



MARYLAND MUTUAL TEN
WWW.LWM10.COM



THE KELMSCOT VILLAGE TIDINGS

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301-452-0358
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Important Contacts

Emergencies (including flood, tree damage, major damage):
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301-598-1044
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tidings@lwm10.com

Mutual Assistant: Shanti Martin
301-598-3989
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Comcast Contact:
Willis Gray (LW Customer Account Rep.): 443-370-5018 or
willis_gray@comcast.com

UPCOMING EVENTS OF SPECIAL NOTE!

Spring Fling Hors d'oeuvre Happy Hour!!

Thursday, March 23

4:00 to 6:00 PM

Clubhouse I, Chesapeake Room

Bring your favorite hors d'oeuvre to share.

A cash bar will be available.

Special Music by Mutual 10 Guitarist, Don Siegal

Contact CrisRowse (301-452-0358) if you have any questions.

See you all there!

NOTICE!

Maryland Mutual No. Ten, Inc.

ANNUAL MEETING

Tuesday, April 11th at 12:30 PM

Clubhouse II (Activities Room)

All residents/owners are encouraged to attend.

A light lunch will be served.

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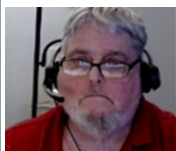
A Word from Our President

Jane Salzano

Welcome to March, a month when we celebrate the beginnings of spring. Even now the daffodils and some of the cherry trees are blooming! Brings cheer to a winter-cold spirit.

This issue is packed with a variety of information, from information about our upcoming Spring Fling (see front page) to Emergency Preparedness, and more. Certainly, one of the most important events coming up is our Annual meeting, which will be held on April 11 at 12:20 PM in the Activities Room of Clubhouse II. In the next week or so, you will receive a package from our Mutual Assistant, Shanti Martin, containing details about the meeting. We are not only a group of people living in the same area, but we are concerned about the well-being of our homes, property, and neighbors. The Annual Meeting is a time to come together for just that purpose.

Along with the regular reports from our Directors, this issue contains good information about our new Property Management system (Vice President’s Corner), reminder of our upcoming “Spring Fling” (end of March), a free “Chat for Healthy Living” discussion (March 1st), and a bit about wandering cats. Make sure you take time to read the whole newsletter. Looking forward to seeing you face-to-face as the weather gets warmer and we are out and about more. See you around the Mutual!



Vice President’s Corner

Bob Morrisson

It is spring, and time to enjoy the cherry blossoms, the chirping birds, and our spring showers. It is also time for motorcycle racing on the Inter County Connector (MD 200), but that is another story.

Property Manager:

Our new property manager, Lee Shields, is now handling service requests for issues that are the Mutual’s responsibility. Please see pages 9-10 of this issue of *The Tidings* which has the current version of our Maintenance Responsibilities and the “Whom to Call” listing.

If you are not certain if you or the Mutual is responsible, please feel free to contact Lee or me, as listed elsewhere in this issue of *The Tidings*.

Roof Inspections

Our consultant has completed their roof inspections and will provide a report later this month that should help us determine when to replace our roofs. They will propose methods to make them last longer.

Gutter Cleaning

We will clean gutters for all units, beginning shortly after the bulk of the blossoms and the pollen have gone away.

Power Washing

This spring we will power wash patio walls and gates, as determined by an inspection. Please let me know if you think your patio needs attention, or if you do not want it power washed.

We are planning how best to power wash the building siding. I will keep you informed.

BROKEN THINGS
ARE NEVER FUN
CALL LEE SHIELDS
TO GET THE JOB DONE
301-366-8001
MUTUAL 10

A Note from the Editor

First of all, I really enjoy being the editor of *The Tidings* I’ve gotten to know so many of you, even if it’s just a phone relationship, and learned so much about the wonderful community live in.

In the coming months, I would like to being to have some more personal items in the newsletter, things that we can share with each other, like stories, poems, family recipes, maybe a special event coming up in your life (like a 100th birthday!), or a piece of artwork you have created.

I would also like to reinstitute the monthly “Getting to Know Your Neighbor” columns so beautifully written by Paul Eisenhauer. I could interview you by phone. Let me know if you are interested in being part of this.

The Tidings is published on the first Friday of each month. The deadline for submitting material to be included in the upcoming issue is no later than the Friday a week BEFORE the publication date. For example, the submission deadline for the April issue is Friday, March 24th. Please send to Sue Morrisson at tidings@lwm10.com or call 301-942-8726.



Treasurer's Report

Valdon Butler
Treasurer

Our finances through December 2022 are as follows:

Income	\$ 1,399,915
Expenses	\$ 1,514,709
Excess	\$ <114,795>
Variance from Budget	\$ <64,671>
Reserve Balance 12/31/2022	\$ 966,416

December financial reports were delayed by completion of LW Corporate's 2022 upgrades to finance/accounting systems. They are scurrying to get back on timely production of 2023 reports.

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



Landscape Report

Christine Petersen
Director

Starting March 9th the buildings and grounds department will begin picking up garden waste. You must use the brown paper bags and if you have branches they can be tied in bundles with string. Everything should be placed on the street. Calls must be made to the department at 301-598-1314 the day before. If you are using a landscaper, all debris must be taken away by that person.

In the beds around my house, daffodils, hyacinths and hellebores are starting to bloom. Our late February cold snap does not seem to have affected them. If you are a walker, you will see two beds of hellebores on Kelmscot Drive behind Central Park and Bigby. They are also called lantern roses.

Seed catalogs have been arriving in my mailbox. Later this month I will start annual flower seeds using a light box. It takes sometime for them to germinate , when the seedlings are large enough they go onto the patio to harden off.

Every year I have to send letters to some owners reminding them their garden beds need tending too. I would really like not to have to do this. By the end of April I would like to see weeded beds, healthy bushes, nothing touching the gutters, roofs or siding. Our Mutual is one of the oldest and some of the plantings are also old. I realize most of us go in and out of the garage door but its obvious some of you never look at those beds. I have a list of "deer

resistant " vegetation which I am happy to share with you. Please call , text or email me with problems or advice. Christine Petersen 757-14-3849 (cmpkayak@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

Our Spring Fling will be held on Thursday, March 23 from 4-6 PM in the Chesapeake Room of Clubhouse I. We will have a special guest musician playing for us! Our own Mutual 10 guitarist, Donald Siegal, who will entertain us some sets of old and new jazz, some 60's music and hopefully some country! You don't want to miss it! So gather your neighbors, bring your favorite hors d'ourve, meet some new friends.

Our President, Jane Salzano, and myself look forward to visiting new Mutual residents and welcoming them to the community. Each new resident receives a packet of helpful information about our Mutual. If you are a new resident and have not been visited by us or received the packet, please contact me so we can arrange to come and meet you. Call 301-452-0358.

If you have any ideas on how we can promote a sense of community and neighborliness in our Mutual, please give me a call (301-452-0358). I'd love to hear from you.



Tidings/Leisure World Newspaper Delivery

Cathy Kyle
Director

My thanks to all for the service provided in delivering the newspaper and the Tidings. I always welcome new members for backup delivery persons. You never know when it will be needed.

Please contact me (301-705-6477 or cbartonkyle@gmail.com) to help out.



Remembering Gail Oakes

By Paul Eisenhauer

Having lived in Mutual 10 for 13 years, I've seen many neighbors leave for various reasons. Sadly, one of those reasons is that they pass away. Recently, one of our longest tenured neighbors passed, Gail Oakes. Gail was one of the loveliest people and nicest neighbors we've had.

Gail lived here exactly twice as long as I have. I was fortunate to meet Gail soon after I moved here. We met down at the old LW gym, and would schedule our workouts to coincide. We had many conversations about the books we were reading, family things, living in LW, and our feelings that working out was just a necessary evil. And I enjoyed hearing about her Yoga classes, gardening, and annual New Hampshire vacation. She was a "regular" at most mutual social events; giving us more opportunities to visit.

Gail moved here from right down the street in Silver Spring. Chief among her reasons for moving here was her tiredness of having to deal with all the required "Harry-Homeowner" maintenance of a single-family home. Even though there are high rises, townhouses, garden apartments, etc. in Leisure World, she wanted the type of living a patio home in Mutual 10 could offer. Here she had the single-level living with a small yard and plenty of storage for her needs. Like many residents at LW, a reason for her moving here was to stay in close proximity to her previous residence, which is a central location to the scattered family. Added benefits were that she was able to continue her job until retirement and continue her active participation in her church. She stayed close to her four grown children and five grandchildren. Some lived as far away as London, England and as close as Ellicott City MD.

Gail grew up in the Denver, Colorado area, but both she and her husband were anxious to see other parts of the country. They lived in southern California before his job in the space industry brought them to the east coast. They also lived in South Africa for a year while travelling through several other countries. They then settled in this area where Gail had deep roots. She worked a few years for the Army and, after her children were out of school, she spent

another 15 years working for a not-for-profit special education school in Maryland. She left the outside working world to concentrate on her family life.

We were lucky to have her in Mutual 10. She will be missed.

Our "Bird House" Libraries Are Almost Ready!

Got books? Read them all? Need new-to-you books? Cris Rowse, our Hospitality Chairperson, has something new for us. Two "Bird House" Libraries!

John Hurd, Mutual 10 resident, has been busy building them in the wood shop. Donna Leonard, our resident artist, will embellish them with her talented strokes.

They will be located near the walking path of Densmore Court and on the perimeter walk near Bigsby Court. They should be installed in the next 3 weeks.

Once established, you may choose a book from one of the libraries and return it when you have finished. Donations of books will be very welcome. Just drop them off at the Library. Questions? Call Cris Rowse at 301-452-0358.

"Reading one book is like eating one potato chip."
— Diane Duane

"Reading is a discount ticket to everywhere."
— Mary Schmich



News You Can Use:

- March RFID Tag Make-Up Dates:** Additional makeup dates are available for residents who have not had an RFID tag affixed to their vehicle for automated gate access. They are:
 - Wednesday, March 8, from 4-7 p.m.
 - Saturday, March 18, from 9:30 a.m.-12:30 p.m.
 Registration is required and limited to 80 cars per session. The installation process begins in the Clubhouse II main lobby. To sign up for an appointment, contact Karen Arevalo at 301-598-1329 or karevalo@lwmc.com.
- March Assessment Fees.** March payments of condo, co-op and HOA fees are coming up. Here's what to know, depending on how you make your payments:
 - ACH payments set up with Accounting - The next payment will be drawn from your account around Monday, March 6.
 - Your bank's bill pay service - Update your monthly payment to reflect the new 2023 fees for your mutual.
 - Others - Statements were mailed on Thursday, March 2nd.
- Town Hall – March 15th @ 1:00 PM (Crystal Ballroom).** General Manager Bob Kimble will hold a town hall on Wednesday, March 15, at 1 p.m. in the Clubhouse I Crystal Ballroom. Management is seeking input from residents about the Leisure World restaurants and dining options for 2024 and beyond. The town hall is open to all residents, but registration is required at either clubhouse Lifestyle office.
- Autism, Intellectual Disabilities, Alzheimer's Outreach Program MCPD – March 14th @ 1:30 PM (Crystal Ballroom).** Officer Laurie Reyes of the Montgomery County Police Department (MCPD), will present a "Layered Approach" to Safety and Awareness Through Education, Outreach, Empowerment, Follow up, and Response. Officer Reyes is the creator and coordinator of this unique program. She will talk about the emergency response when notified about persons who may be wandering or exhibiting unusual behavior. A goal of the program is to train police, caregivers, and the community on how to respond in these situations and to safely intervene. (Sponsored by the Health Advisory Committee.)

Emergency Preparedness Committee Reports

Power Outage Update: By Pat Hurld

EPC and your EPC representatives, Pat Hurld and Theresa Wolfe, have been working with LW staff to review procedures and to update communications during a power outage. New emergency generators will be located at all the gates to ensure their continued operation. Emergency plans for all trust properties are being reviewed.

A new phone number is now available to access SECURITY during a power outage:

Call Security at 301-802-0410 only if regular lines are down.

An emergency-only phone tree for Mutual 10 is being established. Please send your phone and text information to Pat Hurld, 716-392-9451/hurld@comcast.net or to Theresa Wolfe, theresawolfe650@gmail.com/240-441-3409 to receive emergency information. You may also contact either of us with questions.

Are You Prepared for A Power Outage?

By Theresa Wolfe

Although chances of another plane crashing into a tower and causing a power outage are slim, we must be prepared.

Supplies/equipment you should have IN CASE of a power outage are:

- Flashlight
- Battery-operated lanterns
- Battery-operated candles
- Battery operated and/or crank radio
- Extra batteries

There other tried and true emergency supplies available on the Internet or our local hardware stores.

Make sure you check on your neighbors during an emergency.

If you need help with or need more information about any items, please contact me at theresawolfe650@gmail.com or 240-441-3409 (evening).

Are You Ready for an Emergency or Disaster?

On Friday, March 17 at 11:00 AM in the Auditorium of Clubhouse II, there will be a program on how to prepare for emergencies with a focus on power outages. Outside guests are welcome. See the flyer on page 7 for more information.

Summary of Mutual 10 Board of Directors Meeting February 23, 2023

Paul Eisenhaur, Secretary

Community Report Given by Crystal Castillo, COO:

- January financials not yet available.
- Clubhouse II auditorium sound system upgrade ongoing.
- Upgrading of the phone system in progress. Researching service company providers.
- Townhall meeting re the restaurant contract is March 15 at 1pm in the Clubhouse 1 Ballroom.
- Gleneagles Drive Culvert Storm Water Management: Culvert sectional precast drawing preparation is in progress. Full roadway closure is expected once excavation begins and surface pavement is complete. Timing is uncertain.
- New Administration Building digging starts at the end of March. Physical construction on the new Administration building is scheduled for April. The new site plan was approved by the county.
- Currently working to update the A-V systems in Clubhouse I and the sound system in the Clubhouse II Auditorium.

Mutual Business:

1. Financial Reports for January unavailable due to end-of-year heavy workload.
2. All approved invoices for the month were paid.
3. Resident Theresa Wolfe announced that on March 17, there will be an Emergency Symposium in the Clubhouse II Auditorium.
4. "Who Pays" list to be put out to residents soon.
5. Research for spring siding cleaner services to start soon.
6. Road work, termite remediation discussed; best prices to be pursued.
7. Reserve Study - presentation at next board meeting.
8. Whom to Call link on website
9. Annual Meeting - 4/11, bylaw change need 66% resident approval - residents should use proxy if not coming in-person
10. Mutual 10 Spring Fling Social is March 23, 4-6 in Clubhouse II Chesapeake Room.

Summary of Leisure World Board of Directors Meeting February 28, 2023

Paul Eisenhaur, Secretary

- Financial reports unavailable this month.
- Gleneagles Drive Culvert Stormwater Management Project- all permits obtained; excavation approved;

work closures soon.

- Townhall with General Manager - 3/15 1pm in Ballroom - topic is restaurant contract which ends at year's end.
- Sound system upgrade in club2 ongoing.
- Coating on outdoor pool scheduled before opening.
- New Admin Bldg - finalizing performance bonds; end of March construction expected.
- Entrance/Exit Gates - No intention of any gate being unmanned. Norbeck gate needs widening, possibly with a reconstructed guard house.
- 4th shuttle bus wrecked and out of service; 6 mo lead time for replacement; considering alternatives.

ACTION Items:

1. The LWCC BOD approved a resolution to amend all Trust documents to be more up-to-date and clear. The new Trust Docs must be approved by both the BOD and Mutuals. (understand that this is a huge and likely multi-year effort)
2. The LWCC BOD approved the newly constituted five member Communications Standing Cmte.
3. The LWCC BOD approved a resolution that the LWCC chair appoint an ad hoc restaurant contract committee to advise management in developing the scope of work, requirements, and contract activities (e.g., issuance of RFI and/or RFP, review of proposals, and review of final contract) for restaurant services at Leisure World. The ad hoc committee shall be given the opportunity to review the final contract prior to submission to the board. Committee comments and recommendations shall be forwarded to the board prior to contract negotiations.
4. The LWCC BOD approved a resolution regarding the inclusion of residence correspondence in the BOD mtg packet. Items that do not arrive by the deadline for inclusion in the Executive Cmt meeting or BOD meeting shall be placed in the packets for the following monthly meetings.
5. The LWCC BOD adopted a new policy to refer to 'Advisory Committees' as 'Standing Committees.' The rationale for this change is that 'Advisory' can mislead one to think that the committee's function is only to advise the board. But they have other functions as well - monitoring department finances, interacting with staff, collaborate/coordinate with other Standing Committees, etc. Each committee has a charter which details its functions. (note: LW bylaws refer only to Standing Committees, so this also makes the verbiage more consistent)
6. The LWCC BOD approved an updated Insurance Standing Committee charter.

ARE YOU READY FOR AN EMERGENCY OR DISASTER?

On Friday, March 17, at 11:00 a.m., in the Auditorium of Clubhouse II, the Leisure World Emergency Preparedness Committee will present this program. Speakers will include:



Patrick Fleming, MSL, MPA
NCR Emergency Preparedness Specialist

Patrick works for the Center for Health and Homeland Security as a contractor to OEMHS. He is responsible for the Critical Infrastructure/Key Resource and Consequence Management programs. He also supports the Volunteer and Donations Management Plan and program and assists with outreach efforts to promote emergency preparedness within the County.

Sareem Streater, MS
Community Outreach Coordinator

Sareem works for the Center for Health and Homeland Security as a contractor to OEMHS. He is responsible for planning and executing the OEMHS Community Outreach program and outreach efforts to promote emergency preparedness and resilience within the County.



Plus

A Senior Representative from the Montgomery County Fire and Rescue Service who will discuss safety aspects of being prepared for an Emergency.

This event is free, and all Leisure World residents are invited to attend, as well as to bring relatives and friends who do not live in Leisure World. Contact the Main Gate at 301-598-1044 to arrange for their entry.



March 8, from 4-7 p.m. and March 18, from 9:30 a.m.-12:30 p.m. Make-Up Dates for RFID Tags. Registration required.

March 23 4-6 PM: Mutual 10 Spring Fling. See announcement on front page for details.

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

April:11 @ 12:30 PM: Mutual 10 Annual Meeting. Activities Room of Clubhouse II. Free lunch!.

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

Contact Willis Gray (LW Customer Account Rep.) on 443-370-5018 or willis_gray@comcast.com. For regular customer service (if you need a technician, etc.) call LW Comcast Bulk at 1-855-638-2855.



- **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) 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.

"Keep your face always toward the sunshine – and shadows will fall behind you."

— Walt Whitman



Mutual 10 Maintenance Responsibilities As of January 26, 2023

Area	Mutual 10c	Resident
Building Exterior	<ul style="list-style-type: none"> • Roofs, gutters, and downspouts. • Chimney exterior, at and above the roof line. • Siding, shutters, fences, and gates. • Original patio surface. • Driveways, sidewalks, and concrete walkways leading to front doors. 	<ul style="list-style-type: none"> • Patio roof extensions and Florida rooms. • Flue liner, interior doors and screens, fireplace inserts. • Changes to siding and shutters. • Modified patio floors. • Floor stains and cracks. • Modified parking area, altered walkways, and altered front porch surface.
Building Interior	<ul style="list-style-type: none"> • Damage caused by a roof leak, including in a Bonus Room, will be repaired and painted. 	<ul style="list-style-type: none"> • Maintenance, repairs, redecorating. • Improvements, including bonus rooms and patio alterations. • Environmental systems including HVAC, air ducts and interior air quality.
Common Areas	<ul style="list-style-type: none"> • Trees, shrubs, and other flora. • Grounds maintenance. • Leaf and snow removal. • Street and walkway lighting. 	<ul style="list-style-type: none"> • The garden area 4 feet around the home, the patio, and all flora within the patio. • Parking area snow removal.
Electrical	<ul style="list-style-type: none"> • Original electrical wiring and fixtures. • Electrical panel, and sub-panel. 	Additional wiring. Maintenance of lights, outlets, switches, and other devices.
Garage	<ul style="list-style-type: none"> • Garage floor. • Garage door. 	Cosmetic repairs, paint, etc. The door opener system (lifter,) and its accessories. Window panels: <ul style="list-style-type: none"> • Nothing may be placed on the windows. • No decorations or visual modifications are permitted on the door exterior.
Pest Control	<ul style="list-style-type: none"> • Extermination of termites, carpenter ants, carpenter bees, and other wood destroying insects. • Removal of wasp and hornet nests. 	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"> • Original plumbing under the floor or within walls of a unit and extending to the WSSC service line. • Main water shut-off valve and outdoor hose bibbs (sill cocks). • Sewer stoppage due to tree roots or blockage outside of the property line. 	<ul style="list-style-type: none"> • Modified plumbing within walls. • Sink, tub, or toilet stoppages. • Drain backups caused by a resident. • Valves for toilets, sinks, and other fixtures and devices. • Pipe damage or blockage caused by patio flora, i.e., tree roots.

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.



Whom to Call

March 1, 2023

Mutual responsibilities are listed in the current rules and regulations. If something is a Mutual responsibility, or if you are not certain if it is, contact the following in the order shown:

- | | | |
|--|----------------------------------|-----------------------|
| 1. Property Manager, Lee Shields | 301-366-8001 | Lshields@lwmc.com |
| 2. Mutual Assistant, Shanti Martin | 301-598-3989 | Admin@lwm10.com |
| 3. Director of Maintenance,
Bob Morrisson | 301-942-8726 h
301-980-9131 c | Maintenance@lwm10.com |

Emergencies – Flood, tree down, sewer backup, etc.

- | | | |
|------------------------------------|--------------|-----------------------------------|
| 1. Property Manager, Lee Shields | 301-366-8001 | Lshields@lwmc.com |
| 2. Mutual Assistant, Shanti Martin | 301-598-3989 | Admin@lwm10.com |
| 3. Main gate, any time | 301-598-1044 | Call if no one else is available. |

Interior maintenance and repairs are usually a resident responsibility. Contact PPD or a licensed and insured tradesman. Many repairs are covered by a PPD annual maintenance agreement.

PPD Dispatcher	301-598-1500	Weekdays - Business hours
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Extermination services – Call to report any type of pests that need to be removed.

- Rodents and common household pests (ants, roaches, etc.) are a resident responsibility. PPD can arrange for service by a commercial exterminator at favorable pricing for our residents.
- Wood destroying insects (termites, etc.) and insect nests are a Mutual responsibility.

Aaron Tenley	301-598-1342	Grounds@lwmc.com
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Street and walkway lighting - If a light is out at night, or if it remains on during the day, after 3 days contact PPD. If there is no action after a week, contact our Property Manager.

PPD Dispatcher	301-598-1500	Weekdays - Business hours
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Landscaping -For trees down or fallen branches that have caused damage, please follow the procedure for emergencies, above. For questions about gardens, trees, and other flora, please contact our Director of Landscaping.

Christine Petersen	757-414-3849	cmpkayak@gmail.com
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