Randolph Place Condominiums



Welcome Package

Welcome to Randolph Place Condominiums!

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

(1) GETTING STARTED
(2) EMERGENCIES
(3) PARKING
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(7) PROCEDURES FOR MOVING VEHICLES AFTER A SNOWSTORM

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

Hampshire Property Management Group

HPMG mailing address is 79 King Street, Northampton, MA 01061. The management company's website is: www.HPMGnoho.com. On it you can find condominium documents and other useful information.

The main number is (413)582-9970. Our property managers are Jon McGee and Melissa Stevens. The best contact is Phone: (413) 582-9970; Email: team@hpmgnoho.com. Problem or questions can be emailed to team@hpmgnoho.com.

Randolph Place Address Information

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

(1) GETTING STARTED

Entryway Security

This is a secure building. Visitors have to be let into the building by a resident or use the secure entry system. Contact team@HPMGNOHO.com to have your phone number entered into the security system. Cell phone or Landline numbers can be programmed into the phone system. Visitors need to scroll through the list on the entry pad (sorted alphabetically by first initial) to find the resident they are looking for and enter the numbers listed. The resident will get a call from the system and can speak to the caller then press the number 6 on their telephone keypad to unlock the entry door. The door remains unlocked for approximately 22 seconds.

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 and side doors. If you see any of these doors propped open, please close them and report the incident to Hampshire Property Management Group at team@hpmgnoho.com. Please question anyone you do not recognize! Two security cameras are on the first floor. We appreciate everyone being vigilant and thoughtful.

Please do not climb onto your deck to enter your unit. For safety of the first floor residents, all residents should assume that entry via a deck is a break-in and call the police.
All owners can purchase additional entryway door keys and fobs from HPMG for $50 each. 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 team@hpmgnoho.com 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 owners before calling the HPMG emergency number. The owner will have to pay for the service call, so the owner should call HPMG.

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. There is no smoking in any of the common areas including the decks. 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.

(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. Instead open your deck door and turn on your kitchen and bathroom fans. We also don't want a fire truck to be diverted away from a real fire. If your smoke alarm goes off for no apparent reason it may need to be vacuumed or replaced.

There is a fire extinguisher on each floor by the elevator. The building fire alarm system automatically alerts the fire department. Your unit has a heat detector near the front door which 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 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 visitor must have a hanging tag from the rear view mirror. Any vehicle without a sticker or hanging visitor tag WILL BE TOWED. 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. Motorcycles must be registered as well. All registered vehicles must have an assigned Randolph Place parking permit. The Vehicle Registration form can be obtained from the HPMG website – www.HPMGnoho.com. You may also contact Kacey Lucchetti, the HPMG administrative director for the form. Complete this form and return it to Lisa 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 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

Please have all visitors and guests park in our upper parking lot. Visitors must display a valid parking pass. Any unidentified vehicles that are illegally parked may be towed at the vehicle 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 visitors located in the lower parking lot. Any visitor parking in this space must have a legal handicapped parking placard. 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. 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 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 on the porch floor and the ceiling below.

Decks

Please do not lay any rugs down on the porch floor. Rugs on the porch hold in outside wetness and 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 the 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.

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.

Grills

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 the HPMG website. 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.

Laundry Room – Washer and Dryers

Washers and dryers may not be installed in any individual units. There are card-operated washers and dryers in the basement across from the elevator. There is a machine to get a laundry card as well as add money to a card in the laundry room. You should contact CSC Services if there are any problems with these machines. You may do this by phone or a website form and need only the identifying code shown on each machine. See the laundry room for contact information.
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 be certain to empty the lint filter each time you use a dryer.

Recycling Room

USA Waste & Recycling handles all of our recycling business. Recycling pick up is scheduled for 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

USA Waste & Recycling 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 can bring those items to the city dump or Valley Recycling on Easthampton Road.

Storage Areas

Storage areas are considered common areas. Each unit has an assigned storage cage located in the basement. For most units, the storage room is located at the same end of the building as their unit. Do not leave any items in the room outside of your storage area. Items left outside the storage cages may be disposed of without notice. The key to access the storage rooms is the same as the building key.

Water

The City of Northampton supplies the water. The Association pays the water and sewer charges from the 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 any licensed plumber. 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.
5. Main cold water – a valve in the ceiling near the water heaters shuts off all cold water for a 'stack'. A stack is the three units that end in the same two digits. You must notify the other units in your stack of when and for how long you expect to have water shut off.

All water heaters are located in the basement in the Rooms numbered 1 through 6 (see below for the location of your unit's water heater).

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

(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. 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 about every other month; more often if warranted. A notice with the date, time, and location will be posted on the bulletin board prior to the meeting. The meetings are open to all owners. The beginning of each meeting is reserved for owners to voice any concerns they may have. You can request Minutes to be sent via email provided you have an address on file with HPMG. Paper copies are available on request at the HPMG office, located on 79 King Street in Northampton and posted on the bulletin board.

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 the hallways and stairwells, the basement, the six storage or water heater rooms, the recycling and laundry room, and the exterior portions of the property. You may place one 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.

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) Paper copies are available on request at our office located at 79 King Street in Northampton.

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. You can get a copy of the Rules and Regulations for Randolph Place on the HPMGNOHO.com website.

Insurance

The insurance deductible at Randolph Place is $10,000. 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 $10,000 and your individual HO-6 policy deductible which is considerably lower. Ask your agent about Coverage A, Special Form, Loss Assessment Coverages, and the $10,000 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 $200.00 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. 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 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.

Rentals of Units

An owner must abide by the RPC Master Deed 7A provision regarding the renting of their unit. Before any unit can be rented, a unit owner must provide HPMG all information to complete an application (the Assent to Rent Form). A unit owner must receive a letter of approval before a tenant may move in. Tenants must receive a copy of the Rules and Regulations and sign the appropriate form. All lease agreements must be in writing and must contain a clause whereby the tenant agrees to abide by the Rules and Regulations or the lease will default. The lease must be filed with HPMG and reported as complete to the Board of Trustees. Leases may not be assigned and subleases or partial leases are not allowed.

All of the forms can be obtained at www.hpmgnoho.com. If you use a professional rental company, they can provide HMPG with a completed application and other details.

Any unit owner violating any provision of the rental rules will be **subject to an initial $1000 fine**, followed by fines of $100 each day.

Repairs to Common Building Areas

The Condominium Association and management are responsible for repairs 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 who may provide repair services (including remodeling, plumbing, carpentry, and electrical work) to the unit owners for a fee. HPMG can suggest vendors by request only.

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

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 a 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 during a snow storm.
The upper lot will be plowed.
Residents will receive a robo-call when it is time to move their car(s) to the upper lot or off the property.

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. Spaces are limited and is first come, first serve. You must reach out to team@hpmgnoho.com to receive written approval to park there. You will be responsible to clear off your car and the parking space when you return.

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.

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.

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 reach out to team@hpmgnoho.com.

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.