

## Welcome to Randolph Place Condominiums!

Randolph Place Condominiums Association and The Hampshire Property Management Group, Inc. (HPMG), our management company, take this opportunity to welcome you.

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### Hampshire Property Management Group

HPMG mailing address is P.O. Box 686, Northampton, MA 01061 . They are located at Thornes Marketplace, 150 Main Street, Suite 310, Northampton, MA. Their website is: [www.HPMGnoho.com](http://www.HPMGnoho.com). On it you can find condominium documents and other useful information.

The main number is (413) 582-9970; Fax number is (413) 582-9973. Our property manager is Pat Taylor; her extension is 106. Her direct dial # is (413) 650-6018. Pat's email 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 XXX, Northampton, MA 01060

## (1) GETTING STARTED

### Entryway Security

This is a secure building. Visitors have to ring into the security system for entry into the building. Once new 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 phone system, providing they have a 413 area code. Visitors need to scroll through the list on the phone pad and enter those numbers on the pad. After the visitor calls your phone, the resident *then presses the number 6 on the telephone keypad and this unlocks the entry door*. The door remains unlocked for approximately 10 seconds. Residents should also have a 4-digit code to unlock the door. This is for personal use, and not for visitors. Please do not buzz in anyone you do not know or recognize. Our building cannot stay safe and secure unless all owners and renters follow these simple rules.

Please do not hold the lobby door open for anyone unless you know they are residents or regular visitors to residents in the building. Do not prop open the back or side doors. If you see any of these doors propped open, please close them and report the incident to Pat Taylor. Please question anyone you do not recognize! Two security cameras were installed on the first floor recently because of a problem with vandalism. We appreciate everyone being vigilant and thoughtful.

Please do not climb onto your deck to enter your unit. For the safety of the first floor residents, we will assume that entry via a deck is a break-in and call the police.

All residents can purchase additional entryway door keys from HPMG at a charge of \$15.00 per key. Locksmiths, by law, may not copy the entryway door key.

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

HPMG is responsible for enforcing the rules of the Randolph Place Condominium Trust. Please call or email 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 email. HPMG provides 24-hour emergency service, 7 days a week. Call them anytime there are urgent maintenance problems in the common areas of the building. Common areas are the hallways and stairwells; the basement; the four storage area rooms; the recycling and laundry rooms; and the exterior portions of the property. The on-call maintenance company 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. Renters should contact their landlords before calling the HPMG emergency number. The owner will have to pay for the service call, so the owner should call HPMG.

### **Annoyances**

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 - keep all televisions, stereos or radios at a minimum level; noise travels to the units on each side of your unit as well as above and below your unit. Please be considerate when socializing on your deck; speak quietly. Please refrain from smoking on your balcony, especially when windows and patio doors are open. Your neighbors do not want to breathe second hand smoke.

## **(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 if you have questions about security practices.

### **Fire**

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. We do not want the fire department to have to come to the building which could result in being charged for a false alarm. We also don't want a fire truck to be diverted away from a real fire. Instead, open your deck door and turn on your kitchen and bathroom fans. If your 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. There is a fire extinguisher on each floor by the elevator. Your unit has a heat detector near the front door that will set 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** (See SECTION 7 for IMPORTANT SNOW REMOVAL POLICY)

Our upper parking lot is very attractive to drivers unconnected with Randolph Place because it is so close to the center of town. In the winter this problem is aggravated because off-street parking is scarce in Northampton. We have found it necessary to assign parking stickers to all owners and renters and we have to be very aggressive about enforcing our rules. Any visitor must have a hanging visitor tag from the rear view mirror. Any vehicle without a sticker or hanging visitor tag WILL BE TOWED. Ernie's Towing passes through the property randomly every day and night and will tow all vehicles without a sticker or hanging tag. We may 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 vehicle that does not move during snow removal. Ernie's Towing phone number is 586-1021.

### **Owner/Resident Parking in the Lower Property Lot**

All residents are allowed to have two registered vehicles per unit. All registered vehicles must have an assigned Randolph Place parking permit. Motorcycles must be registered as well. The Vehicle Registration form can be obtained from the HPMG website – [www.HPMGnoho.com](http://www.HPMGnoho.com). You may also contact Laura Varney, the HPMG office manager for the form. Complete this form and return it to Laura in order to receive a parking sticker.

The parking sticker should be placed on the rear window of the driver's side of the vehicle. All renters must complete a Renter Application Form before permits can be assigned to their vehicles. (This form can also be found on the website.) These permits entitle you to park in either the lower or upper parking lots. Landlords should make sure their renters have parking stickers **before** they move in.

### **Visitor Parking in the Upper Property Lot**

Visitors and guests must park in the upper parking lot, and display a visitor parking pass from the rear view mirror. The lots are patrolled regularly and any vehicle without a pass will be towed at the owner's expense.

### **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 one (1) reserved handicapped parking space for a visitor that is 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 may be towed.

## **(4) HOW THINGS WORK**

### **Air Conditioners**

There are frames for air conditioners in the wall of the living room of each unit. It would be relatively easy to install an air conditioner, if you don't have 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 hangs over your porch area, and it leaks, please put a bucket or pan underneath it to catch the water. This may prevent wood rot.

### **Decks**

All decks will have been replaced by 2015. Please do not lay any rugs down on the porch floor because the rug will hold moisture. This moisture causes the wood floor to become soft and rot. During the winter months please try to keep your deck free of snow if possible. This will help to preserve the wood floor.

### **Electricity**

You have your own electric meter and National Grid will bill you directly. The meters are in the recycling room in the basement. You can shut off the electricity in your unit at the circuit breaker box located in your unit hallway. If you go away in the winter, leave your heat at 55 degrees to avoid any accidental freezing of pipes.

### **Garbage Disposal**

Do not put large bones, coffee grounds, eggshells, meat scraps, banana peels, or any vegetables 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. The owner of unit where a leak originated would pay for the cost to repair any damage.

### **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. Contact Autumn Appliance at 584-2411 if there are any problems with these appliances. Laundry may be started at 7:00 am and must be completed by 10:00 pm. There are condos above the laundry room that can hear the machines.

Please keep the laundry room clean! We have supplied some cleaning products. Please empty the lint filter each time you use a dryer.

### **Recycling Room**

Alternative Recycling Systems (ARS) handles all of our recycling business. Recycling pick up is done once a week. Please recycle corrugated boxes, paper, cans, 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**

Alternative Recycling Systems also handles our trash pick-up. 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 may be left outside of the dumpster including furniture, rugs, old computers, and similar items. For the removal of large items, you may contact Alternative Recycling Services at 587-4005 or you can bring those 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 three (3). Do not leave any items in the room outside of your storage area. Items left outside the storage bins may be disposed of without notice.

### **Water**

The City of Northampton supplies the water. Randolph Place Condominiums pays the water and sewer bill out of your monthly condominium fees. Therefore, please repair any leaks inside your unit. A running toilet will waste gallons of water within a couple of days. If you need a repair, contact James Brozoski at 413-250-6414 or Schneider Plumbing at 413-584-1634. 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 the Rooms numbered 1 through 6 (see next page for the location of your unit's water heater). Check your hot water heater regularly for any signs of leaking. A leak or break can create a lot of damage in a short period of time.

## Hot Water Heater Locations:

Unit	Location	Unit	Location	Unit	Location
101	Room 5	201	Room 5	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

## (5) COMMUNICATIONS

### Bulletin Boards

The Trustees use the bulletin board across from the elevator to post notices and any issues concerning the Association. If you want to post any notice on this bulletin board, you must sign the notice. Owners and renters may use the bulletin board in the entryway to post personal notices of common interest such as items for sale.

### Trustee Board Meetings

The Board of Trustees meets every other month; more often if warranted. A notice with the date, time, and location is posted on the bulletin board prior to the meeting. The first fifteen minutes of every meeting is set aside for resident issues. If you want to attend a meeting and have a specific matter you wish to discuss notify one of the Trustees or Pat Taylor in advance. If anyone wishes to receive a copy of the meeting minutes please notify Pat Taylor at [pat@hpmgnoho.com](mailto:pat@hpmgnoho.com) to be included in the Board's meeting minutes email distribution list. If you do not wish to receive them via email, you can request a hard copy by sending Pat Taylor a written request for the minutes after each Board meeting.

### Owners Annual Meeting

An owners annual meeting is held once a year, in April or May, 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. We encourage all owners to attend.

## (6) RULES & REGULATIONS

### Common Areas

Common areas inside the building are the hallways and stairwells, the basement, the four storage area rooms, the recycling and laundry room, and the exterior portions of the property. You may place one welcome mat and one 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 prior written consent of the Trustees. Hallway areas outside your unit should be clear and clutter free.

### Condominium Documents

All residents 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 of the Trustees. The Condominium documents and Rules & Regulations may be obtained from the HPMG website ([www.HPMGnoho.com](http://www.HPMGnoho.com)).

### Fines Assessed to Owners in Violation of Any Rules and Regulations

There is a system of fines that have been established to help enforce the Rules and Regulations. A violation of the Rules and Regulations for the first offense will result in the owner receiving 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 for each subsequent offense. If you read and abide by the Rules, there would be no reason to issue a fine.

### Insurance

The insurance deductible at Randolph Place is \$2,500. Unit owners should inform your personal insurance broker or agent about this deductible so your representative can update your HO-6 condominium form. You should ask your insurance agent to have a minimum of **\$5,000 of Coverage A – dwelling**. All owners, particularly owners that have made physical improvements to their residences should seriously consider carrying substantially higher Coverage A limits. You should also ask **about Loss Assessment Coverage** which may bridge a portion of the deductible gap between the Association's \$2,500 and your individual HO-6 policy deductible which is considerably lower. Ask your agent about Coverage A, Special Form, Loss Assessment Coverages, and the \$2,500 Association deductible.

Personal property is not covered under any condominium association claim, so speak with your agent about insuring all your possessions but not just your valuables. The cost to replace clothing and normal household goods is higher than most people think. This advice is for renters as well.

### Move-In Fees – Owners & Renters

There is a \$75.00 move-in fee each time someone moves into your unit, including new roommates. The unit owner will be responsible for this fee, which is due when the owner or a new tenant moves in. This fee covers costs for 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, just as any damage caused at any other time.

### Pets

Dogs are not allowed unless you are a resident who was grandfathered in prior 2000 when this rule was established. Only residents who are owners may request permission for cats. Owners may have two (2) indoor cats, which must also be registered with the Board of Trustees. HPMG has the approval forms.

### **Remodeling, Construction and Maintenance Work of Units**

- 1) You must notify the Trustees two (2) weeks in advance of any planned work; including its extent, schedule, and impact on the building and the neighbors. Contact the Building Department to determine if you need a building permit.
- 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 the quietness in the building, keeping to a reasonable minimum such noises as hammering, power tools, and radios (including walkie-talkies).
- 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. Costs to repair damage caused by contractors will be billed to the unit owner. Require your contractor to vacuum any mess they created or left behind in the hallways or elevator.
- 7) Contractors must provide copies of liability and property damage insurance coverage.

### **Rentals of Units**

**HPMG must approve a prospective tenant prior to that tenant moving in.** All of the forms, including a rental application, can be obtained at [www.hpmgnoho.com](http://www.hpmgnoho.com). If you use a professional rental company, they can provide HPMG with a completed application and other details. Any unit owner failing to get prior approval from HPMG before a unit is rented will be **subject to a \$250 fine**, and will continue to be fined \$100 every seven (7) days until the tenant is approved.

### **Repairs**

The Association is responsible for repair work outside your unit, including your deck. The owner is responsible for the repair work inside your unit. You may check with HPMG if you are unsure who is responsible for a specific repair.

HPMG can suggest reputable vendors to provide repair services (including remodeling, plumbing, carpentry, and electrical work) to the unit owners for a fee. A list of Preferred Vendors is posted on the Randolph Place page of the HPMG website: [www.HPMGnoho.com](http://www.HPMGnoho.com). Click on Condominiums and then scroll down to click on Randolph Place Condominiums.

### **Roof**

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.

### **Satellite Dishes, Installation**

Satellite dishes are allowed at RPC, however the 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.

## **(7) PROCEDURES FOR MOVING VEHICLES FOR SNOW REMOVAL**

To assist residents, Hampshire Property Management uses a telephone call system to notify residents when to move their vehicles. Make sure you have provided a valid phone number to HPMG! Please note this system is only used as courtesy, and residents still must assume personal responsibility for moving their vehicles. If a vehicle is impeding the ability of the snow plow to clear our lot, it will be towed. As stated in the RPC Rules & Regulations Article 9(G) the snow removal procedure is:

**All guests and visitors must move off the property until the entire snow removal procedure is complete. No exceptions. The contractor will arrive to plow the upper Visitor lot.**

**Any resident car parked in the Visitor (upper) lot before it has been cleared by the snow plow, other than those in the few designated places, will result in the owner of the car(s) being warned and then fined. (See Article 13. Fines). If the car impedes snow removal, it will be towed. Any visitor car parked in this or any parking lot when the snowplows arrive will be towed.**

**Once the upper Visitor lot is plowed, residents will receive a robo-call notifying them to move their cars from the lower Resident lot, to the upper, Visitor lot. All cars must vacate the lower Resident lot until the lot is plowed. Any resident car which has not been moved from the Resident (lower) lot will result in the owner of the car(s) being warned and then fined. If the car impedes snow removal, it will be towed.**

There are a few designated and marked places next to the dumpster For Residents Only, who for some legitimate reason cannot move their cars for a particular snow storm. **YOU MUST CALL OR EMAIL PAT TAYLOR IN ADVANCE** to request a space, which is on a first-come first-serve basis. You will be responsible to clear off your car and the parking space when you return. Again, all residents must assume personal responsibility to move their vehicles (and their visitor's vehicles) according to these rules. If you are going to be away for the day or more, PLEASE make arrangements with a neighbor or friend to have your vehicle(s) moved.

Also, if there are no available spaces when you go to move your car – unfortunately you still must move your vehicle! You may have to wait in your vehicle or take it off the property until the plow has cleared our lot. The Northampton parking garage behind Thornes is free for the first hour and then 50 cents/hr. after that.

We thank everyone for their cooperation and attention to these rules. If you have any questions please contact any of the trustees or Pat at HPMG.

This can be a very difficult and frustrating procedure for everyone. Please be courteous and mindful of your neighbors and understand that the Board does not want to fine residents or to tow vehicles. This is a very large responsibility and the Trustees and our snow plow people need everyone's cooperation.