

MORELAND COURTS CONDOMINIUM ASSOCIATION

ASSOCIATION RULES BOOK

March 2017

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INTRODUCTION

Designed as luxury apartments in the 1920s, Moreland Courts is a unique architectural complex, listed in the National Register of Historic Places. On August 28, 1978 an Original Declaration of Condominium Ownership including Original Bylaws, was filed in Cuyahoga County.

The Moreland Courts Condominium Association (MCCA or the Association) adopted an Amended and Restated Declaration of Condominium Ownership ("Declaration") on March 24th, 2014. All Unit Owners are members of the MCCA. They elect and are governed by a Board of Directors (the Board), which in turn, elects the officers of the Association and appoints all committees and committee chairs. These individuals serve without compensation.

This Rules Book is essentially a "User's Manual" for life at Moreland Courts and:

- Serves as a quick reference
- provides guidance regarding policies and procedures
- furnishes important emergency information
- outlines the process by which the MCCA deals with complaints

These Rules are our social contract with one another, with the goal of maintaining a pleasant environment for everyone. Several of the rules are taken directly from the Declaration and Bylaws. Many are simply common sense or courtesy. Others have been adopted because living in a multi-family complex sometimes requires constraints on our actions. The enforcement process is largely complaint driven (See Complaint Section, page 34). Our assumption is that everyone will routinely follow the rules. However, if an Owner, Occupant or member of the staff believes a rule is not being complied with, they can bring this to the attention of the General Manager.

The Rules are intended to supplement, not replace the Declaration and Bylaws which are recorded with the County. In the event there is an inadvertent discrepancy between what is expressed in the Rules and the recorded documents, the Declaration and Bylaws will govern.

ADOPTION AND AMENDMENT

These Rules have been adopted by a unanimous vote of the Board. They became effective as of March 6, 2017.

The Board may amend these Rules, by a majority vote of the Board at any time. Likewise, Unit Owners may amend these Rules by majority vote, at a meeting called for that purpose and held after due notice has been given. Amendment may take the form of an addition, a deletion, or a change to then-existing language. Following any such amendment, which shall be effective as of the date of the adoption, a notice containing a copy of the change shall be delivered to all Unit Owners. If an approved tenant is occupying a Unit, it is the responsibility of the Unit Owner to notify the tenant of any changes to our Governing Documents.

GENERAL POLICIES

The Moreland Courts Condominium Association, Inc. (“MCCA” or “Association”) Board of Directors is authorized to make decisions affecting the Condominium Property as well as exercise the powers established in the Declaration, Bylaws, and applicable laws. As outlined in these Rules, and other pertinent policies and procedures, the Board has delegated certain authorities to the General Manager in accordance with Declaration Article VIII, Section (A)(1) and Bylaws Article III, Section 8(l). The Board therefore relies on the General Manager to carry out the Board’s decisions and handle all communications by and between the Association’s Unit Owners, Occupants, contractors and vendors. Board members are not individually responsible for resolving Association matters and can only decide on issues brought to their attention by the General Manager.

The Association’s objective is for each Unit Owner or Occupant to live in and use their Unit in the same manner as a private home. Limiting factors include adherence to the Declaration, the Bylaws, these Rules, and any official policies and procedures. The reasonable rights and expectations of others while living in Buildings sharing common walls and other Common Elements may require the curtailment of certain activities for the enjoyment of all.

UNIT OWNER’S RESPONSIBILITIES:

- To keep the Unit and Limited Common Elements in good order and repair at all times as outlined in Declaration Article VIII, Section (B).
- To accept responsibility for any violation of the Declaration, Bylaws, these Rules or any applicable policy and procedure.
- To be responsible for any damage to Common Elements, Association property, any other Unit or the property of other Unit Owners or Occupants, whether caused by the Unit Owner’s family, Occupants, guests, tenants, employees, agents or the Unit Owner.
- To ensure their guests act in a manner that respects other Unit Owners’ or Occupants’ quiet enjoyment and do not make noise, loiter, run or otherwise cause a nuisance in any of the Common Elements of the Association.
-

GENERAL CONDUCT: All Unit Owners and Occupants must treat each other and all Association employees with appropriate civility, courtesy and respect.

- Any complaint about or criticism of an Association employee should be directed to the General Manager.
- The General Manager will report back to the Unit Owner. If, for any reason, that is unsatisfactory, the Unit Owner is encouraged to contact any member of the Board for further attention by the Board.
- Unit Owners are encouraged, but not required, to make any complaint, criticism or suggestion relating to any of the operations of the Association or its employees in writing, addressed to the General Manager, or to the Board, attention of its President.

HOME OFFICE USE: Units are to be used for residential purposes [see Declaration, Article III Section (B) (1), pages 6-7].

A Unit Owner may use a portion of the Unit as an office or studio, provided that:

- The activities do not interfere with the quiet enjoyment or comfort of any other Unit Owner or Occupant;
- It does not involve the regular or full-time services of an employee of the Unit Owner's business;
- It is not used as a school or music studio without written permission by the General Manager;
- It does not result in walk-in traffic or regular business invitees;
- It does not result in the Unit acquiring a public reputation as an office; and
- It complies with all other applicable guidelines in the Declaration.

USE OF THE ASSOCIATION NAME: The use of the Association or Condominium Property name, or the Association's telephone number, on business or other non-social stationery or business cards or in any other manner that indicates or implies the conducting, in any building or Unit, of any trade, business, religious, educational, charitable or similar activity is prohibited.

OCCUPANCY LIMITATIONS: Occupancy of a Unit is expressly limited by Declaration Article III, Section (B) (13), to no more than two persons residing per bedroom, with "residing" meaning more than 30 days out of any 12-month period. A person 36 months of age or younger will not be counted in determining whether the occupancy limit has been reached or exceeded.

OCCUPANCY INFORMATION: Each Unit Owner or other Occupant, as a condition of occupancy, is required to complete and file a copy of an Owner/Occupant Information Form with the Management Office.

- It is the responsibility of each Unit Owner, or other Occupant, to amend this information within 30 days of any change.
- Copies of the Unit Owner/Occupant Information Form may be obtained from the Management Office or on-line.

SALES: Copies of the current Unit Sale Checklist, which must be used in connection with sales, may be obtained from the Management Office or on-line.

LEASING AND RENTAL: Units are to be occupied only by the Unit Owner and the Unit Owner's family members, as defined in the Declaration, Article III, Section (B)(12)(a)(i). This Section also details circumstances under which a Unit Owner is permitted to rent their Unit. In addition to the Declaration, a specific rental policy has been promulgated. Rentals are strictly regulated and Unit Owners must receive approval before renting to a tenant.

Copies of the current Unit Owner Rental Policy and Procedure may be obtained from the Management Office or on-line.

TENANTS: A Unit Owner who is permitted to lease their Unit is responsible for acquainting their tenant(s) with the Association's current Unit Owner Rental Policy and Procedure, any other relevant policy and procedure, these Rules, and the applicable portions of the Declaration. The Unit Owner is responsible for the actions of their tenant(s), members of the tenant's family, and the tenant's guests. (See Unit Owner's Responsibilities above.)

MAINTENANCE FEES: Payments to the Association of all monthly maintenance fees, Assessments, garage rental, and other charges must be made promptly by each Unit Owner on or before the first day of each month.

- Fees are determined by the Board, typically as part of the budget process.
- Unit Owners may be charged an administrative late fee, applied for payments made after the 20th of the month.
- Copies of the current Late Fee Collection Policy may be obtained from the Management Office or on-line.

SIGNS AND POSTERS: Signs or posters of any kind to be displayed or posted on the exterior surface of any Unit window or door, on Association Buildings, or the Common Elements are prohibited, except as provided in these Rules. Distribution of commercial advertisements, coupons, etc., is prohibited on the Condominium Property, except for local Shaker Square and Larchmere district businesses as a means of supporting the local economy. Information that a Unit Owner feels would be of interest to others may be left at the Reception desk or placed on bulletin boards near mailboxes or in the office.

NOISE: All Unit Owner/Occupants must operate all noise generating devices (televisions, radios, stereos, musical instruments or appliances) so as not to unreasonably disturb other Occupants, especially before 8:00 AM or after 9:00 PM. This includes any unreasonable disturbance from pets (e.g. pets who make noise continuously and/or incessantly for a period exceeding 1 minute or intermittently for 30 minutes or more to the disturbance of any person at any time of day or night). Unit Owners with patios should be aware of the noise restrictions as listed on page 13 and outlined in the MCCA Patio Policy.

CARPETING: In order to reduce or eliminate noise, padded carpeting or rugs with pads must be in place continuously in all Units to cover 80% of the floor area, except in kitchens, bathrooms and utility rooms. Only 80% coverage of the floor area with carpeting or rugs with pads, excluding kitchens, bathrooms and utility rooms, will be considered in compliance with this Rule.

SMOKING: Per Ohio Law, smoking is prohibited in any interior Common Elements. Moreland Courts Smoking policy further restricts smoking by prohibiting the escaping of any smoke due to smoking from escaping the unit and entering the common elements of the Association.

WATERBEDS: Are prohibited.

SATELLITE DISHES: Are prohibited.

KITCHEN DISPOSALS: Installation or replacement is prohibited by the Declaration [Article III, Section (B) (5)(k), page 17].

IN-UNIT LABOR: Unless approved in advance, in writing, by the General Manager, work performed in any Unit by any person not employed by the Association will not be the financial responsibility of the Association under any circumstance. If work has been approved in advance, in writing, an invoice and proof of payment must be submitted to MCCA for reimbursement within six months of their payment by the Unit Owner.

- Association employees will not perform work in any Unit without a written work order approved by the General Manager. Payment for work that is the Unit Owner's responsibility will be made to the Association by the Unit Owner requesting it, in accordance with the Association's standard fees in effect at that time, except for those items determined by the General Manager to be the responsibility of the Association.
- Any Association employee who is asked by a Unit Owner to do work directly for them may only perform that work during the employee's own free time with all applicable contractor Rules applying (See page 32 Remodeling/Alterations to Unit.)

REAL ESTATE OPEN HOUSES: Real estate open houses and individual showings by real estate agents or Unit Owners may be held provided that the Management Office is notified in advance. The Real Estate Agent Open House Policy and Procedure is available from the Management Office or on-line.

- Real estate open houses open to the public must notify the Management Office at least five business days in advance.
- Arrangements for a MCCA security officer must be made in advance through the Management Office at the hourly rate in place at that time, subject to change as the Board determines. The Association will split this cost with the Unit Owner, and at the discretion of the General Manager this requirement may be waived for real estate agent only open houses. There is a 2 hour minimum for this security officer.
- Signs are only permitted as noted in the Real Estate Agent Open House Policy and Procedure.
- The Association reserves the right to deny admittance to any real estate agent or prospective buyer if the conditions listed in these Rules and the above-mentioned *Policy and Procedure* are not followed.

ESTATE SALES: Estate sales may be conducted if the Management Office is notified ten business days in advance and an Estate Sale Agreement is signed. Copies may be obtained from the Management Office or on-line.

- Estate sales are conducted during limited time periods as determined by the General Manager.
- Advertising must not identify Moreland Courts Condominium or the building address in any manner; sales must be through individual appointment only.

- A MCCA security officer will be located at the front door of the building with a list of individuals with appointments.
- Arrangements are to be made by the sponsor of the estate sale for all individuals with an appointment to be escorted from the front door of the building to the estate sale Unit. Only those individuals who have an appointment will be admitted.
- Arrangements for a MCCA security officer must be made in advance through the Management Office and will be charged the hourly rate in place at that time, subject to change as the Board determines. There is a two-hour minimum for this security officer.

IN-UNIT EVENTS: When Unit Owners or Occupants host an event with 30 or more guests, they must provide two-week advance notice to the Management Office. The Management Office may make exceptions for certain circumstances.

- Unless otherwise waived by the General Manager, arrangements must be made in advance for a MCCA security officer to be posted at the door of the building to be charged the hourly rate in place at that time, subject to change as the Board determines. There is a two hour minimum for this security officer.
- A guest list must be provided in advance, to the Management Office for the security officer at the door otherwise each guest will be required to call the Unit to be buzzed into the building.

HAZARDOUS MATERIALS: Flammable or explosive substances or any item in violation of applicable federal, state or municipal fire code regulations are not permitted to be brought into or kept in any Unit, storage room or Common Element. See page 29 for proper disposal.

TIPPING: All Association employees are compensated and therefore monetary tipping is prohibited. An annual Holiday Fund solicitation is made, at which time, all Unit Owners and Occupants are encouraged to remember Association employees for their services during the year.

EXCEPTIONS: The Board has the power, for good cause shown, to grant exceptions to or waive any Rules of the Association.

COPIES OF ALL MCCA POLICIES AND PROCEDURES ARE AVAILABLE ON THE MCCA WEBSITE OR FROM THE MANAGEMENT OFFICE.

COMMON ELEMENTS

Unit Owners or Occupants may not store, place or leave any object, furniture or other personal property in or upon any stairway, hall, landing or other Common Element portion of the Condominium Property, except for the following:

- Decorative furnishings and pictures may be placed in front landings, provided they do not limit or obstruct free ingress to or egress from the Units, hallways, vestibules or elevators. Items are placed at the Unit Owner's risk.
- If they are agreeable to the Unit Owners on the same floor. [Declaration Article III, Section (B)(4)(e)(vi)(1) states that if any disputes arise regarding decorating, the Board has the authority to resolve it.]
- If they are consistent with the standards recommended by the appropriate MCCA committees and approved in writing by the Board.
- Boot trays, overshoes, shoes or items of clothing, should be kept at the back entrance to the Unit and only at the front door if approved in writing by the General Manager.

COMMON ELEMENT DECORATING: Any proposed change, alteration, addition, or cosmetic redecorating of any portion of the Common Elements is restricted unless approved in advance, and in writing by Management according to the guidelines recommended by the applicable committees and approved by the General Manager.

- Decorative changes to an individual elevator lobby proposed and paid for by an individual Unit Owner (other than those done periodically by the Association) must be endorsed in writing by all affected Unit Owners.
- Any alterations done without necessary approval may require restoring the premises to its original condition at the expense of the Unit Owner.

STAIRWAYS/FIRE EXITS/FIRE ESCAPES:

- Fire exits and escapes cannot be obstructed in any way.
- Placing, hanging, or draping any item on, over or across any stairways or railing is prohibited.
- Trash, paper or other items must not be thrown or dropped from any stairway.
- Rugs, mops, clothing or other items may not be beaten or shaken from any stairway, fire escape or window.
- Dust, litter or other trash is not permitted to be swept from any Unit into any corridor, stairway, or other portion of the Common Elements.

OUTSIDE COOKING: The Cleveland Fire Code permits cooking on outdoor patios with electric grills only, and prohibits outdoor cooking on balconies or fire escapes within the Condominium Property. Gas grills or other types of open-flame devices are prohibited. The fenced-in area adjacent to the Cormere Road entrance is equipped with a gas grill for use by all Moreland Courts residents. Smoke and odors may be bothersome, so please be considerate of your neighbors

WINDOWS:

- Replacement or installation of windows, storm windows, screens or doors must not be done unless approved in writing by Management according to the guidelines recommended in the MCCA Window Policy adopted in October 2015.
- Solar film is permitted with Management's prior written approval.
- All draperies, blinds and shades in windows visible from Shaker Boulevard, Shaker Square or Haddam Road must be neutral in color or have a neutral lining.
- If a window faces Shaker Boulevard, Shaker Square or Haddam Road, bird feeders, window box planters, flag poles, wind chimes and similar items are specifically prohibited. Such items may be placed from a window that faces the back of the building, subject to written approval from Management, so long as such items do not cause an unreasonable disturbance to neighboring Unit Owners (e.g. block the neighboring Unit Owner's window, cause excessive noise etc.).
- Bird feeders must not exceed 15" in height nor hold more than 1 quart or 2 pounds of seed. Only one feeder per Unit is permitted.
- Window A/C units may be installed if they do not extend more than 10" beyond the sash line.
- Window A/C units may be installed only between May 1 and October 15, unless an exception has been approved in advance by Management.

GUEST SUITE: MCCA owns and offers the use of Unit #8S3 as a guest suite. It is available for rent to all Occupants for short stays by family and friends.

- Only MCCA Unit Owners or Occupants are eligible to request a reservation for use of the guest suite.
- This Unit Owner or Occupant is responsible at all times for the actions and behavior of their guests. In any case of damages or theft, the Board will send the Unit Owner or Occupant a written notice of intent to charge them (including an estimate of the costs that will be billed) and an opportunity to request a hearing before the Board.
- The suite is available on a first come, first reserved basis, with some restrictions on reservations, which are outlined in the Guest Suite Policy and Procedure.
- The MCCA Guest Suite Policy and Procedure and Request Form are available from the Management Office and on the MCCA website.
- Pets, smoking and any nuisances that disturb other occupants are prohibited in the guest suite.

GARDENS: Any Unit Owner wishing to plant and maintain a garden must submit a written application to the Management office in accordance with the current Common Area/Element Garden or Terrace Policy and Procedure which is available from the Management Office or the MCCA website.

- The Management Office coordinates allocation of garden space with the appropriate committee.
- Garden spaces remain Common Elements and do not transfer with the sale of the Unit.

- The Board, through the General Manager, has the right to revoke any garden assignment at any time if it is deemed to be in the best interest of the Association.

OUTDOOR USE AND RECREATION:

- Sun bathing is prohibited on any Common Element including driveways, lawn areas adjacent to any driveway or lawns fronting on Shaker Boulevard or Haddam Road, or on any roof of an Association building.
- Driveways must not be used for recreation.
- Unit Owners, Occupants and their guests are not permitted to ride bicycles or motorbikes, except to enter or exit the Condominium Property. Use of skateboards, hover boards or rollerblades in the driveways, garages or lawn areas is prohibited.
- Bicycles, motorbikes, skateboards, hoverboards, and rollerblades may not be used in or carried through any front lobby or gallery area. They are to be stored in the proper assigned areas.
- If an Occupant must exit from the building with any of the above items, they must do so through the rear of the building.
- Except as excluded above, limited recreational use of the lawn is allowed as long as it does not damage the lawn, disturb other Unit Owners or Occupants or cause damage to any Unit Owner or Occupant or his/her property.

ROOF PATIOS: Rooftop patios are for the exclusive use of those who have been granted a license agreement by the Board. License agreements are specific to current Unit Owners and do not transfer with the sale of the Unit. A rental fee is charged so that private use of a Common Element space benefits all Occupants.

Please see the *MCCA Patio Policy* adopted in February 2016 for specific information regarding planning, responsibilities and restrictions regarding patios. The policy is available from the Management Office or the MCCA website.

All patio designs must be submitted and reviewed by the MCCA General Manager and the Association architectural and engineering professionals for:

- Aesthetic compatibility with the historic character of Moreland Courts;
- Minimal interference with the privacy of adjacent Units;
- Adherence to all building and safety codes and the *MCCA Specifications Manual; and*
- Evaluation of potential nuisance issues or future problems.

The following apply to all Units with patios:

- An Association-approved screening fence or awnings may be required for privacy and/or sound abatement.
- Awnings may only be installed or maintained if the type, style and color are in accordance with guidelines recommended by the MCCA Facilities Committee and approved in writing by the General Manager.
- Pets are not to be left on the patio when the Unit is unattended.

- Smoking is not allowed on patios.
- Loud noise or other activity that creates a nuisance or disturbs others is prohibited. This includes all noise generating devices (televisions, radios, stereos, musical instruments or appliances), or parties of 4 or more persons.
- “Quiet hours” are between 10:00 PM and 9:00 AM.

ROOF ACCESS: Except as permitted above, Unit Owners, Occupants, family members and guests are not permitted to enter upon any roof for any purpose.

COMMON ELEMENTS MEETINGS OR EVENTS: Anyone wishing to conduct a meeting or hold an event in the Common Elements must have prior approval from the General Manager. Any such group is the responsibility of the Unit Owner, whose obligations are outlined in the General Information Section (page 4) of these Rules. The General Manager may do any of the following as it determines it to be reasonably necessary for the safety and comfort of the Unit Owners and Occupants:

- Restrict the size of the group.
- Require particular security measures at the Unit Owner’s expense, and
- Impose other restrictions as deemed necessary or appropriate.

The following conditions also apply:

- Events may not start before 9:00 AM and must be concluded by 10:00 PM.
- Smoking is prohibited.
- Red wine is prohibited.
- Pets are prohibited.
- Grilling is prohibited.
- A security deposit and a rental fee are charged.
- If a private event is to be held in the Gallery, the Management Office will notify all Occupants of the Gallery.
- Please see the *Common Element Policy and Procedure*, available from the Management Office or the MCCA website for further information and conditions.

LAUNDRY ROOMS

Laundry rooms are part of the Common Elements. Each Unit has access to one space for the operation of a washer. This particular space does not transfer with the sale of any Unit.

Association dryers are provided in all laundry rooms for use with Unit Owners' washers located in the same room. Unit Owners may provide their own gas dryer, but are responsible for the cost of any special utility hook-ups. Any such arrangement must be approved in advance by Management.

Please observe the following rules that pertain to use of the laundry rooms:

- Owner's name must be clearly marked on the appliance.
- Use of a washer or dryer belonging to another Unit Owner without permission is prohibited.
- Laundry equipment must not be operated between the hours of 11:00 PM and 7:00 AM.
- Each Unit Owner/Occupant is responsible for the neat and orderly condition of the laundry room.
- Remove items promptly from Association dryers.
- Clean stationary tubs and dryer lint traps after each use.
- Lights must be turned off and all windows closed and locked when the room is not in use.
- Laundry rooms are not to be used as storage areas with the exception of laundry supplies and related laundry equipment without written permission from Management. Stored items must be labeled with the Unit Owner's name.

STORAGE LOCKERS

Storage lockers are Limited Common Elements (Declaration, Article VI, Section (B) page 35). Each Unit is assigned at least one storage locker. Lockers are for storage purposes only, unless approved otherwise, in writing, from Management.

The Management Office requires a key or the combination to any locker that has been assigned so they may enter the locker in an emergency or for other Association purposes, such as maintenance.

Storage lockers do not automatically transfer with the sale of a Unit.

RESPONSIBILITY:

- Each Unit Owner is responsible for keeping their locker in a neat, clean condition.
- MCCA assumes no responsibility for any loss, theft or damage to personal property stored in the locker.
- Unit Owner's personal insurance must provide coverage, if any, for any theft, loss or damage to items stored in the locker.
- Lights must be turned off when locker is not in use.
- When vacating a storage locker, it should be broom cleaned.

The following may not be stored in any locker:

- Hazardous materials (combustible materials or supplies or any item in violation of applicable federal, state or municipal fire codes); or
- Food, perishables or other items that could attract vermin

APPLIANCES: Continuously operating appliance (e.g. refrigerator, freezer, etc.) must not be operated in a storage locker without prior written permission from Management.

AUTOMOBILES AND PARKING

The term automobile includes cars, motorcycles, recreational vehicles or any other motor vehicle.

REGISTRATION: Unit Owners or Occupants must register their automobiles by completing and signing a *Parking Garage Agreement & Acknowledgement of Responsibility* form, available from the Management Office or the MCCA website. It is the responsibility of the vehicle owner to keep this information current.

VEHICLE KEYS: Unit owners and Occupants with automobiles using garage spaces must provide the MCCA Security Gatehouse with a duplicate set of car keys which are kept locked in the Security Gatehouse. Rental car keys must be left with the Security Gatehouse, or cars cannot be valeted.

AUTO I.D. STICKERS: The Management Office provides a MCCA parking sticker or decal to all registered automobile owners which must be displayed on the windshield of the automobile.

ASSOCIATION PROPERTY DAMAGE: Damage to any Association property caused by the automobile of a Unit Owner or Occupant is the responsibility of the owner of the automobile, except damage caused by the direct and verifiable negligence of a MCCA employee.

RESPONSIBILITY: All automobiles parked in the garages or anywhere on MCCA property are parked at the sole risk of the automobile owner or user. Except for any direct and verifiable negligence by a MCCA employee, the Association assumes no responsibility for the loss, damage, theft or misuse of automobiles parked in the garages, temporarily parked behind the buildings or on adjoining streets within the Condominium Property, whether parked or moved by the valet or otherwise.

GARAGE SPACES: Garage spaces are Common Elements and do not transfer with the sale of any Unit. The Management Office will make every effort to assure that purchasers of Units receive at least one parking space. An initial garage space and additional garage spaces may be requested and made available to Unit Owners through the Management Office on a space available basis and upon payment of the monthly parking fee.

- Unit Owners may not park their cars in spaces other than those assigned to them without written permission from the Unit Owner with the assigned garage space, which must be given to the Management Office.
- Unit Owners with no assigned garage space will be given priority over someone requesting a second space.
- Failure to pay the monthly parking fee for more than 30 days beyond the due date for payment will be treated as abandonment and permits the Management Office to reassign the space to another Unit Owner.
- Management may temporarily park automobiles briefly in empty assigned spaces. Should you find your assigned space occupied, please park in the Wash Rack and notify the Security Office.

- Unit Owners may allow the Management Office to temporarily reassign their space to another Unit Owner for a minimum of one month to a maximum of one year without losing that space. The monthly parking fee will be waived for the Unit Owner during the period of reassignment.
- Unit Owners need to give the Management Office a minimum of 72 hour notice of the time they need their space returned for their own use.
- Resident Unit Owners have priority for upper level West Garage and East Garage space assignments over non-resident Unit Owners.

WAITING LISTS: The Management Office maintains waiting lists for the lower and upper levels of the West Garage and for the East Garage. A written request must be made to be placed on the waiting lists. Only one assigned garage space per Unit is allowed in the East Garage due to space limitations.

ELECTRIC CARS: Various options are being considered.

GATE/DOOR OPENER: The valets can program your car to open the Cormere gate and garage doors.

VALET PARKING: Valet parking includes delivery and pick up and is provided during hours as designated by the General Manager and approved by the Board. Please call the Security Office at extension 333 to arrange delivery or retrieval of your automobile.

- Each call for valet parking is entered in a log maintained for that purpose and the order of priority for delivery or pick up is based solely on the time the request is entered in the log.
- Each Unit Owner or Occupant must accept delivery or pick up of an automobile at the earliest time service can be provided after a request is received.
- If you have a need for your car at a specific time each day, contact the Security Office to have a standing order placed.
- Every effort will be made to accommodate standing delivery orders, as long as they do not monopolize the valet service to the detriment of other Occupants.
- If you leave your automobile parked on Haddam Road, Shaker Boulevard or in a driveway, it may be put back in the garage at the discretion of the valets due to weather, security, event parking needs or the last valet sweep.
- On Monday through Friday valets make their last sweep of cars at 11:00 PM. Saturday through Sunday their last sweep is 10:00 PM. If your car is still parked outside after these hours, even with the red tag, you will be contacted by the Security Office to verify if your automobile is to still be left out.
- Valet hours are Monday through Friday 6:00 AM to 12:00 AM and Saturday and Sunday 6:00 AM to 11:00 PM. Automobiles returned after the end of valet operating hours will be put away by Security. Security can also bring automobiles out earlier as requested. If Owners do not want their automobiles brought in from the public streets they must notify the Security Office.

DRIVEWAY PARKING:

Current designated parking spaces behind MCCA buildings (known as the “backline”) are intended for short term parking only for the purposes of loading and unloading. Signs are posted limiting parking time to twenty (20) minutes.

Only residents and their guests who have parking privileges in the West or East Garage may use these spaces. All residents or their guests who use these spaces must furnish a vehicle key to the Security Officer on duty. If the vehicle exceeds the above time limit, MCCA personnel have the authority to move the vehicle to its designated garage space or to remove the vehicle from MCCA property, whichever is appropriate.

No long-term or overnight parking of any vehicle is permitted in any backline parking space, designated fire lane, or any driveways connected to public roadways unless specific and limited authorization is granted in writing by MCCA management.

The following list of bullet points provide additional details regarding Parking on MCCA Grounds:

- All parking in the circular drives at 13415 and 13901 is strictly limited to 30 minutes in any one hour period.
- Parking in Association driveways on Shaker Boulevard and Haddam Road is prohibited except to load and unload vehicles, with a 30 minute limit.
- If you plan to reuse your automobile within 30 minutes, please use the red tag to let the valets know you will be using your automobile shortly, or the automobile may be returned to the garage.
- Parking behind the Association Buildings (the backline) is allowed for loading and unloading (only in the marked parking areas) but there is a 30-minute limit.
- Automobiles left longer than 30 minutes on the backline will be put away in order to provide equal opportunity for other Owners to utilize parking spaces. In the event of an extenuating circumstance, contact the Security Office to request more time. Not all requests for additional time will be able to be accommodated.
- If you intend to reuse your automobile but expect not to do so for 30 minutes or more, please park along Shaker Boulevard or Haddam Road (or in your garage space).
- Please call the Security Gatehouse to let them know they can return your automobile to the garage, when you are not going to use the car shortly.
- Contractor vehicles may not park on the backline and are limited to no more than 20 minutes for loading or unloading. Any exceptions to this 20-minute limit must be in writing from the General Manager.
- No street legal vehicle, either gasoline powered, electric or hybrid is allowed to be parked on any area intended solely for pedestrian use.

STREET PARKING: Unit Owners, Occupants and guests who park, or request the valets to park their automobiles along Shaker Boulevard, Haddam Road or Cormere Avenue do so at their own risk.

Owners who choose to park on Shaker Boulevard, Haddam Road or Cormere Avenue overnight are responsible for circumstances and occurrences on these public streets. The Association is not liable for any damage to automobiles, removal of snow, theft or any other problem involving personal property on public streets.

GUEST PARKING:

- Overnight guests may park in the wash bay area at no charge for up to 14 days in any 30 day period. A key to the vehicle must be left with Security.
- Unit Owners or Occupants with a guest parking for more than 14 days will be charged the monthly fee.
- Unit Owners and Occupants must inform the Management Office or the Security Office of expected guests.
- Guests are not permitted to park in the West Garage without notifying security personnel.
- Parking in either garage is not available to non-residents except in accordance with these guest parking rules.

EMPLOYEE PARKING:

- Contractors, service and repair personnel, health care workers and others rendering service to Unit Owners and Occupants may not park behind Association Buildings except to load and unload (20 minute limit in any one hour period). Emergency medical personnel are exempt from this limit.
- Parking is also available in the Association lot behind the northeast quadrant of Shaker Square (also known as the CVS lot).
- With prior approval from the Management Office, health care workers and other persons employed by a Unit Owner or Occupant may use that Unit Owner's assigned garage space.

BICYCLES: The Association provides three bicycle rooms.

- Bicycles are only to be stored in two specific areas—one of the bicycle rooms or the Unit Owner's assigned storage locker.
- Bicycles may be locked and kept in the bicycle rooms provided in the East and West Garages at the owner's risk on a space available basis.
- All stored bicycles must be registered with the Security Office.
- Copies of the *Bicycle Registration and Acknowledgement of Responsibility* form are available from the Management Office.

- Bicycle rooms are for bicycle storage only. Other items stored there will be considered abandoned and disposed of, as will any bicycle stored in any Common Element other than the designated bicycle rooms.
- Bicycles may not be used or carried through any front lobby or gallery area.
- If owners must exit a building with their bicycle, they must do so through the rear of the building.

MOTORCYCLES: Are prohibited in the East Garage.

RVs, TRUCKS AND TRAILERS: Recreational vehicles (“RVs”), trucks (except as permitted by Declaration Article III, Section B (9) (1), and trailers of any type may not be parked in the side or rear driveways or in areas behind the Association Buildings. The General Manager may provide temporary exceptions.

THE FOLLOWING ARE NOT PERMITTED:

- Mechanical repairs of automobiles or motorcycles in either the East or West Garage or elsewhere on the Condominium Property.
- Storage of household items in the assigned garage space or other portion of the garages. Anything left in the garage may be removed and temporarily stored at the Unit Owner’s expense.

ENFORCEMENT: In addition to any other remedy outlined in the Enforcement Section of this Rules Book (page 37) the Association has the right to tow any automobile or other vehicle parked in violation of these Rules and to assess the towing charges as part of the monthly maintenance fee to the Unit Owner (or their Occupant, guest, employee or agent) who was responsible for the violation. Any towing of vehicles will comply with Ohio Revised Code 4513.60

PETS

Moreland Courts welcomes responsible pet owners and their pets.

COMPLIANCE AND REGISTRATION:

- All pets must be registered with the Management Office with a *Pet Responsibility and Registration Form*, available from the Management Office or online. It is expected that all pet owners will remain in strict compliance with the pet rules as described in this Rules Book and in the Declaration, Article III, Section (B).
- Unit Owners are responsible at all times for the actions and behavior of their pets, or the pets of anyone residing in or visiting their Unit, including damage or injury to property or another person.
- Allowed pets are limited to domestic household pets, such as dogs, cats, birds or fish.

PET LIMITATIONS:

Number of Pets: A maximum of one dog, one dog and one cat, or two cats per Unit are permitted. A Unit Owner who owns two dogs at the time of purchase of their Unit may keep both dogs, so long as the Unit Owner does not have any cats. Unit Owners who move in with two dogs may not replace more than one dog.

Dangerous Behavior: The owner of any pet that poses a threat to other Unit Owners, Occupants, employees or other pets through aggressive behavior such as charging, attacking or biting, will be required to remove that pet from the premises within three days following the receipt of a written notice from the General Manager.

Pet Walking:

- Except as provided below, pets are to be leashed at all times in the Common Elements, including the Limited Common Elements and Exclusive Use Areas (if applicable).
- Avoid walking your pet on Moreland Courts lawns.
- All pet droppings must be picked up immediately and completely and disposed of in the nearest receptacle.
- Three of these receptacles are located on the Condominium Property and several on the adjacent public streets.
- Shaker Heights and Cleveland ordinances require all dog walkers to pick up and dispose of all dog droppings. Public sidewalks and the RTA right-of-way are included in these ordinances.
- There is a fenced-in area near the Cormere Avenue drive where pets are allowed off leash. It is absolutely imperative that any dog droppings are picked up and disposed of by the pet owner. Owners must always be within 20 feet of any unleashed pet in the fenced-in area.

DAMAGE CLAIMS:

- Pet owners must pay for any damage or injury caused by their pet to any other persons, pets, or property, including MCCA employees and MCCA property. Written notice of estimated repairs and an opportunity for a Board hearing will be provided.
- The amount charged to restore any portion of the Common Elements or the property owned by MCCA will be determined by the General Manager and approved by the Board.

VISITING PETS:

- Visiting pets are required to abide by all the rules that pertain to pets that reside on the Condominium Property.
- Occupants must notify the General Manager when there is a visiting pet.
- A visiting pet may not remain on the Condominium Property for a period exceeding seven days in any six-month period without the prior approval of the General Manager.

CAT LITTER: Cat litter must be securely tied in an air-tight plastic bag, placed in a carton or other odor enclosing container and deposited in the rear hall, backstairs, or basement alcoves for pick-up and disposal. Disposing of litter in trash chutes or toilets is prohibited.

ASSISTANCE DOGS: Dogs trained and certified as Assistance Animals are permitted under requirements of the American Disability Act, regardless of breed. Evidence of training must be presented with the Pet Registration form.

WRITTEN ACKNOWLEDGEMENT: A written acknowledgement of these pet rules must be signed by all pet owners when registering their pets in the Management Office.

DOG TREATS: Dog treats are given out to dogs that stop into the Security Office. These treats are not supplied by the Association but by dog-owning Occupants. We ask that if you have your dog stop by for a treat, you help replenish the supply. By asking if treats are needed on a periodic basis, and providing them to the Security Office, we are able to maintain this tradition.

MOVING

The Management Office must be contacted at least five business days before a move is to occur in order to schedule a move-in or move-out date. A copy of the current MCCA Moving Agreement is available from the Management Office or on the MCCA website.

- A moving date will not be scheduled without the completion of the current Moving Agreement and a deposit of \$500.00 or any greater amount the Board determines, as security against possible damage to Condominium Property.
- Both movers and Unit Owner/Occupants (including tenants) must submit proof of liability insurance.
- A deposit is also required for partial moves in or out of any Unit.
- Partial moves also require notice in advance to the Management Office.

SECURITY: A MCCA employee will be assigned to watch the building entrance at all times during the move. His/her time will be billed at the hourly rate in place at that time, subject to change as the Board determines.

UNIT OWNERS OR OCCUPANTS ARE RESPONSIBLE FOR:

- Fully informing their mover(s) of the Association's moving policies and to see that those policies are properly observed; and
- Having their mover(s) contact the Management Office directly regarding specific moving logistics and procedures that must be observed.

DAMAGES: Any damage to Common Elements caused by moving in or out is the sole responsibility of the Unit Owner for whom (or whose Occupant or approved tenant) the move or delivery was performed. The Management Office will inspect the Condominium Property prior to the move, as well as after the move is completed, to determine if there has been any damage resulting from the move. Any expense for damages will be deducted from the security deposit.

TIMING OF MOVES:

- Any moves, even partial ones, must take place only between 8:00 AM and 5:00 PM, Monday through Friday, except on federally observed holidays, when move-ins or move-outs are prohibited.
- Neither move-ins nor move-outs, including partial moves, are permitted on Saturday or Sunday.
- In addition to all other remedies available to the Association, the Board may impose a reasonable enforcement assessment for a violation of these timing rules, unless specific permission has been obtained in advance from the General Manager, on behalf of the Board, when reasonable and limited circumstances apply.

ACCESS: The following apply to all moves, including partial moves, in and out of Units.

- All moves will be accomplished using the freight elevator, not the passenger elevator, and will use the building's rear entrance.

- In Buildings without a freight elevator, small furniture/appliances that can be easily hand carried may be permitted in the passenger elevator provided elevator pads are in place. Large pieces of furniture are to go up via the fire escape or the main stairwell.
- Upon notification of the planned move (in or out), the best and most efficient access for the specific Unit and any permitted exceptions will be determined and approved in advance by the Management Office. This determination must be requested in advance.

ELEVATORS: Over the years, even minor moves or deliveries have caused damage to the elevators. When planning even a seemingly straightforward move or delivery, Unit Owners and Occupants must notify the Management Office and arrange for elevator pads to be put up (except where freight elevators are available). Pads are available for most elevators and must be used. No fee is charged for having these pads put up or taken down.

DEPOSIT RETURN: After the completion of the move and a Management Office inspection, the security deposit will be returned minus:

- The time billed for the MCCA employee's security services;
- Any cost to repair damage to the Common Elements caused during the move; and
- Any additional Association expense incurred because of the move.
-

The General Manager, on behalf of the Board maintains the right to waive any of these restrictions when limited and reasonable circumstances apply.

DELIVERIES AND REMOVALS

RECEPTION DESK: Delivery and pick up of small items (5 pounds or less) may be made to and from the Reception Desk at any time the Reception Desk is staffed. UPS and FedEx deliveries are routinely made to the Security Office in the West Garage.

DELIVERY TIMES:

- Unless the Management Office is notified and approves the specific delivery in advance, delivery or removal of any personal property requiring special equipment, or more than a single delivery person is not permitted before 8:00 AM or after 6:00 PM, Monday through Saturday.
- Deliveries are not allowed on federally observed holidays.
- For convenience of Unit Owners, the Saturday provision is intended to allow limited delivery or removal of major objects such as individual items of furniture, and not intended to allow partial move-ins or move-outs on Saturday. This prohibition is noted in the Moving Section, page 24.

ELEVATORS AND ENTRANCES:

- All deliveries and removals of personal property requiring special equipment, or more than a single delivery person, must be done using freight elevators (where available) and rear entrance doors.
- In Buildings without a freight elevator, small furniture/appliances, able to be easily carried by one person, are permitted in the passenger elevator as long as the elevator pads are in place. Large pieces of furniture are to go up via the fire escape or the main stairwell. (For clarification, please check with Maintenance, who will guide you on which approach to use.)
- Please see the Moving Section, page 25 regarding the use of elevator pads for even minor deliveries.

MANAGEMENT OFFICE NOTIFICATION: Whenever possible, the Management Office should be notified in advance of any planned delivery or removal of any personal property that cannot be carried by one person.

HOLIDAY TREES AND WREATHS: Out of courtesy to your neighbors and MCCA employees, all holiday trees brought into or delivered to a Unit must be covered or wrapped so that no needles are dropped in the Common Elements. Likewise, when a tree or wreath is removed from a Unit, the tree or wreath must be completely covered or wrapped before it leaves the Unit.

DAMAGES: All damages to Association property and Buildings caused by the delivery or removal of any article will be the responsibility of the Unit Owner for whom (or for whose approved tenant) the delivery or removal was performed.

TRASH AND RECYCLING

Trash pick-up takes place every day except Sundays and holidays. Please set your trash and recyclables out before 9:00 AM but not earlier than 9:00 PM each day. Trash should be placed outside your back kitchen door on the back hall landing, on your Unit's exterior fire stairs or in basement alcoves. If you place trash out later than 9:00 AM, it may not be picked up until the next day, which can cause odor problems and attract pests.

- If you need to dispose of anything out of the ordinary, especially something sharp that could cut someone handling the trash, the Unit Owner/Occupant must carefully prepare the trash for removal.
- If you have broken glass, please wrap the glass pieces in paper, and mark that the package contains broken glass, so that our employees are not hurt.
- When disposing of unordinary or potentially dangerous items, we recommend that you call the Management Office or Security Office and request a special pickup, so that MCCA staff is aware of the contents and will be extra careful in handling it.
- For sanitary and safety reasons, trash chutes must remain sealed and must not be used at any time for the disposal of any item.
- Toilets, sinks, drains, etc. must not be used at any time for disposal of trash or other items such as sanitary napkins. Any damage from the misuse of plumbing facilities is the responsibility of the Unit Owner.

RECYCLING

We hope you will join in this effort. Recyclable material is picked up by an Association employee along with your regular trash. Please note that as of June 2016, recycling services have been changed—glass is now recycled separately. Please place in a transparent bag or another bag marked or labeled “GLASS”. (Light bulbs, Pyrex, mirrors, ceramics or broken glass may not be recycled.) Place the bag outside your back door or near the recycle bin in the West Garage.

The following recyclables must be placed in a blue or clear plastic grocery bag (these items are not required to be separated and can be placed in the same bag):

METAL: Aluminum beverage cans, food cans, metal hangers, scrap metal and some small appliances. Please empty and rinse.

PLASTIC: Water bottles, detergent bottles, take-out containers and other firm plastics marked with the numbers 1 through 6. Please empty and rinse.

PAPER AND CARDBOARD: Paper (staples OK), newspaper, envelopes, junk mail, phone books, brochures, magazines, file folders, poster board, frozen food boxes, cereal and food boxes and milk cartons. (Paper and cardboard may also be placed in a brown paper bag.)

LARGE CARDBOARD BOXES: Please flatten all boxes so they are manageable.

THE FOLLOWING ITEMS ARE NON-RECYCLABLE: Aerosol cans, aluminum foil, batteries, food waste, mirrors or ceramics, stickers and address labels, Styrofoam, tissue, paper towels or napkins.

The following items require special handling and should never be mixed with regular recycling: Incandescent light bulbs, fluorescent tubes, computers and electronics, needles or syringes, hazardous waste, paint or toxic material containers (pesticides, etc.).

The City of Cleveland recycles computers, electronic parts, old A/C units, motor oil, hazardous chemicals, old paints and other potentially environmentally dangerous items. For information about the City's twice-yearly hazardous waste collection, please call the Department of Waste Collection and Disposal at 216-664-3717.

PAPER SHREDDING: MCCA uses a private company to provide this service. Two large secured bins are available in the Management Office, where you can drop in papers to be shredded. If you have a large quantity of documents, place them in a cardboard box, seal with packing tape and mark the box "TO BE SHREDDED". Leave it in the Management Office to be taken and shredded with the contents of the secured bins.

LARGE ITEM DISPOSAL: Bulky items, (appliances, furniture, carpeting, etc.) carry a special charge to MCCA from its trash hauler. Such charges will be billed back to the Unit Owner. Labor will also be charged if MCCA personnel are required to take any bulky items to either garage for disposal.

SAFETY AND SECURITY

Unit Owners are provided up to two keyless entry fobs for exterior building access. Fobs access the Unit Owner's building or set of Buildings, plus 13415 and 13515 due to the interior access these Buildings have to the West Garage. Upon request, access to other buildings is possible.

- A spare key(s) and fob to each Unit is maintained by the Management Office and kept at the Reception Desk so that the General Manager may authorize admittance to the Unit in case of emergency or other legally required entry.
- These Reception Desk keys and fobs are available for single-day sign-out for real estate agents, housekeepers, contractors, guests, etc.
- Sets of multiple fobs are available for contractor groups and for short-term guests.
- Keys to the Unit should be guarded at all times and should not be distributed to persons not residing in the Unit.
- Additional fobs may be purchased for \$15.00 per fob.

BUILDING SECURITY:

- Do not admit anyone to the building using the buzzer system unless you have personally identified the individual over the phone.
- When you enter the building, do not admit any unknown persons waiting in the vestibule; ask them to ring the Unit Owner or the Reception Desk for assistance.
- No one, including contractors or movers, may prop open any front door unless a MCCA security officer is present, nor change the latch so that it can be opened without a key.
- Rear doors may only be propped open during the actual delivery or removal of items. They should be closed at all other times.
- Report any suspicious persons, noises, events or security concerns immediately to the MCCA Security Gatehouse. Do not confront or intervene--proceed to a safe location and notify the Security Gatehouse immediately.
- If an emergency exists or a criminal act is in progress, immediately call 9-1-1 for assistance, then if possible, notify the MCCA Security Gatehouse.

FIRE SAFETY:

- Unit Owners or Occupants must comply with any applicable federal, state, Fire Department or City of Cleveland code, ordinance, rule or regulation. Any such violation must be corrected promptly by the Unit Owner or Occupant offending party. The Unit Owner is responsible for any costs for securing compliance.
- At least one battery-powered smoke detector outside each bedroom or bedroom area is required by law. All detectors should be tested bi-annually.
- It is recommended that there is a working fire extinguisher in each Unit for a small fire.
- Outside cooking is prohibited except in the fenced area next to the back entrance on Cormere Avenue and on outdoor patios. Only electric grills are permitted on outdoor patios. Gas grills and other types of open-flame devices are prohibited. (See Common Areas/Elements page 11).

- Please see Fire Emergency information on page 39.

PERSONAL SECURITY:

- Do not let anyone “tailgate” their way into the building by following behind you when coming in any of the entrances. If this occurs, proceed quickly to a safe location and notify the Security Office immediately.
- To prevent thefts and unwanted intruders, keep your Unit entrance doors and windows locked at all times. Doors should not be propped open.
- Do not leave your car doors unlocked, windows open, or any valuables in plain view inside your vehicle.
- For extended absences or vacations, notify the Management Office that you will be away. Be sure to stop your newspaper deliveries and mail or arrange to have a neighbor pick up any papers left by your door. You may also request to have your mail held at the Management Office.
- Do not hesitate to call the Security Office for any reason. Security is available 24/7. Call 333 on the house phone or 216-751-1101.
- Moreland Courts Security Officers are available at night for escorting any Occupant who wishes to be accompanied outside after dark. Please call the Security Office for this service.

THE TELEPHONE NUMBERS FOR THE SECURITY OFFICE:

333 or 216-751-1101

REMODELING & ALTERATIONS

MCCA strongly urges any Unit Owner considering remodeling their Unit to make the first step an appointment with the Management Office to review and understand the *MCCA Remodeling Policy and Procedure*. All remodeling work needs to be reviewed prior to commencement. Projects are classified as follows:

SIMPLE:

Includes windows that comply with the *MCCA Specifications Manual*, in-kind replacements that do not alter utility lines or layouts, redecorating exceeding one day, carpet installation, and light maintenance or repair. These projects require prior review and approval by the General Manager, a \$500.00 security deposit, and proof of liability insurance and workers' compensation from all contractors, sub-contractors, trades and services.

COMPLEX:

Includes all other projects and those requiring building permits.

The purpose of an initial meeting is to make the process for Unit Owners and contractors user-friendly. Understanding the details up front, well before plans are finalized and contracts executed, can save time and money for Unit Owners who remodel and ensure preservation of this historic Condominium Property for the benefit of all Unit Owners.

Copies of the *MCCA Renovation Policy and Procedure*, *MCCA Remodeling Agreement*, *MCCA Contractor's Policy and Procedure*, and the *MCCA Contractor Agreement* are available from the Management office or on-line. The *MCCA Remodeling Standards and Specification Manual* is available from the Management Office.

INSURANCE

ASSOCIATION POLICY: The Association carries a package insurance policy that provides fire and extended coverage insurance for the basic structure of each building and the Common Elements as outlined in Declaration Article X, Section (A). The cost of this policy is an Association expense covered in the monthly maintenance fee of each Unit. Unit Owners are not covered by the Association policy. Only the Board may submit claims against the Association's insurance policy.

UNIT OWNER INSURANCE COVERAGE: Each Unit Owner is required to obtain insurance coverage on their Unit, personal property contents and personal liability. Much of this coverage is obtained in a standard condominium unit owner HO-6 policy.

It is strongly recommended that you or your qualified insurance agent contact the Association's insurance agent regarding the specific insurance needs and coverage of each Unit Owner. You can contact the Management Office for the name and telephone number of the Association's insurance agent.

Further information regarding Unit Owner property insurance requirements is in the Declaration, pages 61-64.

PROOF OF INSURANCE: Each Unit Owner must file a copy of the policies or other such proof of insurance as the Board may require, with the Association, prior to moving into the Unit, within 30 calendar days of the Unit Owner taking title to the Unit, or within 30 calendar days receipt of a written request from the Association.

COMPLAINTS

Policy and procedure cannot replace courtesy and the need to communicate with neighbors/Unit Owners. Neighbors talking with each other in a non-threatening way can achieve quicker results. Our community spirit lies within each Occupant.

Primary responsibility for handling all complaints has been assigned by the Board to the General Manager, and if necessary, the MCCA Rules Committee. If they are unable to resolve the complaint, the Board is responsible for a final review and enforcement of all Rules. A copy of the MCCA Complaint Policy & Procedure is available on-line or from the Management office.

- All complaints should first go to the General Manager. Any complaints directed to any Board or committee member of the Association will be forwarded to the Management Office.
- Complaints against anyone violating the rules must be submitted to the General Manager, in writing, and must contain the date, signature, Unit number and telephone number of the individual filing the complaint.
- A complaint arising outside of normal business hours and of immediate concern should be directed to the Security Office. The Security Office will attempt to resolve the matter informally by contacting the party responsible for the violation.
- The Management Office needs specific details: Problem, time, place, witnesses, etc.
- Every effort will be made to resolve the complaint informally, without necessity for further action.

Please see the following MCCA Complaint Form, copies of which are available from the Management office or on-line.

MCCA COMPLAINT FORM

MCCA encourages you to contact the Management Office if you have a complaint or concern, or experience a problem that affects you or your neighbors. We ask that you complete this form within five working days after the incident or problem occurred.

Your Name _____ Date _____

Phone number where you can be reached _____

Email address _____

Complaint/Concern Information:

Date of Incident: _____ Time of Incident _____

Location of Incident

Names of those involved

Names of witnesses (if any)

Please explain what happened

Have you already acted to address the problem? What would you like done to address/resolve the problem?

Do you have any further information or comments?

ENFORCEMENT OF RULES

RESPONSIBILITY AND FINAL DECISION: A Unit Owner is responsible for any violation of the Declaration, Bylaws or Rules of the (Governing Documents”) by the owner, guests or the occupants including tenants, of his/her home.

LEGAL ACTION: Notwithstanding anything contained in these Rules, the Board has the right to proceed immediately or otherwise, with legal action for any violation of the Governing Documents, as the Board, in its sole discretion, may determine. The entire cost of effectuating a legal remedy to impose compliance, including court costs and attorney’s fees, will be assessed to the account of the responsible Unit Owner.

COSTS: Any costs, for extra cleaning and/or repairs to the Common Elements or other property stemming from any violation will be charged to the responsible Unit Owner’s account.

ENFORCEMENT ASSESSMENT: In addition to any other action and if applicable, in accordance with the procedure outlined below, the Board may:

- Levy an assessment for actual damages, and/or
- Levy a reasonable enforcement assessment per occurrence, and /or
- If the violation is continuous and ongoing in nature, levy a reasonable enforcement assessment per day.

PROCEDURE: Prior to the imposition of a charge for damages to the Common Elements or other property, or an enforcement assessment for a violation, the following procedure will be followed:

Written notice(s) will be served upon the alleged responsible Owner, specifying:

- If applicable and in the absence of any emergency involving an imminent risk of damage or harm to Common Elements or other property or the health or safety of any person, a reasonable date by which the Owner must cure the violation to avoid the proposed charge or assessment; and
- A description of the property damage or violation; and
- The amount of the proposed charge (or, if unknown, a reasonable estimate of the proposed charge) and/or enforcement assessment; and
- A statement that the Owner has a right to, and the procedures to request, a hearing before the Board to contest the proposed charge and/or enforcement assessment.

To request a hearing, the Owner must mail or deliver and written “Request for a Hearing” notice, which must be received by the Board no later than the tenth day after receiving the written notice listed above.

- If an Owner timely requests a hearing, at least seven days prior to the hearing the Board will provide the Owner with a written notice that includes the date, time, and location of the hearing. If the Owner fails to make a timely request for a hearing, the right to that

hearing is waived, and the charge for damages and/or an enforcement assessment will be immediately imposed; and

- At the hearing, the Board and alleged responsible Owner will have the right to present any evidence. This hearing will be held in Executive Session and proof of hearing, evidence or written notice to the Owner to abate action and intent to impose a charge for damages or an enforcement assessment will become part of the hearing minutes. The Owner will then receive notice of the Board's decision and any charge for damages or enforcement assessment imposed within 30 calendar days of the hearing.

The Association may file a lien for a charge for damages and/or an enforcement assessment that remains unpaid for more than 10 days.

EMERGENCY PROCEDURES

While the Association is not responsible for the health and safety of Unit Owners, Occupants or their guests, this section contains helpful hints obtained from various sources. They are not Rules.

PLEASE REPORT ANY SAFETY OR SECURITY HAZARDS IMMEDIATELY.

DIAL 216-751-4829

(or 333 from HOUSE PHONE

FIRE: Call the Cleveland Fire Department at 9-1-1 and report the fire, giving the proper street address. You may also give your Unit number and say “In Moreland Courts” as further means of identification.

Then if possible, dial 751-4829 (333 from house phone) for the Moreland Courts Security Office and report the location of the fire or smoke.

If you hear a fire alarm, please immediately leave the building:

- IF THERE IS SUFFICIENT TIME TO DO SO SAFELY, close all windows and doors.
- Do not open any door that is hot;
- Leave the building by the fire escape or by the means described in the emergency evacuation plan designated for each Unit; and
- DO NOT USE THE ELEVATORS UNDER ANY CIRCUMSTANCES!

POLICE: If an emergency exists or criminal activity is in progress, call 9-1-1. Otherwise, dial 751-4829 (333 from house phone) for the MCCA Security Office and report what is happening and where. Do not hesitate to report suspicious circumstances.

ELEVATORS: Should an elevator car stop prior to reaching a floor, do not panic. Dial “0” on the elevator phone or 751-4829 and report the situation. Either a maintenance employee (during normal workday hours) or an elevator mechanic will be dispatched to restart the car.

- In the unlikely event that an operator cannot be reached, push the red emergency button on the elevator control panel. This will activate the emergency bell.
- Contact the Moreland Courts operator immediately if you hear the elevator emergency bell.

POWER OUTAGE: Dial **751-4829**, which is the MCCA emergency telephone number.

- Both the house phone system and the main switchboard (751-1100) number will not work during a power outage.
- Be certain to turn off all appliances.
- Be aware that the emergency lighting in the Common Areas/Elements will remain lit only for a maximum of two and a half hours.
- The Security Office will notify the electric company.

In case of a long-term power outage, the following is a partial list of items you should keep on hand:

- At least one non-electric land-line telephone;
- A battery-powered radio (to listen to for news updates);
- Several flashlights (NOT candles);
- A supply of extra batteries (periodically check expiration dates);
- Bottled water; and
- Food that can easily be eaten without preparation.

HEALTH EMERGENCY:

Call 9-1-1- and give:

- Patient's name, address and Unit number (for 13415, also give elevator number);
- Patient's symptoms; and
- Mention that the elevators are small.
- If possible, Dial "0" on the house phone or 751-4829;
- State that 9-1-1 has been called;
- Give patient's name and location; and
- Say that a MCCA security officer is needed to meet EMS and escort them to the Unit.
- Once EMS has arrived, tell EMS your hospital of choice.
- A wheelchair and portable ramps are available in the MCCA Security Gatehouse.

Some warning signs of stroke – (2016 American Heart Association:)

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden severe headache with no known cause.

Dial 9-1-1 if you or someone with you has any of the above signs. Don't delay. Check the time, so you'll know when the first symptoms appeared. It's important to take immediate action. If

given within three hours of the start of symptoms, a clot-busting drug can reduce long term disability for the most common type of stroke.

Heart Attack Warning Signs:

- **Chest discomfort.** Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- **Discomfort in other areas of the upper body.** Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- **Shortness of breath.** This feeling often comes along with chest discomfort, but it can also occur without chest discomfort.
- **Other signs.** May include breaking out in a cold sweat, nausea or lightheadedness.

If you or someone with you has one or more of these signs, call 9-1-1 immediately. Get to the hospital right away. If you are the one having the symptoms and you can't access the emergency medical services (EMS), have someone drive you to the hospital right away. Don't drive yourself unless you have absolutely no other option.

USEFUL INFORMATION FOR RESIDENTS

AUTOMATIC DEBIT: You can put your monthly association fee payment on auto debit. Please see Leah Terkel in the Management office or find the forms on-line.

DRY CLEANING: Picked up and delivered to the Security Gatehouse. Valets will deliver to your suite.

EXTERMINATOR: Services are done semi-monthly. Call the Reception desk for scheduling.

HOLD MAIL: USPS does not allow MCCA access to the master mailbox key. Residents are required to leave instructions for the mail carrier. Notices are available on-line or in the office. Please tape one of the notices to the INSIDE of your mailbox so that it will be clearly seen by the mail carrier and will not get covered. Since it will be inside the mailbox, it will not alert others that you are away.

NOTARY: Notary service is available in the Management office by appointment.

OUT OF TOWN FORMS: Can be filled out and delivered to the Office or can be done on-line. We encourage owners to let us know when they are away so we have contact information in case of an emergency and to prevent any accumulation of papers or packages outside your suite.

PACKAGES: USPS, FedEx and UPS delivered to and securely stored at the Security gatehouse (13500 Cormere Ave). MCCA can provide UPS and FedEx service—you are billed for their charges only—no service fees.

PHOTOCOPY SERVICE: Available 24/7 in the Management office behind Reception.

RECEPTION DESK: The front Reception desk acts as the primary access point for all buildings, even if it is not located in a resident's given building. Residents may leave an item at Reception for pick up or someone may drop something off for a resident.

WEBSITE: the official website is www.morelandcourts.com The site is open to the public and lists sales and rentals, a photo gallery, history, etc. There is a private section for residents which provides access to available forms, staff directory, etc.

Username: residents Password: mcca44120

WINDOW WASHING: The Reception desk will be able to provide you with a name and phone number.

WORK ORDERS: Forms are available in the Management office or on-line. There is no charge for maintenance to assess a problem. Please take advantage of their combined expertise.

