

Entraguard

When lobby doors are locked, visitors must use the Entraguard phone and be admitted by a resident. The three-digit code at the Entraguard phone will automatically ring the resident's phone. Residents can unlock the door for the caller by pushing 6. Doormen may not admit unknown visitors.

Residents who wish their names posted in the cases at the front and rear doors of the lobby must contact the office to do so. This is not done automatically because some residents prefer no posting.

Resident's Keys/"Buddy System"

Anyone locked out of his/her condo during weekday hours may go to the office for assistance. Residents are advised to give a key to a neighbor, friend or relative ("Buddy System") so that it will be available when the office is closed; otherwise, a locksmith will have to be called to unlock the door at the resident's expense.

There is a lock box area on each floor (in the service area, right outside of the trash room) all residents are welcome to put a personal lock box in this area so that you always have access to your key, if you get locked out.

THERE IS NO ACCESS TO THE KEY SAFE DURING NON-BUSINESS HOURS

Requests for Entry

Occasionally the office receives requests from a third party (relative, realtor, contractor, etc.) to enter a unit. Our policy is to refuse any such requests unless prior specific arrangements are made by the resident with the Devon office. Such arrangements are especially critical for anyone seeking entry on the weekend.

Automobiles/Parking

All residents are required to register their cars at the Devon office and to obtain and display parking stickers; this includes cars using the parking garage. These stickers enable employees to notify residents in case of problems (lights left on or a need to move a vehicle) and to aid in monitoring parking areas. Visitor or rental vehicles that will be parked overnight must display a visitor pass on the dashboard, available from the office or doorperson.

You are required to complete the Devon Vehicle Registration form and provide a copy of your vehicle registration.

All are requested to respect handicapped parking spaces, no-parking areas, and park evenly within the yellow (or blue, if in handicapped space) lines - and to use the proper entrance and exit to the Greenhill parking lot.

Doormen

There is a doorman on duty 24 hours a day, seven days a week. These doormen will assist residents, getting into and out of cars. They will also assist residents with groceries, packages, and luggage.

Doorman can be reached by calling 658-5380.

Deliveries

Residents are asked to call the office to notify about the delivery of large objects, such as furniture or major appliances.

The doorman accepts and logs in small packages and places them in a locked closet until signed out by the owner.

Vacations

If the occupant of a condo plans to be away for an extended period, they should notify the office. If requested, the maintenance staff will check the vacant unit monthly for leaks or other problems and will notify the resident. There is a **\$8.00 charge each time the unit is checked** and this checking does not relieve the owner of responsibility for problems within his unit.

Mail Room

Each resident has their own mail box plus a cubicle for second class mail (magazines, flyers, information from the Devon office, etc.). It is important that residents notify their correspondents of their unit number because **the unit number is part of your address**. Without the unit number, the post office is not obligated to deliver mail.

There is a mail pick-up from the Devon every day except Sunday. The mailman asks you to please pick-up your mail on a daily basis. This applies to both 1st and 2nd class boxes. Unless this is done, there is no room for more mail.

Laundry Room

The basement laundry room is available to all residents; washers and dryers are coin operated. Everyone furnishes their own laundry products. Everyone is urged to keep the area clean and to turn off lights before leaving the room. Those using the machines are requested to stay while the clothes are being washed and dried. In consideration of others please remove laundry from washers and dryers promptly. The Devon is not responsible for losses or damages.

Library

There is a small lending library off the main lobby. Residents contribute books and current periodicals which may be borrowed. No sign out is necessary, but borrowers are requested to return books promptly, and to keep the area neat and orderly.

Trash Rooms

Trash rooms are located opposite the service elevator on each floor. Everyone's assistance is needed to keep these trash rooms orderly. The two large cans in each room have liners in them, but these are not removed with each pick-up. Their purpose is to protect the can against accidental spills. **ALL TRASH MUST BE PLACED IN THE TRASH CAN AND MUST BE SEALED IN PLASTIC BAGS BY EACH RESIDENT.** Our employees then pick up the bags at trash pick-up time. The liners are costly and are changed only when necessary. Non-bagged trash should not be placed in the trash room or these containers; it is not sanitary, slows up our employees, causes spills and odors, and requires the extra expense of changing the liners. Broken glass should be thoroughly wrapped, marked and placed in the recycle can. **Pet waste must be bagged, tied off and brought to the outside dumpster. Pet waste should never be placed in the trash room.**

The Devon has a voluntary recycle program. The tubs/cans in the trash rooms are labeled as follows:

- PAPER – for newspapers, magazines, cereal boxes, etc.
- TRASH – for trash tied in plastic bags.
- RECYCLE – for plastic bottles, glass bottles and jars, and metal cans (tied in plastic bags), and any paper products tied in plastic bags.

Other than paper products, all recycle items are to be tied together in plastic bags. **Do not deposit loose recycle items or loose trash in these cans.** Large boxes should be broken down and placed in the recycling dumpster. If you choose not to participate in the recycle program, all your items can be bagged together and tied as you do now, and placed in the **TRASH** cans.

Garage

Residents who use the garage should use extreme caution when entering and exiting. **Please drive slowly and carefully.**

Be aware that it is difficult to see when coming from bright sunlight into the dark garage; and, from the dark garage into bright sunlight. Again, use extreme caution and drive slowly and carefully.

Be aware of your surroundings when walking in the garage – look both ways and be aware of cars backing up and entering/exiting the garage.

Storage Bins

There are storage bins in the basement storage room for resident use; one bin to a unit. New residents should contact the Devon office to get their bin number. Under no circumstances should a resident occupy a vacant bin. Items should be stored only in the bins. The entry door is locked after 4 p.m. and on weekends; however, the key is available from the doorman. Residents are responsible for providing the locks on their bins. **The Devon is not responsible for any losses.**

Bicycle Storage

There is limited storage for bicycles in the basement storage room. Bicycle owners must register their bikes with the Devon office in order to be assigned a space number. There is a \$27 per year charge to store a bicycle. Owners are advised to chain bikes to the stand. The Devon is not responsible for losses.

Balcony Windbreakers and Carpeting

The Council has adopted a regulation requiring all balcony windbreakers to be made of either the tan fabrics or clear vinyl fabric listed below. This was done in the interest of uniform appearance.

- Sunbrella, 100% acrylic
by *Glen Raven Mills, Inc.*; color - linen #4633
- Marine Clear Vinyl, 0.19 gauge

Windbreakers made from these fabrics are available from *Gainor Awnings, Inc.* (998-8611) or *E. W. Brown, Inc.* (652-6612).

Anyone who chooses to install carpeting on their balcony may not have it glued or held with double-faced tape. Owners will be held responsible for removal and repair costs incurred by the use of glue or tape.

Television

As part of a commercial bulk contract with *Comcast Cable*, each unit is provided with expanded basic standard cable. A digital converter is required to receive the television signal. A resident should not be billed directly by *Comcast* unless they subscribe to a pay service or internet. Those having TV problems should call *Comcast* directly at 1-855-638-2855.

Pool

The Devon pool is open between Memorial Day and Labor Day. Exact opening dates, hours, and rules will be announced annually in May. All owners and residents are considered members and are invited to use the pool.

Exterminating Service

As part of our maintenance program, an exterminating service is provided; every unit is treated approximately every 4 months by an exterminating firm. Residents will be notified in advance when service is to be done. The exterminator is accompanied by one of our maintenance staff; he will give access to the unit if no one is home, unless the office has been instructed otherwise. In case of a problem between regular services, the office should be contacted.

Maintenance

The Devon maintenance staff is available to assist you with maintenance requests for your unit. All requests for maintenance should be made to the Devon Office, at 658-5366. This will result in a work order, which the mechanic needs before he can respond.

Our maintenance staff will perform the following types of requests:

- changing light bulbs
- changing an outlet or switch
- repairing faucet leaks, installing a new faucet (excluding showers)
- repairing toilet problems, unclogging drains
- unclogging, repairing or installing a new disposal
- moving light furniture items

This list is not all-inclusive; please call the Devon Office, at 658-5366 with your request.

Please note that the Devon maintenance department will assist unit owners with minor repairs of plumbing fixtures within their units. We stock parts for the fixtures that are original to the building and that have been supplied by the maintenance department as replacements. These include parts such as: washers, seats and stems for kitchen faucets and bathroom lavatories, toilet fill valves and toilet seats.

We do not, however, repair or service the single handle shower valves originally supplied by *Speakman*. Additionally, we do not repair or replace the water shut-off valve serving your plumbing fixture. These are the valves located under the toilet, and in the cabinet under the sink. You will need a building water shut-down and a plumber to repair the shut-off valves.

Also, please be aware that our stock of parts may not fit any plumbing fixtures that have been replaced during remodeling of your unit. These include most European styled faucets and most *Moen* brand faucets, most shower valves made by *Moen* or *Delta* and toilets by *Kohler* or various brands purchased at home remodeling centers. You will need to use a plumber to repair these fixtures. **We recommend that you do not install Moen faucets in this building because they have an inherent problem of allowing hot water to pass into the cold water line.** If you already have a Moen faucet, we recommend you change the cartridge every five years as preventive maintenance.

If you call the office for a maintenance work order request, a maintenance man from our staff will come to your unit and check your plumbing fixture. He will let you know if your plumbing fixture can be repaired by the maintenance staff or if you need a plumber.

Labor charges apply to all requests for assistance within your unit by a member of the maintenance staff. Maintenance service is billed at a labor rate of \$32.00 per hour in 15 minute increments. **There is a minimum labor charge of \$8.00 for the first 15 minutes, or any portion of.** There is no charge for labor if it is a building related problem.

For safety related items, such as gas odors, there will be no charge to investigate. If the problem is found to be specific to a unit and requires corrective action by our staff, the resident of the unit will be charged according to the above rates.

A maintenance mechanic is on call for emergency repairs on evenings and weekends. For anyone requiring such service, **there is a minimum labor charge of \$25.00 for the first hour, or any portion.** Again, there is no labor charge if it is a building related problem. Call the Devon Office (658-5366 - answering service will respond) and give details of the emergency. The on-call maintenance man will be contacted.

Work Within Residences

Contact the office for a copy of the Devon Construction Rules. Copies may also be found at the doorman's desk.

Pets

There are specific regulations regarding pets. Contact the Devon office for a copy of the Pet Policy and a Registration Form.

Courtesies

Carts, dollies, and equipment must be taken on the service elevator, if it is available. These should be returned promptly to their proper location in the basement or on the first floor.

PLEASE PRACTICE ENERGY CONSERVATION. Report dripping faucets and running toilets PROMPTLY. Turn off unnecessary lights. Turn off TV, radios, etc. when leaving home. Adjust thermostats when a unit is not occupied for a lengthy period.