

## Windsor Plaza Standards Definition

◆ **Windsor Plaza Defines Itself to Be:** A Four-Star, Upscale Condominium

◆ **General Description:**

- Windsor Plaza is upscale in all areas. It is refined and stylish, with its physical attributes reflecting an obvious enhanced level of quality and maintenance throughout. The building is known for a high degree of service and attention to detail.
- The quality of Windsor Plaza is somewhat less than that of a five-star, luxury condominium, which would reflect the ultimate in luxury, sophistication, quality, maintenance, service and attention to detail. (Example: Ritz Carlton)
- However, Windsor Plaza is clearly superior to a three-star, mid-scale condominium, which would be satisfactory or “average” in quality, maintenance, service, and attention to detail throughout. (Example: Summerwalk I and II).

◆ **Detailed Description. By Four-Star, Upscale Condominium we mean:**

Item	Four-Star Standard
<b>Physical Appearance</b>	
◆ <b>Exterior</b>	
○ Façade	○ Clean, in good state of repair. No broken or missing bricks or damaged mortar. There is no trim in need of repair or painting.
○ Windows	○ No broken windows in units or in public areas. Pubic area windows/doors cleaned daily and display attractive, uniform, necessary signage. Unit windows washed annually. Unit windows have proper window coverings, with no storage or disarray showing.

Item	Four-Star Standard
<b>Exterior, continued:</b>	
<ul style="list-style-type: none"> <li>○ Doors</li> </ul>	<ul style="list-style-type: none"> <li>○ No exterior doors in need of repair. Exterior security is always fully functional. Exterior brass always polished, not dull. Painted doors painted annually. Functional, attractive wiper mats always at all entrances.</li> </ul>
<ul style="list-style-type: none"> <li>○ Garage doors</li> </ul>	<ul style="list-style-type: none"> <li>○ Always functional, not dented, painted annually.</li> </ul>
<ul style="list-style-type: none"> <li>○ Exterior Light fixtures</li> </ul>	<ul style="list-style-type: none"> <li>○ There are no broken light fixtures on the building or grounds. All lights are always fully functional.</li> </ul>
<ul style="list-style-type: none"> <li>○ Courtyard</li> </ul>	<ul style="list-style-type: none"> <li>○ Common areas always clean and not moss covered. Unit patios always clean and not moss covered. Decking is properly maintained. Fencing is painted, with no rust showing.</li> </ul>
<ul style="list-style-type: none"> <li>○ Pool Area</li> </ul>	<ul style="list-style-type: none"> <li>○ Always clean, no missing tile grout. Restrooms always functional, clean, painted. Signage is attractive and readable. Pool furniture is attractive, functional, clean and not worn.</li> </ul>
<ul style="list-style-type: none"> <li>○ Pool</li> </ul>	<ul style="list-style-type: none"> <li>○ Always functional, clean, with no grout missing and with all signage attractive and readable.</li> </ul>
<ul style="list-style-type: none"> <li>○ Jacuzzi</li> </ul>	<ul style="list-style-type: none"> <li>○ Always functional, clean, with no grout missing and with all signage attractive and readable.</li> </ul>
<ul style="list-style-type: none"> <li>○ Landscaping</li> </ul>	<ul style="list-style-type: none"> <li>○ Landscaping in all areas is attractive, and well maintained. There is no dead or missing shrubbery. There is no trash or weeds in any bed.</li> </ul>
<ul style="list-style-type: none"> <li>○ Sidewalks</li> </ul>	<ul style="list-style-type: none"> <li>○ Sidewalks are properly maintained for appearance and safety. Walks into garage and loading dock are free from stains.</li> </ul>

Item	Four-Star Standard
<b>Physical Appearance</b>	
◆ <b>Interior</b>	
<ul style="list-style-type: none"> <li>○ Vestibules, lobby</li> </ul>	<ul style="list-style-type: none"> <li>○ Always clean, functional attractive wiper mats at entrances, marble polished. Unit access screen is functional, clean, and surround is free from dirt, scratches, and adhesive (maintained annually). Lock boxes are minimized, and no delivery items are left in the vestibule.</li> </ul>
<ul style="list-style-type: none"> <li>○ Vestibules, elevator</li> </ul>	<ul style="list-style-type: none"> <li>○ Always clean, with floor having appropriate shine. Floor is replaced when worn. Attractive, functional wiper mats at all entrances. Walls are clean, without scaring, and painted as needed. Trim is clean, without scaring and painted as needed. Doors are clean, without scaring, and painted as needed. Functional carts are available for residents.</li> </ul>
<ul style="list-style-type: none"> <li>○ Marble floors</li> </ul>	<ul style="list-style-type: none"> <li>○ Always cleaned and polished. Restoration and maintenance are performed quarterly.</li> </ul>
<ul style="list-style-type: none"> <li>○ Carpeting</li> </ul>	<ul style="list-style-type: none"> <li>○ Always clean and vacuumed. Stains removed on a daily basis, and carpeting is professionally cleaned per manufacturers' specifications. Carpeting is not worn or stained, and is stylish, and matches overall building décor.</li> </ul>
<ul style="list-style-type: none"> <li>○ Brass trim</li> </ul>	<ul style="list-style-type: none"> <li>○ No graffiti, always polished. Restoration and maintenance are performed quarterly.</li> </ul>
<ul style="list-style-type: none"> <li>○ Elevators</li> </ul>	<ul style="list-style-type: none"> <li>○ No graffiti, always polished. Restoration and maintenance are performed quarterly. Controls are functional and not worn. Cameras are always operational.</li> </ul>

Item	Four-Star Standard
<b>Interior, continued:</b>	
○ Halls	○ Always clean and vacuumed. Wallpaper and carpeting are maintained as described.
○ Interior doors	○ Maintained in attractive condition. Doors in high use areas (e.g. loading dock, managers' office, etc.) are painted as needed. Unit doors painted per reserve study, with damaged or unattractive doors painted as needed.
○ Mail room	○ All mailboxes are functional and attractive in appearance. Bulletin boards are attractively displayed with appropriate items. Wallpaper and carpeting are maintained as described.
○ Loading dock	○ Loading dock is always orderly. It is cleaned weekly. There are no discarded items or papers left longer than one week. There is no garbage smell in the loading dock.
○ Lobby furniture	○ Lobby furniture is clean and not worn. It is stylish, and matches the overall building décor.
○ Wallpaper	○ All wallpaper is properly attached to the wall, is clean, attractive, and is not worn or scarred. It is stylish, and matches the overall building décor.
○ Painted trim	○ All trim is clean and not worn or scarred. It is stylish and matches the overall building décor. It is repainted as needed.

Item	Four-Star Standard
<b>Interior, continued:</b>	
<ul style="list-style-type: none"> <li>○ Trash rooms, janitor rooms</li> </ul>	<ul style="list-style-type: none"> <li>○ Always orderly and clean. No odors emanating from either. Doors are painted as needed, carpeting adjacent is cared for as described.</li> </ul>
<ul style="list-style-type: none"> <li>○ Garage</li> </ul>	<ul style="list-style-type: none"> <li>○ Garage floor is cleaned to remove dirt quarterly. Floor is maintained as needed. Parking spaces are used as described by WP policy, i.e. no unauthorized storage. There is no visible storage of maintenance supplies in the garage.</li> </ul>
<ul style="list-style-type: none"> <li>○ Bikes, Bike Rooms</li> </ul>	<ul style="list-style-type: none"> <li>○ Always orderly and clean. Space is used as described by WP policy.</li> </ul>
<b>Structure</b>	<ul style="list-style-type: none"> <li>◆ All structural elements are maintained as per the Board approved reserve study.</li> <li>◆ There are no active roof leaks.</li> <li>◆ Electricity, security, water, hot water, common area heating and air conditioning, elevators and sewer are always fully functional.</li> </ul>

Item	Four-Star Standard
<b>Service</b>	
<ul style="list-style-type: none"> <li>◆ Requests for repairs and services to the Building Manager</li> </ul>	<ul style="list-style-type: none"> <li>◆ The building manager always adheres to posted office hours approved by the community manager and the board. Changes to the hours are posted in advance of the change.</li> <li>◆ There is a clear and easily-accessible means for making requests of the building manager.</li> <li>◆ There is a system maintained by the building manager to track the status of requests, and their completion date and cost.</li> <li>◆ Emergency requests are handled and satisfied as quickly as possible. Emergency service is always available 24/7.</li> <li>◆ The response to non-emergency requests is within 24 hours of the request, and will acknowledge the request, confirm a course of action, and a likely time frame for the completion of the request. The building manager keeps owners apprised of the status of their request on a regular basis, until completed.</li> <li>◆ Non-emergency repairs are timely, but not immediate, and are executed in a cost effective manner.</li> </ul>
<b>Finances</b>	
<ul style="list-style-type: none"> <li>◆ Budget</li> </ul>	<ul style="list-style-type: none"> <li>◆ Spending is managed to the annual, board-approved budget.</li> </ul>
<ul style="list-style-type: none"> <li>◆ Reserves</li> </ul>	<ul style="list-style-type: none"> <li>◆ The Association maintains adequate reserves as per and up-to-date, board approved reserve study.</li> </ul>
<ul style="list-style-type: none"> <li>◆ Insurance</li> </ul>	<ul style="list-style-type: none"> <li>◆ The Association maintains adequate liability insurance as per the recommendation of counsel and the managing agent.</li> </ul>

Item	Four-Star Standard
<b>Communications and Social</b>	
◆ Social	◆ The Association sponsors regular community events in order to encourage community harmony and satisfaction.
◆ Communications	◆ The Association sponsors regular communication with residents in order to promote community safety, order, maintenance and resident satisfaction.