

Welcome to the newest owners and residents of Paladin Club XI Condominiums.
We are glad to have you as members of the community.

NEWSLETTER

Paladin Club XI Condominium • Spring 2008

Who do I contact about servicing the appliances in my unit? My toilet is leaking? Who should I call? These are an individual owner's



responsibility – not something covered by your condominium fees. Please remember to regularly service your heating and air conditioning systems, your water heater, and other appliances, as well as change the batteries on your smoke alarms annually. Follow the procedures recommended by the manufacturer in the installation manuals you received when taking possession of your unit. If the manuals for any of the appliances included with your purchase – are missing, check the manufacturer's Web site. As far as leaky toilets and faucets, get them repaired. All of us pay for the water used throughout the community, and this just increases our bills. Problems in your building or on the grounds should be reported to the management company.

As an owner, may I attend the monthly meetings of the Council? Yes. The Paladin XI Club Condominiums Council meets monthly, usually the third Wednesday, in the Clubhouse. Contact Mastriana Property Management Inc. if you have any questions about these meetings.

Aren't owners required to clean-up after their pets? Yes, and New Castle County law also requires all pets be on a leash when they are outdoors.

May I install hardwood flooring in my unit? Yes, but this requires approval from the Paladin XI Council. And, if you live on the second or third floor of a building, you first must get the written approval of the owners below you. In addition, if laminated flooring is used, it must have foam or sound barrier attached; if actual hardwood flooring is used, it must be glued to a sound barrier between the wood and the floor. Finally, after installation is complete, if the owner below is disturbed, you will have to use area rugs in the main traffic areas. This requirement would be incumbent on any future

owners of your unit and would have to be disclosed at time of sale.

There is a car with a flat tire and expired registration that's parked on Paladin XI property. Is this legal? According



to New Castle County Code Enforcement regulations (and Paladin Club XI regulations), unless stored in a fully enclosed structure, all motor vehicles are to be properly registered and operable at all times.

One of my neighbors punched in a code at the front door instead of using his building key.

What's the story? Yes, there is a four-digit code (preceded by the “#” symbol) that each building has been assigned to open the door. You should have received this information in the mail last year or, if you are a new owner, with your settlement papers. If you don't know the code, ask one of your neighbors, or call Mastriana Property Management Inc. at (302) 234-4860. Using the code, rather than your key, means less wear and tear on the door locks, so it is the recommended way of gaining entry to your building.

I recently switched my phone service from Verizon to Comcast cable. Now I can no longer buzz in my visitors from inside my unit. What happened? In order to allow guests to ring your unit, or for you to buzz them in, whether you have a landline with Verizon, phone service with Vonage through the Internet, or solely use a cellphone, you must have at least one phone plugged into an outlet, even if it is not connected to any outside phone service. Any owners who use a “telezapper” will find that this disables the system as well.

I need to touch-up some of the paint in my unit. What are the colors originally used? Where is this paint available? The colors are Pro Kote

VOLUNTEERS NEEDED: Please help with the watering of the summer annuals that have been planted around the grounds.

Semi-Gloss Shell White (#249711), Builders Masterpiece Flat Shell White (#61917) and Weathershield Semi-Gloss Forest Green (#0397311), to which they add B1Y. The paint is available at ICI Paints Store, 516 Philadelphia Pike, (302) 762-0555, or at Duron in Murphy Road Plaza (near the intersection of Concord Pike), (302) 658-3370.

Now that it's getting warmer, can I use a grill on my balcony? Only propane gas grills, not charcoal, are allowed to be used within the Paladin Club XI Condominiums complex.

One of my neighbors was washing his car in the parking lot. I thought that this wasn't allowed. You're correct. No car washing is allowed. The hoses and outdoor faucets are to be used solely for watering the flowers, plants and trees in Paladin XI.

I often have perfectly good items I just can't use anymore. May I leave them along side the



dumpster in case another Paladin XI neighbor might find them useful? If you believe you have something that someone else might be able to use, please donate it to your favorite charitable

organization. Our trash service will not collect items left outside the containers, and the extra cost to dispose of these directly affects the Paladin Club XI budget and, in the long run, your monthly fees. Also, please remember to break down all boxes, and put all your trash **inside** the containers – **and close the doors to keep stray and wild animals out!**

I have a bedroom set I want to sell. May I post an announcement on one of the bulletin boards?

Feel free to use our bulletin boards located at each mail box site, but please use discretion in deciding what you place there. Items may remain for a maximum of two weeks.

My neighbor plays loud music late into the night. How do I get her to stop? New Castle County



prohibits the operation of any radio receiving set, musical instrument, television, phonograph, drum, speaker or loudspeaker or other device for the production or reproduction of sound in such

a manner as to cause a noise disturbance between

Please do not put out food for stray cats and other wild animals. These can be dangerous and should not be encouraged to roam the grounds in search of food.

the hours of 9 p.m. and 8 a.m. A “noise disturbance” is defined as “plainly audible through partitions common to two parties within a building; or across real property boundaries.” Fines range from \$250-\$5,000. Each day any violation continues constitutes a separate offense. To report violations, call the New Castle County Police, (302) 573-2800.

I used to live in a condominium that required me to shut off the water to my unit even if I were going to be away for as few as two days. Does Paladin XI have such a policy? No, but it's a great idea! Consider doing this when you will be away for extended periods of time.

My neighbor gets Paladin XI announcements via email. How do I get on your list? Send your email address to: paladinxi@gmail.com. No emails will be published or given to third parties without your specific permission.

Occasionally, the water coming out of the tap (and sometimes into my washing machine) is brown. What causes this, and is there anything that can be done? Temporary brown water can be caused by a repair by the City of Wilmington to the water lines in Paladin Club or in the vicinity (out on Edgemoor Road) or flushing any of the hydrants in or around Paladin Club. Unfortunately, neither of these items requires a warning or call from the city. Caution is the best advice. Before washing anything valuable or delicate, check the water first!

I want to install a screen door. Are there any restrictions I should be aware of? Many owners have purchased them at Lowe's or Home Depot. Both sell doors that are compatible with the Paladin color scheme, i.e., dark brown and dark green.

Paladin Club XI Condominiums Council
paladinxi@gmail.com

President: Darryl D. McEwen

Vice President/Treasurer:
Patrick Ferry

Secretary: Rosemary Barat

Property Manager:
Mastriana Property Management Inc.
(302) 234-4860