

ARBOR SERVICES

ON-SITE OFFICE AND STAFF

The Arbor's General Manager administers the on-site office and is in charge of running the day-to-day operations.

The office conference room is used for a number of functions such as committee meetings, contractor's meetings, and Board work sessions, among others.

The Arbor office is located in Court 2 at 3472 #A1 S. Utah Street, best reached from its patio entrance near the pool access road. The office phone number is 703.671.1575. Office hours are from Monday to Friday from 9:00 a.m. to 5:00 p.m. Office is closed on weekends and federal holidays.

Note that the office does not keep individual unit keys or provide lock-out services.

COMMON AREA MAINTENANCE

On-site staff and contractors perform maintenance of common elements.

Residents should report maintenance needs for common areas to the Management Agent by contacting the Arbor office.

For your convenience, the Board developed a Maintenance Obligations chart that describes which maintenance aspects are handled by the Association and which are the responsibility of co-owners. This chart has been developed in connection with the Arbor's primary governing documents, such as the Master Deed and the Bylaws.

You can find the Maintenance Obligations Chart at the end of this handbook under Appendix G.

TRASH PICK-UP

The Arbor contracts with an outside vendor, currently Capitol Services of Virginia (<http://www.capitol-services.com/>), for trash and recycling needs. In cooperation with Capitol Services, the following trash rules and guidelines are in force:

Regular household trash is picked up Monday through Saturday except for Thanksgiving, Christmas, and New Year's Day. All garbage should be in secured trash bags and put out by 8:00 a.m. on weekdays and 9:00 a.m. on Saturdays. Trash should not be put out the night before. This rule is essential to protect our community against rodents and birds that rip open bags and spread trash and

garbage around. Trash bags should be placed on the sidewalk in front of your unit or at the end of the walkway in front of your unit.

Keep trash separate from recycling. Do not put trash items in or near the recycling bins (see Recycling Pick-Up below).

Large trash, or bulk items, may be put out at the designated location in each court on the first Saturday of each month. Please do not put hazardous materials in with bulk (or daily) trash. If you have large or bulk trash mid-month, contact the Arbor office and ask for help contacting the trash hauler, who may be able to arrange a pick-up with the regular trash.

Renovation/construction debris is the sole responsibility of the owner and may not be left curbside. Such materials should be disposed of by the contractor or by the owner or resident.

Hazardous wastes, including paints, motor oil, household chemicals and other toxics, are unacceptable for curbside disposal. Arlington residents may call the county Water Pollution Control Plant at 703.228.6820 for information on disposal of toxic materials.

RECYCLING PICK-UP

The Arlington County Code mandates recycling in residential units. The Arbor's trash vendor, Capitol Services of Virginia (<http://www.capitol-services-of-va.com/>), also handles recycling pickup.

Recycling is picked up every Wednesday. The vendor will put recycling bins at the entrance to each court on Tuesdays. Materials for recycling should be placed in the containers at the entrance to each court on Tuesday afternoon or before 8:00 am on Wednesday.

Please do not put out recyclables the night before if there are heavy winds in the forecast. With heavy winds, the recycling bins overturn and spill all items into our parking lots and common areas.

Please use the recycling bins appropriately. Consistent with the following guidelines, metal items should be placed in the bins, while paper and cardboard items should be secured and placed next to the bins. Do not place household trash, plastic garbage bags or garbage in the recycling bins.

Recyclable and non-recyclable materials are defined based on the information available at <http://recycling.arlingtonva.us/>. Regardless of the type of item, it is important to remove as much food contamination as possible.

Glass. Glass recycling has been recently prohibited by Arlington County. All glass containers should be discarded at Arlington County's glass disposal designated locations. You can go to the county's link above for a list of the area's designated locations.

Non-recyclable material includes ceramics, dishes, crystal and drinking glasses, mirror or window glass, and light bulbs.

Aluminum & Tin. *Recyclable* items include all types of metal food and beverage cans, including pet food cans. Rinse clean and crush flat, if possible, to reduce the volume in the bins. *Non-recyclable* material includes jar lids, foil items, and other metal items of any sort.

Plastic. *Recyclable* items include plastic bottles and containers labeled 1 through 7 inside the recycling symbol (e.g., milk and laundry detergent jugs, soda bottles, and water bottles). Rinse, clean, and crush to the extent possible. *Non-recyclable* material includes plastic grocery bags; Styrofoam and plastic deli, salad, fruit, and vegetable containers; meat trays; plastic or Styrofoam frozen food trays; prescription bottles; and all types of packaging materials such as peanuts and bubble wrap.

Paper. *Recyclable* items include clean newspapers, inserts, catalogs, junk mail, magazines, paper bags, computer paper, telephone books, and paperboard boxes (e.g., cereal, cracker, and tissue) flattened. Plastic wrappings and wax paper inserts should be discarded. All paper items must be contained securely in paper bags or tied with string so they do not blow away. Moving and other large boxes should be flattened. *Non-recyclable* items include paper cups and plates, pizza boxes, and any other paper products contaminated by food.

Christmas Tree recycling occurs in early January each year. Multiple pick-up dates are scheduled. Residents will be notified via Arbor Alert when Christmas tree pick-up will occur.

TIP: Stop Junk Mail. Residents wishing to eliminate junk mail (and recycling needs) should visit the Direct Marketing Association's website to opt-out. It is an easy process that is reasonably effective. See <https://www.dmachoice.org/>.

LANDSCAPING

Caring for the trees and landscape of Fairlington Arbor is planned and managed by the Board, with guidance from the on-site Management Office. There may be instances when the (Green Thumbs) landscape committee is asked to advise the board and management office during the process.

For the general maintenance of the common areas, the Arbor engages landscaping contractors to mow, edge, and fertilize the lawns, weed and trim the plantings; mulch trees and foundation beds; and provide landscape enhancements each spring and fall after community requests are considered.

Trees are a part of Fairlington Arbor's beauty, and the Board and management work hard to ensure that they receive proper care.

- Trees in the common area belong to the Arbor. The Arbor engages a certified professional arborist to evaluate and advise on the proper care of these trees.
- Trees between the public streets and sidewalks belong to Arlington County. The County trims the street trees and removes dead or fallen trees as necessary, replacing them with new trees.
- Trees, shrubs, and vines within patios are the property of the unit owner. Owners must keep all those plants adequately trimmed to ensure that they do not interfere with neighboring patios, the fences, building walls, and the soffits, eaves, or roofs of the unit. Pests and diseases must also be addressed before the spread outside of the patio and become a greater hazard in the common areas. Owners who wish to install new plants in patio areas are responsible for ensuring that there is adequate space for the plant when it reaches its full maturity. It is strongly recommended that owners avoid planting invasive plants. (See page 31, Patios). Arbor management will send periodic notices to owners when it determines plants in patio areas are in need of attention. It is the responsibility of each owner to promptly address the items identified by management, or management may arrange for the work to be completed professionally at the owner's expense, as provided in Article VI of the by-laws.

During periods of drought and extreme heat, watering becomes critical, and the Arbor may issue alerts asking for assistance from residents to preserve its substantial investment in the common areas' trees and foundation plantings. Water use is covered in Arbor condominium fees. Generally, shrubs and trees need deep watering once a week during periods of drought and extreme heat.

The Arbor permits owners some latitude for gardening in common areas, including the foundation beds adjacent to individual units, outside patio fences, and elsewhere. See page 30, Gardening in the Common Areas and Article VI, Section 7.9 of the Bylaws.

SNOW PLOWING AND SHOVELING

The Association provides snow removal from parking areas and sidewalks according to a snow removal plan designed and implemented by the Management Office.

Contractors and on-site staff begin work as soon as is reasonably possible after significant snow accumulations. The Board encourages residents to assist with snow removal in the areas immediately adjacent to their units and in parking spots. Homeowner efforts to help neighbors who may not have the physical ability to dig out their cars or sidewalks are especially appreciated.

During snow events, the Arbor's maintenance staff will spread salt around sidewalks and common areas. Keep in mind that while the Arbor uses pet-safe snow melt products, our snow removal company may opt to use non-pet-friendly salt during heavy snow or icy conditions; an Arbor Alert will be sent out by the management staff if this occurs.