

**No 25 Downing Condominium Association, Inc.**  
**Protocol for In-Unit Work by On-Site Manager and Building Engineer**

The Association has hired East West Urban Management, LLC (“EWUM”) as its property manager. The on-site manager and building engineer who work full-time on-site at No 25 Downing are employed by EWUM and are referred to herein as the “EWUM On-Site Employees”.

The following protocol sets forth the work that the **EWUM On-Site Employees** are allowed to perform while they are inside residential units. (Note: It does not apply to work done by other **EWUM** employees based in the **EWUM** main office who are hired by residents to make repairs in their units.)

- 1) **Emergencies** – Under Article XI of the Declaration (“Easements”), the Association or its property manager are granted permanent easements to enter units in the event of an emergency (e.g. fire, flood, etc.) to mitigate damage to other units or common elements of the building. **In the event of a conflict between the provisions of this Emergency section and other sections below, the Emergency provisions shall control.**
- 2) **In-Unit Services Requested by Residents:**
  - a) **Changing Heat Pump Filters** – The Building Engineer will enter units to change heat pump filters annually during the 1<sup>st</sup> quarter. Only filters will be changed; no other work will be performed. Filters will also be replaced a second time in the summer by the Association’s HVAC Contractor.
  - b) **Delivering Packages** – Packages may only be delivered only under the following conditions: food deliveries that require refrigeration, medications that require refrigeration, or health items if necessary (walker, wheelchair, etc.). In these cases, the resident must request that the item(s) be delivered to their unit via email. Items will only be delivered to the refrigerator or immediately inside the unit door.
  - c) **Watering Flowers** – Only permitted if the unit owner(s) and/or residents are out of town and have temporarily turned the water on to the unit or otherwise supplied water for use in watering plants. The unit owner(s) and/or resident(s) are responsible for turning the water back off. **EWUM On-Site Employees** are not allowed to manually or remotely turn the water valves on and off.
  - d) **Moving Furniture or Appliances** – PROHIBITED.
  - e) **Changing Light Bulbs and Smoke Alarm Batteries** – May be performed if the resident is physically unable to use a ladder to access the ceiling fixtures. All light bulbs and batteries must be provided by the unit resident.
  - f) **Diagnosing of Minor Maintenance Issues:**
    - i) Plumbing, electrical, HVAC problems - May be diagnosed by the Building Engineer, but **no tools are permitted to be brought into the unit, unless needed to repair common**

elements. Building Engineer may offer vendor recommendations to residents (plumber, handyman, electrician, etc.), but the Building Engineer is not allowed to perform any actual work.

ii) YoLink water leak protection system – **EWUM On-Site Employees** may enter units to address minor sensor problems, if requested. However, they are NOT ALLOWED to manually or remotely open or close water shut-off valves. Residents are expected to resolve the problem, if possible, before requesting assistance. Building engineer may also enter units, with notice, to perform an annual inspection of the YoLink system.

g) **Making non-emergency repairs or improvements - PROHIBITED**

3) **Escorting Vendors** – From time to time, third party contractors hired by the Association may need to access units to perform unit or common area maintenance projects (e.g. annual HVAC preventative maintenance). If the unit residents are not home during such work, **the EWUM On-Site Employees** are permitted to escort the contractors while they are inside the units.

**Accepted and Approved:**

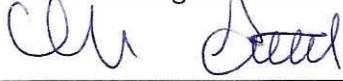
East West Urban Management, LLC

  
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Authorized Signature

HIGH-RISE PORTFOLIO MANAGER 11/6/25  
Title Date

BRANDON FRIES  
\_\_\_\_\_  
Print Name

No. 25 Downing Condominium Association, Inc.

  
\_\_\_\_\_  
Authorized Signature

PRESIDENT  
Title

11/6/25  
Date

OLIVER W. STROH  
\_\_\_\_\_  
Print Name