



W.O.T.C. TENANTS' CORP.

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July 31, 2017

Dear Residents;

As you know, starting mid-August, WOTC Tenants' Corp. ("WOTC") will be replacing all entrance doors, storm doors, windows, apartment numbers, doorbells and entrance light fixtures. The Board has hired Jasco Window and Door Co. as the vendor for this project. We have compiled the most important highlights of the installation as well as protocols and other pertinent facts regarding the project. As Windsor Oaks is a cooperative development, the entrance doors, storm doors, windows and light fixtures are owned by WOTC and not the individual shareholder or rental tenant. As such, WOTC will be responsible to maintain them in working order. As shareholders or rental tenants, it is your responsibility to properly use and maintain these items and not damage, deface or destroy the doors or windows, or otherwise void the warranties that come with these new doors and windows. Shareholders or rental tenants who negligently or intentionally misuse doors or windows will be charged for the repair or replacement.

Window/Door Installation

To minimize any inconvenience to you, all windows and doors will be replaced in one day. WOTC will be scheduling the apartments, section by section, one to two weeks prior to your installation date. It is a **MUST** to have the first floor and second floor done at the same time in order for the new door thresholds to be properly installed. Please have someone over the age of 18 in the apartment for the duration of the installation and to sign off once the installation is completed. Please have a 5-foot square (5 x 5 feet) area cleared around all windows. This means moving all furniture, knick-knacks, and pictures on walls. Neither WOTC nor Jasco shall be responsible for any personal items left in the apartment. All window treatments must be removed by the resident prior to the installation date. If a resident has alarmed the windows or doors, the resident **MUST** arrange prior to the installation date to disconnect the alarm system. Any disconnections and reconnects will be at the expense of the resident. Both the storm door as well as the entrance door will be completely replaced, including the entire door frame, sash/saddle and any necessary brick work. The exterior aluminum between the two units will also be replaced. Light fixtures (LED), doorbell mechanisms and address numbers are being replaced. **PLEASE ADVISE THE MAINTENANCE OFFICE NOW IF YOUR DOOR BELL IS NOT WORKING. If you currently have installed your own doorbell, that must be permanently removed.**

Window air conditioners must also be removed prior to the installation. If you are in need of assistance, WOTC and/or Jasco staff will be available to help. However, neither WOTC nor Jasco will be responsible for any damage to the a/c unit during removal and/or installation. Jasco will reinstall all air conditioners with the exception of any old casement air conditioners for which reinstallation will NOT be allowed. If you have an old air conditioner or were thinking about replacing it – **NOW IS THE TIME TO BUY IT.** Should you need to install an air conditioner on another date, Jasco installers will show you how the a/c unit must be installed in the window and at which points in the windows you may place screws, WOTC staff will also be able to help you. **ANY IMPROPER INSTALLATION OF AN A/C UNIT WILL VOID THE WARRANTY, AND THE SHAREHOLDER OR RENTER WILL BE RESPONSIBLE FOR THE REPLACEMENT OF THE WINDOW. If you do not have the correct brackets for the air conditioner, neither Jasco nor WOTC will be able to perform the reinstallation. Please ensure you have all the correct material on hand to install the air conditioner in a safe manner according to manufacturer's instructions and any and all applicable laws.**

During window installation, bathroom tiles may become loose or damaged. Jasco will try and minimize any damage to your tiles, but neither Jasco nor WOTC will be responsible.

Window Treatments may not be installed into any part of the window frame. If this was done with your current windows they cannot be reinstalled that way. Window treatments must be installed into the plaster or sheetrock. **ANY IMPROPER INSTALLATION OF WINDOW TREATMENTS WILL VOID THE WARRANTY AND THE SHAREHOLDER OR RENTER WILL BE RESPONSIBLE FOR THE REPLACEMENT OF THE WINDOW.** WOTC and Jasco are not responsible for any damage to blinds, shades, window decorations, and or, any type of decorative molding or decorative windowsills. Jasco will cover all of your furniture and flooring with heavy plastic. There is always the possibility that dust will accumulate in other spaces. All debris will be removed, swept and vacuumed at the end of the installation.

Only Clothes Dryer Vents are allowed in kitchen windows. **Jasco will reinstall your vent at an additional cost of \$70 to you which will include an additional window sash. Per WOTC's House Rules, cooking vents are not allowed.**

60% of the installation is performed from the outside. Jasco will do their best to try and ensure that trees and or shrubs aren't damaged.

Windows features and instructions on how to open and/or clean windows will be demonstrated by Jasco installers. Do not use harsh cleaners on the interior or the exterior of the window frames. Windows may NOT be cleaned or touched until 72 hours after the installation so that the caulking may dry.

Window screens will not protect your child from falling out of the window. (The same is applicable for small pets). Window guards are required by law where there are children under 10 years of age. Please contact the maintenance office to arrange for installation. Existing window guards will be reinstalled by Jasco. If you previously did not have window guards but due to a change in family, you now require them, please contact the Management Office immediately such that window guards can be installed by Jasco at the time of window installation.

Two new door locks will be installed with each entrance door. The locks are Schlage Professional Series. You will NOT be able to use your old locks or replace the new ones. Anyone changing the locks will be fined. If you desire, you will be able to have the locks rekeyed at your own expense by your own locksmith. WOTC will not maintain any keys to these doors.

Window Warranty Information

The window glass has full coverage for 20 years. This includes, stress cracks and condensation, "glass fog". Jasco is not responsible for glass breaking due to exterior issues, such as kids playing ball, storm damage, and or tree limbs.

All window parts, including the frame and sash have a 20-year warranty. This includes locks, latches, pivot bars, balancer, and balancer "shoes". Labor on all products includes a 5-year warranty against cracked caulking, and products not working correctly due to installation. **Jasco will have the final say regarding repairs or damage to windows and whether to a shareholder or rental tenant mishandled the equipment.**

Jasco is responsible for the replacement of parts, and for service of all the windows for WOTC, Jasco will provide a special E mail address and hot line phone number for all WOTC residents following installation.

Door Warranty Information

The doors have a 2year manufacturer Warranty and a 5-year paint finish warranty.

This includes door hardware. Doors may not be cleaned for 24 hours after installation. **The following are NOT allowed to be installed on the doors:**

- Any type of Door knockers, door openers, door bells, door strikers or window treatment. Should you desire privacy for glass, the use of a Static Cling Window Film can be provided to you. This is privacy film which blocks unwanted views and viewers, is removable, and reusable.
- Hooks or double-sided tape.
- You may use door hangers for decorations, but only seasonally and nothing over one pound. Hangers cannot be left on the door as eventually the use of the hanger will damage the mechanism necessary for proper door operations. Approved door hanger information will be provided.
- Screws or hooks
- Permanent stickers or sticky tape on the doors, or magazine door slot opening. An approved nameplate will be provided to you at installation, and all you need to do is add your name on a card to the plate.

General Information for you to know about the windows

- Close and lock windows if you are out for an extended period of time.
- Position beds and furniture away from windows.
- Young children should be supervised around open windows
- Do not paint, nail or weather strip your windows shut.