

## **Welcome to Randolph Place Condominiums!! August 2008**

Randolph Place Condominiums Trust and Hampshire Property Management Group HPMG our management company, take this opportunity to welcome you.

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We hope this information will answer your immediate questions. Please keep this package for future reference.

### **Hampshire Property Management Group**

HPMG mailing address is 150 Main Street, Third Floor, PO Box 686, Northampton, MA 01060. The main number is (413) 582-9970. Fax number (413) 582-9973. Our property manager, Pat Taylor's, extension is 106. Pat's e-mail address is [pat@hpmgnoho.com](mailto:pat@hpmgnoho.com).

### **Randolph Place Address information**

The correct mailing address for Randolph Place is 23 Randolph Place, Unit or Apt XXX.

### **Reporting Problems at Randolph Place**

HPMG is responsible for enforcing the rules of the Randolph Place Condominium trust. PLEASE call or e-mail Pat Taylor if any rules are being violated rather than attempting to take direct action. The trustees request that all complaints regarding rule violations be submitted in writing or via e-mail. HPMG provides 24-hour emergency service, 7 days a week. Call them at anytime if there are urgent maintenance problems in the common areas of the building. (All hallways and stairwells, the basement, the four storage area rooms, the recycling and laundry rooms). They will also respond to a unit-owner emergency at a cost to the unit owner. Typically, these emergencies are lack of heat, plumbing leaks, clogged toilets, and problems with electricity.

#### **1) GETTING STARTED**

##### **Entryway Security**

**This is a secure building.** A new security system was installed in the summer 2005. Visitors have to ring into the security system for entry into the building. Once residents have a phone number, contact Pat at HPMG so that she can program your phone number into the security system. Local cell phone numbers can be programmed into the security system. Visitors should follow the listed instructions and key in the two-digit code next to your name to ring your unit. You then press the number 6 on your telephone keypad and this unlocks the entry door. The door remains unlocked for approximately 10 seconds.

##### **Security Entry Codes**

All owners will have access to the building via the new entry code and key entry system. **ONLY owners** are allowed to use a security code to enter the building. All renters must enter the building with the entryway door key that was given to them by the owner of the unit when they began renting the unit. All owners may not give out their entry code to any of their renters living

in the building. Any owner giving out their security entry code is in violation of the security rules at Randolph Place. ALL visitors must use the lobby phone using the number code next to the person's name they are coming to visit.

### **Door Keys**

All owners receive two (2) lobby entryway door keys from HPMG. All owners who rent their unit must furnish the new renter with one (1) entryway door key. All renters must enter the building with their entryway door key. All owners can purchase additional entryway door keys from HPMG at a charge of \$10.00 per key. Locksmiths, by law, may not copy the entryway door key.

**PLEASE do not hold the lobby door open** for anyone unless you know they are residents, or regular visitors to residents in the building. QUESTION anyone you do not recognize!! There is a security camera in the lobby. From your unit, you can see the lobby entryway on your television screen by checking channel 8 (on your TV remote). PLEASE do not buzz in anyone you do not know or recognize. Please do not prop open the back and side doors. If you see any of these doors propped open, please close them and report the incident to one of the trustees. Our building cannot stay safe and secure unless ALL owners and renters follow these simple rules.

### **Lobby name and entry code marquee**

Effective July 2007 Margot Norris, owner of Unit 310, will have the responsibility for updating this marquee. When Margot receives the new owner and/or renter information from HPMG the lobby marquee will be updated.

### **Annoyances**

You may not carry out any activity, either in your unit or in a common area, which is offensive, an annoyance or a nuisance to other residents. During regular daytime hours, residents are expected to keep any noise to a level that will not disturb other residents. During the hours of 11:00 pm and 9:00 am it is imperative that all residents be considerate of the noise level and keep all televisions, stereos or radios at a very minimum level. Please keep in mind that noise travels to the units on each side of your unit as well as above and below your unit. PLEASE BE CONSIDERATE.

## **2) EMERGENCIES**

**Call the police department – 911** – about intruders or violence in the building. The non-emergency number at the police department is 587-1100. Call (HPMG if you see someone being careless about security or you have questions about security practices. Entry to first floor units via the deck is a security hazard. For safety of the first floor residents, we will assume that entry via a deck is a break-in and call the police.

### **Other Emergencies**

HPMG provides 24-hour emergency service, 7 days a week. Call them at anytime if there are urgent maintenance problems in the common areas of the building. (All hallway and stairwells; (including the basement); the four storage area rooms; the recycling and laundry room). They will also respond to a unit-owner emergency at a cost to the unit owner. Typically, these emergencies are lack of heat, plumbing leaks, clogged toilets, and problems with electricity.

### **Fire**

**There is a fire extinguisher on each floor by the elevator.** Your unit has a smoke detector in the hallway by the bedrooms. If you burn something in your kitchen and the smoke sets off the

smoke detector, **DO NOT OPEN YOUR UNIT DOOR.** This will set off the building fire alarms and the fire department will come. In the case of a false alarm, we do not want the fire department to have to come to the building which could result in being charged for a false alarm. **INSTEAD OPEN YOUR DECK DOOR AND TURN ON YOUR KITCHEN AND BATHROOM FAN.**

If the smoke alarm goes off (for no apparent reason) it may need to be vacuumed or replaced. The building fire alarm system automatically alerts the fire department. Your unit has a heat detector, near the front door, which sets off the building alarm. There are manual fire alarms – the red boxes with the handle to pull in the corridor near each stairwell – that set off the building alarms. Call the fire department if you suspect fire and the alarms have not gone off or if you see someone being careless with fire or flammable materials. Call HPMG and notify them as well.

### 3) **PARKING**

**Our upper parking lot is very attractive to drivers unconnected with Randolph Place because it is so close to the center of town and it has no meters. In the winter this problem is aggravated because off-street parking is scarce in Northampton. We have found it necessary to assign parking permits to all owners and renters and we have to be very aggressive about enforcing our rules. Any unidentified vehicles that are illegally parked in the upper and lower parking lots WILL BE TOWED at the vehicle owner's expense. We will also tow, without warning, any vehicles parked on the grass, in a fire lane, in reserved handicapped spaces, blocking the entry road into Randolph Place or any unidentified vehicle during a snow storm.**

#### **Owner/Resident parking in the lower property lot**

All unit owners and residents are allowed to have **two** registered vehicles per unit. Motorcycles must be registered as well. All registered vehicles must have an **assigned “Randolph Place” permit number sticker. Permit number sticker applications can be obtained by contacting Pat Taylor at 582-9970 x 106 or [pat@hpmgnoho.com](mailto:pat@hpmgnoho.com).**

**The permit number sticker will be placed on the rear window of the driver's side of the vehicle. All renters must complete the “HPMG renter application” form before permits can be assigned to their vehicles. These permits entitle you to park either in the lower or upper parking lots.** Until you have an assigned permit number sticker, please park in the upper lot and place a note on the vehicle dashboard identifying your unit number. After we receive all the necessary information the permit sticker will be placed on the person's vehicle.

#### **Visitor Parking in the upper property lot**

**The association furnishes visitor passes. Please contact Pat Taylor at 582-9970 x 106 or [pat@hpmgnoho.com](mailto:pat@hpmgnoho.com).** Visitors and guests park in our upper parking lot. And PLEASE have all visitors and guests place a note (or the visitor parking pass) on the dashboard of their vehicle identifying them as a visitor and in which unit they are visiting. Any unidentified vehicles that are illegally parked WILL BE TOWED at the vehicle owner's expense. The “RED” violation sticker will no longer be used as a warning.

#### **Handicapped parking spaces**

There are “**reserved**” handicapped parking spaces located in the lower parking lot. These ) parking spaces are “**reserved**” for specific owners. There is also (1) “**visitor reserved**” handicapped parking space located in the lower parking lot. Any visitor parking in this space

“must” have a legal handicapped parking placard. **PLEASE DO NOT PARK** in any of these “reserved” handicapped spaces. Any unauthorized vehicle parked in the handicapped spaces will be treated as illegally parked.

#### 4) HOW THINGS WORK

##### Laundry Room – Washer and Dryers

**Washers and dryers MAY NOT be installed in any individual units.** There are coin-operated washers and dryers in the basement across from the elevator. You should contact Autumn Appliance at 584-2411 if there are any problems with these appliances.

**PLEASE keep the laundry room clean!! A broom and dustpan has been provided for you to sweep up any accidental lint that may fall on the floor when you are using the washers and dryers.** We all have to take responsibility to pick up after ourselves. Your neighbors will be very thankful.

##### Recycling Room

**ARS** Alternative Recycling Systems handles all of our recycling business. Recycling pick up is scheduled for once a week. **PLEASE** recycle corrugated boxes, paper, cans and glass and plastic bottles in the recycle room across from the laundry room. Detailed rules are posted about what can and cannot be recycled. **PLEASE break down all corrugated boxes. If boxes are not broken down the recycling company will not take them.** All items must be clean.

##### Trash

**ARS** Alternative Recycling Systems handles all of our trash pick up business. Trash pick up is scheduled for twice a week. You must **bag and tie your trash** and put it in the dumpster in the upper parking lot. **Nothing is to be left outside of the dumpster, such as, furniture, rugs, old computers, etc.** **For the removal of large items, you may contact Alternative Recycling Services at 413-634-8000 or bring all throw away items to the city dump.** Residents from the row houses on the other side of Randolph Place are allowed to use our dumpster. The owner of the row houses pays for his tenants’ trash removal.

##### Storage Areas

Storage areas are considered “common” areas. Each unit has an assigned storage bin located in the basement. For most units, the storage room is located at the same end of the building as their unit. The exceptions are the storage areas for unit numbers 308 and 312; they are located in storage room number 3. **DO NOT LEAVE ANY ITEMS IN THE STORAGE ROOM OUTSIDE OF YOUR STORAGE AREA.**

##### Grills

Only gas or electric grills are allowed. Charcoal or wood-burning grills are NOT allowed. If you are using a grill on your deck, you must register the grill with the Association. You can obtain a request form from HPMG. You must also keep a fire extinguisher on your deck at all times. For safety reasons, your grill should not be located close to the building wall. **PLEASE** use caution when cooking on your deck. Your neighbors will thank you.

##### Electricity

You have your own meter and your Electric Company will bill you directly. The meters are in the recycle room in the basement. You can shut off the electricity in your unit at the circuit breaker box located in your unit hallway.

### Garbage Disposal

Do not put large bones, coffee grounds, eggshells, meat scraps, banana peels or any vegetable with tough fibers in your disposal. Remember to run cold water while using the disposal and leave the water running a little longer to flush small bits of food through the system. Clogging the disposal can cause flooding in the first and second floor units.

### Air Conditioners

The developers put framing for an air conditioner in the wall of the living room of each unit. Some of the units have subsequently had air conditioners installed. If not, it would be relatively easy to install one. HPMG can provide the specifications for a proper air conditioner and permission to install one. A window air conditioner unit may also be installed in any window in your unit. Some air conditioners may leak water from time to time. If you have an air conditioner that leaks and it hangs over your porch area please put a bucket or pan to catch the water. This may prevent wood rot on the porch floor & the ceiling below.

### Porches

The front porches were repaired and painted in the summer 2005. The back porches were repaired and painted in the summer of 2006. **PLEASE do not lay any rugs down on the porch floor.** The laying of rugs on the porch holds in outside wetness and moisture. This moisture causes the wood floor to become soft and the wood to rot. During the winter months please try to keep your deck free of snow if possible. This will help the preserve the wood floor.

### Water

The City of Northampton supplies the water. The Trust pays the charges from the monthly maintenance fees. In an emergency you can shut off the water in a number of places:

- 1) Water to any of the sinks – use the valves under each sink.
- 2) Water to the dishwasher – use the valve under the kitchen sink.
- 3) Water to the toilet(s) – use the valve under the toilet tank.
- 4) All hot water to your unit – use the valve above your own hot water tank.

All water heaters are located in the basement in Rooms numbered 1 through 6.

Water heater locations are listed below:

Unit	101	Room 5	Unit	201	Room 5	Unit	301	Room 5
	102	Room 4		202	Room 4		302	Room 4
	103	Room 4		203	Room 4		303	Room 4
	104	Room 3		204	Room 3		304	Room 3
	105	Room 3		205	Room 3		305	Room 3
	106	Room 6		206	Room 6		306	Room 6
	107	Room 6		207	Room 6		307	Room 6
	108	Room 2		208	Room 2		308	Room 2
	109	Room 2		209	Room 2		309	Room 2
	110	Room 2		210	Room 2		310	Room 2
	111	Room 1		211	Room 1		311	Room 1
	112	Room 1		212	Room 1		312	Room 1
	113	Room 1		213	Room 1		313	Room 1
	114	Room 5		214	Room 5		314	Room 5

### Snow Procedures for moving vehicles after a snowstorm

Please refer to page 8 of this package for the latest updated revision for snow procedures.

## 5) COMMUNICATIONS

### Bulletin Boards

The trustees use the bulletin board across from the elevator to post notices and any requests concerning the association. If you want to post any notice on this bulletin board you “must” sign the notice. **Also, PLEASE do not post any offensive or rude notices. Such notices will be removed from the bulletin board.** Owners and renters may use the bulletin board in the entryway to post personal notices of common interest, such as, items for sale, etc.

### Trustee Board Meetings

The board of trustees meets once a month. A notice with the date, time, and location will be posted on the bulletin board prior to the meeting. The meetings are open to owners and residents. If you want to attend a meeting and have a specific matter you wish to discuss **notify one of the trustees in advance.** If anyone wishes to receive a copy of the meeting minutes please notify the board President Mary Ellen Bruce at [maryellenbruce@comcast.net](mailto:maryellenbruce@comcast.net). You may receive a hard copy of the minutes or you may receive the minutes via e-mail.

### Owner’s Annual meeting

An owners’ annual meeting is held once a year, at which time we submit reports of the management and finances of the Randolph Place Condominium Trust. We also discuss future plans, past issues and any new issues that owners want to discuss.

## 6) RULES & REGULATIONS

### Common Areas

Common areas inside the building are: All hallway and stairwells (including the basement); the four storage area rooms; the recycling and laundry room. You may place a welcome mat and an additional mat for muddy shoes in the corridor outside your unit. **NOTHING** else can be altered in, constructed in, added to or removed from the common areas without the written consent of the trustees. Hallway areas outside your unit should be clear and clutter free.

### Pets

Effective December 2000 the rules for dogs was revised so that **No new dogs were be allowed** at Randolph Place. **In June 2007 the rule was revised to read:**

“No dogs may be present inside the condominium building or in the immediate vicinity at any time. Only the dogs owned by Sally Cheyette (Unit 110), Joyce Predmore (Unit 201), Myra Avedon (Unit 305) and Leslie McGrath (Unit 307) which were grandfathered into the Rules and Regulations in December, 2000, will be allowed inside RP Condominiums. These owners will register there pets with the Board of Trustees. Special pets used to aid disable persons will be permitted upon receipt of proper medical documentation describing the need. Renters are not permitted to have any pets, except where the aforementioned special pet is necessary, and it must be documented and registered with the Board of Trustees. See Master Deed, paragraph 7 (G) of the condominium Documents.”

**Only unit owner occupied units may request permission for cats. Owners may have (2) indoor cats** which must also be registered with the board of Trustees. The trustees may revoke their consent at anytime and you must then remove your pet immediately. HPMG has the approval forms.

### Repairs to common building areas

HPMG is responsible for repair work outside your unit, including your deck. The owner is responsible for most of the repair work inside your unit.

You may check with HPMG if you are unsure who is responsible or a specific repair. HPMG provides repair services to the unit owners for a fee including remodeling, plumbing, carpentry and electrical work. If they are unable to do the job or you prefer a local contractor or serviceman, they may be able to recommend one. Unless they have written instructions to the contrary, they will only do repairs at the request of the unit owner, and not the renter.

### **Unit Construction, Remodeling and Maintenance Work**

- 1) **You must notify the trustees two (2) weeks in advance of any planned work, and its extent, schedule, and impact on the building and the neighbors.**
- 2) Neighbors will then be informed of the planned work by the trustees or HPMG.
- 3) **Work should be limited to the hours between 9 am and 5 pm. Any work after 5 pm will require 'special' permission.**
- 4) **PLEASE** protect quietness in the building, keeping to a reasonable minimum such noises as hammering, power tools and audio-radios.
- 5) Choose construction materials that will not release noxious or toxic fumes in the building, and plan for proper ventilation when using glues, paints, varnish, etc.
- 6) The private contractors should not cause damage to the outer or commonly owned walls, posts, floors, ceilings elevator, stairs, banisters, or other public parts of the building.

### **Installation of Satellite Dishes**

The condominium association can deny installation of any satellite dishes that may cause structural problems or damage to the building. The installer should make every effort to move the dish away from the facade of the building, as deep into the balcony as possible and below the level of the railing. The installer should not use screws or nails or cause other damage to the outer walls, posts, floors, ceilings or banisters of the building. The sole permissible alteration to the outside walls is the cutting of a hole so that the wire from the satellite to receiver can be run into the interior of the condo unit. This hole should be as small as possible, fitted with weatherproof faceplates, caulked against moisture, and be "self-sealing."

### **Skylights**

Two units have had skylights installed in the past. **No new skylights will be approved.**

### **New Roof installed Spring 2004**

**NO ONE IS allowed onto the roof. IF a contractor or worker has to access the roof, the unit owner is responsible and MUST CONTACT HPMG or a trustee immediately.** The new roof was installed in the Spring of 2004 and is under warranty and the trustees must adhere to strict guidelines of this roof warranty.

### **Condominium Documents**

All owners should have a complete set of condominium documents, consisting of three documents:

- 1) The Master Deed
- 2) The Declaration of Trust and By-Laws
- 3) The Rules and Regulations

**PLEASE** read these documents carefully and if you have any questions about them, do not hesitate to contact one the trustees. Condominium forms and rules & regulation documents can also be obtained from HPMG by e-mailing Pat Taylor at [pat@hpmgnoho.com](mailto:pat@hpmgnoho.com).

### **Insurance**

The Trust carries insurance on the building – everything that the unit owners do not own. That insurance also covers everything that is owned by the unit owner but is a permanent part of the unit; dry wall, paint, carpet, light fixtures, kitchen and bathroom cabinets, and permanent modifications - such as a built in closet. If you upgrade or add items to your unit you need to be able to prove the added value to collect insurance on them. This insurance does not cover the repair or replacement of worn out or damaged items in your unit. All unit owners are responsible for carrying homeowners insurance on all of your personal, removable items.

### **Unit Rentals**

**HPMG or the trustees must be notified in advance if you are planning to rent your unit. HPMG has the necessary “Renter application” forms that must be completed ‘before’ your renter moves in. Any unit owner failing to notify HPMG or the trustees “before” a unit is rented may be fined a penalty fee of \$100.00.**

### **Move-In Fees**

Effective December 2000, the Board of Trustees voted to charge a \$75.00 move in fee each time someone moves into your unit. The unit owner will be responsible for this fee, due when the owner or a new tenant moves in. This fee covers making good the additional wear and tear created by the move. Excessive damage caused during a move is not covered by this fee. Excessive damage is dealt with on an individual basis, the same as though any damage was caused at any other time.

### **Fines assessed to owners in violation of any Rules and Regulations**

Effective July 1st, 2006 the Board of Trustees voted to install a system of fines to help enforce the Rules and Regulations. A violation of the Rules and Regulations for the first time offense, the owner will receive a written warning. For the second offense, the owner will be assessed a fine of \$100.00 and for the third and all subsequent offenses the owner will be assessed a fine of \$200.00

## **7) YOU CAN HELP !!!**

### **Volunteers**

You can help with the tasks that make our building run smoothly. If you are interested in volunteering for any of the tasks listed below, please notify a trustee:

- Join the board of trustees
- Help with vehicle removal during snow storms
- Monitor parking lots
- Check exterior doors
- Check recycling and laundry rooms
- Organize the library books located in the basement

### **Snow procedures for moving vehicles after a snowstorm**

The trustees will no longer be calling any residents to move their vehicle(s) after a snowstorm.

#### **Please leave your vehicle(s) in the lower lot before and during the snowstorm.**

**We are asking all residents to assume personal responsibility to move their vehicles after a snowstorm.**

Our snowplow person, will plow and clear the upper lot first. He will then tape a piece of paper onto the outside lobby door to let us know what time he will be returning to finish plowing the lower lot.

To check and see if a note has been taped to the front outside lobby door you can put your TV on Channel number 8 and you should be able to see if a note is taped to the door. If you see a note posted please go down to the lobby and check to see what time the plow will be returning. When you know what time the plow is returning please move your vehicles from the lower lot to the upper lot as soon as possible.

**If for some reason you cannot view the lobby on channel 8 on your TV you have the responsibility to go and check in the lobby as to what time the snowplow will be returning to plow the parking lots.**

For vehicle(s) that are not moved the first offense will be a warning. For any future occurrences there will be a \$35.00 fine for each vehicle. The trustees do not want to have to fine any residents for these vehicle offenses however, this is a very large responsibility and the trustees and our snowplow people

NEED EVERYONE'S COOPERATION.

If you plan to be away for the day or more, PLEASE make arrangements with a friend or neighbor to move your vehicle(s).

We thank everyone for their cooperation.

The trustees of Randolph Place