

# TOWNHOUSE MANAGEMENT COMPANY



## RESIDENT HANDBOOK

Welcome to your new home! This document will introduce you to Townhouse Management Company and provides our main procedures and policies.

Please read this handbook carefully and continue to use it as a reference throughout your tenancy. While the handbook contains various information, your entire legal relationship with the Landlord is governed by your lease.

This document, along with your lease, should clarify any questions you might have.

We hope that you enjoy your time at our property.

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## **I. General Policies**

**Rent** – Rent is due on the first of each month. Late rent payments will be subject to additional charges which are detailed in your lease. Additionally, there will also be fees for any bounced checks.

**Tenant Default** – If rent is not received on time, your account will be forwarded to our attorney for collection and legal action. We ask that you pay promptly in order to avoid late fees, legal fees, and eviction.

**Contact Information** – All tenants must provide the management company with updated contact information (phone #'s, email, etc.). It is important that we can reach you when necessary. Please make sure to immediately update us any time your contact information changes.

**Maintenance Requests** – Please submit all maintenance requests through the company website. This will ensure the most timely and efficient processing of your request. Kindly do not call your Superintendent directly unless it is an emergency. In the case of an emergency, we ask that you also enter the request in our online system. Include as much detail as possible when entering maintenance requests along with information related to apartment access and the best phone number where you can be reached by our maintenance staff. As a reminder, non-emergency maintenance requests are typically addressed between the hours of 9AM - 5PM on Monday through Friday.

**After-Hours Emergencies** – In case of an after-hours emergency or maintenance issue which occurs during a night, weekend, or holiday and requires an immediate response please call our emergency line at 646-213-0091. Provide as much detail as possible along with a contact phone number and email address for our staff to reach you.

**Keys/Access** – We must have access to your apartment. Under New York State law, keys to all locks on apartment doors shall be deposited with the Landlord for emergency situations. If an emergency occurs and your keys have not been deposited, you will be charged all costs to gain entry and replace the locks. Additionally, we will not be responsible for the contents in your apartment. If we have your keys we will not use them to access your apartment for a non-emergency situation unless given your permission.

**Lockouts** – Residents should take the necessary measures to avoid being locked out of their apartments. Although there is no legal obligation, our staff will work to assist you at their earliest convenience if you are locked out of your apartment. Should a lockout occur during regular business hours (9AM - 5PM) the charge to your account will be \$60. Lockouts occurring on nights, weekends, and holidays will be subject to a charge of \$125. If you call a locksmith and the keys are changed please make sure to deposit the new keys with your Superintendent. All costs for a locksmith are your responsibility.

**Insurance** – Residents are required to obtain renters insurance before moving in to an apartment and maintain a policy throughout their tenancy. For new residents, the insurance policy needs to be submitted before obtaining keys to the apartment. Management must always have a current copy of your renters insurance policy. All policies must name Townhouse Management Company as an “Additional Interest.”

**Behavior/Noise** – As a tenant you agree not to engage in objectionable conduct. Objectionable conduct is behavior which makes or will make the Apartment or Building less fit to live in for you or other occupants. It also means anything which interferes with the right of others to peacefully enjoy their apartments, or causes conditions that are dangerous, unsanitary or detrimental to other tenants in the building. Please be considerate of your neighbors and help foster an environment which is pleasant for all residents of the building. Any conduct deemed detrimental may result in the termination of your lease.

The suggestions below will assist in minimizing noise throughout the building and disturbances to neighbors:

- Avoid playing music or television at loud volumes (use headphones when possible); do not place stereo or television equipment directly on floors or against shared walls
- Do not slam your apartment door when entering and exiting
- Speak at acceptable volumes when inside the building and your apartment
- Remove shoes/heels when walking inside your apartment and attempt to walk softly in order to reduce the transmission of noise
- Cover floors with carpet/rugs to minimize noise from foot traffic
- Remember that you are responsible for any guests; ensure they abide by the building's policies

**Subletting** – Subletting your apartment without written permission from the landlord is strictly forbidden and a violation of your lease. Additionally, New York State law prohibits renting an apartment for less than 30 days as well as the advertising of such short-term rentals.

## **II. Building Information**

**Common Areas** - Please assist us in keeping the building common areas clean by not littering or leaving any items in the common spaces. Any personal items found in the common areas may be removed by the management company.

**Garbage/Recycling** – It is important that all household trash is placed inside the garbage cans and that the cover is closed to minimize infestations. Please note that the City of New York requires separation and recycling of certain items- newspapers, bottles, cans, etc. Check with your Superintendent to determine what the procedure in your building is for recycling. Your failure to comply with the recycling law or to properly dispose of garbage may result in fines. All cardboard boxes must be flattened before being placed out for recycling. Disposal of electronics in the trash is prohibited. Garbage shall be disposed of in tied, closed plastic garbage bags. If you are disposing of a mattress or box spring it must be sealed in a plastic bag before being placed out for collection. Please contact your Superintendent for a plastic bag or further instructions regarding mattress/box spring disposal.

**Extermination** – Your building is serviced by an extermination company on a monthly basis. Please use the sign-up sheet in the lobby or call our office to request service inside your apartment during the exterminator's next trip to the building. In order to avoid issues with pests in your apartment please make an effort to frequently dispose of food garbage. This will benefit you and all other residents.

**Bed Bugs** – Bed bugs have become increasingly prevalent throughout the country in recent years. Should you suspect to have bed bugs in your apartment please contact us immediately to schedule an inspection. In order to help prevent bed bugs we kindly ask you to take the following steps:

- Maintain your apartment in clean condition at all times and avoid clutter
- Do not bring second hand mattresses, box springs, or upholstered furniture into your apartment
- Make sure to inspect your luggage after returning from a vacation

**Smoking** – Smoking is prohibited in the common areas of the building. If smoking is permitted inside your apartment, make all efforts necessary to avoid any smoke impacting building common areas or other residents.

**Roofs** – Please note that roofs are strictly off-limits to tenants. The roofs are not meant to be used as outdoor recreational space (unless specifically permitted) as this can cause damage and result in leaks. For this reason you will notice that most roof doors contain an alarm. They are only meant to be accessed in the case of an emergency.

**Laundry Machines** – Do not fill the washing machine beyond capacity and make sure to always clean the lint trap after each use of the dryer. If your building contains a shared laundry facility, be considerate of other residents and remove items from the machines immediately after the cycle is complete.

**Elevators** – If there is an elevator in your building, it should not be used during a fire, power outage, or other emergency. Take caution to not exceed the elevator capacity when moving any large items. Do not place any items in the doorway to keep the elevator doors open. Children should always be accompanied when riding the elevators. If there is an issue with the elevator, please contact the management company.

**Gratuities** – It is customary for superintendents/porters who have been diligent to receive holiday gifts based on the level of their care for you and your building, as well as appropriate thanks for any special effort or work on your behalf. However, if you find that anything is demanded of you that is improper you should contact the management company to report such actions.

### **III. Inside Your Apartment**

**Utilities** – Upon moving in to your apartment you are responsible to contact the necessary utility companies (electric, cable/internet, etc.) to initiate service and set up accounts in your name.

**Pets** – In some buildings pets may be considered on a case-by-case basis. All pets are required to be on a leash when in the common areas of the building. Pets must have the proper registration and be current on vaccinations. Harboring a pet without permission from the management company is a violation of your lease.

**Electric Panel/Breakers** – Your apartment contains an electric panel with breakers located inside. Should the power go out in part of your apartment please first check the breakers to see if they have “tripped.” In order to reset the breaker, you can gently push it to the “off” position and then turn it back to the “on” position.

**Lightbulbs** – It is the responsibility of the tenant to replace any lightbulbs in the apartment once they go out. Do not hesitate to contact the management company if you have a question about the appropriate replacement light for a given fixture in your apartment.

**Toilet** – Please do not flush any “wet wipes”, paper towels, diapers or hygiene products down the toilet as this can result in the clogging and overflow of your toilet and cause damage to the plumbing system. If your toilet overflows, turn the supply valve located below the toilet tank clockwise to stop the flow of water and prevent further damage. If you notice that your toilet is constantly running please contact the management company immediately. A toilet which is constantly running and not serviced can eventually lead to a serious plumbing issue. Your attention is greatly appreciated.

**Shower**- In order to prevent buildup of moisture in your shower, it is recommended that you wipe down the shower walls with a squeegee following each shower. This will assist in keeping the area between the bathroom tiles clean and free of mold/mildew.

**Slow/Stopped Drains** – If you have a drain which is running slow or is stopped, please make a maintenance request on our company website so that the issue can be addressed.

**Smoke and Carbon Monoxide Alarms** – Please contact the management company for a replacement smoke/CO detector if needed. You are responsible for maintaining these devices in proper working order.

**Air Conditioner** – It is your responsibility to periodically remove and clean the filter in your AC unit. This will help ensure proper air flow and efficient functioning of your air conditioner.

**Refrigerator** – Regularly clean the inside of your refrigerator. We recommend that you place an open container of baking soda in your refrigerator to keep it free of any odors. Do not use sharp objects to remove ice buildup in the freezer as this can result in significant damage to the appliance.

**Oven/Stove** – Make sure to wipe away spills from the stove and clean the oven frequently.

**Dishwasher** – Lightly wash and remove any large particles of food from dishes/bowls before placing in the dishwasher. This will help in allowing the dishwasher to work properly and avoid maintenance issues.

**Gas** – If you notice the smell of gas in your apartment, please confirm that all knobs on your oven/range are turned off. Contact our office at 212-755-6556 and your Building Superintendent immediately to report the smell of gas in your apartment or the building. If this occurs outside of regular business hours please contact our emergency phone line at 646-213-0091.

#### **IV. Moving Out**

Please review the following requirements:

Provide Required Notification - Review your lease and ensure that the proper amount of notification is provided. Call our office to confirm that you will be moving out; you will then be instructed to submit formal notification as required.

Confirm Move-Out Date - Once your move-out date is confirmed, provide advance notice to the management company.

Submit Certificate of Insurance from Moving Company – We must receive a certificate of insurance from your moving company prior to your move-out date. Please contact our office to make sure you have all the proper insurance requirements to ensure the certificate contains the correct information and coverage.

Return Keys – It is your responsibility to arrange return of all keys (building, apartment, mailbox, etc.) to the Building Superintendent or main office of the management company. A fee will be charged for any keys which are not returned.

Clean/Empty Apartment - The apartment must be left in the same condition it was when you moved in. Any damage which is deemed beyond ordinary wear and tear will result in a charge. All personal items must be removed from the apartment. You will be responsible for any costs associated with the management company having to remove your property from the apartment.

Properly Dispose of Trash - All items must be properly disposed of at the property. Any trash must be disposed of consistent with the building garbage/recycling policy. Boxes and large items must be broken down. Any mattresses or box springs need to be sealed in a plastic bag before being placed out for collection. Contact your Superintendent to inquire about the disposal of large items.

Forwarding Address – Provide us with your forwarding address so that we can send you the security deposit.

Carefully following the guidelines above will allow for the timely processing and return of your security deposit.