



# HHA RESIDENT INFORMATION GUIDELINES

## Introduction

Hayes House is an association of unit owners that elects a Board of Directors to conduct the business of Hayes House.

We have a Superintendent who runs the building on a day-to-day basis and a Management Company which supplements the Superintendent's role and performs administrative duties for us.

Living in a building with others is similar to residing in a neighborhood; we are all concerned with knowing how to be good neighbors.

A Rules and Regulations Handbook stating the rules and regulations for daily living at Hayes House is provided to all new owners as part of their resale package. If you are a *tenant/renter please ask your landlord for a copy of the handbook.*

The following guidelines were developed as a supplement to the Rules and Regulations Handbook and to further ensure quiet enjoyment of our home for everyone in our community.

Included is information which can help you get off to a good start even before you move in. We hope you will find this information useful and that you will refer to it from time to time to keep abreast of changes as they occur..

## **Moves and Deliveries**

If you are scheduling a move in or out of the building, or a delivery, you must reserve the elevator by scheduling the time with the daytime doorman. We have one elevator, the one on the left, which we use for this purpose. Scheduling is necessary to assure that protective padding has been placed in the elevator prior to its use and that only one move be scheduled on any given day.

It is best to schedule as far in advance as possible so you won't be disappointed. Hours for deliveries and moves are limited and must be adhered to. The daytime doorman or the Superintendent can advise you of the hours.

## **Unloading of Packages/Groceries**

For your convenience, there are shopping carts available from the doorman so you can unload your purchases or small packages at the front door. At your request, the doorman will assist you. When you have finished unloading your goods, please return the cart to the doorman in a timely manner for the next person's use.

# HHA NEW RESIDENT INFORMATION GUIDELINES - continued

## Renovations/Contractors

For owners planning renovations or other work in their units, plans for the work must be submitted for Board pre-approval. That would include plumbing, electrical wiring, relocating appliances, etc.

Clothes washers and/or dryers are not allowed in the units. No changes may be made to the structure of the walls, e.g. cutting into walls adjoining the hallways or other units.

Work may be done between the hours of 9:00 a.m. and 3:30 p.m. Monday through Friday. When the elevator is required for transporting equipment, the elevator on the left is used and needs to be reserved in advance with the daytime doorman, so that it is available and is padded.

Work debris is to be disposed of offsite by the contractor, and any damage done to Hayes House property will be the unit owner's responsibility.

## Parking

An indoor parking space is available to unit owners. If you need an extra parking space, an outside space may be rented on a monthly basis. Contact Consolidated-Aspen Management Group, the Superintendent or the doorman to arrange for a parking sticker and payment.

You may also post a request on the mailroom board and/or the laundry room board for a parking space in the garage. An owner may have a space which you can rent.

Everyone parking in front of the building is asked to sign in and out with the doorman. When you have guests, they may park in front for short periods of time—less than an hour. If your guests are visiting for more than an hour, they must sign in with the doorman and park in the rear of the building.

If you have guests visiting after 11PM or are planning on staying overnight, they must receive a parking permit from the doorman. For individuals visiting for two nights or more, there is a nominal fee.

Commercial vehicles are not allowed to park in front of the building for any reason, but are to park in the rear lot.

## Trash

On each floor there is a trash room where recycling can be left and garbage can be disposed of down the chute. All household garbage must be placed in a plastic bag and securely closed. All food containers are to be rinsed to prevent odor and insects. Juice and milk containers should be put in a plastic garbage bag and sent down the chute to the compactor.

There are signs to help you know what items are to be left in the trash room and where to place them. Large items, such as corrugated boxes, should be taken to the C level area by the service entrance (turn right past the elevators on C level) and placed in the blue recycle container.

Kitty litter or baby diapers, such as Pampers, are to be disposed of in the bin located on C Level. They are not to be placed down the chute because of potential damage to the compactor.

# HHA NEW RESIDENT INFORMATION GUIDELINES - continued

## Window Coverings

Whatever color your window treatments are, the side facing the outside of the building must be white. This presents a uniform appearance for the building.

## Balconies

Please keep in mind that our balconies are extensions of our home and should look attractive. Lawn-type furnishings and plants are fine. The balcony may not be used to dry laundry, floor mops, etc., or to store objects. Please do not sweep or throw anything off the balcony.

To protect the integrity of the exterior, no holes may be made in the ceilings or walls, and nothing may be hung on them. The color of the terrace needs to be uniform, again to present a good appearance for the building. And, painting of balconies is not allowed.

If you feel you want to screen in your balcony, a contractor proposal with type and color of frame and screening must be presented to the board for pre-approval. Rugs, Astroturf and ceramic tiles are not allowed as they retain moisture which can damage the concrete.

## Laundry

There are ample washers and dryers on C level for residents. Hayes House uses the "Smart-card" system, and a card for laundry use may be purchased from the Superintendent. In addition, for your convenience, there is a handicap-accessible laundry room on the SB level.

## Pets

Pets are allowed in Hayes House—the Rules and Regulations Handbook will guide you as to the regulations. Dogs are to be taken out of the building by using the side entrance on Level SB or the side and back entrances on Level C. Please curb your dog at all times.

## Emergencies

For emergency purposes, you are required to leave a set of keys to your unit with the building Superintendent, who will keep it in a locked safe. In rare situations, Management may have to enter your unit in your absence.

However, should you lock yourself out of your unit the staff is not permitted to use the emergency keys. This is a security policy. You may want to leave a key with a friend, or neighbor, otherwise your only recourse will be to call a locksmith.

If there is a **fire** emergency, there are two fire alarms in each hallway, one to the left of the elevator and one to the right at the far end of the hallway next to the exit. If you hear the fire alarm, quickly exit the building through the lobby using the stairs nearest your unit. *Please do not call the front desk.* The phone line has to remain open for the Fire Department.

If there is a **police** emergency, or a life-and-death situation, call 911.

For a building emergency, such as a burst pipe or lack of hot water, call the Maintenance Office during the hours of 7:00 a.m. to 3:30 p.m. Outside of those hours, please call Consolidated-Aspen Management Group. The numbers are listed at the end of this pamphlet.

# HHA NEW RESIDENT INFORMATION GUIDELINES - continued

## Cooking Odors and Noise

These are two issues which often cause concern in a building. As good neighbors, we need to prevent cooking odors from permeating the hallways as much as possible. That can be done by using your stove vent and/or opening windows while cooking.

As for noise, keep in mind that although Hayes House is an extremely quiet building, sound carries, especially in the evenings, and we all need to be considerate of each other.

## Maintenance

If you notice any maintenance issues in the common areas such as a broken exterior door closure, loose wallpaper, etc., that you feel should be brought to the attention of the building's staff, you should ask the doorman for a work order form and complete it.

You will be given a copy of the work order for your records. The exception to this rule is that if a washer or dryer should be broken, you are to notify the Mac Gray Company directly. You can reach their customer service at (800) 622-4769.

## Board of Directors

The Board of Directors consists of seven members elected by the owners at the annual meeting. Board meetings are scheduled monthly, usually on the last Tuesday of each month.

The Owner Open Forum, where owners may interact with the Directors, begins at 7:00 p.m. The Closed, or Executive Session, begins at 7:30 p.m.

Approximately one week prior to the meeting, a Notice indicating the date and time of the meeting is posted on the mailroom and laundry room bulletin boards, as well as on the two bulletin boards outside the lower level elevators.

## Important & Helpful Phone Numbers

**Maintenance Office:** Office and fax #: 323-3098

**Front Desk/Doorman:** 324-3755

**Consolidated-Aspen Management Group:** (203) 255-4300  
Fax: (203) 255-4323

**Connie Fossaroli,** Agent, Ext. 309

**Dave Liptak,** financial questions, Ext. 301

**Mac Gray (Laundry Supplier):** 1-800-622-4769