



MARYLAND MUTUAL TEN  
WWW.LWM10.COM

## THE KELMSCOT VILLAGE TIDINGS

### Board of Directors

**President:** Jane Salzano  
301-928-2653  
janesalzano@gmail.com

**Vice President:** Bob Morrisson  
(Maintenance)  
301-942-8726  
maintenance@lwm10.com

**Treasurer:** Valdon Butler  
301-288-7175  
newyork2some@yahoo.com

**Secretary:** Paul Eisenhour  
301-460-5588  
paule@lwm10.com

#### Directors:

John Hurld (Landscaping) **NEW!**  
240-970-5046  
hurldjohn@gmail.com

Cathy Kyle (Distribution)  
301-706-6477  
cbartonkyle@gmail.com

Cris Rowse (Hospitality)  
301-452-0358  
crisrowse@gmail.com

### Important Contacts

**Emergencies** (including flood, tree damage, major damage):

Daytime: PPD—301-598-1500  
After Hours (Main Gate):  
301-598-1044

LW Insurance (for fire, flood, major damage): 301-598-1091

**Property Manager:** Lee Shields  
301-366-8001  
LShields@lwmc.com

**Tidings Editor:** Sue Morrisson  
301-942-8726  
tidings@lwm10.com

**Mutual Assistant:** Shanti Martin  
301-598-3989  
admin@lwm10.com

**Comcast Contact:**  
Kevin Wilson  
410-610-9425



### A Word From Our President

Jane Salzano

Welcome to August! While this month can typically be a quiet month, what with vacations and hot weather keeping people indoors, our Mutual keeps rolling along. There is always something that needs to be tended to, whether it is a tree with a broken limb or a house with dirty siding or newsletters (this one, for example) and newspapers to be delivered. I am very grateful for all of our Directors and volunteers who step up to the plate to help our Village stay neat and clean, weed-free, informed, safe, and welcoming.

In this issue of the newsletter you will read reports from many of areas overseen by our Directors. These are just the tip of the iceberg of what goes on behind the scenes. I also recommend that you read the Summaries of both the Mutual 10 Board of Directors meeting and the Leisure World Board of Directors meeting. This will give you a bigger picture of what it takes to run a residential area such as Leisure World.

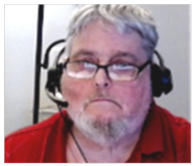
Along with reading this newsletter, the *Leisure World News* is a great source of events, classes, seminars, specialty groups, etc. which highlights the wonderful diversity of our community. There are so many ways to keep active, both physically and mentally, as well as to help others in our community through volunteer efforts. It's all there for you to discover.

While all the business is going on, our Mutual is continuing to be a social one, with several opportunities throughout the year to get out and meet your neighbors. These past couple of years have made it difficult to feel comfortable around people, but we all need to have contact with others and our Mutual provides several events during the year where we can do just that. I enjoyed seeing many of you at our July 23rd Ice Cream Social. Other events coming up are a Fall Happy Hour (date to be determined) and our Holiday Buffet Luncheon on December 12th. And you can always just call up a friend and have coffee and a chat or get together with a some card-playing buddies or do a "block party."

Whatever you do, I'm glad you're here. Hope to see you around the Mutual!

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## Vice President's Corner

Bob Morrisson

### The dog days of summer are here!

Some months have their doggy days,  
but this one is the doggiest.  
So why should we waste clever rhymes,  
on stupid months like August?

According to the Old Farmer's Almanac, the 40-day period of hot and humid weather between July 3rd and August 11th is named for the time Sirius, the dog star, is high in the sky. The name stems from the Ancient Greek *seirios*, meaning "scorching." It is hot! July has seen record high temperatures around the world, and the extreme heat may be with us a while longer. The Canadian wildfires have affected our air quality, resulting in several hot, hazy days with dangerous air quality. If you are not able to cope with hot, humid weather as well as you used to, play it safe and stay indoors during heat emergency days if you can.

### Power "Red Days"

Prolonged hot spells can tax the electric power grid in many ways. The high heat makes electrical equipment less efficient and more prone to failure. Air conditioning systems place extra stress on power plants, high voltage power lines, and local power distribution systems. The failure of one part of the grid can cascade through the entire grid, causing widespread outages.

At times our power utility will declare a "Red Day" and request that residents curtail their electricity usage in the afternoon, often between 2:00 and 6:00 PM, to help avert a system problem. On red days, turn your thermostat up a few degrees and refrain from using the stove or running laundry. Red days are announced by robocall and e-mail. If your news station or Website mentions a heat emergency, please assume it is a red day and act accordingly to help prevent power failures.

### Your Air Conditioning System

The air conditioning unit outside of your home contains a compressor that pushes refrigerant through the system to cool your home. In very hot weather it must work harder than usual, with reduced efficiency because of the heat. The highest stress is in the afternoon, when the air is the hottest. Turning your thermostat up in the afternoon could help prevent a failure, and an expensive repair bill, even if a red day is not declared.

### Your Car

Be kind to your car so it can be kind to you. Parts such as hoses and fans are prone to failure in extreme heat so if you notice the temperature gauge creeping ever upward you will need to stop driving before you no longer have a choice. Idling while parked with the A/C running on a hot day can result in overheating, as there is no air coming in to cool the engine.

Battery efficiency suffers in extreme heat or cold. If your car battery is more than 3 or 4 years old, it could fail in the heat. An electric vehicle will not go as far on a charge as expected.

The interior temperature of your car can rise quickly on a hot day. Leaving a pet or a child in a parked car for even a few minutes can result in serious injury or death, and possibly a court summons.

### Whom to Call

The current list is included with this issue of *The Tidings* (see back page). Please dispose of any older versions you may have.

### Maintenance Items of Note

**DL Carpentry** has completed power washing our homes on an as-needed basis. If your home was skipped, or if there were problems with the work that was done, please let Lee Shields know so it can be taken care of. If you ran into some issues with the process, thanks for your patience. This is a new vendor following new procedures and there have been a few rough spots along the way.

**Matt Taylor** replaced patio concrete where a pipe was replaced on Ludham Drive. He also repaired the garage floor and foundation on Deerhurst Terrace. Frederick Fence serviced six troublesome patio gates. They will also restore the patio fence on Ludham Drive, where a pipe was replaced.

**Harrison and Sons** has replaced the roofs on Buildings 167 (Herro / Huang) and 188 (Salomon / Katz). We are developing plans to replace several more roofs this year.

**Dryer vents** will be cleaned in all 158 units this fall. This will now be an annual event.

**BROKEN THINGS**

**ARE NEVER FUN**

**CALL LEE SHIELDS**

**TO GET THE JOB DONE**

**301-366-8001**

**MUTUAL 10**



## Treasurer's Report

Valdon Butler  
Treasurer

Our finances through May 2023 are as follows:

Income	\$ 770,997
Expenses	\$ 769,594
Excess	\$ 962
Variance from Budget	\$ 46,085
Reserve Balance 06/30/2023	\$ 1,057,499

Leisure World Corporate Finance's new CFO is on board and 2023 accounting upgrades and reorganization continue to settle down as tasks and workload are redistributed. Thank you again for your patience during this changeover.

Stay safe, stay connected . . . feel free to contact me with any questions about the community finances. I can be reached at [newyork2some@yahoo.com](mailto:newyork2some@yahoo.com) or by phone at (301) 288-7175.



## Landscape Report

John Hurd, Director

WOW ..... It's been hot enough to bring squirrels to their knees or stay up in their trees hoping to catch a cool breeze. Speaking of trees, crews will be trimming dead branches and pruning as necessary for trees and bushes on Mutual property. There are also a number of unhealthy trees that will be completely removed. Please be understanding about the noise and be aware that due to the heat they may be starting as early as 7am.

I am looking for a number of residents to help with a quick and simple task. I would like volunteers to adopt a street sign (the one that shows the house and unit numbers in each court or cul-de-sac) and its shrubbery. All you have to do is keep an eye on the spruce shrub under the sign and note if the bush/sign area needs attention. Then please let me know. If it is just a few weeds, feel free to pull them out OR give me a call and I will take care of it. If you are willing to "adopt" please let me know which sign you are near.

A warm welcome to Ron Robinson, a fairly new resident with a background in landscaping and plants. He has volunteered, along with Christine Petersen, to answer questions or offer advice with your gardening projects or problems. Both are familiar with what grows well in our area and what plants are native. Feel free to make use of these

valuable resources. Contact Ron at 843-368-8691 and Christine at 757-414-3849.

Just a reminder .... the heat is playing havoc with many of our garden areas. Remember, it is best to water plants in the morning rather than during the hotter parts of the day.

If you have any questions please don't hesitate to contact me: 240-970-5046 or [hurldjohn@gmail.com](mailto:hurldjohn@gmail.com).

## Landscapers

Jose Mayorga	301-346-5880
Bill Bowers	301-831-7893
Marcus Birznieks	301-610-9721
Carlos Gavida	204-305-8813



## Hospitality Report

Cris Rowse, Director

The Ice Cream Social was a great success! We all enjoyed the delicious ice cream in the shade of the cherry trees, as well as chatting with our neighbors. We'll do it again next year.

Our next event will be a Happy Hour to celebrate the coming of fall. We will announce the date and other details in the next issue of *The Tidings*, so stay tuned.

Also, remember to save the date for our Holiday Buffet Luncheon on December 12th. It will be held in The Grill in Clubhouse I from 12:00 noon to 4:00 PM. Bob Kimble will be doing his DJ thing, some come ready to dance off some those holiday calories!

If you are a new resident and have not been visited by us or received the Mutual 10 Information packet, please contact me so we can arrange to come and meet you. Call 301-452-0358.



## Distribution Report

Cathy Kyle, Director

So far, one person has volunteered to be added to our backup for our newspaper delivery. Thank you!

Those who deliver the newspaper find it enjoyable and we would like more volunteers. Having the newspaper and our newsletter delivered to our mailboxes is of great service to our Mutual. I hope you will consider it. Call me on 301-706-6477.

## Summary of Mutual 10 Board of Directors Meeting

July 27, 2023

Paul Eisenhour, Secretary

**Community Report** was given by Lee Shields, M10 Property Manager:

- New Administration Building Construction:
  - Foundation footing and perimeter stem walls are near completion, along with the full height retaining walls.
  - Perimeter wall waterproofing and insulation will be completed prior to backfilling.
  - Concrete floor slabs will be poured initially at the lower level with the upper level to follow two weeks later. Steel frame erection will proceed in a similar sequence.
  - The existing clubhouse loading dock was recently demolished. Reconstruction with an angular footprint will occur during July with no pedestrian and vehicular access allowed for safety concerns until completion in early August.
  - Occupancy of the new building, including LWMC staff and tenants, is targeted to occur during June 2024, with demolition of the existing Admin. Building and new upper parking completed by August 2024.
- The 2024 LW budget Management draft will be complete and will be passed to the LW Budget&Finance Cmte for review and reconciliation.
- Currently interviewing for new Leisure World In-House Counsel.
- New CFO started July 10.
- LW Accounting still catching up on this year's financials.
- Security has a "go live" date of July 24, 2023, for the department's new report writing system, and the body-worn cameras have arrived. We will conduct some training before they are used.

### Mutual Business:

1. Financial reports from LW Accounting to be released after this meeting - it will be transmitted to board members when available.
2. Monthly Invoices were approved.
3. Powerwashing will be better going forward. The contractor instructions for "spot cleaning" left room for conflicting judgements. Hopefully, that will be mitigated in the future by tasking the contractor to do the entire unit. For now, please contact Lee Shields asap if you feel the job should be corrected.
4. Dryer Vent Cleaning contract needed to start in fall (possibly PPD). Investigating now.
5. Insurance claims of tree roots in pipes is Mutual

responsibility.

6. Allow John Hurld (director responsible for Mutual landscaping) to task jobs less than \$1000. Any amount over that would need board authorization. But many smaller jobs are time-sensitive and cannot wait for the mutual monthly meeting to be resolved.
7. The July Ice Cream Social went well and will likely happen again next year.
8. Master Insurance expires imminently; rates for new policy year to be provided to the Mutual before then.

## Summary of Leisure World Board of Directors Meeting

July 25, 2023

Paul Eisenhour, Secretary

The regular meeting was preceded by a lengthy closed session of the BOD for the permitted purpose of:

"To go into a closed session in accordance with the requirements of §11B-111(4)(i) of the Maryland Homeowners Association Act, for the purpose of discussion of matters related to employees and personnel, and in accordance with the requirements of §11B-111(4)(iii) of the Maryland Homeowners Association Act, for the purpose of consultation with legal counsel."

At the conclusion of the closed session, the regular open session proceeded.

- 2024 LW Budget: Management's draft to be delivered to the Budget & Finance Committee this week.
- CINC Conversion: With the new CFO in place, CINC conversion of mutual accounting systems will continue on 9/1.
- 2023 Lease Renewals: Looking for a potential increase in the Weichert tenant contract.
- Loan for Administration Building financing is complete.
- Grants: Meeting with local and state Elected officials next week re grant awards for specific areas to include transportation.
- Transportation: Engineering study of improving gate access is ongoing.
- Simon Suran was introduced as the new LW CFO.
- Security: LW has begun updating resident information in DwellingLive, and sending out invitations for its use. This software allows residents to add/delete/modify their guest lists. Property managers also have been given administrative access to update the system.



Leisure World BOD Summary, *continued*

**ACTION ITEMS:**

1. The LWCC BOD approved a motion to Amend the LWCC Bylaws Article III, Section 2 by adding a new section 2.B. and 2.C., as follows:
  - In accordance with Montgomery County Code 10B, all directors and alternates shall be required to file a current CCOC training certificate with the administrative assistant or complete the required training and file their certificate with the administrative assistant, within 90 days of appointment to the LWCC board, and to file their certificates with the administrative assistant.
  - Directors whose CCOC training completion certificates are not current shall be suspended from speaking and voting at board meetings as a board member until a valid certificate is submitted.

Proviso: to be effective October 1, 2023; NOTE: This bylaw change is to conform to a County approved change in legal requirements.

2. The LWCC Board of Directors approved the USI proposed premium for the 2023 - 2024 insurance policy period at a cost not to exceed \$3,973,020. Note: The number quote is a maximum. Exact figures to be provided late this week. Typical of policy rates for a set period, insurance providers wait as long as they can to quote actual rate - this allow for all insurance claim data to be processed before a final quote is given.

**News You Can Use...**

**Seminar:** Countering Active Threat Training

**Date:** September 6, 2023, 2:00 – 4:00 p.m.

**Location:** Clubhouse I, Maryland Room  
(Zoom option available. See below\*)

Learn how to protect yourself during an unexpected act of violence, wherever it might occur.



**Eduardo Azcárate**, Deputy Regional Security Advisor (National Capital Region) will help you learn how to protect yourself during an unexpected act of violence, wherever it might occur. Mr.

Azcárate is a certified crime prevention specialist in the Commonwealth of Virginia

\*For the Zoom link, please contact Pat Hurld (hurld@comcast.net).

*[This event is being presented by Leisure World Security; LW Emergency Preparedness Committee, and LW Security and Transportation Committee.]*

**Around the Mutual...**

**“Weeds Be Gone!”**

John Hurld is "digging into" his new job as Landscape Director of Mutual 10. The photo below shows him weeding the beautiful Dora's Garden along Kelmscot Drive near Lindsay Lane. Dora's garden honors a past resident of Mutual 10 who was a dedicated landscaper and served on the Leisure World Landscaping Committee for about 20 years. Dora's Garden features native plants and pollinator friendly plants.

Anyone interested in serving on the Landscaping Committee should contact John. *[Submitted by Nancy Osgood]*



**Dog Poop and Gardens Don't Mix!**

There, I said it. Right out in the open, no holds barred. When you walk your dog, they poop. It's a known fact.

However, it is also a known fact that as a responsible dog walker (the one on the other end of the leash), you are required to scoop said poop into a bag and place it in YOUR trash can at home. There are very handy, inexpensive bags made just for this purpose, so your hands will stay clean...and so will the areas where we walk and our grandkids run and play.

Please do the right thing and take care of your dog's leavings. It will be greatly appreciated by all.

**Thank You!**





**August 24 @ 9:30 AM. Mutual 10 Board of Directors Meeting.** Sullivan Room in Admin. Building. Zoom option available. Please contact one of the directors.

**SAVE THE DATE: Dec. 12, 12:00 to 4:00 PM: Holiday Buffet Luncheon,** The Grill in Clubhouse I

### Ways to Stay Informed About Urgent Leisure World and Mutual 10 Matters

**Robo Calls:** Leisure World and Mutual 10 occasionally use an auto-dial recorded message to convey important and urgent information to mutual residents. Email Paul Eisenhaur (paule@lwm10.com) to be added to the list. Include the desired contact phone number.

**Leisure World Management Emails:** To receive information/notifications from Leisure World management, go to your profile on the Mutual 10 website (www.lwm10.com). Go to residents.lwmc.com and sign up near the bottom of the Sign-Up page.

### Comcast Customer Service Contact

Our new Comcast representative is Kevin Wilson. Call Kevin for issues affecting you and your neighbors: 410-610-9425 or email kevin\_wilson7@comcast.com. For regular customer service (if you need a technician, etc.) call LW Comcast Bulk at 1-855-638-2855 or email comcast\_leisureworld@comcast.com



- **So You Have a Dog or Cat?** Did you know that Mutual 10 has a book of "Rules" (available on our website [www.lwm10.com](http://www.lwm10.com)) which clearly outlines your responsibility as a pet owner? The short and sweet of it is your dogs and/or cats must be registered with the mutual, **must be on a leash** when outside your home/patio, they should be kept quiet and under your control, and their "gifts" **should be scooped** up, placed in a bag, and disposed of in your **home** trash receptacle, NOT somewhere else in the community.
- **"But the Birds/Squirrels/Deer/Chipmunks/Etc. Look So Hungry!"** Despite our compassionate desire to feed the Leisure World wildlife, the Mutual 10 Rule Book has very clear guidance: "It is forbidden to feed wildlife within Leisure World of Maryland. This includes, but is not limited to, deer, geese, birds, squirrels and chipmunks." Cute as they are, our wildlife does very well on their own.
- **Outside Decorations Reminder.** Remember, **nothing** may be attached to siding (including the siding on the house inside your patio) or to the fencing/gate (you may use **plastic** wreath hangers). Gates and their hardware should not be altered. Violations will cost you the pricey bill from the siding/fencing company to fix the holes/damage. (Note that **all** gates, fencing and siding are owned and maintained by M10.)
- **About Your Home Garbage/Recycle Pickup Days:** Below is the schedule for garbage and recycling pickups, along with specific requirements for each. (Note that garbage and recycling containers may be put out the night before their pickup days.)
  - **Garbage.** Pickup days are **Monday** and **Thursday**. Please be sure your garbage can is tightly covered (crows are very clever).
  - **Glass/Metal/Plastic Recycling.** Pickup days are **Monday** and **Thursday**. Recycling should be in the appropriate blue container. If you need a blue container, you can get one from PPD.
  - **Paper/Cardboard Recycling.** Pickup is on **Wednesday only**. Paper/cardboard should be placed in a blue recycling container. Large boxes may be set out separately. Please secure properly so paper doesn't fly around when windy.
  - **Yard Debris.** **BY REQUEST ONLY** on **Monday** and **Thursday**. Call the Grounds Department (301-598-1314) to notify them you have yard debris for pick-up. Use the tall, brown paper yard-recycling bags and place them near the street.

"Turn your face  
to the sun,  
and shadows  
fall behind you."  
- Maori Proverb



## Whom to Call? As of July 26, 2023

This contact list is updated from time to time and included with *The Kelmescot Village Tidings*. The attached "Mutual Responsibilities" list is part of the current Rules and Regulations document, which is available on the Mutual 10 Website, [lwm10.com](http://lwm10.com). If you have any questions, please contact our Property Manager or our Director of Maintenance.

Bob Morrisson, Director of Maintenance	301-942-8726 Home - No text 301-980-9131 Cell	Maintenance@lwm10.com
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<b>Mutual responsibilities</b> are listed in the Rules and Regulations document. If something is a Mutual responsibility, or if you are not certain if it is, contact the following in the order shown:		
Mutual Services, Waleska Carcuz	301-598-1375	WCarcuzlafuente@lwmc.com
Mutual Assistant, Shanti Martin	301-598-3989	Admin@lwm10.com
M10 Property Manager, Lee Shields	301-366-8001 c 301-598-1342 o	LShields@lwmc.com
Sr. Property Manager, Bob Brunelle	240-560-5655	RBrunelle@lwmc.com
<b>Interior maintenance and repairs</b> are usually a resident responsibility. Contact PPD or a licensed and insured tradesman. Many repairs are covered by a PPD annual maintenance agreement. Urgent repairs may incur an extra charge.		
Routine service, business hours	301-598-1500	PPD dispatcher
After hour support.	301-598-1044	Main gate
<ul style="list-style-type: none"> <li>• Emergencies – Tree down, flood, sewer backup, power out, etc.</li> <li>• Urgent repairs – Single fixture drain backup, etc.</li> </ul>		
<b>Grounds Maintenance</b> - Contact our Director of Grounds.		
John Hurd, Director of Grounds	240-970-5046	HurdJohn@gmail.com
Aaron Tenley, Grounds backup. Call for extermination Service.	301-598-1314	Grounds@lwmc.com
<ul style="list-style-type: none"> <li>• Rodents and household pests (ants, roaches, etc.) are a resident responsibility. Our Grounds manager can arrange for extermination services at favorable pricing.</li> <li>• Wood destroying insects (termites, etc.) and insect nests are a Mutual responsibility.</li> </ul>		
<b>Street and walkway lighting</b> - If a light is out at night, or if it remains lit during the day, after 3 days contact PPD. If there is no action after a week, contact Mutual Services.		
PPD Dispatcher	301-598-1500	Weekdays - Business hours



## Mutual 10 Maintenance Responsibilities As of February 23, 2023

Area	Mutual 10	Resident
Building Exterior	<ul style="list-style-type: none"> <li>• Roofs, gutters, and downspouts.</li> </ul>	<ul style="list-style-type: none"> <li>• Patio roof extensions and Florida rooms.</li> </ul>
	<ul style="list-style-type: none"> <li>• Chimney exterior, at and above the roof line.</li> </ul>	<ul style="list-style-type: none"> <li>• Flue liner, interior doors and screens, fireplace inserts.</li> </ul>
	<ul style="list-style-type: none"> <li>• Siding, shutters, fences, and gates.</li> </ul>	<ul style="list-style-type: none"> <li>• Changes to siding and shutters.</li> </ul>
	<ul style="list-style-type: none"> <li>• Original patio surface.</li> </ul>	<ul style="list-style-type: none"> <li>• Modified patio floors.</li> <li>• Floor stains and cracks.</li> </ul>
	<ul style="list-style-type: none"> <li>• Driveways, sidewalks, and concrete walkways leading to front doors.</li> </ul>	<ul style="list-style-type: none"> <li>• Modified parking area, altered walkways, and altered front porch surface.</li> </ul>
Building Interior	Damage caused by a roof leak, including in a Bonus Room, will be repaired and painted.	<ul style="list-style-type: none"> <li>• Maintenance, repairs, redecorating.</li> <li>• Improvements, including bonus rooms and patio alterations.</li> <li>• Environmental systems including HVAC, air ducts and interior air quality.</li> </ul>
Common Areas	<ul style="list-style-type: none"> <li>• Trees, shrubs, and other flora.</li> <li>• Grounds maintenance.</li> <li>• Leaf and snow removal.</li> <li>• Street and walkway lighting.</li> </ul>	<ul style="list-style-type: none"> <li>• The garden area four feet around the home, the patio, and all flora within the patio.</li> <li>• Parking area snow removal.</li> </ul>
Electrical	<ul style="list-style-type: none"> <li>• Original electrical wiring and fixtures.</li> <li>• Electrical panel, and sub-panel.</li> </ul>	Additional wiring. Maintenance of lights, outlets, switches, and other devices.
Garage	<ul style="list-style-type: none"> <li>• Garage floor.</li> <li>• Garage door.</li> </ul>	Cosmetic repairs, paint, etc. The door opener system (lifter,) and its accessories. Window panels: <ul style="list-style-type: none"> <li>• Nothing may be placed on the windows.</li> <li>• No decorations or visual modifications are permitted on the door exterior.</li> </ul>
Pest Control	<ul style="list-style-type: none"> <li>• Extermination of termites, carpenter ants, carpenter bees, and other wood destroying insects.</li> <li>• Removal of wasp and hornet nests.</li> </ul>	The owner is responsible for treating rodents, insects, and other household pests. The Mutual can arrange for service by our contractor at the owner's expense.
Plumbing	<i>Flush ONLY human waste and bathroom tissue. Products touted as "Flushable" can cause an expensive main sewer blockage, for which the resident may be deemed responsible.</i>	
	<ul style="list-style-type: none"> <li>• Original plumbing under the floor or within walls of a unit and extending to the WSSC service line.</li> <li>• Main water shut-off valve and outdoor hose bibbs (sill cocks).</li> <li>• Sewer stoppage due to tree roots or blockage outside of the property line.</li> </ul>	<ul style="list-style-type: none"> <li>• Modified plumbing within walls.</li> <li>• Sink, tub, or toilet stoppages.</li> <li>• Drain backups caused by a resident.</li> <li>• Valves for toilets, sinks, and other fixtures and devices.</li> <li>• Pipe damage or blockage caused by patio flora, i.e., tree roots.</li> </ul>

### Important Notes

- In case of an emergency, contact the Property Manager (daytime) or the Main Gate after hours to report the problem. Notify an M10 director as soon as practical. If there is major damage, you should also notify the Leisure World insurance office and your condo insurance agent.
- If a resident authorizes work that is a Mutual responsibility, they may be responsible for payment and for any follow-up work.

