hardware is considered a limited common element and may not be changed. You will note that they are uniform throughout the building. The cylinder is the locking mechanism of the hardware and owners are permitted to change cylinders, as noted previously.

**Failure to leave an emergency key at the Association Office will render the resident and/or unit owner liable for any expense, including the repair of any broken doors, locks, or other damage caused by forcible entry to other units and to the common areas of the Condominium.**



## Fire or Emergency Procedures

If you are in immediate danger: Call 911 or activate the alarm system at the nearest pull station, or exit the building. Exit the building for all fire emergencies.

The building has an audio fire alarm system that will sound in case of an event. Please follow the illuminated exit signs to evacuate the building. The system is remotely monitored to alert the Fire Department and Building Management if the alarm is activated.

In case of flood or other emergency that could cause damage to person or property, please call the numbers on page one in the Contact Information sheet immediately for emergency response. 24-hour coverage is provided.

### **No Smoking Policy**

Smoking is prohibited in the corridors, lobbies and all common areas of the building including the Club Room, Fitness Room, Storage Room and Garage. Smoking is permitted on the Club Deck.

## Rockville Town Square On-Site Security

Rockville Town Square has on-site security that patrols the parking garages and public space daily from 1pm to 11pm Mon-Thrs, 12pm-2am Fri-Sat and 2pm to 10pm on weekends. To contact them, please call **(202)449-0442**.

If you have lost any items in the garage or have a parking garage question, concern, or complaint, please contact PMI at **(202)785-9191** or visit any of the on-site kiosk's and speak to an attendant.

In the event that you need to speak with the Rockville City Police, call **(240)314-8900**.

**As always, in the event of an emergency dial 911.**

## Common Areas and Amenities

The Common Elements are intended for the benefit of residents and their authorized guests. All persons (residents/guests/owners) present on the property and using any of the facilities do so at their own risk. The Association assumes no responsibility or liability for any accident, injury or consequence resulting from such use.

Unit owners and tenants of record are responsible for the actions of members of their household and guests on the property. They are also responsible for any damages to the common elements or facilities which are caused by the misuse of same by members of their household and guests.

The Club Room and Fitness Center are controlled access common areas. Your key fob will open the entry doors to these spaces. Please make sure the doors are closed behind you when you are finished.

### **Fitness Center**

The Fitness Center is located on the 3rd floor at the end of the hall near Unit 337. Operating hours are 24/7, but keep in mind that the room is in close proximity to units, so courtesy in maintaining reasonable noise levels will be greatly appreciated.

The Fitness Center is presently equipped with resistance equipment, exercise bikes, ellipticals and treadmills.

### **Club Room**

The Club Room is located adjacent to the Fitness Center on the 3<sup>rd</sup> floor near unit 330. Extremely well appointed, with a custom granite counter bar, fireplace, TV, comfortable furniture and a beautiful terrace, the Club Room shall be used for the exclusive use of the Palladian residents, their guests and invitees, and programs offered through the Association.

Specific Rules and Regulations have been established, refer to the Bylaws and Rules for additional details.

### **Mail Boxes**

If you have not already done so, please advise your former Post Office of your new address so that your mail may be forwarded. It is also a good idea to advise magazine subscription departments, creditors, and other correspondence of your

new address.

If the U.S. Postal Service has a package for you that is too large for your mailbox, they will leave you a notice as to where you may pick up the package (usually the concierge desk). If you are not normally home during the day, overnight mail or other packages that must be signed for may be delivered to the Concierge and kept for you in the package room. You will be notified in writing that a package is waiting. You will be asked to sign for the package indicating that you have received it. The Front Desk is not responsible for lost/stolen or broken items.

**The slots in the mail room can hold items that are  
approximately 12"W x 3"H x 14"D  
Anything larger will be delivered to the concierge, located at  
20 Maryland Avenue.**

### **Package & Paper Delivery**

United Parcel Service, Federal Express, DHL and United States Postal Service carriers will attempt delivery to your door by utilizing the guest telephone in the outer lobby. If you are not at home and desire the carrier to leave a package at the concierge desk, we must have a completed and signed release form on file. The packages would then be available at the Concierge's desk. You will be notified by the concierge when a package arrives.

Residents must provide a valid I.D. card and/or the mail notice left by the carrier or concierge in order to pick up any package. Residents will also be required to sign for any package received. If the resident does not pick up the package within ten (10) days (unless notified otherwise) the concierge will return the package to the sender.

### **Unit Access**

In the event of an emergency (water leaks, fire, or similar emergencies), quick access to units may be necessary to protect residents and the buildings. Every Unit Owner or occupant is required by The Palladian Bylaws to provide Management with emergency access to their unit. It is the responsibility of the resident to ensure that the Association Office has a working key on file. In the event a Unit Owner or occupant changes the unit door lock or installs an additional lock, the resident must provide the Association Office with a copy of any new unit door key(s).

### **Swimming Pool**

The outdoor pool is located at 20 Maryland Avenue and is open from Memorial Day weekend to Labor Day weekend every year. The hours of operation are Monday through Sunday 11:00 a.m. to 7:00 p.m.

All residents must adhere to the pool rules that are posted on the pool deck as well as the rules that were distributed with your pool application.

## Concierge Service

The concierge is available 24 hours a day, 7 days a week for your convenience. The concierge desk is located at 20 Maryland Avenue, which is on the corner of Beall Ave. and Maryland Ave.

The types of services our concierge will be providing include, but not limited to:

Art and Framing	Greeting Cards/Gift Wrapping
Audio Visual Equipment	Home Cleaning
Auto Detailing	House Sitting
Auto Emergency Service	Ice Cream Socials
Babysitting / Nanny Service	Interior Designers
Balloons	Jewelry
Beauty Services	Laundry
Cakes	Limousine Service
Calligraphy/Invitations	Musicians and Entertainers
Care Packages	Office Supplies
Catering for Home or Office	Party Rentals
Chocolate	Personal Shopper
Cigars	Pet Sitting
Corporate Gifts and Trophies	Photographer
Database and Web Service	Photography Instruction
Discount Amusement Park Tickets	Plants
Dry Cleaning	Private Tours
Errands and Personal Services	Shoe Care Service
Flowers	Smithsonian IMAX Theatre Tickets
Food Baskets	Spa Services
Gift Baskets	Theater and Event Tickets
Gifts	Theme Parties and Events
Gourmet Foods	Toys and Children's Books
	Wine & Spirits
	Wreaths and Floral Decorations

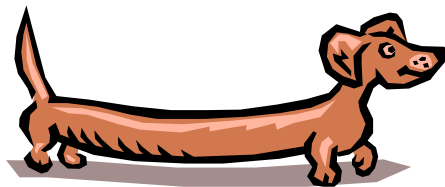
The concierge service is offered by the Rockville Town Square Homeowners Association and provided by Premier Concierge as an amenity for the residents of Rockville Town Square. There is no charge for this service. All services (except premium tickets) are provided at or below market value. No gratuity is required or expected. Payment for products or services arranged by your concierge may be made with a credit card or check.

Please call Kimberly, or any other member of the concierge team, at (301) 294-6580 24 hours a day, 7 days a week, or email them at [RTSconcierge@gmail.com](mailto:RTSconcierge@gmail.com)

## Pet Policy

Residents are permitted no more than two orderly, small domestic pets per unit (such as a dog, cat or caged bird). Be aware that there are no special areas or waste areas within Rockville Town Square that were designed specifically for the use of pet owners. Please be advised of the following policies in the event you are a pet owner.

- All pets must be approved and registered with the Association Office as well as registered and inoculated as required by law.
- Pets must be carried or on leash when taken onto the common elements.
- Pets are prohibited in the main lobby. Residents with pets may exit the building through the garage levels or the corridor stairwell exits or the secondary building entrance at the VIA.
- Pets are not allowed in or about any amenities, including but not limited to the following: fitness center, clubroom, library, and swimming pool. The only exception to these rules is seeing-eye dogs.
- Pets may be transported in the elevators. If the elevator is in use by another resident, please be sure the resident does not object to the pet using the elevator.
- Pets may not be left unattended in the common areas, limited common areas or balconies.
- Pet owners are responsible for cleaning up after their pet if they have an accident in a common area or upon the grounds.



## Use of Elevators

### **Use**

Elevators may be used for passengers, but only the freight elevator can be used for moves or large deliveries. All moves must be conducted through the loading dock.

### **Reservation**

Elevators are reserved on a first-come/first-served basis and availability is subject to elevator maintenance and repairs. It is recommended that the elevator is reserved approximately two weeks in advance to guarantee the preferred date. Contact the Management Office to reserve the freight elevator.

### **Deliveries**

Persons making scheduled deliveries of large or bulk items are also entitled to right of access and should be allowed use of the elevator while any move is in progress. Persons making scheduled deliveries may enter the building through the loading dock and use the elevator in rotation with passengers, and persons making authorized move-ins. Hours for deliveries are limited to 8:00 a.m. to 9:00 p.m. daily.

Moving trucks, delivery trucks and contractor vehicles may park behind the buildings in the loading dock area.

## Association Fee Schedule

Below is a copy of the RTS HOA Fee Schedule and is subject to change. It lists some of the charges associated with various documents and services offered by the Association. Please note all transactions will require payment by check or money order. Cash will not be accepted in the office at any time.

Common Element Fob	\$50.00
Garage Door Fob	\$50.00
Club Room rental (Mon-Thu)	\$75.00
Club Room rental (Fri-Sun)	\$200.00
Club Room Deposit (Refundable)	\$300.00

## Association Governance and Management

### CONDOMINIUM MANAGEMENT

#### **The Condominium Association**

Upon acquiring title to your unit you automatically become a member of the Condominium Association. You remain a member until you sell your unit. The Association is comprised of the unit owners of the 152 residential units in the building. In addition to The Palladian Condominium Homeowners Association, you are also a member of the Rockville Town Square Homeowners Association and bound by those documents and rules as well.

#### **Governance**

The governance of the Association is set forth in the governing documents of the Association. These include the Declaration, which defines the common elements and units, and the bylaws, which describe the powers and duties of the Board of Directors, and provides an outline for the operation of the Association. These documents provide the foundation of the rights and responsibilities of each unit owner. All unit owners are encouraged to read and become familiar with these documents.

#### **Board of Directors**

As it stands, the Board of Director's is a five person board, consisting of two resident representatives and three Developer representatives. At 75 % owner occupancy, the building will be turned over to the residents and all five board members will be residents of the Palladian.

### CONDOMINIUM MANAGEMENT

#### **On Site Condominium Office**

The on-site management office is located in unit #214 at The Palladian (38 Maryland Avenue). The general manager of the Rockville Town Square Homeowners Association is Vicki Myers. Katherine Robinson, the leasing manager is also housed in the same office.

- **Prior to moving in, residents must make an appointment to register at the Association Office for the purpose of registering as a legal occupant for use of the common elements.**

### **Insurance Coverage**

The Palladian maintains a master insurance policy that covers your building's structure. Mortgage companies often ask for evidence of this insurance, which may be obtained from our agent, John Manougian at 301-588-6585. This master policy does not cover items inside your unit or certain types of personal liability, but many insurance companies provide inexpensive homeowner coverage of those items to protect owners and tenants. You are urged to contact your insurance company to obtain information and cost of this insurance.

Renters should purchase an HO-4 policy to provide coverage for personal property, additional living expenses and personal liability.

### **Managing Agents**

Zalco Realty, Inc., Inc. serves as the managing agent for Rockville Town Square Homeowners Association and The Palladian. Zalco is responsible for collecting assessments ("condo fee"), developing financial statements, and providing oversight and supervision of the operation of the property. Please refer to page 4 for contact information.

### **Condominium Fees**

The operation of the condominium is financed by the unit owners' monthly fees, which represent their share of the common expenses. Therefore, if a unit owner's fees are late, it can hamper the ability of the association to maintain and operate the building and make needed or wanted improvements. All owners will be provided payment coupons for remitting assessments after their settlement companies have forwarded the necessary information to the managing agent. If you have not received your payment coupons, or wish to expedite the processing of coupons, please contact Ms. Pat Dillon at Zalco Realty, Inc. at (301) 495-6632. Automatic payment of fees is also available.

## Architectural Improvements/Modifications/Remodeling

Please contact the Association Office if you plan to install or make modifications to your unit. The Bylaws outline specific use restrictions and procedures for modifying your unit.

**Be aware that no architectural submissions will be accepted until after the one year builder warranty period has expired.**

### Modifications

Generally, owners will need approvals for any remodeling work that involves penetrating floors, ceilings or concrete structure, any plumbing, any electrical work that involves changing or moving wiring, any moving of walls, and anything that affects the exterior of the building. All necessary building permits from the City of Rockville will also be required. Further, only licensed, insured and bonded contractors will be permitted to work in the building. Contractor's Insurance certificates must be included with each application to the Condo Board.

- *Remember that a resident who chooses to modify any component of his/her unit immediately cancels the warranty for the items modified, as well as assumes FULL financial responsibility for any damages related to or caused by the work.*

The following are a few common items residents often inquire to install or modify.

### Floor Coverings

Unit Owners must apply rugs or carpet and padding on seventy-five percent (75%) of all floor surfaces (excluding foyers, kitchens, closets and bathrooms) to reduce sound transmission between units.

Unit Owners wishing to install or replace hard-surface (wood or tile) flooring must apply to the Association. Per the By-laws, the Association has 45 days to respond to your request.

### Satellite Dishes

Satellite Dishes are not permitted anywhere on the building.

### Window Treatments

Window treatments may be installed without prior approval and must be white, or off-white in appearance from the exterior of the building.

## Communications

### **The Community Website**

For pertinent up-to-date information, the Association hosts a website for the community which can be accessed at [palladiancondo.com](http://palladiancondo.com). To apply to be a part of the message board, please email the Board President, Adam Weber at [weber818@gmail.com](mailto:weber818@gmail.com) for approval.

## **Palladian Council of Unit Owners Information**

### **Who's Who**

#### **The Palladian Condominium Council of Unit Owners**

It is a non-profit corporation registered with the State and managed by a duly elected Board of Directors. (Initially, however, the Board of Directors consists of appointed persons by the Developer [declarant] who work in concert with the Management Company.) Its purpose is to maintain all common areas and to govern the community in accordance with the provision of the legal documents: CC&R's, Bylaws, and Articles of Incorporation. The governing legal documents for the association may be viewed online within the Resource Center page of this site. The corporation is financially supported by all members of the homeowners association. Membership is both automatic and mandatory.

#### **Managing Agent / Management Company**

**Zalco Realty, Inc.**

**8701 Georgia Avenue, 3<sup>rd</sup> Floor**

**Silver Spring, MD 20910**

**(301) 495-6600**

A management company is contracted by the Board of Directors to provide such services as: Collection of assessments, supervision of subcontractors, obtaining bids for subcontracted services, providing financial statements and collection reports, as well as a general clearing house for problem solving, communications with homeowners and the Board of Directors and to serve in an advisor capacity. The management company reports directly to the Board and all decisions are made by a majority vote of the Board of Directors. The management company may be reached by phone from the numbers listed on the Contacts page in the beginning of this manual.

#### **Community Manager**

**Karen Kodjanian, CMCA, AMS**

**(301) 495-6644 (office)**

**(301) 495-4169 (fax)**

**Email: [kkodjanian@zalco.com](mailto:kkodjanian@zalco.com)**

- Advise and provide administrative, managerial, and operational counsel to the association governing body
- Exhibit professionalism and loyalty to the principal (the Board)
- Exercise diligence in performing duties on the principals behalf
- Account for financial activities covered by the Management Agreement
- Perform on-site property inspections
- Solicit and evaluate bids for association services

- Supervise maintenance activities and contractor performance
- Oversee and authorize payment for primary association services
- Know and abide Bylaws, recognizing the State of Maryland laws and regulations regarding condominiums and homeowners associations.

➤ *The Community Manager is an employee of the Management Company, while the General Manager is generally considered a property employee.*

**General Manager (Onsite Manager, Property Manager, Building Manager, etc.)**

**Vicki Myers**

**(301) 294-7477 (main phone)**

**(301) 294-7470 (fax)**

**Email: rtshoa@gmail.com**

- Provide direction to onsite staff
- Responsible for effective operations and cleanliness of the property
- Hire, recruit, train and supervise personnel
- Establish superior Unit Owner/Resident relations
- Know and abide Bylaws
- Exhibit professionalism and loyalty to the principal (the Board)
- Insure performance of preventative maintenance program of the building and its equipment
- Attend monthly Board Meetings, Annual Meeting and special meetings as required
- Communicate and consult on a regular basis with the Community Manager

**The Board of Directors**

Depending on the management agreement, some of the following responsibilities can be turned over to a managing company.

***President: Adam Weber***

- Chief executive officer and leader of the association
- Presides at all meetings of the board and membership
- Executes legal documents on behalf of the association
- Sets meeting agendas and controls all meetings
- Represents the board before all residents
- May have nominating, if not appointment, responsibility for all committees

***Vice President: Bob Justis***

- Performs all of the duties of the president in his/her absence
- Typically shares some of the burden of the president regarding appearances, liaison, public hearings, etc.
- Usually assigned liaison responsibility to specific staff or contractors, and to specific committees

**Secretary: Mike Schwartzman**

- Prepares and distributes board and membership meeting agendas, minutes, and materials referred to in minutes
- Maintains minutes and book on all meetings
- Maintains Book of Resolutions
- Maintains all official records, including official correspondence, contracts, membership roster, etc.
- Receives, verifies, and maintains all proxies
- Attests, by signature, to the legitimacy of certain documents

**Treasurer: Jack Jaegar**

- Works with appropriate staff, contractors, and committees to develop and submit annual operating budget for approval
- Maintains adequate records of all association financial transactions
- Maintains roster of disbursement of funds, as authorized
- Arranges, subject to board approval, an independent audit of financial affairs

**Member at-Large: Scott Ross**

**Committees**

Committees and their members are elected by the Board of Director's and work under the pervue of the charter that is submitted by the committee and accepted by the Board. Listed below are the active committees in the community:

**Maintenance Committee: Chair-Cheri Justis**

The maintenance committee works alongside management to assess the maintenance needs of the building. Meetings are held bi-monthly with management to review maintenance issues and concerns within the building.

**Safety and Security Committee: Chair-Larry Nissenbaum**

The safety and security works alongside management to monitor the needs of community. They monitor the parking garage, the club room, and the fitness center to ensure that the established rules are being followed. In addition, this committee works closely with the city of Rockville to ensure that the needs in regards to safety and security are met and maintained within Rockville Town Square.

**Social Committee: Co-chairs-Alyssa Grauman and Linda Gombos**

The Social committee works to bring the community together by planning and hosting different social events exclusively for Palladian residents. This encourages good neighbor relationships, introduces new neighbors to the community, and creates a welcoming atmosphere so that each person here knows and respects their neighbors and their building.

## PERSPECTIVES OF BOARD, HOMEOWNER AND MANAGER

### *Board of Directors Perspective*

- Maintaining the value of the property and a good quality of life for the residential community
- Governing smoothly
- Enforces rules
- Establishing and keeping budget

### *Homeowners Perspective*

- Most care a great deal about residences
- Will want service from manager and decisions from Board that will provide a good quality of life
- Problems may arise when expectations are too high or not realistic; this can occur when interests are too specialized or unique

### *Managers Perspective*

- Working in balance with homeowners, board, and realities of management companies business (possible friction)
- Problem solver
- Multi-task oriented

## GOVERNING DOCUMENTS

- All documents that regulate community life
- Documents may vary depending on type of Association (condo, coop, etc.)
  - State law
  - Declaration of Covenants or Master Deed
  - Conditions and Restrictions
  - Bylaws
  - Rules and Regulations
  - Plats of Survey and Easement Agreements (may be separate, often included in the declaration)

### **Basic Condominium Legal Documents**

- **State Enabling Statute**-permits the creation of condominium form of ownership and prescribes the basis of determining ownership interest, rights

and obligations of the owners, duties and powers of the association, and the process of dissolution of the condominium

- **Subdivision of Condominium** -describes the location and nature of the common elements and the units
- **Condominium Declaration or Master Deed**-defines the units, common and limited common elements, and is the collection of covenants imposed on the property to provide for:
  - The basis for allocation of percentage ownership interest
  - The obligation of each owner to share in funding the cost of association operations
  - The power, authority, and responsibility of the association in its operations and in making and enforcing rules
- **Individual Unit Deeds**-comprises the individual unit deed
- **Articles of Incorporation**-creates the association as a corporation under state corporate statute and defines its membership and sets forth the process for creating the board of directors, voting procedures, etc.
- **Bylaws**-implements, in specific detail, the provisions of the Declaration and the Articles of Incorporation regarding the association operations, including delineation of the meeting process, election procedures, powers and duties, board meetings, committees, insurance requirements, rule-making and enforcement process
- **Rules and Regulations**-sets forth the operational powers or provisions and the use restrictions adopted by the association

### **Legal Docs for Homeowner Associations and the Hierarchy of such Documents**

- **Subdivision Plat**-describes the location and nature of the common property and the individual lots
- **Property Deeds**-comprise the individual lot deeds and the deeds to common property which give a legal description of the property
- **The Declaration of Covenants, Conditions, and Restrictions**-the declaration of CC&R's is the collection of covenants imposed on all property within the development and provides:

- For automatic association membership of all owners and the basis for voting rights
  - The obligation of each owner to share in funding the cost of association operations
  - Certain restrictions (architectural control and other rules) on the use of the property and the association's enforcement powers
  - Sets forth the power and authority of the association to own and maintain the common property and to make and enforce rules
- **Articles of Incorporation**-creates the association as a legal entity under state corporate statute; defines the board powers and responsibilities of the association and its membership; and, sets forth the process for creating the board of directors, voting system, etc.
  - **Bylaws**-implements, in specific detail, the provisions of the CC&R's and the Articles of Incorporation regarding the association operations, including delineation of the meeting process, election procedures, powers and duties, board meetings, committees, insurance requirements, rule-making and enforcement process
  - **Rules and Regulations**-sets forth the operational powers or provisions and the use restrictions adopted by the association

### **Applicable Civil Rights Laws**

- Prohibition against racial discrimination as stated by the Civil Rights Act of 1866
- Equal Credit Opportunity
- Fair Housing Amendments Acts, 1988, applies to sale of residence
  - Does not prohibit discrimination by owners, if selling or renting as long as they own 3 or less homes
- Board is prohibited from discrimination in exercising its 1<sup>st</sup> right of refusal
- Association must abide by laws prohibiting discrimination against families with kids
- Persons with disabilities (at own expense) must be allowed to make accommodations per the Americans with Disabilities Act, 1993

## ACCOUNTING BASICS

- **Cash Method of Account**-income and expenses are only recorded when cash changes hands. Financial reports only reflect cash transactions. This is a relatively simple system for simple situations. Because *all* obligations are not recorded until cash changes hands, this method does not provide an accurate portrayal of the financial condition of the association at any given time.
- **Accrual Method of Accounting**-keeps track of all financial activities, including revenue as it is earned (as opposed to when it is received) and expenses as the obligation is incurred (as opposed to when it is paid). This makes possible a more accurate determination of the financial condition of the association at any point in time. Also, this is a better method for multi-year tracking of capital reserves credits and deficiencies. The primary disadvantage is the greater complexity and technical knowledge that is needed to maintain the records, understand the reports, etc.
- **Capital Reserves**-the Board has the obligation to repair and replace major capital facilities, buildings, and equipment of the association. The ideal method of providing for these future expenses is the establishment of a capital reserves system and budget to assure that such funds are available when needed. With knowledge that the future holds predictable major expenditures for repair and replacement of facilities and equipment, the association could begin the gradual accumulation of funds through a reserve account to meet all or a portion of that expense when it comes due.

