

Bethesda Overlook Townhouses Condominium

WELCOME PACKAGE

Community Rules & Regulations





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Dear Owners and Residents,

Welcome to Bethesda Overlook!

Ours is a friendly community, with many neighbors having lived here for ten or more years. We're a small community, and we feel that being small helps us get to know each other.

The community consists of 68 town homes located on both sides of the 5300 block of Pooks Hill Road with 44 units having three bedrooms and 24 two bedrooms. There are six buildings on the even numbered side of Pooks Hill Road and eight on the odd numbered side. The total area of the condominium is approximately 5 ½ acres.

Bethesda Overlook Townhouses Condominium began in 1975 when the buildings and land area were converted to condominium ownership. At that time, the buildings (which date from 1957 to 1958) were remodeled and painted. Since then, the Condominium has done extensive work to the grounds and exteriors of the buildings.

This handbook was prepared by the Board of Directors. It is intended as a convenient reference guide for both owners and residents and does not replace the Bylaws and other Condominium documents. The handbook simply summarizes some of that information and presents other information that we hope you will find handy. Please read and understand all condominium documents which are attached for your convenience.

We hope that you find this booklet useful, and we welcome your suggestions and comments.

Sincerely,

The Board of Directors

The Board of Directors has published this booklet for the benefit and convenience of all Bethesda Overlook homeowners and residents.

The booklet contains Condominium rules and policies as well as a great deal of other useful information about the Condominium and the care of your home.

This booklet should be kept with your other important Condominium documents.

Maryland law requires that, when you sell your Bethesda Overlook home, this information be provided to the purchaser.

If you do not reside in your Bethesda Overlook home, but rent it to tenants, Maryland Law requires that you provide copies of all Condominium Bylaws, Rules and Regulations to your tenants.

I. INTRODUCTION

Our rules reflect standards of common good as have been defined by community sentiment. They apply to all owners, tenants, family members, and guests. The unit owner is responsible for the actions of family members, guests, tenants, and tenants' family and guests.

The Board of Directors has the authority to develop rules and enforce penalties for non-compliance, as described in Article III, Section 1 of the Condominium Bylaws and in the Maryland Condominium Act. Unfortunately, without enforcement, rules are ineffective. Penalties have been established for violation of certain rules; either Class A or Class B, indicated in parentheses with the rule. A full discussion of penalties and enforcement procedures is in Section V. of this handbook.

We've made every attempt to make our rules as non-restrictive and pleasant to live with as possible. The intention is to allow maximum personal freedom and expression while preserving the beauty and safety of our community. We sincerely hope that any problems can be settled in a friendly, neighbor-to-neighbor manner.

II. GENERAL INFORMATION

A. Board of Directors: The Board of Directors manages the affairs and business of the Condominium. Board members are homeowners who volunteer their time so that the community will continue to run smoothly.

Five Board members each serve two-year terms. At each Annual Meeting, homeowners elect either two or three members, as the term overlap. The Board members then elect from their number, the officers: President, Vice President, Secretary, and Treasurer. The Board of Directors meets throughout the year as posted on the www.BethesdaOverlook.com website. Owners and residents are invited to attend: however, agenda items must be pre-arranged with the Secretary.

- B. By-Laws and Other Condominium Documents:** This booklet was prepared as simplified reference for day-to-day living at Bethesda Overlook. In all cases, Federal, Maryland State laws, Montgomery County laws and ordinances, and the Declaration, By-Laws and Condominium Rules and Regulations take precedence. The owner of record must ensure compliance by family members and guests, tenants and their family members and guests, and any other persons whom they permit to use Bethesda Overlook facilities.
- C. Committees:** From time to time the Board creates committees to address specific issues; examples of past committees are the Parking Committee and the Picnic Committee. Volunteers are always needed ~ contact any Board member if you'd like to serve on a committee.
- D. Common Elements:** Unit owners own their individual units and share in the ownership of the common elements. Limited common elements are those areas owned in common but restricted to an individual unit's use [e.g. front steps and porches, foyers, and patio areas (the width of the unit, extending ten feet to the rear)].

General common elements are those areas and facilities which are not units or limited common elements.

- E. Condominium Fees:** Owners are assessed condominium fees (necessary to cover the annual budget and required reserves) based on their percentage of ownership of the Condominium. Fees are due on the first (1st) day of each month. **A \$25.00 administrative fee is automatically assessed if payment is not received by the fifteenth (15) of the month.** The management company provides payment coupons at the beginning of each year. Checks should be made payable to "Bethesda Overlook" and sent or dropped off at:

**Bethesda Overlook
c/o Realty Network, Inc.
5307 Pooks Hill Road
Bethesda, MD 20814-2004**

- F. Council of Unit Owners:** All unit owners, as a group, constitute the Council of Unit Owners, which is responsible to manage the Condominium. The Council holds its Annual Meeting on the third (3rd) Thursday in October at 8:00PM (visit the Bethesda Overlook website to confirm date – www.bethesdaoverlook.com). Owners will receive advance notice of the meeting, at which they elect new Board members and consider other matters of interest.
- G. Newsletter:** The Condominium publishes “The Overlooker” newsletter periodically and it is sent to all owner and tenants of record.
- H. Property Manager:** Bethesda Overlook has contracted the services of a professional management company to handle such matters as collecting fees, keeping financial records, soliciting bids, supervising performance of contractors, and advising the Board on these and other matters. The telephone number for management is listed elsewhere in this handbook.

III.SERVICES AND MAINTENANCE

- A. Exterior Lights:** The Condominium pays for the electricity and maintains the coach lights at the fronts of units and exterior post lights. If the light at your unit is out, please notify the management company. Do not try to change the bulb yourself. Other front and back door lights are owner responsibilities. **The police recommend burning rear lights at night as a security precaution.**
- B. Extermination Services:** Bethesda Overlook contracts for extermination of minor common household pests at Condominium expense (excluding termite treatments). Owners may call the management company to arrange for this service.
- C. Grounds Keeping:** The Board of Directors contracts for this service. Lawns are mowed approximately once every 7-10 days, shrubbery is trimmed regularly, seasonal plantings are placed at the entrances and at various locations throughout the community, trees are maintained, and outdoor pest control is administered. *We do ask residents to water lawns and plant areas during hot dry weather please, as there is no central sprinkler.*
- D. Gutters:** The Condominium contracts for rain gutter cleaning as required. Owners should notify the management company if a gutter or downspout needs additional attention.
- E. Maintenance/Repairs:** To report a problem or request maintenance, owners should contact management; tenants should contact their unit

owners. In an emergency, call the management company at the number listed elsewhere in this handbook.

- F. Recycling (Class B):** The Montgomery County Department of Environmental Protection, Division of Solid Waste (301) 217-2380, picks up recyclable materials from Bethesda Overlook every Friday. In order to promote curbside appeal and to prevent rodent infestation, recycling bins provided by the County must be stored in *an enclosed environment out of public view*, except on the evening prior to collection and on the day of collection. Also, the items must be disposed in a manner conforming to the Montgomery County recycling residence guide. Bins are therefore only allowed within the confines of one's home or inside the trash storage compartment of odd side addresses. No bins are allowed on top of these trash storage compartments or stored in any homeowner's patio or back yard.
- G. Snow Clearing:** The Condominium maintains a contract for clearing snow and ice from the parking lots, sidewalks, porches, and steps. *Please exercise extreme care if you must go out before snow and ice have been cleared. Please do not use rock salt or other chemicals: these damage sidewalks and lawns.*
- H. Trash Collection (Class A):** Condominium fees cover pickup of normal household trash on *Mondays and Thursdays*. On the odd-numbered side of Pooks Hill Road, place trash in the bin provided at the front door; on the even-numbered side, place trash in animal-proof, secured containers in the trash/air-conditioner area between each two units. The trash contract does not cover removing furniture, rugs, or other bulky items. Owners may also arrange a special pickup, at their expense, by calling the management or trash collection company.
- I. Water and Sewer:** While Condominium fees cover water and sewer charges, we do ask you to exercise the same care as if you were paying your own bill. If a faucet drips or pipe leaks, please fix it at once; report major emergency problems to management.

IV. HOMEOWNER RESPONSIBILITIES AND RESTRICTIONS

- A. Additions and Alterations (Class A):** No unit owner or resident may make any structural addition, alteration, or improvement in or to his/her unit, or alter the exterior appearance of the building, without the ***prior written consent*** of the Board of Directors [Bylaws, page CB-19, item 7].
- B. Antennas and Wiring (Class A):** No wiring or television antennas, satellite dishes or other equipment which is visible on the exterior of the

buildings may be installed, except as approved by the Board [Bylaws, page CB-20, item 8].

- C. Outdoor Cooking:** Outdoor cooking includes any gas-fired, charcoal or electric grill. Due to insurance requirements, charcoal grills are prohibited and cannot be used or stored anywhere on the property. All outdoor cooking must be done at least 25 feet away from any BOTC building. It is not permitted under any overhanging parts of buildings. Additional Montgomery County Fire and Rescue information can be found at :
<https://www.montgomerycountymd.gov/mcfrs-code/resources/files/homeowners/outdoorfireMF.pdf>.
- D. Grounds:** Unit owners own the grounds in common; please keep these points in mind:
- i). Gardening: Shrubbery planting or removal requires Board approval.
 - ii). Patios (Class A): Your patio area is a Limited Common Element extending the width of your unit, to a depth of ten feet (10'). You may make no permanent installation without written approval from the Board. Furthermore, please be aware that hard-surface patios may no exceed two-thirds (2/3) of this area.
 - iii). Yards (Class B): The lawn areas belong to everyone; please pickup any trash you see and clean up after yourself and your pets. Under no circumstances may any owner, resident, or guest drive or park any vehicle on any lawn area or sidewalk.
- E. Hoses:** Please store your garden hoses neatly on the ground, on a hose hanger, or in your unit.
- F. Insurance:** The Condominium provides building hazard coverage. However, this master policy does not cover your personal possessions. Owners and/ or tenants should obtain appropriate loss and liability insurance (Condominium Unit Owners' or Rental coverage).
- G. Laundry (Class B):** No clothing, laundry, rugs, or wash may be hung from or spread on any exterior portion of any unit or any common element [Bylaws, page CB-20, item 8(c)].
- H. Leasing (Class A):** The Bylaws prohibit renting any portion of a unit, other than the entire unit. If you rent your unit, you must:
- i. Execute a lease for a period of at least one year.

- ii. Inform your tenant(s) of the rules and Bylaws, and provide a copy of the Condominium documents.
 - iii. File a copy of the lease with the management company within ten (10) days of signing.
- I. Noise (Class A):** Please avoid loud music or other noise which may disturb others.
- J. Nuisances (Class B):** Nuisances are not allowed, nor is any use or practice which is a source of annoyance to other residents.
- K. Parking (Class A):** For the safety and convenience of everyone: Only vehicles which the Maryland Motor Vehicle Administration has or would license as passenger vehicles may be parked on our lots. No inoperable, unlicensed, commercial, or abandoned vehicle may be parked or stored on the property. No repair, maintenance, overhaul, or painting of vehicles is allowed on our lots.

No parking is allowed in areas other than a designated parking space.

Each unit is assigned one parking space for the exclusive use of the resident of that unit. This space is numbered with two digits corresponding to the last two digits of the unit's address.

On the odd side of Pooks Hill Road an additional numbered parking space corresponding to the last two digits of the unit's address is available for the use of the corresponding unit number.

Additional spaces are available; these spaces are marked RESERVED and may be used by Bethesda Overlook unit owners on a first-com/first-served basis. On the even-side of Pooks Hill Road, BOTC issued "hang tags" for unit owner vehicles must be displayed for the unnumbered RESERVED spaces.

- 1) The owner of any vehicle that is in violation of the above provisions, if readily identifiable, shall be notified in writing by the Board of Directors or its agent to remove such a vehicle from said premises or otherwise correct the violation within a period not to exceed forty-eight (48) hours of notification. Such notification may include a written notice to the vehicle owner and/or the posting of notification of the intent to remove the vehicle upon said vehicle.

- 2) Vehicles that are not removed, or for which the violation has not otherwise been corrected by the vehicle owner within the specified period, shall be removed from the Property by the Condominium.
 - i) Any towing and storage charges or damages resulting from such removal, if any, shall be the responsibility of the owner of the vehicle.
 - 3) In addition to or in lieu of the above, the Association may pursue any other legal means available to secure compliance with this policy.
- L. Pets (Class B):** Only common household pets are permitted such as dogs, cats, caged bird and the like at Bethesda Overlook. No pet may be outside a unit unless accompanied by an adult and carried or leashed. **Pet owners must clean areas soiled by their pets.** All pets shall be registered and inoculated as required by County law. [Bylaws, page CB-20, item 9(d)]
- M. Signs (Class B):** One “*For Sale*” or “*For Rent*” sign may be displayed. No other signs are permitted without prior consent of the Board [Bylaws, page CB-20, item 8(a)].
- N. Smoke Detectors:** For your safety, we encourage all owners and residents to install and maintain smoke detectors ~ Montgomery County law requires one functioning smoke detector per floor when you sell or rent your unit.
- O. Storage (Class A):** There are no exterior storage areas. You may keep your patio furniture and grills on your patio; however, the rear of your unit, including any trash/air-conditioner area, is not a storage area for tools, seldom-used items, or castoffs. No items are to be stored or placed in the shared foyers on the even side of Pooks Hill Road. Furthermore, no bicycles, furniture, packages, or other object may be placed on sidewalks or other common elements [Bylaws, page CB-21, item 8(l)].
- P. Storm Doors:** Owners are responsible for maintaining their storm doors in good condition. Where storm doors serve two units, both owners are jointly responsible. Please do not leave storm doors propped open, as wind can easily damage them. Replacement of storm doors requires prior approval of the Board.

- Q. Use of Units (Class A):** Unit shall be used only for private residential purposed or professional purposes permitted by counting zoning regulations [Bylaws, page CB-21, item 8(b)].

V. PENALTIES AND ENFORCEMENT PROCEDURES

The only purpose for having penalties is to ensure compliance with the rules. The Board anticipates that enforcement procedures will result in a greater awareness of the reasonable standards of conduct that residents have the right to expect from each other.

We very much hope that the enforcement process never has to be used.

Offence Class	Penalty for first Violation After Written Warning	Penalty for Subsequent Violations
Class A	\$100.00	\$200.00
Class B	\$50.00	\$100.00

However, in cases of infractions where every other avenue to solve a problem has failed, the Board will follow these procedures.

Each of certain rules has a class of penalties associated with it, and breaking that rule may subject the offender to a fine:

The Board retains the authority to adjust these penalties at its sole discretion. Please note, however, that a penalty can be assessed only after due-process procedures have been followed.

A. Violation Enforcement Procedure:

1. A signed letter of complaint to the Board of Directors or to management will initiate action, or the management agent may bring a violation to the Board's attention for consideration.
2. If a violation is alleged, the Board will direct management to investigate the validity of the complaint.
3. If the complaint is deemed valid, management will notify the unit owner of the alleged infraction, in writing, in an attempt to rectify the problem. This notification shall include:
 - a. the nature of the alleged violation;
 - b. the action required to correct the alleged violation; and
 - c. a period of at least ten (10) days, during which the alleged violation may be stopped without penalty.
4. Should any violation continue beyond the grace period or is repeated within twelve (12) months of the first notice, the Board of Directors will hold a hearing to determine if a penalty will be imposed. Management shall send the unit owner with the alleged violation a "Notice of Hearing" at least (10) days prior to the date of the hearing. This notification shall:
 - a. Note the nature of the alleged violation;
 - b. Specify the date, time and location of the hearing;
 - c. Specify that the unit owner and the complainant (if any) have the right to present evidence and to present and cross-examine witnesses.
5. The hearing shall be held in closed executive session of the Board, and shall afford all parties a reasonable opportunity to be heard.
6. The minutes of the meeting shall contain a written statement of the results of the hearing and the penalty imposed, if any. Decisions shall be by simple majority of the Board.
7. The decision of the Board in such matters may be appealed to the Montgomery County Commission on Common Ownership Communities (CCOC) or to the Courts of the State of Maryland.
8. If any unit owner fails to comply with the rules or Bylaws, or a decision rendered under the rules or Bylaws, the unit owner may be sued for damages or injunctive relief or both, by the Board. The

prevailing party in any such proceeding may be entitled to an award for legal fees, as determined by the Court.

9. Fines will be assessed against the unit owner, regardless of whether the offender is a tenant, guest, or household member. Any assessed fine will appear on the Condominium fee bill in the first month immediately following its imposition. If not paid by the time the fee is normally due, the fine will be considered unpaid and may be collected in the same manner as an assessment.
10. Other remedies may also be considered including, but not limited to, the following:
 - Suing the unit owner for damages and/or recovery of costs.
 - Having the violation (i.e., architectural control violations or damage to common elements) corrected at the owner's expense.
 - Contacting proper authorities to impose civil penalties (for violations which are also infractions of County or State laws).
 - Ordering any person whose pet is a nuisance to remove such pet from the property.

VI. SEVERABILITY

The provisions of these rules are severable; if any provision part thereof is held illegal or inapplicable to any person or circumstance, such illegality or inapplicability shall not affect or impair any part of the remaining provisions or parts of this document.

VII. HOME CARE AND MAINTENANCE

As your home ages, if not properly maintained, you could be faced with major maintenance expenses. ***Regular and timely maintenance of your home can actually save you hundreds, if not thousands, of dollars!***

Items requiring regular care and maintenance include windows and screens, doors, exterior vents (particularly dryer vents), heating & air conditioning equipment, window wells and patios. It is important to regularly inspect your property. There are two good seasons to perform the inspections: Fall and spring. In the fall, you should check your home for problems that will worsen or create additional headaches for you if left unattended. Your inspection should include:

Windows & Doors:	Look for blistered or peeling paint, loose or cracked caulking, loose siding, and loose mortar. Check window weather-stripping.
Window Wells:	Clean all leaves and other debris from your window wells to allow proper drainage.
Heating & Air Conditioning System:	Insure outside equipment is not blocked by landscaping or debris. Check filters and replace as needed. Clean humidifier and insure proper operation. On heat pumps, insure emergency heat is working. A contract for semi-annual preventative maintenance checks with a qualified HVAC mechanic can be well worth the expense.
Plumbing:	Know where your main shut-off valve is located! Clean clogged or slow drains. Periodically drain and flush the water heater. Replace washers on leaking/dripping faucets. Since water is a common expense, proper maintenance and care helps to save money for everyone!
Patios:	Insure That all patio blocks or concrete are in good repair, without cracks and level. An unlevelled patio can allow water to flow toward the house. Cracked blocks or concrete can allow water to penetrate, freeze and cause further damage.
Miscellaneous:	<ul style="list-style-type: none"> • Remove garden hoses from outside spigots. • Turn off water to outside spigots. • Clean and store your gas grill. • DO NOT store your LP gas tanks in a closed area.

Your home will always need care and maintenance. However, by conducting regular inspections and performing **preventative maintenance**, you can avoid damage and the need for costly repairs. For your convenience, below are listed several contractors who

may be available to offer miscellaneous maintenance for such things as window cleaning, screen repair, vent cleaning, patio maintenance, carpentry, painting, etc.:

DENNIS POTTS Consulting - landscape, nursery, decks, fences, stone walls	301-654-9222
AW Landscapes – Landscaping	301-670-9330
Betson Lawns, Etc. – General	301-253-4738
Carpentry Creations – Carpentry, Home Improvements	301-963-5540
D&A Dunlevy Landscaping – Landscaping, Concrete	301-977-7593
Dan Himmelfarb Company – Carpentry, Home Improvement	301-774-4004
Turn Key Properties	240-388-1248
S.L. Décor – General Handyman	301-649-6740
Dial-A-Denney – General Handy man	301-540-8312
Gardener’s Inc. – Carpentry, Home Improvements	301-831-4353
Ginalick Electric – Electrician, HVAC	301-831-5864
Don Hoffacker A/C & Heating – Heating & Air Conditioning (HVAC)	301-972-0017

H&H Lock & Security – Locksmith	301-948-1996
Harvey Hotel Co. – HVAC, Electric & Plumbing	301-921-9599
Jet Services – Carpentry, Home Improvements	301-831-8023
Stephen Palmer Electric, Inc.	301-493-9700
Security Design Consultants – Alarms, Locksmith	301-963-2004
Realty Network, Inc. – Real Estate Sales and Property Management	301-951-0581
T&C Painting – Interior & Exterior Painting	301-774-0827

Additional contractors may be located through the assistance of Home Connections at (301) 770-1741. This list is provided solely for the convenience of the reader. The list is not exhaustive nor is it intended as a reference for any particular company. The reader is encouraged to contact a contractor of his/her own choice.

VIII. WHAT IS SNOW “REMOVAL”?

“Snow”, a term that always strikes panic in the hearts of Washington area residents. Do you know where your snow shovel is?

Always stressful, snowfall is often the root of a great number of the most emotional problems encountered in homeowner and condominium associations. In order to avoid confusion concerning the actual process of snow “removal”, it is important to keep sight of the main goal to be met by this service during the winter months.

Objective

Perhaps the term “*removal*” is a misnomer as removal of snow is not the primary goal and, in fact, is most often fiscally and physically impractical. The primary objective of snow “removal” service is to keep the streets and sidewalks passable and safe to navigate. Of course, the old adage “*Anything can be accomplished if you throw enough money at it*” could be applicable if there were sufficient financial resources and the absolute desire to “*remove*” the snow. However, we all know that community associations do not have unlimited financial resources available to accomplish this process.

We may generally agree that the main purpose of hiring snow removal contractors is for the clearing of streets and sidewalks to render them passable and safe to negotiate (i.e. enable residents to enter and exit the community). We must rely on the ability of residents to determine the necessity of attempting to travel snow or ice covered roads or walks. Some common sense must be used by residents as they may assume a certain level of risk when attempting such travel.

It is generally accepted premise that a covering of packed powder snow is safer and easier to negotiate than a slick covering that may be left when a snowplow has passed over a street. Therefore, under most conditions, it is better to let snow accumulate when residents are leaving or returning home. For obvious reasons, clearing of snow is more effectively and safely performed when there is little or no traffic on the streets.

Snow “Clearing”

Contractors are typically asked to begin *clearing* the streets when snowfall reaches a depth of about **THREE INCHES** (3”). If snow is still falling, the contractor is to “open” the drive lanes of the streets. This means to prevent the snow from accumulating too much and make ingress and egress possible. This process continues periodically until the snowfall stops.

Once the snow has stopped, the contractor will “clean-up” the streets, sidewalks and lots. This means to widen the drive areas as wide as safely possible considering the conditions of the streets, parked vehicles, etc. and to clear snow from sidewalks and steps to permit pedestrian access. Abrasives (sand) would be applied after the clearing process is completed. Chemicals used to melt the snow are used as sparingly as possible as they damage concrete. In closing, snow “removal” is not an exact process and there is no way to make everyone a satisfied customer. The goal, as previously stated, is to permit safe ingress and egress from the community and manage the expenditures of the Association. Of course, the level of service provided is always determined by the Board of Directors. Management and the contractor will attempt to provide the services, if ***physically possible***, as desired by the Association.

IX. BETHESDA OVERLOOK SNOW CLEARING

All streets within the Bethesda Overlook community are privately owned and maintained. The Association contracts with a private contractor to plow and sand the

streets as required during the winter months as well as to clear sidewalks and steps and apply abrasives.

Pooks Hill Road is owned and maintained by the Montgomery County Government.

During the
months,
of snow
sanding of
is the

winter
plowing
and
streets

PLEASE:

1. **READ** the documentation provided when you moved in or purchased your smoke detector(s).
2. **CLEAN** your smoke detector(s) every week.
3. **TEST** your smoke detector(s) at least once every month (more often is better!).

responsibility of the Montgomery County Department of Public Works and Transportation, Highway Maintenance Section. To contact the Highway Maintenance Section, Call (301) 217-2159.

X. SMOKE DETECTOR MAINTENANCE

Your smoke detectors are a very important part of your home. They have been installed for your protection in the event of a fire, yet they cannot protect you if they are not operating properly.

XI. PET OWNERS – ATTENTION

- Pet owners are reminded that they should walk their pets AWAY from their neighbor's homes and high traffic areas.

- Deposits of 'pet excrement/pet defecation' on the common areas and in the neighbor's yards and on the common areas have become a significant nuisance.

PETS SHOULD BE ON A LEASH WHEN ON BETHESDA OVERLOOK PROPERTY. IT IS A CONDOMINIUM RULE!

- The rules and the law also say that you should "pick-up" after your pet.

Let's face it, these things are not only the law, but they are also the signs of a considerate pet owner/neighbor.

- Please be aware that failure to follow the proper rules concerning your pet could result in action being taken to remove the pet from the community!

Anyone wishing to file a complaint concerning a pet owner who allows such problems to occur should e-mail or write to:

Bethesda Overlook Townhouses Condominium
c/o Realty Network, Inc.
5307 Pooks Hill Road
Bethesda, MD 20814

e-mail: sabine@realtynetwork.com
or staff@realtynetwork.com

Your complaint should include:

- The date and time of the incident;
- A description of the pet;
- The address (street#) of the owner to whom the pet belongs.

Action can only be taken upon receipt of a written and signed complaint. Confidentiality will be protected to the greatest extent possible.

Complaints may also be referred to The Montgomery County Department of Animal Control at (301) 279-1823

Action may be more expeditious and effective!

XI. HELPFUL TELEPHONE NUMBERS

Realty Network, Inc. (Management Co.)	Bus (301) 951-0581 Fax (240) 241-5540
Waste Management (trash company)	301-340-0774
MISS UTILITY (Call before digging)	1-800-257-7777
PEPCO (electric company)	202-833-7500
WSSC (Water & Sewer Service)	301-206-9772
Billing Inquiries (Dues)	301-675-0633
Emergencies (Management Agent)	301-675-0633
Cable TV Montgomery	301-294-7600
Montgomery County Government	311
Montgomery County Animal Control	301-279-1823
Cooperative	 9650
Dept. of Environmental Protection (Recycling)	301-217-2380
Dept. of Health (Main Number)	301-217-1900
Dept. of Transportation (Public Street Snow Plowing)	301-217-2159
Office of Consumer Affairs	301-217-8000
Police Non-Emergency	301-217-8000
Transit Services (Ride-On Buses)	301-217-2184
Montrose Towing	301-468-1104
Dept. of Transportation (Public Street Lights Out)	301-217-2190

FREQUENTLY ASKED QUESTIONS

COMMUNICATING with the ASSOCIATION

Q: What management company does the Bethesda Overlook Townhouses Condominium use?

A: Realty Network, Inc. is the management firm for the community; Sabine Grewe is the Bethesda Overlook Townhouses Condominiums' Management Agent. She can be reached at W(301) 951-0581 or C(301) 675-0633 or by email at: sabine@realtynetwork.com or staff@realtynetwork.com.

Q: Whom should I contact if I have a problem or a complaint?

A: You should contact the Management Agent. If the issue is about rules, regulations or oversight, you can also contact a member of the Board. If the issue relates to the appearance of the homes and property or the behavior of members of the community, you can also contact the Board. Please remember that if you want to make any changes to the exterior of your home, you must file an Exterior Change Request Form with the Board of Directors **before** making any change. (See Maintenance Section of this handbook).

Q: Why do I have to pay monthly dues to the Association?

A: The monthly fee for each homeowner is: (as of **January 1, 2015**):
\$255.50 for the 2 bedroom units
\$327.33 for the 3 bedroom units

Monthly dues are subject to change at the board of directors' discretion.

Your dues are used to pay for the operation and management of the Bethesda Overlook Townhouses Condominiums community, including trash pickup, grounds maintenance, roadway maintenance, and management fees. If you cannot pay your dues on the **1st** day of the month, as required, you are given a **14** day period of grace. If your payment is not received by Realty Network, Inc. by the **15th** of the month, you will be assessed a **\$25.00** late fee. If the dues and

finances are not paid for several months, legal action will be taken to collect the amount in arrears and a lien may be placed against your property.

MAINTENANCE OF PRIVATE PROPERTY

Q: If I want to change the exterior appearance of my home, do I have to get advance approval from the Association?

A: In almost all instances the answer is “yes”. Our governing documents require advance review and approval by our Covenants Committee in order to ensure that exterior changes, including replacement of your windows or roof and paint color changes, are in keeping with community standards. By buying a home in our community, every homeowner has accepted the responsibility to comply with Association rules even if it restricts that homeowner’s choices. All homeowners and all lessees at **Bethesda Overlook Townhouses Condominium** are legally bound by the provisions of our governing documents (Declaration & Bylaws) and by the rules and regulations adopted by the Board. Exterior changes require the submission of an Application for Architectural Change Request Form from the homeowner to the Board of Directors. This form can be downloaded to your computer from the Bethesda Overlook website at: www.bethesdaoverlook.com or you may contact the Management Agent.

In connection with selecting paint colors for doors, doorframes, window trim, and eaves, (a) if you want to repaint any of these items using the exact same color that has been approved already and is currently in place you may do so without going through any further approval process (b) if you select a different color, however, you need advance approval.

Q: What about my backyard?

A: An application for Architectural Change Request Form must be submitted to the Board of Directors for approval before installation can begin. The Bethesda Overlook Townhouses Condominium is cognizant of the Federal regulations that mandate the right of individuals to secure communications signals. Those regulations also support the right of associations such as ours to require that the placement and design of the hardware be consistent with the best interests of the community. Therefore, if you wish to install a satellite dish, upon approval, the Board of Directors will work with you to choose the least conspicuous location, while maintaining the integrity of the signal.

Q: Snow Clearance – who is responsible for what?

A: **Street/Common Walkways:** The Association is responsible for snow clearance from all streets within the Bethesda Overlook community and the common area walkways. Pooks Hill Road is owned and maintained by the Montgomery County Government. During the winter months, plowing of snow and sanding of streets

is the responsibility of the Montgomery County Department of Public Works and Transportation, Highway Maintenance Section. To contact the Highway maintenance Section, call (301) 217-2159.

Private Property: Each home owner is responsible for snow clearance of his/her private property, including parking pad, walkways, steps, and entryway. **JK Gardening**, who is contracted to clear the Bethesda Overlook Townhouses Condominiums common areas, is willing to clear privately owned property at the same time the company is on the property to clear community streets. Each home owner who wishes this added service must make private arrangements with **Jose, with JK Gardening** directly and pay them a separate fee for services selected. JK Gardening can be reached at (301) 528-0600. The Association will not be responsible for the adequacy of any such services contracted privately by a homeowner.

RESIDENTS' RIGHT of QUIET ENJOYMENT

Q: Are there any community restrictions on having a party?

A: While there are no special restrictions on parties and similar gatherings, you should be respectful of your neighbors, especially where noise is concerned. The close proximity of neighbors and the construction layout of our Condominiums can actually cause noise to become amplified and heard at a great distance. Even normal levels of conversation taking place outside can be heard inside when the windows are open. Consequently, as a matter of common courtesy, residents should take measures to avoid potential disturbances after 10:00 pm Sunday through Thursday evenings and after midnight on Friday and Saturday evenings.

Q: I understand that I can't drive a motorcycle through the community – why not?

A: The rule that prohibits the operation of a motorcycle on common property roadways was designed with the noise factor in mind. The rule that prohibits the parking of a motorcycle in the driveway was based on aesthetics. In the case of a motorcycle or similar noisy vehicle, you can park it on Pooks Hill Road for out-of-sight parking in our common areas.

PETS

Q: Are pets allowed?

A: Absolutely. But by keeping a pet, or having a pet visit, you assume full responsibility for personal injuries or property damage that might be caused in the community by a pet.

Q: Are there any special rules that apply to pets?

A: Yes. By Montgomery County law and Bethesda Overlook Townhouses Condominiums standards, you must clean up after your pet and you must keep your pet on a leash within the community. Also, keep in mind that grass, plants and young trees are affected adversely by urine and no neighbor appreciates such attention from your pet.

PARKING and MOTOR VEHICLES

Q: Who can park in the community parking spaces?

A: Each unit is assigned one parking space for the exclusive use of the resident of that unit. This space is numbered with two digits corresponding to the last two digits of the unit's address. Additional spaces are available; these spaces are unnumbered and may be used by Bethesda Overlook residents and guests on a first-come/first-served basis, **but at no time shall any unit have more than two vehicles (including those of guests) on the property.** On the even-side (even-numbered units) of Pooks Hill Road, Bethesda Overlook has issued "*hang tags*" which must be displayed. Vehicles parked without a "hang tag" are subject to ticketing, Association fines, and towing. The "hang tag" must hang from the mirror and be visible and readable from outside of the vehicle.

- 1) The owner of any vehicle that is in violation of the above provisions, if readily identifiable, shall be notified in writing by the Board of Directors or its agent to remove such a vehicle from said premises or otherwise correct the violation within a period not to exceed forty-eight (48) hours of notification. Such notification may include a written notice to the vehicle owner and/or the posting of notification of the intent to remove the vehicle upon said vehicle.
- 2) Vehicles that are not removed, or for which the violation has not otherwise been corrected by the vehicle owner within the specified period, shall be removed from the Property by the Condominium.
 - i) Any towing and storage charges or damages resulting from such removal, if any, shall be the responsibility of the owner of the vehicle.
- 3) In addition to or in lieu of the above, the Association may pursue any other legal means available to secure compliance with this policy.

Q: I lost my parking "hang tag" – can I get another one?

A: If you certify that you have lost your “hang tag”, you may apply in writing to the management company for a replacement. The cost is **\$100.00** for a one-time replacement. Any misuse of “hang tags” such as the use of two at the same time or with unregistered vehicles, subjects the violator to loss of parking lot privileges for up to one year and an Association fine.

Q: If I have a party or several guests, where can they park?

A: There is plentiful parking available on Pooks Hill Road after business hours, or you can suggest that your guest arrive by taxi. Some homeowners hire a valet company to park guest cars off premises.

Q: If I see a vehicle breaking the rules, what should I do?

A: All vehicles should be registered with the management company. Registration forms may be downloaded from www.bethesdaoverlook.com under Parking Registration or contact the management office to have one mailed. Vehicles parked illegally are subject to ticketing and towing. If you know the household associated with the vehicle and are comfortable speaking to the owner, give your neighbor a call and ask that the problem be corrected. Owners often place a note on the dashboard of a service vehicle, noting where the driver is working and the expected duration of the call. To have a vehicle ticketed, call the Montgomery County Police Department at (301) 217-8000 (Non-emergency) and request to have the police issue a ticket. Once a vehicle has been ticketed, it is also subject to towing by Montrose Towing, who has permission to enter the property for that purpose (signs are posted at the entrance to our parking lots). Towing will be enforced if the vehicle has not been moved in 48 hours.

Q: Can I park a camper at the Bethesda Overlook Townhouses Condominium on my parking pad or near my house?

A: No. Trucks, trailers or campers are not allowed to be parked on community streets nor outside on your parking pad. Also, motorcycles, motorized bikes, motor scooters etc. are similarly prohibited.

Q: When I need a moving van, what is the procedure and where can the van park?

A: Please inform the management company of the date and time of the expected move, so that they can coordinate the details with you. The management office number is (301) 675-0633. Also, ask the movers to be extremely cautious of the telephone lines within the parking lot area, as they have been downed by large moving vans before causing interrupted phone service.

TRASH and GARBAGE REMOVAL

Q: When is the trash/garbage picked up?

A: Trash/garbage is picked up twice a week on Monday and Thursday mornings. Recycling pickup is Friday morning only.

Q: What if the scheduled day is a holiday?

A: If the regular pickup day falls on Christmas, New Years Day or July 4th, the pickup will take place on the following day (even if it's a Saturday).

Q: Any special trash/garbage bundling rules?

A: First, all trash/garbage must be in sealed plastic bags (never use red or pink plastic bags as they signify medical waste and will not be accepted at a landfill regardless of the actual content). Second, plastic bags must be placed in containers (plastic or rubber) with lids. Bags must not contain liquids as the compression in the truck causes liquids to spill in the truck and drip onto our streets. Ultimately, it's our responsibility to keep our streets clean. **All paint and other hazardous waste must never be placed out for regular pickup.** (See below on how to handle hazardous waste).

Q: How should I dispose of hazardous waste items, such as batteries, paint cans, oil containers, etc.?

A: Toxic materials of any sort must **not** be put out for pickup as part of the regular trash/garbage pickup. The trash/garbage trucks are not equipped to handle such items and mistakes are costly, including roadways and parked cars that are sprayed with paint when the truck grinds up the items. Improper disposal of these hazardous materials may harm the environment and/or human health. Montgomery County now has a staffed **Household Hazardous Waste receiving area** (open 9 am - 5 pm, Thursday through Sunday) located at the Shady Grove Solid Waste Transfer Station, in addition to the conveniently located satellite collections -- both are free of charge! The phone number for the Division of Solid Waste Services is 240-777-6400; This Household Hazardous Waste program is open to **Montgomery County residents** with **home-generated hazardous waste**. All patrons must present valid identification in the form of: Driver's License and vehicle registration.

Shady Grove Solid Waste Transfer Station

- The Household Hazardous Waste receiving area at the Transfer Station is located in the recycling drop-off section of the Public Unloading Area.
- Please use the Car Entrance to the facility.
- Open 9 a.m. to 5 p.m., Thursday through Sunday -- no need to wait for special monthly collection events! *Household Hazardous Waste can only*

be received during these hours -- please do not drop off this material at other times.

For further information or details about hazardous waste items, please visit their website at:

http://www.montgomerycountymd.gov/tmpdsws.asp?url=/content/dpwt/SolidWaste/collection_services/hw/hhw/index.asp#ts

Q: What items other than hazardous waste cannot be left out for normal trash/garbage pickup?

A: Bulk items, such as mattresses, bed frames and tires will not be accepted for regular pickup. Items removed from inside or outside the house as part of maintenance or renovation should be removed from the premises as part of the contract or work being done. The trash company will not accept such debris.

Q: How does the recycling work and what items are included in the program?

A: The Montgomery County Department of Environmental Protection, Division of Solid Waste (301-217-2380) picks up recyclable materials from Bethesda Overlook every Friday morning. In order to promote curbside appeal and to prevent rodent infestation, recycling bins provided by the County must be stored in an enclosed environment out of public view, except on the evening prior to collection and on the day of collection. Also, the items must be disposed in a manner conforming to the Montgomery County recycling residence guide. Bins are therefore only allowed within the confines of one's home or inside the trash storage compartment of odd side addresses. No bins are allowed on top of these trash storage compartments or stored in any homeowner's patio or back yard. Recyclable items include:

- (a) **Paper** (newspapers, magazines, bulk mail, cardboard egg cartons, corrugated cardboard, paper boxes – boxes must be broken down);
- (b) **Glass Bottles** (rinsed out);
- (c) **Plastic Bottles** (soda, water, and milk bottles with PET-1 or PET-2 ratings only, which are marked on the bottom);
- (d) **Cans** (rinsed out tin, steel or aluminum)

Please note that metal objects other than cans, such as wire hangers or frying pans, are not accepted for recycling, nor are plastic items, such as plastic grocery bags. Every home has a recycling bin. This bin should be put outside Thursday evenings or early Friday mornings.

To order a blue recycle bin for your unit, go directly to the website for Montgomery County Maryland, Solid Waste division to order one:

[http://www.montgomerycountymd.gov/swstmpl.asp?url=/content/dpwt/
SolidWaste/mail/blue_bin_order_form.asp](http://www.montgomerycountymd.gov/swstmpl.asp?url=/content/dpwt/SolidWaste/mail/blue_bin_order_form.asp)