



## Message from the Association

Welcome to your new residence. We may be a bit biased but we believe that you have found one of the finer condominium associations in the South Hills area. The Rose Court Condominium complex is ideal for people of all ages who enjoy the comfort and charm of well maintained units, and landscaped grounds and the convenience of living in the heart of Mt. Lebanon.

These buildings were completed in 1926 and were subsequently renovated as condominiums in 1989. There are seven buildings in the complex, each consisting of six or seven one-or two-bedroom units. There are 44 units in all. Each condominium unit has a view overlooking one of the two private courtyards or a sweeping view of the Mellon School park.

As a new resident of Rose Court, you will enjoy the relative quiet and safety of this neighborhood and the benefits of living a short block from the Mt. Lebanon cultural district. A wide array of shops, restaurants, professional offices, schools, churches, parks and PAT train and bus transportation networks are an easy walk from your front door. Across the Mellon School park is the Mt. Lebanon library. The municipal police and fire station is also located nearby.

We hope that this handbook will answer many of the questions that will arise during your residence. Please do not hesitate to call one of the board members or the management company representative if you have concerns, questions not answered by this handbook or compliments regarding the complex and the services being provided.

The Rose Court Condominium Association

## **A MESSAGE FROM THE ASSOCIATION**

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## **GENERAL RULES & GUIDELINES**

**A. This Handbook** - is not meant to replace or supersede the Official Rules and Regulations of the Rose Court Condominium. The purpose of his guide is to provide owners and renters useful information regarding their unit and the Rose Court Condominium complex.

**B. The Property** - We ask that you take pride in your building and the common areas of the Rose Court Condominium complex. If you notice a maintenance need to a common area of your building or the grounds; please call **Arnheim and Neely at (412) 391-1900** (Note: Owners are responsible for the interior maintenance and repair of their units.) If you have ideas regarding improvements to the complex or you wish to get more involved with condominium affairs, do not hesitate to contact one of the board members.

**C. Rules and Regulations** - Due to the high concentration of residents in a condominium complex, adherence to the condominium's rules and regulations is essential for all residents to enjoy their units and peacefully coexisting with their neighbors. For a complete list of rules and regulations, refer to your condominium documents received at time of purchase or request a copy from Arnheim and Neely.

**D. Phone Numbers** - All residents'- owners and renters - home phone numbers will be included in the Rose Court Phone Directory unless specifically requested to be excluded. It is helpful for the condominium board and the management company to have both your home and work phone numbers in case of unexpected emergency situations that may rise. Please be sure to notify the management company if you have a phone number change.

**E. Condominium Board Representation** - The board consists of seven members, all unit owners, who generally meet on a monthly basis to review the condominium's revenues and expenses, the management company accomplishments and make determinations on future needs for the association. The board encourages participation from all condominium unit owners. Ways for you to get involved include but are not limited to:

- bringing concerns and suggestions to one of the board members.
- attending the annual meeting.
- nomination as a candidate for an association board seat.

**F. Condominium Fees** (Pertains to Unit Owners Only) - The purpose of the monthly condominium fee is to cover the common costs associated with maintaining the Rose Court complex. Major cost categories include utility expenses (e.g., gas for heating the units and water, water and sewer usage, electricity and lighting for the common areas), grounds maintenance (landscaping and grass trimming in the summer, snow removal in the winter) and ongoing repair and maintenance of the seven buildings. A portion of the condominium revenues (approximately \$23,000 per year) is set aside in a “reserve” saving account for the purpose of covering the cost of future long-term building improvements. Monthly condominium fees are assessed on each unit based on the square footage of your unit and other special services requested by the unit owner (i.e., additional parking or storage. Payment should be in the form of a **check, money order** or **certified funds** and made payable to “**Rose Court Condominium**” and mailed to Arnheim and Neely. For your convenience, you may arrange to have automatic payments from your checking account. Contact Arnheim and Neely for the appropriate form. Fees remaining unpaid beyond the 10th day of the month are delinquent and are subject to the Late Fee stated in your condominium agreement.

**G. Grounds and Common Areas** - Cleaning hallways and the basement area, replacing hallway and exterior light bulbs, summer lawn care and winter snow removal are the responsibility of the condominium association and are paid for through your condominium fees. Please do your part to keep the common areas in a tidy condition. Ways you can help in maintaining the complex include:

- placing litter and unwanted junk mail in trash containers.
- not leaving trash bags, empty boxes or personal possessions such as shoes and umbrellas in the hallways.
- properly disposing of cigarette butts.
- discarding laundry detergent containers, fabric sheets and dryer lint in the trash.

**H. Building Access/Keys** - Each Rose Court building has restricted access through the front and back entrance doors. Residents of each building use a common key to enter from the outside. For the safety and security of all, please limit distribution of this key to those needing regular or emergency entrance to your unit. In addition, please do not leave exterior doors propped open since this provides easy access to unwelcome visitors - human and animal - into our buildings.

Each building has a two-way audio intercom system allowing visitors and guests entrance through the front doors. To activate the door release “buzzer, push the one-digit access number (“6” or “5” for most of the buildings) on your telephone.

The condominium association attempts to maintain unit keys for all 44 units. Keys are securely stored and are used strictly in cases of building emergencies or when residents are locked out of their unit. Please remember to provide a new set of keys to the association if your locks are re-keyed or replaced.

**I. Mail Delivery** - The U.S. Postal Service makes Monday through Saturday mail deliveries to the complex. Your mail slot is located inside the front entrance door of your building. Other mail services - UPS, FEDEX - do not have access inside the building so you will need to make other arrangements with them if you are not planning to be at home.

**J. Trash, Garbage & Recycling** - All garbage and trash must be securely bond and placed in the provided containers, which are located outside of the back entrance doors of your building. Trash pickup for this complex is Thursday morning. To eliminate unpleasant odors resulting from stale trash and to keep common areas neat, do not leave your garbage outside of your backdoor prior to taking it to the trash containers.

Please wash out your recyclables and place them loose **(un-bagged)** in the outside recycling container, which is identified by a green Mt. Lebanon recycle sticker. Crushing cans and plastic bottles will increase the storage capacity and is encouraged. **The Rubbish Hauler will not take recyclables that are bond in plastic or paper bags.**

**K. Parking & Vehicles** - Each unit is assigned either a one-car parking garage or a numbered parking spot. Please do not park your vehicle in other residents’ spots without permission from the respective owner. Overnight street parking is not permitted in Mt. Lebanon with the exception of weekends or if you notify the Mt. Lebanon police (412 531-5300 - non emergency line). For additional cars or guest parking, a municipal parking garage is located on Washington Road approximated one-half block from the condominium complex. There should be no parking on lawns, sidewalks and other areas not specifically designated for parking. All vehicles must be registered, licensed and operable **at all times.**

**L. Storage Locker** - Your assigned storage room/locker is located in the basement of your building (building A storage is in the basement of building B and building F storage is in the basement of building G). This room is of sufficient size to store boxes, bikes, clothes or several pieces of furniture. You are expected to provide your own lock for the door. Please keep all personal items inside of your storage room and not in open areas in the basement or in a locker not assigned to you. Do not store flammable liquids and materials in your locker or items that may attract pests. Depending on availability, the complex does rent additional storage lockers. To obtain information regarding a rental locker, contact the management company.

**M. Insurance** - For owners and renters - It is recommended that you have home owner's or renter's insurance. Note that any loss or damage to your possessions during your tenancy is not the responsibility of the condominium complex.

For owners - All unit owners should have condo insurance. Call your insurance agent for the exact amount of coverage needed. However, it is most important that you have coverage for liability. In other words, if you would cause damage due to a fire or water problems resulting from your plumbing or radiators and there was damage to another unit(s), or the common area of the building, then you would be liable for the damage.

**N. Pets** - One pet may be maintained in your unit so long as it is not a nuisance. For renters, allowance for one pet is at the discretion of your unit owner. Cleaning up after your pet is your responsibility and not the responsibility of the maintenance team.

**O. A/C Units/Signs/Television Antennas/Satellite Dish** - In order to maintain a neat and orderly appearance to the buildings, the following rules must be observed:

- Air conditioning window units are not to be installed in any of the windows facing the front of your building.
- Real estate signs, banners or hanging flags are not allowed to be displayed outside any of your windows or anywhere on the grounds.
- Auxiliary television antenna or satellite dish installation to the outside of the building is strictly prohibited.

**P. Hard Wood Flooring** - All of the units have hardwood flooring. Some unit owners retain this appearance and others choose to cover the floors with wall-to-wall carpeting. If you decide to leave the hardwoods exposed,

the condominium rules require that 75% of your hardwood floor surface must be covered with area rugs or carpeting. (An exemption is allowed for first level units that have no basement unit below).

## **II. WHEN YOU FIRST MOVE IN**

**A. Get to Know Your Unit** - When you first move-in, **locate the water shut off valves for your unit. Locate the breaker (fuse) box** (located in the kitchen or bedroom-area hallway) **and note the ground fault (GFI) outlets** (located in the kitchen and bathroom). The ground fault circuit (GFI) outlets detect even slight voltage changes and cut the power during fluctuations. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs are marked with a red or yellow button at the plug or outlet. When these “pop”, simply reset the circuit by depressing the button.

**B. Put this Handbook Where You Can Find it** - Near the phone book works for most people. Before calling the management company, see if the answer to your question is in this handbook.

## **III. IN AND AROUND YOUR BUILDING**

**A. Boiler and Hot Water Systems** - Each building is serviced by a common boiler for winter heating and an 85-gallon hot water tank for hot water needs. The association attempts to maintain the temperatures on both systems so all residents are comfortable. Please contact Arnheim and Neely if you find that the radiant heat in your unit is not comfortable or the hot water temperature for your shower and sinks is too hot or cool.

**B. Fire Alarm and Smoke Detectors** -. The front and back stairwells and basement are monitored by a hard-wired fire detection system that is connected to the Mt. Lebanon Fire Department. There is a red box in your unit’s front entrance foyer that houses a fire detection horn. In addition, for our safety, the association recommends that you install battery-operated smoke detectors in the hallway and bedrooms of your unit. You should test the batteries for the smoke detector at least monthly by pushing the tester button until the alarm sounds. A good rule of thumb is to test the battery each month when you pay your bills, and to change the battery in your smoke detector twice each year when the time changes.

**C. Pest and Rodents** - These buildings have had relatively few problems with pest and rodent infestations in the past. The association plans on keeping it this way. Maintaining clean and sanitary living quarters is the best way to minimize and eliminate these unwanted visitors. We ask that you limit the amount of food and perishable items left uncovered and unrefrigerated in your unit and be diligent with proper care and handling of your trash. With the help of the management company and their hired contract personnel, we will do our part by keeping the common areas (i.e., hallways, basement and grounds) clean and free of unnecessary clutter. If you notice any suspected or known signs of termites, roaches, mice, ants, fleas or other pests (i.e., droppings, sightings, wood boring), please call Arnheim and Neely promptly.

#### **IV. MAINTENANCE. DAMAGE & REPAIR**

**A. Emergency Maintenance/Repairs** - An emergency is when danger is present or property damage has occurred or is about to occur. To report an emergency situation, call Arnheim and Neely at (412) 391-1900. If you leave a voice mail message, be sure to report the specific emergency and include the telephone number where you can be currently reached. If the emergency involves a fire, health or police matter, notify the local authorities at 911 first and then contact the management company.

**B. Unit Access and Inspections** - There may be times when the management company's representative will need access to your unit due to an emergency situation, inspection, repair or to supply services. When practicable, advanced notice shall be given.

**C. Unauthorized Repairs or Maintenance** - Please do not make any repairs or authorize any maintenance to any common area or the grounds. This is the responsibility of the condominium board of directors.

**D. Hiring Contractors** - If you are planning on maintenance, repairs or remodeling to your unit that will or may effect other tenants or the building systems, please call the management company for advice and clearance.

For your safety and the safety of the other tenants in your building, you are strongly advised to use only insured and qualified contractors. A reputable contractor will have no problem producing their insurance documents when requested. REMEMBER, if your contractor causes damage to another unit or common area property of the Association, You are the one responsible.

**E. Plumbing Systems** - You are responsible for keeping the sinks, lavatories and the toilet in your unit functioning properly. Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than for what it is designed.

Water loss due to faucet leaks or constantly running toilets is ultimately a cost to you in the form of higher utility bills, which are paid by your (the owners) monthly condominium fees. In order to minimize unnecessary association expenses, please be diligent in mitigating plumbing problems when they occur. Most often faucet and toilet leaks can be fixed in minutes and at a very nominal cost.

**F. Vinyl Floor Coverings/Hardwood Floors** - With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is recommended three or four times per year. Do not use gas, benzine, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. When waxing, use a water-emulsion, self polishing types such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors avoiding any solvent based waxes.

**G. Carpet Care** - Recommended routine carpet care includes a thorough and regular vacuuming to remove the soil from the carpet and keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber.

**H. Stoves** - Most stoves in this building operate on natural gas. When not in use, ensure that all knobs are turned to the "off" position. If you smell the odor of gas in or around your stove, check to see if the pilot light is lit. If you smell a strong odor of gas throughout your condominium unit, please call the gas company immediately for advice.

**I. Garbage Disposal** - If your kitchen sink has a disposal, the following safety precautions are advised:

- Always run cold water when the unit is turned on.
- Do not place items made of metal, glass or rubber in the unit.
- Use pliers or tongs, not your fingers, to dislodge items in the disposal.
- Do not use a chemical drain cleaner if the unit is clogged.

**J. Washer/Dryers** - Two coin-operated washer/dryer sets are located in the basement of each building and are for use by all building residents. The units are owned and operated by National Apartment Laundries, an

outside laundry service company. If maintenance is required on one of the units please report the problem to the laundry service company at (412) 361 -2222.

As a consideration to the other residents, please remove your clothes promptly from the units after each washing/drying cycle is completed, clean out the dryer lint filter and tidy up the laundry area before leaving. For a monthly fee and if space permits, residents may provide and use their own washer/dryer set.

## **VII. EMERGENCY PROCEDURES**

**Plan Now** - The key to safe and proper handling of any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely solely on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your fellow tenants and your unit.

**APPENDIX A  
URGENT BUT NON-DISASTER  
EMERGENCY**

**Kitchen fire, leaking water, burst water pipe, etc.**

Upon first occurrence or discovery of problem, secure the property from further damage immediately. The following is a summary of what to expect. Please post this notice in a visible place.

Resident Responsibility

- Secure your unit from additional damage immediately
- Turn off source of water or electricity or gas, as the situation demands.
- Notify the management company.
- Notify local authorities (fire, police, medic) or utility company (gas, electric, water), if deemed necessary and appropriate.
- Make claim on Resident's insurance. (**Note:** Loss or damage to your personal property or the interior of your unit is to be covered by your renter's or the owner's insurance. Rose Court's building insurance policy only covers damage to the building.)

Condominium/Management Company Responsibility

- Notifies insurance company and repair companies.
- Document damage.
- Inspects and takes pictures of finished work

## Local and Important Phone Numbers:

Fire, Police, Ambulance ( <u>emergency</u> )	911
Arnheim and Neely, <u>Management Company</u>	(412) 391-1900
Mt. Lebanon <u>Police (non-emergency)</u>	(412) 531-5300
Mt Lebanon <u>Fire (non-emergency)</u>	(412) 343-3402
Mt. Lebanon <u>Municipal Office</u>	(412) 343-3400
Columbia <u>Gas</u>	(888) 460-4332
Duquesne <u>Light</u>	(412) 393-6386
PA/American <u>Water</u>	(800) 474-7292
Comcast or Verizon FIOS	(800) COMCAST (800) Verizon

As of November 2000