



**INFORMATION HANDBOOK**

**For The**

**PHYSICAL PROPERTIES DEPARTMENT  
3301 N. LEISURE WORLD BOULEVARD  
SILVER SPRING, MARYLAND 20906**

**301-598-1500**

**LEISURE WORLD OF MARYLAND CORPORATION**

**EFFECTIVE DATE: JANUARY 2003**

## **SUMMARY**

When the developers of Leisure World visualized the future needs of a private age-restricted community thirty-five years ago, they anticipated a requirement for qualified assistance in the household service or “handyman” area. They established the Physical Properties Department (PPD) to meet that need. Initially limited to changing light bulbs, hanging pictures and fixing broken items, PPD has changed and grown as Leisure World has expanded. Its nine Departments have qualified, licensed (as required) workers to meet today’s household service requirements.

Services are offered to individual residents and to the Mutuals. PPD also administers contracts for the Mutuals for landscaping, snow removal, roofing, pest control and other tasks, as necessary. Residents have the opportunity to purchase appliances, materials, supplies and repair services as outlined in this booklet from PPD. Our proximity to the residents allows us to provide prompt service. All pricing is competitive with local merchants and discount suppliers. Charges for PPD personnel are made in fifteen minute increments and travel time is not charged, which gives PPD a price advantage over most outside service providers. Mutuals have varying policies regarding which PPD services are covered by the mutual and which services are the responsibilities of the unit owner. Refer to your particular mutual’s documents or contact your Board Secretary with any questions regarding payment responsibility.

To place a work order or to inquire about a service, call 301-598-1500 during normal working hours (see below). To obtain emergency assistance during non-standard hours (see page 5, item 9) call 301-598-1044 (the main gate). Security will dispatch help appropriately depending upon the nature of your call.

Materials and supplies commonly used by many resident, such as light bulbs and many other items listed later in this document are available “over the counter” in the PPD building. These prices are also competitive to those in the surrounding area, but available closer to your door.

The Physical Properties Department exists to serve a need which was anticipated by our founders. PPD has constantly evolved into the service organization further detailed in this handbook. We are here to serve Leisure World.

## **HOURS OF OPERATION**

- ❖ Services – Monday through Friday 8:30 AM to 4:30 PM
- ❖ Counter – Weekdays 8:30 AM to 12:00 and 1:00 to 4:30 PM
- ❖ Emergency Service – All Other Times

*We are conveniently located at  
3301 N. Leisure World Boulevard adjacent to the Medical Center.*

## **SCOPE OF SERVICES OFFERED BY PPD'S NINE DEPARTMENTS:**

1. **Appliance Repair and/or Replacement Sales** –  
Includes all major appliances:  
Washer, Dryer, Dishwasher, Refrigerator, Ice Maker, Cook Top, Range, Range Hood, Microwave and Freezer. Appliances are in stock or available for quick installation.
2. **Carpentry Department** –  
Some examples of available services are: Door/window repairs, minor roof repairs, drywall work, re-screening, non-structural building repairs, Cabinet/counter top repairs and/or replacement, installation of ceramic tile and vinyl composition tile, shelving (wire/wood). Also, a licensed locksmith is on premises for routine or emergency service.
3. **Electrical Department** –  
Some examples of available services are: Repair/replacement of outlets, switches, circuit breakers; repairs/installation of smoke sensors, paddle fans; telephone installation or repairs inside units; electrical wiring which meets code requirements.
4. **Heating and Air Conditioning Department** –  
Install new units; service or renovate existing units; installation and repair of electronic air filters and humidifiers; installation and repair of exhaust fans; perform regularly scheduled maintenance as recommended by the manufacturer to maintain warranties.
5. **Plumbing Department** –  
Some examples are:  
Repair/replacement of sink or tub faucets, shower enclosures and garbage disposals; installation of new vanities; removal of sewage backups; repair of water supply lines, valves and hoses.
6. **Purchasing Department/Warehouse** – See list starting on page 8 for some of the items offered. ADDITIONAL ITEMS MAY BE SPECIAL ORDERED. Ample parking is available at PPD for your convenience.
7. **Special Projects Department** –  
Some examples are:  
Storm water management and drainage, sump pumps, roof inspections, repair and replacement of gutters and downspouts, fencing repair or replacement, paving work, estimates for custom work, etc..
8. **Vehicle Maintenance, Trash and Recycling Department** –  
PPD provides weekly removal of solid waste trash and recyclable trash including newspapers, plastics, aluminum cans and magazines. We maintain service vehicles used on-site in our own facilities to keep expenses low.
9. **After-Hours or Evening Department** –

Hours are Monday through Friday from 4:30 PM to 12:00 midnight; Saturdays, Sundays and Holidays from 8:00 AM until 12:00 midnight. One employee is on duty to respond to emergencies, such as, uncontrolled water leaks, electrical outages, etc. during these hours. PPD can also schedule some minor routine service calls at these times upon request.

### **Service Agreements –**

These Agreements are available to residents of MOST Mutuals, so please contact Physical Properties for additional information. The Agreements offer maintenance and repairs for all standard appliances at multiple levels of coverage and pricing. Various Mutuals have an option to elect an Agreement to cover Maintenance and Repairs for Electrical, Plumbing, Hot Water Heater, Ventilation and Air Conditioning.

### **AVAILABILITY OF PPD SERVICES:**

The descriptions provided herein are a sample of the scope of services that are covered by the Physical Properties Department. The licensed service personnel assigned to these operations are all employed by the Leisure World of Maryland Corporation. The hourly rate for these services begins when the service man arrives at your unit or, if you live in a high-rise, when he arrives at your building.

Additionally, Leisure World of Maryland Corporation provides personnel during non-standard hours as described by item #9 previously. These employees are available to address emergencies, such as, water leaks and electrical outages that may take place during non-standard business hours, as well as some routine repairs upon request. The charge for services provided during evenings and weekends is the same as the standard hourly rate. Residents in need of “after hours” service should contact the main gate at 301-598-1044.

Also, there are additional departments of the Leisure World of Maryland Corporation that are located in the Physical Properties Building or immediately adjacent to it in the same general vicinity.

The office of the Grounds Maintenance Department is located in the Physical Properties Building. Residents who have questions or concerns regarding mowing schedules, landscaping and planting, tree removal, snow removal, and any concern relating to extermination and pest control can contact the Grounds Department at 301-598-1314.

The Special Projects Operation is housed immediately adjacent to the Physical Properties Building. The majority of the work provided by this department is not requested by an individual resident of a Mutual. However, it may be helpful to an individual resident to know that this department is responsible for storm water management and drainage problems, roof inspections, gutters and downspouts, street signs, fencing repairs, and pavement repair, just to cite a few examples.

Also, in the general area of the Physical Properties Building is the Vehicle Maintenance, Trash and Recycling Department. Any questions regarding Solid Waste Removal schedules or Recycling schedules may be addressed to this

department. Schedule changes due to inclement weather are posted on the Leisure World television channel for your convenience.

In closing, you can see that there are a number of services that are provided through the Physical Properties operation. Residents should read the Leisure World News to stay informed of the services offered and current schedules with respect to the various services that have been described. Also, Leisure World Management uses the in-house system to publish current information on schedules, activities, or any changes thereto.

**ITEMS FOR PURCHASE BY LEISURE WORLD  
RESIDENTS FROM OUR PHYSICAL PROPERTIES**

FOR MORE INFORMATION CALL 301-598-1503

**AIR-CONDITIONING/HEATING** –

- ❖ Humidifier Filter & Distributor
- ❖ Electronic Air Filter Pads
- ❖ Air Filters (Different Sizes)

**APPLIANCE ITEMS-GE PARTS** –

- ❖ Electric Burners
- ❖ Drip Pans
- ❖ Trim Rings
- ❖ Broiler Pan
- ❖ Ice Trays
- ❖ Dryer Lint Filters
- ❖ Appliance Bulbs
- ❖ Ice Makers
- ❖ Butter Dish
- ❖ Filters for Washer
- ❖ Filters for Range Hoods and Microwaves

**CARPENTRY ITEMS** –

- ❖ Soap Dish Holders
- ❖ Tooth Brush Holders
- ❖ Grab Bars – 18”
- ❖ Grab Bars – L-shaped
- ❖ Downspout – White or Brown
- ❖ Caulking
- ❖ Front Door Locks
- ❖ Dead Bolts
- ❖ Screen Door Closures
- ❖ Door Stops – Spring Type
- ❖ Mail Box Locks
- ❖ Keys Made
- ❖ Screen Door Rollers
- ❖ Bath Cabinet Shelves
- ❖ WD-40 Oil
- ❖ Wood Glue
- ❖ Cabinet Hinges

## **ELECTRICAL ITEMS** –

- ❖ 2 ft. Fluorescent Tubes
- ❖ 4 ft. Fluorescent Tubes
- ❖ 6 ft. Fluorescent Tubes
- ❖ 8 ft. Fluorescent Tubes
- ❖ 40 Watt Light Bulb
- ❖ 60 Watt Light Bulb
- ❖ 75 Watt Light Bulb
- ❖ 100 Watt Light Bulb
- ❖ 50-100-150 Watt 3-Way Bulbs
- ❖ 60 Watt Clear (Long Life) Bulb
- ❖ Reflector Bulb
- ❖ Flood Light Bulb
- ❖ 15 Watt Clear Décor Bulb
- ❖ 40 Watt Clear Décor Bulb
- ❖ 40 Watt Frosted Décor Bulb
- ❖ 25 Watt Clear Décor Bulb
- ❖ 25 Watt Chandelier Bulb
- ❖ 60 Watt Chandelier Bulb
- ❖ 40 Watt Clear Bulb
- ❖ 40 Watt Frosted Bulb
- ❖ Red Heat Lamps
- ❖ Charcoal Filter for Bathroom Fan
- ❖ Dimmer Switches
- ❖ Receptacle Plates
- ❖ Batteries
- ❖ Smoke Alarm Spray
- ❖ Smoke Alarms
- ❖ Draft Sealers
- ❖ Door Bells
- ❖ Door Bell Buttons
- ❖ 24" Bathroom Glass

## **PLUMBING ITEMS** –

- ❖ Toilet Seat – White or Beige
- ❖ Towel Bars – 24" Square
- ❖ Mixet Stems with Handles
- ❖ Plastic Caps
- ❖ Hand Held Shower Head
- ❖ Hand Held Shower Hose
- ❖ Flapper (Toilet)
- ❖ Delta Kitchen Faucets
- ❖ Delta Bathroom Faucets
- ❖ Toilet Flush Arm Assembly
- ❖ Fluidmaster Toilet Fill Valves
- ❖ Moen Cartridges
- ❖ Moen Mixet Knob
- ❖ Hot and Cold Handle Parts and Aerators
- ❖ Aqua Pure 217 Cartridges
- ❖ Delta Repair Kits
- ❖ One-Step Cleaner

## **HELPFUL HINTS FOR RECYCLING FROM THE DIRECTOR OF SANITATION**

This article provides helpful information regarding recycling here at Leisure World of Maryland. Some of our practices differ from Montgomery County. Please understand and follow these guidelines to help hold down your fees.

### **MATERIALS YOU MUST RECYCLE**

Leisure World does not take newspapers to Montgomery County for recycling. Instead, as a cost saving measure, newspapers are sold to an alternate recycling facility. As a result, the Community saves the expense of paying to dispose of newsprint and receives payment from the recycler of approximately \$1,800 - \$2,000 per month.

1. Newspapers, including inserts (pick up on each Wednesday of the month).
2. Magazines (pick up on the first Wednesday of the month).

**Note:** Please place Magazines and Newspaper in separate bundles in paper bags or tied with string outside for pick up. **NO PLASTIC BAGS PLEASE !**

3. Aluminum, bi-metal (steel/tin) cans, and aluminum foil products.
4. Glass bottles and jars (green, clear and amber).
5. Plastic bottles with necks.

**Note:** Aluminum, bi-metal (steel/tin) cans, glass, plastic and aluminum foil products that go into your blue recycling bucket will be picked up on the same day as your trash schedule.

6. Yard trimmings (grass, leaves, brush and Christmas trees).  
Call Grounds Department at 301-598-1314 to arrange for pick up.

**NO PLASTIC BAGS PLEASE!!!**

### **HOW TO RECYCLE/DISPOSE OF SMOKE ALARMS**

While there is indeed radioactive material in a smoke alarm, it is extremely weak. Therefore, it may be safely disposed of in the regular household trash.

Some smoke alarm manufacturers will take their own products back, but will not take alarms made by other companies. The postage is at the consumer's expense.

## **HOW TO RECYCLE/DISPOSE OF FLUORESCENT LIGHT TUBES AND BULBS**

The concern with fluorescent bulbs is that they contain a thin mercury layer, rendering them household hazardous waste when they burn out and require disposal.

While fluorescent bulbs may be disposed of in the normal household trash, it is better to bring them to a Household Hazardous Waste collection.

**Recycling of all light bulbs:** Bring any burned out light bulbs to Physical Properties and receive a 10% discount on the purchase of a new bulb. We will dispose of the old bulbs properly.

## **HOW TO RECYCLE/DISPOSE OF PLASTIC BOTTLES**

### **WE ACCEPT**

All clear and colored plastic bottles with necks; all resin numbers (#1-7) are accepted.

Place these in your blue bin for collection.

Labels and the little rings around the neck from the ID/cap are OK.

No lids or caps, please.

### **WE DO NOT ACCEPT**

No other plastics

Examples: yogurt containers, margarine tubs, pint-sized baskets for fruit, beverage cups, salad bar containers, flower pots, styrofoam containers.

No bottles from hazardous products.

Examples: Automotive and garden products.

## **HOW TO RECYCLE/DISPOSE OF ALUMINUM FOIL PRODUCTS**

### **WE ACCEPT**

All metal food, beverage, and pet food cans.

Aluminum foil products. (Examples: foil wrap, pie plates, and other food trays). Please clean and wipe off foil.

Tins from cookies, fruit cakes, popcorn, and similar items.

Place these in your blue bin for collection.

### **WE DO NOT ACCEPT**

Aerosol cans. Please dispose of these in your regular trash.

### **HOW TO RECYCLE/DISPOSE OF BATTERIES – HOUSEHOLD VS. RECHARGEABLE**

Dry cell and alkaline batteries used in flashlights, toys and appliances are no longer considered to be hazardous waste. Manufacturers responded to environmental concerns and now produce dry cell and alkaline batteries that are virtually free of mercury. Therefore, these batteries may be disposed of in your household trash.

Button batteries, nickel-cadmium (rechargeable) batteries, uninterruptible power supplies and lead acid (car) batteries continue to contain metals that are valuable or must be disposed of properly.

### **HOW TO RECYCLE/DISPOSE OF FIRE EXTINGUISHERS**

**Aerosol type:** Dispose of aerosol-type fire extinguishers in your normal household trash.

**Cylinder type:** discharge your cylinder-type fire extinguisher in an open outdoor location into a moistened paper grocery bag until it is completely empty. Put the bag into your trash. Unscrew the top valve from the empty cylinder. Put the top and cylinder into your trash. The metal components are not recyclable in the blue bin. However, they are accepted at the hazardous materials drop off once a year at Clubhouse II.

### **HOW TO RECYCLE/DISPOSE OF BOOKS**

To prepare hardback books for recycling:

Tear off the rigid book covers to separate the covers from the book's pages.

Bundle the separated covers and pages for collection with your other paper recyclables. Remember; do not use plastic bags.

### **SUMMATION:**

With your assistance, Leisure World can maintain our ranking as one of the leaders in recycling in the State. Thank you for your continuing support of our recycling program.