

**Board of Directors
Council of Unit Owners
Condominium Residences 1 of Falls Grove**

August 24, 2022

MEMORANDUM FOR CR1 UNIT OWNERS/RESIDENTS

SUBJECT: Inquiries and Requests for Assistance Concerning Condo Related Matters

Our Management Company, Abaris Realty, is going to become more involved in the day-to-day operations of our building. They will be taking over many matter that members of the Board have handled in the past. Such services are provided for in our current contract with Abaris. In this regard, the following guidelines are provided.

SITUATIONS IN WHICH RESPONSIBILITY RESTS WITH YOU AS THE UNIT OWNER: If you are facing an issue for which you would normally have responsibility (such as carpet cleaning, plumbing leaks under a sink, door locks needing repairs, smoke alarms malfunctioning, etc.) you should contact a service provider directly. The board will soon be distributing to you a comprehensive list of service providers that can handle a wide-variety of commonly encountered issues; however, the specific service provider you contact is strictly up to you. If you are not sure of a service provider to contact, please seek assistance from Abaris.

SITUATIONS IN WHICH RESPONSIBILITY MAY REST WITH THE CONDO ASSOCIATION: In situations in which the issue you are facing may be the responsibility of the Condo Association versus you as the Unit Owner, you should contact Abaris for assistance. Examples of such issues include, but are not limited to the following:

- Drain back-ups that may be caused by a blockage in the main drain pipe;
- Water leaks that may be coming from the roof or attic, from sprinkler pipes, from water seeping through the walls during heavy rain storms, etc.

SITUATIONS IN WHICH RESPONSIBILITY MAY REST WITH ANOTHER UNIT OWNER: There may be situations in which your Unit sustains damage as the result of a problem in another Unit, such as water leaking into your Unit from an adjacent Unit or a Unit above your Unit. In such situations, you should contact the responsible Unit Owner and work the issue directly with that person. Normally the Unit Owner responsible for the damage will have insurance to cover the repairs and restoration costs you have sustained.

ABARIS CONTACT INFORMATION: In the event you need to contact Abaris in regard to any of the foregoing matters, please contact our Property Manager, Shireen Ambush. Shireen's contact information is:

Phone: 301-468-8919

Email: sambush@abarisrealty.com

For billing matters, please contact the Billing Department at billingdept@abarisrealty.com.

Abaris' main office number of 301-468-8919 is manned by a live receptionist Monday – Friday from 9:00 AM to 5:00 PM. In the event of an emergency outside of these days and times or during holidays, you may contact Abaris by calling the after-business-hours emergency number of 301-421-4530. Your call will be answered by a live operator who will page Shireen to return your call if the matter cannot safely wait until the office re-opens.

Thank you for your assistance and cooperation.

Your Board of Directors

NOTE: in the event of emergencies, such as fire, smoke or gas leaks, you should follow standard emergency procedures and immediately call the fire department or Washington Gas (as appropriate) or dial 911. Follow up with a call to a Board member and Abaris.