

My name is Debbie Thompson, and I have been the on-site property manager for Winifred Manor for nine years.

We have been proactive in requesting unit owners to repair and replace their appliances at almost every Board meeting for years. We ask unit owners to inform us when they replace their water heaters, and I maintain a spreadsheet updated with this information. I also talk with unit owners who have not replaced their water heaters, reminding them that their water heaters have exceeded the lifespan and request they look into replacing the appliance.

We also ask that unit owners have their dryer vents maintained every 2 years. I keep a log on that as well.

We find that water claims are an ongoing problem. To be proactive in preventing future water claims, we have a licensed plumber who recently offered to donate time to inspect units monthly. To date, we have entered 66 units and found 6 hot water heaters over 12 years old and 12 leaking toilets.

The Board continues to stress the importance that every owner maintain and upkeep their appliances within their unit. Unfortunately, this is where the Board has no power other than requesting cooperation according to the Bylaws of the condominium and the Maryland Condominium Law. If a resident refuses to update a hot water tank, leaking toilet or any other appliance, this is where our hands are tied until we get a phone call that there's a major problem. It is typically not from the unit owner where the problem originates, but from the unit owners below or next to the unit where water is now in their units. This then leads to an insurance claim to the condominium if it's over \$10,000, as most are, that is clearly due to owners not maintaining and replacing old appliances.

In closing, in October 2020, the Maryland Condo Law loss assessment was raised from \$5,000 to \$10,000. Six years later, the cost of materials has tripled. Not changing the amount to a more significant increase for the condominium communities to \$25,000 or as much as \$50,000 is only putting more financial burden on the community at large, thus leading communities increase condo dues and, for some communities, assessments.

Thank you for your consideration in relieving the burden of the condo communities bearing the majority of repair costs for unit owner caused events.

Respectfully,

Debbie Thompson, Property Manager, Winifred Manor