



Keystone Resort Property Management Interior Quality Guidelines 2017

This designation signifies properties with exceptional accommodations and superior decor. The furnishings are skillfully designed and the décor and interior theme is completely coordinated throughout. All areas, furnishings and accessories in all rooms are of the highest quality, provide superior comfort and show minimal to no signs of wear. The kitchens are equipped with coordinated, top quality appliances and the most durable solid surfaces, both of which are superb in appearance. Premier bathrooms are exceptional in their finishes and superior in appearance. Flat screen televisions are located throughout the home (refer to the guidelines for sizes for Premier). These properties cater to the clients who expect fine lodging accommodations. Adjusted for owner use and property availability, Premier interiors attain at least 20% more gross revenue per year than Gold rated properties of same type and size.

GOLD (88%-93%)

This designation signifies properties in which most furnishings and accessories are in excellent condition and show minor signs of wear. The furnishings are attractive and well-coordinated, represent current design trends and provide excellent comfort. Gold properties have accomplished significant renovations to their kitchens with new coordinated appliances and updated durable surfaces and finishes. Bathrooms have been updated with new durable surfaces and finishes. Flat screen televisions are located throughout the home (refer to the guidelines for sizes for Gold). All rooms may not have been completely renovated; however, offer updated accommodations providing an impressive guest experience. Adjusted for owner use and property availability, Gold rated properties attain at least 20% more gross revenue per year than Silver rated properties of the same type and size.

SILVER (75%-87%)

This designation signifies properties in which all furnishings and accessories are well maintained, in good condition, and reflecting basic design. The furnishings are tastefully decorated and provide acceptable comfort. Silver interiors reflect partial kitchen remodels and/or older original finishes. Bathrooms reflect partial upgrades and/or original surfaces and finishes. Furnishings show signs of wear, and though the décor is attractive it is not as consistent or well-coordinated as higher rated homes. Flat screen televisions are located throughout the home (refer to the guidelines for sizes for Silver). Adjusted for owner use and property availability, Silver rated properties attain 20% less gross revenue per year than Gold rated properties of the same type and size.

BRONZE (65%-74%)

This designation signifies properties in which all furnishings and accessories are lower quality and have several areas that need improvement. Furnishings are generally older, provide marginal comfort and do not consistently reflect current design trends. Kitchens reflect older appliances, surfaces and finishes which require updating. Bathrooms reflect older flooring, surfaces and finishes which require updating. Generally, we request the owner take immediate steps to improve the overall property condition and remain on the rental management program. These properties offer a very basic lodging experience that often do not meet the expectations of today's travelers. Bronze interiors attain the least gross revenue per year and will typically not be rented when other properties are available until upgrades are made and a reevaluation is completed.

SUBSTANDARD (64% and below)

This designation signifies properties which do not meet rental standards and require working in close partnership with owners to formulate a plan for immediate improvement. Interior is mismatched, very dated, severely worn and does not meet standards of a quality resort property rental. Substandard properties are placed out of service until improvements can be made to meet minimum standards.

In order to meet the **PREMIER** interior quality rating, the following minimum requirements must be met, regardless of your overall percentage. Please note that each of the following items will be re-rated annually on an individual basis.

PREMIER ITEM	COMMENTS	REPLACEMENT
Bedroom Mattress	Mattresses and box springs are of superior quality, condition and comfort. Construction and materials offer superior support.	Replaced approximately every nine years based on the average annual rental occupancy of 40%.
Sleeper Sofa Mattress	Memory foam mattress or premium coil mattress.	Replaced approximately every six years based on average rental occupancy of 40%.
Appliances	Coordinated, no wear and in perfect working condition.	Refer to guidelines for requirements.
Kitchen Countertops	Solid surface, natural stone, engineered stone or granite tile with no wear and coordinated backsplash that is current in design.	Case by case.
Bathroom Countertops	Solid surface, natural stone, engineered stone or top quality stone tile with no wear and coordinated backsplash that is current in design.	Case by case.
TV's	Flat screen TV's must be present in living areas and master bedroom. Living room TV's must be 37"+ and master bedroom TV's must be 32"+. Cords must be concealed in wall or with coordinated raceway track.	Replace if broken.

REPLACEMENT GUIDELINES

In order to maintain interior quality, the following schedule is provided for budgeting ongoing maintenance and replacement costs. Replacement guidelines are based on industry standards and the normal life expectancy of these items in a short-term rental environment. Please note that each of the following items will be re-rated annually on an individual basis.

ITEM	COMMENTS	REPLACEMENT
Carpet	Clean annually or more often as needed	5-7 years
Hard surface flooring	Refinished as needed	Cracked, damaged or shows wear
Painting	Total repaint	3-5 years
Upholstered Furniture	Clean upholstery annually or more often as needed	5-7 years
Bed Coverings	Replace if pilling, torn, stained or worn	3-5 years
Mattress/Box Spring	Contingent on guest use and mattress quality	7-9 years
Sleeper Sofa Mattress	Memory foam is recommended	4-6 years

Per Room				
Ceiling	Paint and finishes are in superior condition with no chips, stains, scratches, discoloration or repairs noticeable. Ceiling is flat in texture. If crown molding or beams are present, they are superior quality. No dated popcorn texture is present.	Paint and finishes are in excellent condition with minor chips, stains, scratches, discoloration or repairs noticeable. If molding or beams are present; finishes and materials are up-to-date and of excellent quality with minor wear. No dated popcorn texture is present.	Ceiling is in good condition. Modest molding or beams and finishes are present. Paint is in good condition but exhibit stains, scratches, discoloration or repairs noticeable. Textured and in good condition. No dated popcorn texture is present.	Ceiling has significant signs of wear such as stains, peeling, scratches, discoloration or repairs noticeable. Dated popcorn ceilings are rated bronze. Ceilings that are severely damaged in areas are considered substandard.
Wall Covering, Doors, Banisters, Trim & Baseboards and Heat Registers	Wall covering and/or paint are up-to-date and in superior condition with no chips, stains, scratches, peeling, discoloration or repairs noticeable. Wall covering, paint and stain colors are coordinated throughout the Interior and enhance overall décor. If present, heat registers are in superior condition and up-to-date. Decorative covers over floor heaters are new and in superior condition. Doors, hardware, banisters, trim and baseboards are of superior quality, newly treated with wood oil or stain and offer a decorative quality to the property. Hardware is superior quality and coordinated throughout. All elements work together to reflect a consistent style. Professionally painted smooth walls and walls with attractive textures (i.e. knockdown, orange peel) are Premier rated. Updated color scheme is present to keep up with current theme. No rubber baseboards are present.	Wall covering and/or paint are up-to-date, in excellent condition with minor wear and colors are coordinated throughout the Interior. If present, heat registers are in excellent condition with no rust or damage. Doors, hardware, banisters, trim and baseboards are of excellent quality and offer a decorative quality to the property. Hardware is attractive and coordinated with no rust or tarnish present. All elements work together to reflect a consistent style. No rubber baseboards are present.	Wall covering and/or paint are in good condition with some wear such as chips, stains, scratches, peeling, discoloration, peeling or repairs noticeable and paint and stain colors are in good condition and coordinated. Doors, hardware, banisters, trim and baseboards are basic in design. Older style heat registers exhibit some signs of wear but is generally in good condition. No rubber baseboards are present.	Wall covering and/or paint show significant signs of wear. Paint is chipped, stained, scratched, discolored, repairs noticeable or have poor mismatched touch ups. Wallpaper is dated and peeling/tearing. Border-type wallpaper is rated bronze. Trim and baseboards are dated and worn. Doors, hardware and banisters are older and are showing significant wear such as dents, chips and scratches. Rubber baseboards and particle board doors are rated bronze. Heat registers are dated and showing significant signs of rust or damage. Wall covering, paint, trim, baseboards, doors, hardware, banisters and heat registers that are severely worn or damaged are considered substandard.
Floor Covering	Superior quality floor covering such as dense, tightly woven carpet, hardwoods, luxury vinyl, high end laminate wood, high end cork, marble or stone (e.g. travertine, slate, tiled planks, etc.). Colors and patterns are attractive, coordinated and enhance overall décor. Installation is flawless; seams and edges are finished attractively. Stone tiles are not cracked, missing or loose. Grout is intact with	High quality floor covering is present and well maintained with minor wear. Colors and patterns are attractive and enhance overall décor. Stone tiles are not cracked, missing or loose. Grout is intact with no discoloring. Area rugs are excellent quality with minor wear. Carpet and vinyl/linoleum are not acceptable in either kitchens or bath areas.	Good quality floor covering is present and well maintained. Signs of wear are present; however, there are no major flaws. Carpet shows signs of wear with seams beginning to show and few stains. Hardwood flooring needs re-polishing. Cracked tiles are present and will need repaired. Colors and patterns coordinate with overall décor. Basic ceramic tile and mid-grade carpet are rated silver. Area rugs are good quality with signs of wear.	Floor covering is worn, dated, of inferior quality or in obvious need of replacement. Floors are dated, faded or scratched. Area rugs are worn, stained, ripped, threaded, pilling, faded and need to be replaced. Carpet is poorly fitted and in need of stretching or is fraying or ripping at seams. Transitional strips are not present. Tile is dated, chipped, cracked or has poor/stained grout. Carpet is not acceptable in either kitchens or bath areas.

	<p>are superior quality and condition.</p> <p>Carpet and vinyl/linoleum are not acceptable in either kitchens or bath areas.</p>		<p>not acceptable in either kitchens or bath areas.</p>	<p>vinyl/linoleum are rated bronze.</p> <p>If floor covering is in severe poor condition, would be rated substandard. If carpet is in the toilet/bath/shower area, would be rated substandard.</p>
<p>Window Treatments</p>	<p>Window treatments are of superior quality and attractive. Lined draperies with no stains or fraying, real wood or faux wood blinds, real wood or faux wood shutters, cellular shades, and Vertiglides are preferred as they enhance the style and decoration of the Interior. Hardware and all elements are in superior condition and coordinate with the overall décor. Window treatments in the bedroom should provide significant darkening capabilities. Window treatments are consistent with overall décor and the exterior backing is in regulation of Homeowner Association Guidelines.</p>	<p>Window treatments are of excellent quality. Minor wear such as a small stain or fade mark on one or more treatments in the property are rated gold. Hardware and all elements are in excellent condition and coordinate with the overall décor. Window treatments in the bedroom should provide significant darkening capabilities. Window treatments are consistent with overall décor and the exterior backing is in regulation of Homeowner Association Guidelines.</p>	<p>Window treatments are standard in quality and design. Exhibits signs of wear. Decorative elements are modest in nature although fabrics coordinate with décor. Hardware and all elements are in good working condition. Unlined, mid-grade draperies are rated silver. Valences, if present, are in good condition with wear and are coordinated, secure, and up-to-date. Window treatments are consistent with overall décor and exterior backing is in regulation of Homeowner Guidelines.</p>	<p>Window treatments are out dated, showing significant signs of wear and need to be replaced. Coordination with décor is lacking. Non-lined drapes without adequate light-blocking are rated bronze. Exterior backing is not in regulation of Homeowner Guidelines.</p> <p>Inferior quality window treatments such as plastic mini blinds, metal blinds, and plastic vertical blinds are rated substandard. Window treatments that are severely damaged are rated substandard.</p>
<p>Lighting</p> <p>A table lamp should be tall enough to cast light over the shoulder. Lamps for living areas are between 26" to 32" height to project the appropriate light for reading. Bedside lamps appropriate size for lighting is 21" to 30" height. Chandelier lights should be hung 30" to 34" above table.</p>	<p>Superior quality and levels of illumination are provided in each area of the property. Bathroom, entry, dining, bedroom, living area lamps and fixtures are up-to-date, decorative and constructed of superior quality materials. Lamps are appropriate in size for the space. Shades are appropriately sized and either match or coordinate with all lamps and fixtures. Shades and fixtures are in superior condition free of damages, tears or stains. Overhead fixtures and wall sconces are hard-wired with no visible cords and switches control overhead lighting. Recessed lighting is in superior condition, up-to-date and provides exceptional illumination.</p>	<p>In general, overall illumination is excellent. Fixtures are in excellent working condition and coordinate with décor. Lamps are appropriate in size for the space. Shades are appropriately sized, and all but one or two lamps coordinate with the overall décor of the property. Lighting is of a high quality but some lighting modifications are needed to provide adequate light, such as additional lamps or a replacement shade.</p>	<p>In general, overall illumination is good but is showing some wear. Fixtures are in good working condition but lack overall coordination with décor. Materials are modest in decoration and quality. Lamps are appropriate in size for the space. Shades do not match/coordinate with all lamps and fixtures and may need replacement. Older style track lighting/canisters and spot lights are silver.</p>	<p>Illumination is lacking without the appropriate amount of fixtures for the space in question. Minimum 2 fixtures per room. Lamps and fixtures are dated, uncoordinated or inappropriately sized for the space. Even if lamps and fixtures are newer and in perfect condition, illumination deficiencies can result in a bronze notation for that particular area of the property. Lamp shades are uncoordinated, in poor condition, stained, or faded. Fluorescents with plastic coverings are rated bronze. "Hollywood" strip type bulb fixtures in bathrooms are rated bronze. Glass and ceramic lamps are substandard and need to be replaced with more durable fixtures.</p>
<p>Art & Accessories</p>	<p>Art and accessories are superior quality and perfectly integrated into the design scheme. Art is professionally mounted,</p>	<p>Art and accessories are excellent quality and coordinate with overall décor. Art is mounted and framed in a style</p>	<p>Artwork is sparse but remains in good condition. Exhibit tapestries, artificial plants, flowers, trees or wreath arrangements. Tapestries must</p>	<p>Art and accessories is minimal and in poor condition. Posters or older artwork framed in thin frames (i.e. plastic, brass-look, metal</p>

<p>style appropriate to the piece. No metal or plastic frames are present. Art is appropriate scale for room. All elements are in superior condition. Tapestries are appropriately framed. Artificial plants, flowers, trees or wreath arrangements are not present. Seasonal décor is appropriate to current season.</p>	<p>Overall artwork is of a high quality but some modifications may be needed to or two pieces to provide overall coordination with decor, such as quality framing, remounting/matting. Tapestries are appropriately framed. Artificial plants, flowers, trees or wreath arrangements are not present. Seasonal décor is appropriate to current season.</p>	<p>rated bronze. Frames are uncoordinated. Artwork is dated or faded there is little evidence of a consistent theme. Exhibit an extreme amount of tapestries, artificial plants, flowers, trees or wreath arrangements.</p>
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LIVING AREA CONFIGURATION RECOMMENDATIONS

- **Sofa:** A minimum of one queen-size sleeper sofa per property is required for occupancy purposes unless living room has a Murphy bed (except in Studios).
- **Chair(s) or Loveseat:** One or two chairs or one loveseat. Provide enough seating to accommodate the maximum occupancy of the Interior. Appropriate size to prevent good traffic flow is recommended.
 Note: If living area can accommodate additional seating, it is absolutely acceptable to provide pieces in addition to what is outlined above.
- **Coffee Table or Ottoman:** One coffee table or ottoman placed in front of the sofa.
- **End Tables:** One end table should be placed next to each seating area, as space allows.
- **“Case Goods”** refer to coffee, tables, end tables, armoires, storage space, etc.: Furniture that has traditionally been made of wood or metal. Glass tops are not recommended in a rental environment.
- **Lamps:** Adequate lighting needs to be provided throughout the room; there should be at least one lamp next to each seating area. To provide adequate light for table lamps they should be 26” to 32” height in living areas to cast appropriate lighting.
- **TV’s** should be flat screen TV’s 37” or larger to achieve a higher rating.

Living Area	Premier	Gold	Silver	Bronze
Furniture	<p>Furnishings are of superior quality and coordinated with current fabric styles. Furnishings are durable and provide superior comfort. Decorative details and enhancements offer an upscale residential feel. Case good finishes and hardware are updated in style, attractive and in superior condition. Case goods are updated in style and have no scratches or wear visible. Upholstery/Leather is of superior quality and durable with no signs of wear such as pilling, tears or discoloration. Colors and patterns are up-to-date and coordinated. Furnishings reflect a consistent design scheme/style and are</p>	<p>Furnishings are of excellent quality, coordinated, durable and provide excellent comfort. Case good finishes and hardware are attractive and in excellent condition with minor signs of wear. Upholstery/Leather is of excellent quality and durable with minor signs of wear. Furnishings reflect a consistent design scheme/style and are placed sensibly according to room size. Fabric styles are up-to-date, current in style and of high grade quality. Living room has a queen size sofa sleeper.</p>	<p>Furnishings are of good quality and coordinated. They are durable and remain in good condition with signs of wear and provides acceptable comfortable. Case good finishes and hardware show signs of wear. Upholstery is of good quality with signs of wear. Furnishings are placed sensibly according to room size. Furnishings show minor signs of wear but nothing extensive. Leather pieces are treated and conditioned to cover any scratches and wear. Living room has a queen size sofa sleeper.</p>	<p>Furnishings are basic in style, dated, poorly constructed, uncomfortable and shows significant signs of wear such as deep scratches, cracks, gouges, peeling veneer, sagging seats, lack of cushion filling, broken seats, stains, and tears. Finishes need attention due to age and the coordination of furnishings may be lacking. Upholstery/Leather show significant signs of wear such as pilling, tears or discoloration. Furniture placement is awkward obstructing and needs attention in order to improve comfort and mobility. Furnishings do not reflect a consistent, up-to-date design or style;</p>

	room size. Living room has a queen size sofa sleeper.			together feel.
Sofa Bed Mattress	Mattress is high quality memory foam, premium coil less than 6 years or less old, excellent condition and offers superior comfort.	Mattress is high quality memory foam or premium coil less than 6-10 years old. May show minimum wear.	Mattress is good quality, but shows wear however offers acceptable comfort.	The mattress shows significant signs of wear such as stains, tearing, or noticeable springs and should be upgraded to offer better support/comfort.
TV & Blu-Ray/DVD Player	Flat screen TV must be 37"+ in size, a DVD/Blu-Ray player present and HDMI outlet for streaming in living area. TV must be mounted properly with no cords visible. No tube TV's are present.		Flat screen TV is smaller than 37" in size, a DVD/Blu-Ray player and/or HDMI outlet for streaming in living area. TV must be mounted properly but cords are visible. No tube TV's are present.	Flat screen TV is 32" or less in size. HDMI outlet or DVD/Blu-ray is not present. TV's that are not mounted properly, show visible cords or creating danger. Tube TV's are considered substandard and should be replaced with flat screens.
Fireplace, Hearth, Mantle & Surrounding Area	Fireplace hearth, mantle and surround feature superior, decorative materials and enhancements which coordinate with overall décor. Materials for the fireplace exhibit no cracks, paint chips or wear visible. Construction is flawless and all elements are in superior condition.	Fireplace hearth, mantle and surround feature excellent, decorative materials. High quality construction and design are reflected. Metal is painted, wood is stained and show minor wear.	Fireplace hearth, mantle and surrounding feature modest materials and design. Good quality construction and design are reflected. Signs of wear are present.	Fireplace hearth, mantle and surrounding are dated, of low quality or poor workmanship. Significant signs of wear are present such as discoloration, chips, and scratches. If severely damaged and not working, would be rated substandard.

KITCHEN RECOMMENDATIONS

Kitchen	Premier	Gold	Silver	Bronze
Countertops & Backsplash	Countertops are solid hard surface, superior quality, up to date, seamless condition (quartz, granite, Corian, luxury laminate, engineered quartz (Ceasarstone, Cambria and Silestone, etc.), able to withstand high heat and resistant to staining. Materials are attractive and coordinated. Granite tiled counter tops must be current in design with no signs of wear and grout is in excellent condition with no cracks or staining. There are no scratches, nicks, or blemishes. Backsplashes are superior quality and are decorative to coordinate with kitchen décor.	Countertops are excellent in quality and condition (quartz, granite, Corian, luxury laminate, engineered quartz (Ceasarstone, Cambria and Silestone, etc.), able to withstand high heat and resistant to staining. There are minor signs of wear. Granite tile is up-to-date (no small mini tiles) and in excellent condition. Grout is in excellent condition with no cracks or staining. Backsplashes are current in style and are decorative to coordinate with kitchen décor.	Countertops and backsplash surfaces are well maintained and coordinate with overall décor. Signs of wear are present such as dulled finishes and/or small scratches; however no significant damage. Newer laminate countertops in excellent condition with no visible signs of wear are considered silver. Tile is up-to-date with signs of wear to tile work or grout.	Countertops and backsplash surfaces exhibit significant signs of wear which include scratches, cracks, peeling and discoloration. Materials are inferior and/or dated in style. The quality of finishes and construction is basic and does not necessarily enhance décor. Small, ceramic glossy tiles are rated bronze. Dated laminate is rated bronze. Tile with chips, stains, cracks and grout in poor condition is rated bronze.
Cabinets	Cabinets are flawless with superior design and finishes. All materials and hardware are superior quality and condition with no scratches, nicks, or gouges. Drawers and cabinets open with ease or have soft close feature. Hardware is superior quality, decorative and coordinated. The interior of	Cabinets are high-end design and finishes. All materials and hardware are excellent quality and condition with minor wear. Drawers and cabinets open with ease. Hardware is decorative and coordinated. The interior of cabinets and drawers	Cabinets are good quality and well maintained. Signs of wear are present such as small scratches or dulled finishes. Hardware is modest in style. Drawers and cabinets must function properly. The interior of cabinets and drawers show some signs of wear and liners are not	Cabinets are dated and significant signs of wear are apparent. Materials are chipped, scratched, peeling or discolored. Inferior and dated products are rated bronze. Drawers and cabinets do not function properly, shows significant signs of wear and are

	damage, no liners or wear. All materials enhance the décor of the kitchen.	and no liners.		are not acceptable. Decorative knobs/handles are dated. Drawers and cabinets that are falling off of hinges or do not close after multiple attempts at repair are considered substandard.
Major Appliances	Appliances are top rated, superior quality and in perfect working order. All pieces are color coordinated (white, black, slate, stainless or new custom wood facing) and are well maintained. Finishes are not scratched, dented or dulled. The following are required: refrigerator, stove/oven, microwave, and dishwasher.	Appliances are good quality, in good condition, function properly and coordinate appropriately (white, black, slate or stainless). The following are required: refrigerator, stove/oven, microwave, and dishwasher.	Basic coil stoves are considered silver. Finishes show some signs of wear. The following are required: refrigerator, stove/oven, microwave, and dishwasher. Appliances are less than 10 years old.	Appliances show obvious wear. Finishes are dated and uncoordinated in color. The following are required: refrigerator, stove/oven, microwave, and dishwasher. Appliances 10 years+ are rated bronze. Original appliances and push button stoves are considered substandard.
Fixtures	Fixtures are of superior quality and solidly constructed from durable metals such as brushed nickel or oil rubbed bronze. Handles, spouts, and sprayers coordinate and operate with ease. White or black sprayers and vent cover are not present.	Fixtures are of excellent quality with minor signs of wear and solidly constructed from durable metals such as stainless steel. Handles, spouts, and sprayers coordinate and operate with ease. White or black sprayers and vent cover are not present.	Fixtures are of good quality with some signs of wear. Modest fixtures with standard finishes in good condition are rated silver. Handles, spouts and sprayers coordinate and operate with ease.	Fixtures are dated, uncoordinated or show significant signs of wear such as rust, chips or scratches. Sprayers are plastic, chipped and do not operate properly.
Sink	Sink is superior quality and condition with no visible scratches, cracks or chips. Designs and finishes are superior. Under mount sinks are considered premier quality.	Sink is excellent quality and condition. Designs and finishes are attractive.	Sink is good quality and condition. White or black sprayers and vent cover are present.	Sink is dated, shows wear, chips, scratches, rust and is in poor condition.

- Table: Table dimensions must accommodate maximum occupancy of room type. If space does not allow for appropriate sized table, bar area must be used as seating overflow with appropriate height chairs or stools. Glass-top tables are not recommended.
- Bar/Counter Stools: Seating should be a minimum of two bar stools/chairs, where applicable.
- Lighting: A chandelier or hanging pendant light fixture is recommended over the dining table. For those Interiors that do not have the layout for chandeliers, wall sconces or floor lamps for lighting is suggested. Light should be hung 30" to 34" over table to cast the appropriate lighting.

Dining Area	Premier	Gold	Silver	Bronze
Dining Table & Chairs	Dining table and chairs are of superior quality and attractive with no scratches or wear. Chair fabric is up-to-date, no stains, no wear, attractive and durable. All pieces coordinate, are in superior condition and are consistent with the overall design of the Interior. Attractive accent pieces (i.e. side board, corner shelf, etc.) are integrated into the area, as space allows.	Dining table and chairs are of excellent quality and attractive. Chair fabric shows minor wear, attractive and durable. All pieces coordinate, are in excellent condition with minor signs of wear and are consistent with the overall design of the Interior. Attractive accent pieces (i.e. side board, corner shelf, etc.) are integrated into the area, as space allows.	Dining table and chairs are of good quality and good condition with some signs of wear but no damage. Chair fabric colors and patterns are consistent with the overall design of the Interior and show signs of wear. Attractive accent pieces (i.e. side board, corner shelf, etc.) are integrated into the area, as space allows. Style is slightly basic in design but in good condition.	Dining table and chairs exhibit significant signs of wear such as fading, burns, chips, scratches, peeling, coffee rings and uncomfortable seats. There is a lack of coordination between fabrics, finishes, or accent pieces in the dining room. Materials often appear tired or dated.

BEDROOM RECOMMENDATIONS

- One dresser for clothing (proportionate to room).
- One table lamp for the dresser depending on dresser size to ensure adequate lighting for dresser area.
- Either one king bed, one queen bed or two twin beds per bedroom.
- Bunk beds are strongly discouraged.
- One headboard for each bed to be mounted to bed frame or wall.
- Two night stands (one on each side of a king or queen bed) if space allows or one night stand between twin beds.
- One lamp for each night stand (lamp next to each sleeping place). Wall sconces or floor lamps are acceptable depending on the layout of the room.
- Upholstered chair or bench should coordinate with décor if space allows.
- Bedspread must be floor length, right size for the bed and should include pillow shams, bed skirt and decorative pillows. Comforter set should be the right size for the bed and should include pillow shams, bed skirt and decorative pillows.
- Window treatments should provide light blocking. Window treatments visible to exterior of the building are governed by the Association Declarations regarding uniformity and color. This should be checked prior to replacing window coverings.

Bedrooms	Premier	Gold	Silver	Bronze
Mattress & Box Spring	Mattresses and box springs are of superior quality, condition and comfort. Construction and materials offer superior support. Based on occupancy at 40% annually mattresses and box springs should be replaced every 7 to 9 years.	Mattresses and box springs are of good quality, condition and acceptable comfort. Mattresses and box springs are over 9 years old and should be replaced.	Mattresses and box springs are of good quality, condition and acceptable comfort. Mattresses and box springs are over 10 years old and should be replaced.	Mattresses and box springs need to be replaced. Mattress sets provides no support or comfort by sagging, broken springs, excessive firmness, excessive noise or squeaking is present. Bed frame must be stable and secure.

Furniture	<p>quality and coordinated. Decorative details and enhancements offer an upscale residential feel. Case good finishes and hardware are attractive and in superior condition. Headboards are the appropriate size for mattresses and box springs, stable and secured. Colors and patterns are up-to-date and coordinated. Furnishings are placed sensibly according to room size. All furniture styles are consistent with overall design. If space allows, a bench or upholstered chair should be provided.</p>	<p>quality and coordinated. Case good finishes and hardware are attractive and in excellent condition with minor signs of wear. Headboards are the appropriate size for mattresses and box springs, stable, and secured. Colors and patterns are coordinated. Furnishings are placed sensibly according to room size. All furniture styles are consistent with overall design. If space allows, a bench or upholstered chair should be provided.</p>	<p>quality and coordinated. They are durable and remain in good condition with some signs of wear. Pieces are placed sensibly according to room size. Headboards are the appropriate size for mattresses and box springs, stable, and secured. Furnishings show signs of wear but nothing extensive. If space allows, a bench or upholstered chair should be provided.</p>	<p>style, poor construction or show significant signs of wear such as scratches, cracks, gouges and peeling veneer. Finishes need attention due to age and the coordination of furnishings is lacking. Furniture placement is awkward and needs attention in order to improve comfort and mobility. Furnishings do not reflect a consistent design or style. Headboards are inappropriately sized for mattresses and box springs, unstable or unsecured.</p> <p>Particle board case goods are considered substandard.</p>
Bedcovering Ensemble	<p>Bedcovering is a bedspread or a comforter with coordinated pillow shams, a bed skirt and decorative pillows. Bedcovering is of superior quality and condition. Fabrics and patterns are attractive and enhance overall décor. Bedcovering is the appropriate size for the bed. Materials exhibit no signs of wear.</p>	<p>Bedcovering is a bedspread or a comforter with coordinated pillow shams, a bed skirt and decorative pillows. Bedcovering is of excellent quality, current with industry standards and in excellent condition. Fabrics and patterns are attractive and enhance décor. Bedcovering is the appropriate size for the bed. Materials exhibit minor signs of wear.</p>	<p>Bedcovering shows some wear and is of good quality. Bedcovering coordinates with bedroom décor with coordinated pillow shams, a bed skirt and decorative pillows. Bedcovering is the appropriate size for the bed.</p>	<p>Bedcovering is dated or lacks coordination or show significant signs of wear such as pilling, stains or fraying. Inferior and poor quality materials are rated bronze. Bedcovering is not the appropriate size for the bed. Mattress or box spring showing is unacceptable.</p> <p>Bedcoverings with tears and holes are considered substandard.</p>
TV & Remote	<p>All master bedrooms must have a flat screen TV with remote and are larger than 32" in size. TV must be mounted properly with no cords visible. No tube TV's are present.</p>	<p>All bedrooms have a flat screen TV with remote smaller than 32" in size. TV is mounted properly but cords are visible. No Tube TV's are present.</p>	<p>Master bedrooms that do not have TV's are considered bronze. TV is not mounted properly and cords are visible.</p> <p>Tube TV's are considered substandard and should be replaced with flat screens.</p>	

Bathrooms	Premier	Gold	Silver	Bronze
Countertops & Backsplash	Countertops are solid hard surface, superior quality, up to date, seamless condition (quartz, granite, Corian, luxury laminate, engineered quartz (Ceasarstone, Cambria and Silestone, etc.), able to withstand high heat and resistant to staining. Materials are attractive and coordinated. Granite tiled counter tops must be current in design with no signs of wear and grout is in excellent condition with no cracks or staining. Top quality stone tile 6 x 6 or larger, current in design. There are no scratches, nicks, or blemishes. Backsplashes are superior quality and are decorative to coordinate with décor.	Countertops are excellent in quality and condition (quartz, granite, Corian, luxury laminate, engineered quartz (Ceasarstone, Cambria and Silestone, etc.), able to withstand high heat and resistant to staining. There are minor signs of wear. Tile is up-to-date (no small mini tiles) top quality stone tile 6x 6 or larger, current with trends and in excellent condition. Grout is in excellent condition with no cracks or staining. Backsplashes are current in style and are decorative to coordinate with décor.	Countertops and backsplash surfaces are well maintained and coordinate with overall décor. Signs of wear is present such as dulled finishes and/or small scratches; however, no significant damage. Newer laminate countertops and backsplashes are in excellent condition with no visible signs of wear is considered silver. Tile is up-to-date with signs of wear. Grout is in good condition with signs of wear.	Countertops and backsplash surfaces exhibit significant signs of wear which include scratches, cracks, peeling and discoloration. Countertop and backsplash materials are inferior and/or dated in style. The quality of finishes and construction is basic and does not necessarily enhance décor. Small, ceramic glossy tiles are rated bronze. Dated laminate is rated bronze. Tile with chips, stains, cracks and grout in poor condition is rated bronze.
Cabinets	Cabinets are flawless with superior design and finishes. All materials and hardware are superior quality and condition with no scratches, nicks, or gouges. Drawers and cabinets open with ease or have soft close feature. Hardware is superior quality, decorative and coordinated. The interior of cabinets and drawers have no damage, no liners or wear. All materials enhance the décor of the bathroom.	Cabinets are high-end design and finishes. Original cabinets have been refaced or refinished. All materials and hardware are excellent quality and condition with minor wear. Drawers and cabinets open with ease. Hardware is decorative and coordinated. The interior of cabinets and drawers have minor signs of wear and no liners	Cabinets are good quality and well maintained. Signs of wear are present such as small scratches or dulled finishes. Hardware is modest in style. The interior of cabinets and drawers show wear and no liners. Drawers and cabinets must function properly.	Cabinets are dated and significant signs of wear are apparent. Materials are chipped, scratched, peeling or discolored. Inferior and dated products are rated bronze. Drawers and cabinets shows significant signs of wear, do not function properly and are missing hardware. Liners are not acceptable. Decorative knobs/handles are dated. Drawers and cabinets that are falling off of hinges or do not close after multiple attempts at repair are considered substandard.
Tub	Superior in quality. Tub and shower do not exhibit signs of wear such as scratches, cracks, missing grout and discoloration. Jacuzzi tubs in master in excellent condition if considered premier.	Tub and shower surround are excellent quality and condition.	Tub is of good quality and condition. Fiberglass inserts are up-to-date and in good condition. Signs of wear are present.	Older fiberglass inserts, dated tub and shower surrounds are present. Tub shows stains, chips and discoloration
Wall Tile	Tile is superior quality and condition. Materials and design are superior quality and enhance the bathroom décor.	Tile is in excellent condition and does not show wear. Tile is updated from original and enhances the bathroom décor.	Basic ceramic tile in good condition is rated silver. Grout in good condition with no cracking or discoloration.	Significant signs of wear are present including scratches, chips, cracked tiles, and discolored materials. Grout is discolored, cracked or missing. Stone or tile is outdated or antiquated.
Fixtures	Fixtures are of superior quality and solidly constructed from durable metals such as brushed nickel or oil rubbed bronze. Handles and spouts coordinate and operate with ease.	Fixtures are of excellent quality with minor signs of wear and solidly constructed from durable metals such as stainless steel. Handles and spouts coordinate and operate with ease.	Fixtures are of good quality with some signs of wear. Modest fixtures with standard finishes in good condition are rated silver. Handles and spouts coordinate and operate with ease.	Fixtures are dated, uncoordinated, show significant signs of wear such as rust, chips or scratches.

Sinks	with no visible scratches, cracks or chips. Designs and finishes are superior. Under mount sink is considered premier. Decorative, superior quality pedestal sinks that are in superior condition typically fall into this category.	condition with minor signs of wear. Designs and finishes are attractive. Excellent quality pedestal sinks that are in excellent condition typically fall into this category.	with some signs of wear. Good quality pedestal sinks that are in good condition typically fall into this category.	scratches and in poor condition.
Shower Doors/Curtains	Shower doors are of superior quality and operating condition. Frameless shower doors are considered Premier. Hardware is sturdy and superior and coordinates with other fixtures in bathroom. Shower curtains are constructed of superior quality, decorative, durable fabrics and lining and appropriate in length. If bathroom is open to the bedroom, shower curtain coordinates with bedroom décor. Metal curved or straight shower curtain rods that coordinate with finishes in the bathroom are considered Premier. There are no plastic shower curtain hooks.	Shower doors are of excellent quality and operating condition. Framed shower door is up-to-date and in excellent condition. Hardware is sturdy and attractive and coordinates with other fixtures in bathroom. Shower curtains are constructed of excellent quality, decorative, durable fabrics and lining and are the appropriate length. If bathroom is open to the bedroom, shower curtain coordinates with bedroom décor. There are no plastic shower curtain hooks.	Shower doors are typically standard sliding framed frosted glass doors of good quality and condition. Hardware is of good quality and coordinates with décor in the bathroom. Shower curtain is good quality with some signs of wear, modest in style and the appropriate length. If bathroom is open to the bedroom, shower curtain does not coordinate with bedroom décor. There are plastic shower curtain hooks.	Shower curtains and doors hardware are older, are inferior in quality and does not operate smoothly. Short or incorrect sized shower curtains and lack of coordination of room décor is considered bronze. Vinyl shower curtains are considered substandard.

MURPHY BED RECOMMENDATIONS (where applicable)

Murphy Beds	Premier	Gold	Silver	Bronze
Mattress & Box Spring	Mattresses and box springs are of superior quality, condition and comfort. Construction and materials offer superior support. Based on occupancy at 40% annually mattresses and boxes springs should be replaced every 7 to 9 years.	Mattresses and box springs are of good quality, condition and acceptable comfort. Mattresses and box springs are over 9 years old and should be replaced.	Mattresses and box springs are of good quality, condition and acceptable comfort. Mattresses are over 10 years old and should be replaced.	Mattresses and box springs need to be replaced. Mattress sets provides no support or comfort by sagging, broken springs, excessive firmness, excessive noise or squeaking is present.
Murphy Bed Casing	Furnishings are of superior quality and coordinated. Decorative details and enhancements offer an upscale residential feel. Case good finishes and hardware are attractive and in superior condition. Headboards are the appropriate size for mattresses and box springs, stable and secured. Colors and patterns are up-to-date and coordinated. Furnishings are placed sensibly according to room size. All furniture styles are consistent with overall design. If space allows, a bench or upholstered chair should be provided.	Furnishings are of excellent quality and coordinated. Case good finishes and hardware are attractive and in excellent condition with minor signs of wear. Headboards are the appropriate size for mattresses and box springs, stable, and secured. Colors and patterns are coordinated. Furnishings are placed sensibly according to room size. All furniture styles are consistent with overall design. If space allows, a bench or upholstered chair should be provided.	Furnishings are of good quality and coordinated. They are durable and remain in good condition with some wear. Pieces are placed sensibly according to room size. Headboards are the appropriate size for mattresses and box springs, stable and secured. Furnishings show some signs of wear but nothing extensive. If space allows, a bench or upholstered chair should be provided.	Furnishings are dated in style, poor construction or shows significant signs of wear such as scratches, cracks, gouges and peeling veneer. Finishes may need attention due to age and the coordination of furnishings may be lacking. Furniture placement may be awkward and needs attention in order to improve comfort and mobility. Furnishings do not reflect a consistent design or style. Headboards are inappropriately sized for mattresses and box springs, unstable or unsecured. Particle board case goods are considered substandard.

LAUNDRY ROOM RECOMMENDATIONS (where applicable)

Laundry Rooms	Premier	Gold	Silver	Bronze
Countertops & Backsplash	Countertops are solid hard surface, superior quality, up to date, seamless condition (quartz, granite, Corian, luxury laminate, engineered quartz (Ceasarstone, Cambria and Silestone, etc.), able to withstand high heat and resistant to staining. Materials are attractive and coordinated. Granite tiled counter tops must be current in design with no signs of wear and grout is in excellent condition with no cracks or staining. Top quality stone tile 6 x 6 or larger, current in design. There are no scratches, nicks, or blemishes. Backsplashes are superior quality and are decorative to coordinate with décor.	Countertops are excellent in quality and condition (quartz, granite, Corian, luxury laminate, engineered quartz (Ceasarstone, Cambria and Silestone, etc.), able to withstand high heat and resistant to staining. There are minor signs of wear. Tile is up-to-date (no small mini tiles) top quality stone tile 6x 6 or larger, current with trends and in excellent condition. Grout is in excellent condition with no cracks or staining. Backsplashes are current in style and are decorative to coordinate with décor.	Countertops and backsplash surfaces are well maintained and coordinate with overall décor. Signs of wear is present such as dulled finishes and/or small scratches; however, no significant damage. Newer laminate countertops and backsplashes are in excellent condition with no visible signs of wear is considered silver. Tile is up-to-date with signs of wear. Grout is in good condition with signs of wear	Countertops and backsplash surfaces exhibit significant signs of wear which include scratches, cracks, peeling and discoloration. Countertop and backsplash materials are inferior and/or dated in style. The quality of finishes and construction is basic and does not necessarily enhance décor. Small, ceramic glossy tiles are rated bronze. Dated laminate is rated bronze. Tile with chips, stains, cracks and grout in poor condition is rated bronze.
Cabinets	Cabinets are flawless with superior design and finishes. All materials and hardware are superior quality and condition with no scratches, nicks, or gouges. Drawers and cabinets open with ease or have soft close feature. Hardware is superior quality, decorative and coordinated. The interior of cabinets and drawers have no damage, no liners or wear. All materials enhance the décor of the bathroom.	Cabinets are high-end design and finishes. Original cabinets have been refaced or refinished. All materials and hardware are excellent quality and condition with minor wear. Drawers and cabinets open with ease. Hardware is decorative and coordinated. The interior of cabinets and drawers have minor signs of wear and no liners	Cabinets are good quality and well maintained. Signs of wear are present such as small scratches or dulled finishes. Hardware is modest in style. The interior of cabinets and drawers show wear and no liners. Drawers and cabinets must function properly.	Cabinets are dated and significant signs of wear are apparent. Materials are chipped, scratched, peeling or discolored. Inferior and dated products are rated bronze. Drawers and cabinets shows significant signs of wear, do not function properly and are missing hardware. Liners are not acceptable. Decorative knobs/handles are dated. Drawers and cabinets that are falling off of hinges or do not close after multiple attempts at repair are considered substandard.
Washer & Dryer	Washer and Dryer are top rated, superior quality and in perfect working order. All pieces are color coordinated (white, black or stainless) and are well maintained. Finishes are not scratched, dented or dulled.	Washer and Dryer are good quality, in good condition, function properly and coordinate appropriately (white, black, slate or stainless). Finishes may have minor wear.	Washer and Dryer are good quality, in good condition, function properly and coordinate appropriately (white, black or stainless). Finishes show some signs of wear. Appliances are less than 10 years old.	Washer and Dryer show obvious wear. Finishes are dated and uncoordinated in color. Appliances 10 years+ are rated bronze.
Fixtures	Fixtures are of superior quality and solidly constructed from durable metals such as brushed nickel or oil rubbed bronze. Handles and spouts coordinate and operate with ease.	Fixtures are of excellent quality with minor signs of wear and solidly constructed from durable metals such as stainless steel. Handles and spouts coordinate and operate with ease.	Fixtures are of good quality with some signs of wear. Modest fixtures with standard finishes in good condition are rated silver. Handles and spouts coordinate and operate with ease.	Fixtures are uncoordinated and show significant signs of wear. Handles and spouts do not coordinate and are cracked, scratched or show rust.
Sink	Sink is in superior condition with no visible scratches, cracks or chips. Designs and finishes are superior.	Sink is in excellent condition with minor signs of wear. Designs and finishes are attractive.	Sink is in good condition with some signs of wear. Good quality pedestal sinks that are in good condition.	Sink shows significant signs of wear such as rust, chips or scratches.

Hot Tub Rooms	Premier	Gold	Silver	Bronze
Hot Tub & Tile Condition	Hot tub and tile surround are superior quality and condition. Materials and design are superior quality and enhance the room's décor. Tub and tile surround do not exhibit signs of wear such as scratches, cracks, missing grout and discoloration.	Hot tub and tile surround are excellent quality and condition. Tub and tile surround exhibit minor signs of wear.	Hot tub and tile surround are good quality and condition. Basic ceramic tile in good condition is rated silver. Grout is in good condition with some wear.	Dated hot tub and tile surrounds are present. Significant signs of wear are present including scratches, chips, cracked tiles, and discolored materials. Grout is discolored, cracked or missing.
Refer to the General Item Terms for overall space appearance				