



## Resident Maintenance & Emergency Manual

This document was written as an aid to residents for the maintenance and upkeep of the property, what to do to prevent something from occurring, and how to react if something does occur.

Residents should first review the Maintenance Section 8.14 in the Mills Mill Master Deed.

If any maintenance activities are outside your skill or comfort level, you should call on the service of a licensed and bonded professional. References can be found on Nextdoor (see FAQs document for guidance) or from the Association Manager. You should refer to the Architectural Control and Construction Rules section of the Rules and Regulations if contractors are used to service your unit.

### PREVENTION (What to do to keep an incident from occurring)



#### Water Overflow Drain Line

Each unit has overflow pipes that evacuate water from their unit. These pipes are connected to the hot water heater, HVAC, etc. The pipes can be blocked by debris, algae, fungus, and mildew that build over time, resulting in a possible overflow into your unit and the unit below or next to yours. It is a good practice to treat with a bleach and water combination to flush the drain pan, the condensate pipe (see below), and the PVC connector in the floor of your utility room (shown, but note that yours may be directly underneath the water heater drain pan and look different than this photo). Residents should also periodically inspect the water heater drain pan for corrosion, possible leaks from the water heater, and its connection and flow to the overflow drain line.



#### HVAC

You should have your unit periodically serviced by a licensed professional every six months. Your AC air handler unit has a condensate drain pipe. This pipe allows water to flow from the air handler's drip pan. The sensor will turn off the air conditioning system if the pipe becomes clogged and the drip pan fills.

In addition to other items checked during your unit's seasonal service, a licensed professional will inspect and clean the drain pan and condensate pipe with bleach and/or drain pan detergent tablets. Don't forget to periodically replace your AC filter.



### Vent Booster Fan / Auxiliary Lint Trap

All units have a vent booster fan, either in the utility room or in the ceiling above an access panel. The fan should come on automatically when the dryer is started and continue to cycle on for intervals of ten minutes. The fan will continue to run for one to ten minutes after the dryer stops. Owners should verify their fan is working by listening for the fan noise (similar to a bathroom vent fan) or the rush of air from the dryer, both of which are most noticeable immediately after the dryer is turned off and the fan is still running. The manufacturer recommends disconnecting the duct from the fan every twelve months to clean the impeller in the fan. A noisy or vibrating fan could be an indicator that cleaning is overdue.

Most units have an auxiliary lint trap in the wall of your laundry room that is connected to the vent booster fan and eventually to the roof.

All lint traps should be inspected monthly and lint removed to ensure efficient operation and most importantly to avoid risk of fire.



### Water Shutoff and Line Maintenance

Each unit has a water shutoff valve, typically in the utility room. This valve controls the flow of water into your unit and can be used to shutoff water if you have a leak, if the lines are to be serviced, or if the unit will be unoccupied for an extended period of time. You should periodically test the shutoff valve.

NB: Your electric hot water heater uses elements to warm water. It is a good practice to turn off power to your hot water heater if the water source to it is stopped to prevent damage or burnout to your elements.

It is the responsibility of each owner to inspect and maintain water lines and connections to toilets, sinks, and appliances. Consider replacing with flexible, steel-braided hoses for peace of mind. Low-flow shower heads and faucets are good options too.

Residents should never dispose of fats, oils, and grease (FOG) into the kitchen sink or garbage disposal. Additionally, wipes and kitty litter products, including those labeled as “flushable”, can result in blockages in building sewer pipes and should be avoided.

Refer to <http://rewaonline.org/get-involved/be-freshwater-friendly/> for additional tips on Pipe Patrol and Potty Protocol.



## Smoke Detectors

It is the responsibility of each owner to have their smoke detectors periodically tested and maintained. This includes replacing the 9V batteries which provide backup power in the event of a power failure. This is not only important for safety, but to also avoid the detector chirping when the battery runs low (which could really bother your neighbors).

The International Association of Fire Chiefs encourages you to change batteries when you reset your clocks at the end of daylight savings.

Smoke detectors are manufactured to have a 10-year life span. Each unit owner is responsible for replacing their smoke detectors before the expiration date. Replacements must be hardwired and interconnected the same as the originals. The new smoke detectors should have 10-year lithium batteries and test buttons which can be activated by a pole without the need for a ladder. The City of Greenville FD has had good experience with Kidde brand smoke detectors that can be purchased at local retailers in our area.



## Keys

Once or twice a year the Association Manager and a Board member are required to gain entry to a unit during an incident (see examples below) that occurs when the resident is away. It is more common for a resident to simply lock themselves out of their unit, which is easy to do with the lower handle inadvertently shifting to the locked position. The owner then becomes responsible for the cost of a locksmith to access the unit, as well as potential hourly service charges and premiums (nights/weekends). It is highly suggested that you leave keys with one or two neighbors or nearby family members then communicate their contact information to the Association Manager and immediate neighbors. You can also add a key box to your door with Architectural Control approval by the Board.

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## **REACTION (What to do to be prepared for an incident when it does occur)**

### **After you move in...**

#### **...collect and record contact information from immediate neighbors**

The time to think about getting your neighbor's contact information is not when there is water coming through your ceiling in the middle of the night. It is a good practice to walk upstairs, downstairs, and on each side of your unit to introduce yourself and exchange contact information. Do this shortly after moving in. Some neighbors may be more comfortable requesting this than others... but in the end, each of us should be willing to share and maintain updated contact information for "in the event of an emergency". It is our immediate neighbors who we are most likely to impact and who would most likely impact us when an incident occurs. Don't wait until something happens to try to collect your neighbor's name, primary and secondary contact information. Store these where you can easily and quickly use them (i.e., in your phone).

#### **...collect and record contact information for the Association Manager**

Many are surprised to learn that the number for NHE is posted on each of the entrance doors. It is their main office number, which is staffed during normal business hours or will route to a live operator if called after-hours to be directed to the designated on-call. Store this number in your phone.

Refer to the Frequently Asked Questions (FAQs) document for additional tips.

#### **...update your insurance policy and review the Master Deed**

When you first move in is the obvious time to talk with your insurance provider to understand what is covered, under what circumstances, and with what limitations. Condominium insurance is different than insurance for a single-family home or renters/contents-only insurance.

Download the Master Deed from the NHE website and review to understand what defines your "Unit" and what responsibilities you have (e.g., Article II - Section 2.26; Article IV; and Article IX – Section 9.4).

## In the event of...

### ...an emergency: report incident to emergency services (police, fire, ambulance)

Dial 911 immediately if you are having or are witness to an emergency. The city has a separate non-emergency number if the incident is of serious nature. If the incident does not require an officer (e.g., reporting for insurance purposes) then there is a third number. Refer to the “How to Report a Crime – Greenville, SC – Official Website” in Nextdoor under Documents or available on the [www.greenvillesc.gov](http://www.greenvillesc.gov) website for specifics.

### ...a unit-to-unit incident: report to your neighbor

If the problem is an interior incident (e.g., “unit-to-unit” water leak, individual unit’s smoke alarm, etc.), go to the likely source and let the resident there know of the problem in order to correct or limit damage (e.g., water shutoff (see above), overflowed washing machine, smoke from a burned pizza to be vented outdoors, etc.). Understand that water can travel horizontally or skip floors, so the source of the problem may appear to be coming from directly upstairs, but in fact it might not be.

Notify the Association Manager either:

- (a) as a courtesy *after* notifying your neighbor and addressing with them, or
- (b) if you are not able to successfully contact your neighbor and need the Association Manager’s assistance to intervene (e.g., locksmith), or
- (c) if there is risk of damage to common areas or other units.

While the Association Manager is capable of coordinating a unit-to-unit problem, it is not their responsibility (as you might find at an apartment complex or a hotel). They will not dispatch plumbers or repair personnel to your unit on your behalf or wait at your unit for service personnel to arrive (unless a locksmith is required due to inability to access your unit). The Association Manager and the association are invested in minimizing and addressing problems, but ultimately it is the responsibility of each owner, or for rental units, the resident and their local leasing agent representing the owner, to actively see that a problem is properly diagnosed and resolved. **An hourly service charge may be levied to the owner responsible for unit-to-unit incidents if it is necessary for the Association Manager to intervene due to inability or unwillingness on the part of the owner/resident/leasing agent.**

### ...a common area or building incident: report to the Association Manager

- a. If the problem requires immediate attention, use the NHE main office number, during or after-hours. Examples may include problems with the building, doors, pipes, a person trapped in an elevator car, bats, etc., which could result in safety or security risk if not addressed in a short amount of time.
- b. If the problem is not an emergency, but there is already damage to the property or the potential for damage to the property, or the issue could escalate and become an emergency, use the NHE main office number, during or after-hours. Examples include “exterior-to-unit” water intrusion as a result of rain, tree or fence/gate damage or failure, common area doors or windows in need of repair, etc.
- c. If the problem is an interior incident with no risk to security, safety, or property damage, notify NHE using the NHE main office number or via email.

When reporting a non-emergency incident to NHE, it is perhaps a good idea to refrain from trying to diagnose the problem. Better, sometimes, to just report what you see with as much detail as you can. Also, remember that “a picture is worth a thousand words”, so if you have an opportunity to take a few photos, please do so as this could help record, diagnose, and quickly correct the issue.

### **...a general incident with minimal, broad impact: report incident on Nextdoor**

There may be times when the problem is not an emergency, could be impacting multiple units, and it's helpful to give a heads up to others. Nextdoor is a good way to share with others what you are experiencing and allow neighbors to exchange what they are experiencing and perhaps help clarify the problem. Examples include an incident in the parking lot, power or cable outages, stray dogs on the property, abandoned or lost items, etc.

Some tips: You may have noticed that non-emergency problems (e.g., auto break-in) reported to Nextdoor are visible and reviewed by Greenville Police, who may or may not contribute to the post. A Nextdoor post should not be used as a substitute to notifying 911, the Association Manager, or your neighbors when a timely response is required. Finally, consider that some Nextdoor users are not full-time residents and the timing of when Nextdoor posts are picked up varies, so be cautious of unintended consequences of "sounding the alarm" when using social media.

**Who Pays for, Coordinates, and Approves maintenance/repair/changes to property (\*):**

Area	Desc.	Who Pays ?	Who Coordinates ?	Who Approves ?	Where can this be referenced in the Master Deed ? (*)
Unit's interior area between walls, floors, and ceilings, including all components of the unit servicing only that unit	Unit	Owner	Owner	ARC may be reqd. for utility or structural changes	Section 2.26 (a), (c), and Section 4.3, Section 8.14, Section 9.4 (b) See also Rules & Regs Arch Control & Construction Rules
Roof, exterior building surfaces, landscaping and grounds, parking, driveways, community room, fitness room, pool, hallways, stairwells, elevators, maintenance & mechanical rooms, etc. Refer to Section 5.1 for full list.	Common Element (CE)	Association	Association Manager	Board	Section 2.10, Section 5.1, Section 5.4
Chute, flue, duct, wire, conduit, bearing wall or column... <b>servicing more than one unit or CE</b>	CE	Association	Association Manager	Board	Section 2.26 (b), Section 4.3, Section 5.1, Section 5.4
Chute, flue, duct, wire, conduit, bearing wall or column... <b>servicing only that unit</b>	Limited Common Element (LCE)	Owner	Owner	Owner, unless partially within and partially outside Unit	Section 2.26 (b), Section 4.3, Section 5.2 (a), Section 8.14, Section 9.2 (b), Section 9.5 See also Rules & Regs Arch Control & Construction Rules
Interior doors for each Unit leading to interior hallways	Varies whether facing unit or hallway	Depends	For painting, Owner unless part of routine painting of more than one Unit, then Association Mgr	Board if facing hallways (Porter Paints 7200-2 "Deep Bronze" is spec for unit doors)	Section 2.26 (a), (c), Section 4.3, Section 8.14, Section 9.4 (d) See also Rules & Regs Arch Control & Construction Rules
Exterior doors and windows, and all interior and exterior locks, knobs, handles... frames and glass	LCE	Owner	Owner	ARC reqd. for changes from original	Section 2.26 (d), Section 8.14, Section 9.4
Doorsteps, stoops, porches, balconies, patios and walled-in or fenced-in areas appurtenant to a unit	LCE	Owner	Owner unless part of routine painting of more than one Unit, then Association Mgr	ARC reqd. for changes from original	Section 2.26 (d), Section 8.14, Section 8.17, Section 9.4

Area	Desc.	Who Pays ?	Who Coordinates ?	Who Approves ?	Where can this be referenced in the Master Deed ? (*)
Fences or railing serving more than one Unit	LCE	Depends	For painting, Owner unless part of routine painting of more than one Unit, then Association Mgr For repair or replacement, Association	Board	Section 2.26 (d), Section 8.14, Section 8.17, Section 9.4
Exterior doors, windows, sills or frames, or other fixtures serving a single unit	LCE	Depends	For painting, Owner unless part of routine painting of more than one Unit , then Association Mgr	Board	Section 2.26 (c), Section 9.4
Light receptacles or hose bibs serving only one Unit	LCE	Owner	Owner	ARC reqd. for changes from original	Section 9.4
Hot water heater, HVAC air handlers, and condenser unit (whether located on ground level or rooftop)	LCE	Owner	Owner	Owner	Section 2.26 (b), Section 4.3, Section 5.2 (c, d), First Amendment to the Master Deed Number 6
Storage Unit	LCE	Owner	Owner	n/a	First Amendment to the Master Deed Number 5

\* - This table is not intended to be all inclusive of repairs and maintenance ownership. The references to the Master Deed are not exhaustive. This guide is not intended to be a replacement for the Master Deed.

## Some complexities to consider:

Who pays for damages to your unit from water that leaks through the roof or a window?

Who is liable if your washing machine or hot water-heater drain pan overflows and damages the dwelling and contents of your downstairs neighbor?

What responsibilities do you have (and steps can you take to react to) if a leak occurs and is believed to originate from your unit? What additional precautions have you taken if you have a leasing permit for your unit, do not maintain your unit as a primary residence, or frequently travel?

What losses are covered under your insurance policy? Theirs? The association's?

Can you be sued by a neighbor in small-claims court for damages that originate from your unit?

Where is your HVAC condensing unit located and how is the unit accessed for service?

Can the association levy an assessment against you if you don't properly maintain your unit, its limited common elements, and the systems that serve it?

Answers to the questions above are rarely going to be black and white. The purpose of these questions is to help you to understand how the Association and the courts, if needed, will consider a judgment.

To summarize, remember that prevention to avoid an incident is the primary goal of this document. A second objective is to help you to properly report and react to an incident if/when it does occur to minimize damage and quickly correct and recover. Thirdly, this manual describes who is responsible to maintain and approve changes to limited common elements. Finally, this manual should help you to know where to go for help and more information (i.e., your insurance agent, the Association Manager) if you need further guidance.