

**BIG SIX TOWERS, INC.**

**HOUSE RULES AND REGULATIONS**

**As Amended and Approved  
Through December 2011**

**Please sign and return this page to the Management office as soon as possible.**

**Name:** \_\_\_\_\_ **Apt. Building/Number:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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## **BIG SIX TOWERS, INC. HOUSE RULES AND REGULATIONS**

Big Six Towers, Inc. ("Big Six Towers" or the "Cooperative") is a Limited- Profit Mitchell Lama Cooperative Housing Corporation regulated by the New York City Department of Housing Preservation and Development ("HPD"). Specific requirements under HPD regulations as they relate to your occupancy are outlined in your Occupancy Agreement and are highlighted herein.

The following House Rules and Regulations apply to all Shareholders, their visitors, and guests. The House Rules and Regulations, which are incorporated into and made a part of your Occupancy Agreement, will be strictly enforced. The Board of Directors of Big Six Towers may amend or alter the House Rules and Regulations at any time.

The Management Staff is responsible for the business, fiscal and compliance functions of the Cooperative. The Board of Directors is responsible for hiring the management company, which acts as agent to the Board of Directors and handles the day-to-day management of the Cooperative.

The Building Maintenance Staff is responsible for maintaining the buildings, grounds and apartments at Big Six Towers. Their responsibilities include preparation of apartments for new shareholders, repairs, and maintenance of the public areas and grounds.

Big Six Towers Shareholders are represented by a Board of Directors. Each Director is elected for a three-year term at the Cooperative's annual shareholders' meeting. There are presently nine Shareholders of the Board who are responsible for the business and fiscal affairs of the Cooperative and are empowered with decision making authority as outlined in the Bylaws of Big Six Towers, Inc. The number of Shareholders can be changed by an amendment to the By-Laws, subject to HPD approval.

Big Six Towers is situated on 11 acres and contains seven residential buildings, a cogeneration plant and a shopping center. There are two playgrounds and two Community Rooms for use by Shareholders of Big Six Towers.

### **A. SECTION I – BUILDING INFORMATION**

1. Air Conditioners Shareholders are responsible for the installation and maintenance of air conditioners in apartments. Big Six Towers will provide the initial set of air conditioning sleeves, which will be designed to be compatible with the air conditioning units. Maintenance Staff will replace all air conditioner sleeves, as required, due to rust and/or deterioration. The cost of all replacement sleeves will be charge back to the Shareholder.

There is an electric charge for each air conditioner installed. Charges are billed monthly throughout the year to compensate for energy used in the summer months. Shareholders are required to notify Management of each air conditioner installed and charges will apply for all air

conditioners that remain in the air conditioning sleeves. Annual air conditioner charges will be removed commencing in the year following removal of the air conditioner from the sleeve and notice to Management. The Shareholder must reinstall the air conditioner cover and both the removal of the air conditioner and the reinstallation of the cover will be confirmed by Big Six Towers Maintenance Staff.

2. Alterations Alterations to apartments are not permitted without prior written approval of Management and the Board of Directors. Alterations include any modification of existing space, plumbing, electrical changes, floor replacement, or the replacement of major fixtures or cabinets. Should an alteration require filing with the NYC Department of Building, proof of filing must be submitted to Management.

Shareholders wishing to make alterations in their apartments must submit a written request to the General Manager detailing the nature of the alterations along with a copy of any specifications and plans, the name of the licensed contractor and evidence of the contractor's insurance coverage for liability and workers compensation. Big Six Towers must be listed as the certificate holder and the Shareholder or Shareholders listed on the Occupancy Agreement, the NYC Department of Housing Preservation and Development and the Management Company who is agent to Big Six Towers must be listed as an additional insured on all certificates of insurance.

Shareholders wishing to make alterations to their apartments must provide proof of current apartment owners insurance. No work can begin until a completed and executed alteration agreement is submitted to Management and written authorization from the Management Office is received by the Shareholder. All contractors must comply with all City, State, and Federal rules regarding safety, repairs, abatement, obtain all required permits, meet all filing requirements and while working in an apartment at Big Six Towers. Shareholders may only use contractors which are certified with 40 CFR part 745.225 (Lead-Based Paint Poisoning Prevention in Certain Residential Structures) and must provide Management with a copy of the required certification.

All alterations must be removed by the Shareholders at move out unless the incoming Shareholder accepts and assumes responsibility in writing for the alteration. Charges for the restoration of an apartment as a result of an alteration will be deducted from the outgoing Shareholder's equity refund.

3. Appliances Maintenance of appliances is the sole responsibility of the Shareholder. Dishwashers are permitted in Big Six Towers. Shareholders are responsible and liable for the purchase, installation and maintenance of dishwashers. Installation of dishwashers requiring modification of existing cabinets or walls will require the filing of an alterations agreement as described above.

Laundry equipment, such as washers and dryers, are not permitted in any apartment at Big Six Towers. Shareholders will be held liable for any damage which is the result of or caused by a washer and/or dryer in an apartment.

4. Apartment Insurance Shareholders are strongly urged to purchase apartment owners insurance to cover personal property in apartments. The Big Six Towers insurance policies will not cover damage to or loss of personal property in the event of floor, fire or water damage. Personal property includes but is not limited to all clothing, carpeting and rugs, household items, furniture, appliances or upgrades or replacements made by the Shareholder.

5. Barbecue Grills New York City Fire Code prohibits the use of charcoal or gas grills on terraces. Big Six Towers strictly enforces compliance with this code. Only electric grills may be used.

6. Bicycle Rooms All bicycles, carriages, and strollers must be stored in the Bicycle/Carriage Rooms or within Shareholders' apartments. Bicycles and carriages may not be parked in halls, stairwells or any common area of the building.

7. Bulletin Boards Each building has bulletin boards used to communicate important notices from Management, The Board of Directors, building representatives or HPD. A bulletin board is also located in the basement of each building for Shareholders to post and exchange information. Shareholders are urged to check these boards regularly.

8. Cable/TV Master Antenna Cable television at Big Six Towers is provided by Time Warner and RCN. Shareholders wishing to subscribe to cable television may contact the cable companies directly. Shareholders can reach Time Warner at (718) 358-0900 and RCN at 1-800-RING-RCN.

A master antenna is also provided by Big Six Towers. Each apartment is equipped with a jack to access the master antenna system in the living room only. Extending this connection to other rooms in the apartment is the Shareholder's responsibility.

No radio or television antenna or satellite dish shall be affixed to or hung from the exterior of the building or balconies.

9. Carpeting The floors of each apartment must be covered with rugs or carpeting or equally effective noise-reducing material to the extent of at least 80% of the floor area of each room except for kitchens, foyers and bathrooms.

10. Common Areas Big Six Towers is a 13 acre site which consists of seven residential buildings, a power plant and shopping center. There are two playgrounds and two community rooms within the site. Shareholders are urged to comply with any and all posted regulations in the common areas.

11. Community Rooms The Big Six Towers Community Rooms are located in Building No. 2 and on the Mezzanine Level of the Shopping Center. Use of the rooms is restricted to personal/social functions of the Shareholders or for meetings in which Big Six Towers has an interest.

The Community Room in Building 2 has an occupancy maximum of 100 people. It is available for rental on Saturdays from 1:00pm until 8:00pm and Sundays from 12:00pm until 8:00pm. All parties must end promptly at 8:00pm. The use of a DJ is not allowed. No microphone or music amplification equipment is permitted.

The Community Room in the Shopping Center has an occupancy maximum of 75 people. It is available for rental on Fridays from 6:00pm until 1:00am, Saturdays from 1:00pm until 1:00am and Sundays from 12:00pm until 1:00am. All parties must end at 1:00am. The use of a DJ is allowed.

Rental applications which contain the rules and regulations for the use of the Community Rooms are available in the Management Office. Community Rooms will not be rented to any Shareholder who is in arrears in excess of one month. Please contact the Management Office for the costs of the rental of the community rooms.

With the prior approval of Management, the Community Rooms may be made available for other purposes.

12. Compactor Room Every building floor is equipped with a compactor for the disposal of household refuse. Please take notice of the proper use of the compactor and properly dispose of all trash. Garbage must be bagged and tied before being put down the chute. Shareholders are urged to clean any spills that occur during the use of the compactor, to prevent unpleasant odors and infestations. Shareholders must bring large bags of refuse to the basement. A clear path to the compactor door must be maintained at all times.

NYC Law requires that all city residents recycle household trash. There are two large bins in each Compactor Room. One bin is for paper disposal. The other is for glass, plastic, including milk and juice containers, and aluminum cans. All bottles and jars should be rinsed before they are put in that bin. Shareholders should read the posted recycling notice in each room and familiarize themselves with the proper bin for disposal to comply with NYC law.

Shareholders should contact the Maintenance Department to coordinate the removal of mattresses. Per NYC rules all mattress must be enclosed in plastic covers prior to disposal. Any Shareholder found to have removed a mattress without enclosing it in the proper covering will be charged back the cost of the cover (which Maintenance Staff will place on the mattress) and will be assessed a \$50.00 fee. Management will give written notice of the fee which the Shareholder will have a reasonable opportunity to refute. Shareholders are responsible for transporting the mattresses to the basement of their building for removal by sanitation.

All costs incurred by Big Six Towers Charges for the restoration of common areas of the developed due to damage shown to have been caused by a Shareholder will be charged back to that Shareholder. The Maintenance Staff will submit the costs for addressing damages to the Management Office and the costs will applied to the Shareholder's account. Payment will be due within 30 days after application to the account.



13. Decorations Hallway decorations are restricted to individual Shareholder's apartment doors only. Decorations are not permitted on hallway walls, ceilings or common area doors. Nails, staples, tape, glue or any other material which may cause damage to the surface of the apartment door cannot be used to apply decorations. Shareholders cannot decorate any portion of the building lobbies. Any decorations found not in compliance with this regulation will be removed by the Maintenance Staff.

14. Deliveries Shareholders expecting delivery of furniture, appliances or other large items should call the Management Office at least 24 hours prior to the delivery date to arrange for the elevator pads to be installed. Shareholders are responsible for any and all damage to the common areas of the building caused by delivery persons. All deliveries must be made through the side entrance only and only during business hours, 9:00 AM to 5:00 PM, Monday through Saturday, excluding holidays.

15. Electric Heaters Shareholders are to refrain from using electric heaters in apartments. Electric heaters cost Big Six Towers additional money in electricity usage, pose a serious safety hazard and have been known to cause fires.

16. Emergency Contact It is strongly suggested all Shareholders provide management with emergency contact information to be kept on file in the office.

17. Energy Conservation The Big Six Towers power plant provides electricity to each of the buildings. Shareholders are urged to conserve electricity at all times. The cost of the plant operations and energy production is funded solely through carrying charges. Misuse and abuse of energy, especially in the air conditioning season, will result in higher costs for both fuel and equipment maintenance. Most importantly, this will create an increase in carrying charges for the Cooperative and its Shareholders.

Shareholders are urged to turn off lights, appliances and air conditioners whenever their apartment is unoccupied. Some additional energy saving tips include:

- Use compact fluorescent light bulbs with the ENERGY STAR® label.
- Air dry dishes instead of using your dishwasher's drying cycle.
- Turn off your computer and monitor when not in use.
- Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use (TVs and DVDs in standby mode still use several watts of power).
- Take short showers instead of baths.
- Wash only full loads of dishes.
- Look for the ENERGY STAR label on home appliances and products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Department of Energy and the Environmental Protection Agency.

Visit <http://www.energysavers.gov/> for more energy-saving ideas.

18. Exterminating Service Big Six Towers provides exterminating services on a weekly basis. Please contact the Management Office to schedule an appointment. There is no charge for exterminating and Shareholders are strongly urged to utilize this service on a regular basis. Shareholders must report any suspicion of bedbugs to Management immediately.

19. Laundry Rooms Each residential building is equipped with a laundry room for use by Shareholders only. Hours of operation are 6:00 AM to 11:00 PM daily. The last wash is 9:00 PM. Home health attendants and home care workers may not use the laundry facilities for their personal use. Please make certain to advise workers accordingly.

Rules for the operation of the equipment are posted in each laundry room. Shareholders are asked to clean the washer basket and the lint trap on the dryer after each use.

20. Littering Shareholders are reminded that littering detracts from the appearance of the site and adds to the cost of maintenance. Every effort should be made to prevent littering. Please do not feed pigeons and squirrels in and around Big Six Towers property.

21. Locks/Keys Apartment doors are equipped with a bottom house lock and two keys are provided by Big Six Towers at move-in. A mail box key is also provided. There will be a charge for key replacements. A Shareholder may install a top lock at his/her expense, the responsibility of which remains at all times with the Shareholder.

If the Maintenance Staff must enter an apartment in response to an emergency, and access is not provided, the Shareholder will be held responsible for any and all damage caused to the apartment, common areas, or other apartments. Shareholders are urged to leave a set of keys with a neighbor for use in the event of an emergency in the apartment when the Shareholder is not at home. Emergency contact forms are available in the Management Office and Shareholders are strongly urged to keep this information up to date with the office. This will help to avoid any charges for damages resulting from a lack of access.

22. Mail Room A mail room is located in each building.

23. Newspapers It is against Big Six Towers's policy to issue front door keys to newspaper delivery persons. The misuse of keys causes a substantial breach of building security and prevents Management from controlling unauthorized access to the buildings.

24. Packages Packages sent by UPS or other delivery services are to be brought directly to apartments. The Management Office cannot accept delivery of packages for Shareholders.

25. Parking Parking is available at a monthly fee to Shareholders of Big Six Towers. There are a limited number of spots and a list is maintained on a first come, first served basis. An authorized sticker, which must be clearly displayed at all times, is required on all vehicles parked in the Big Six Towers parking lots. Failure to display the sticker will result in

booting or towing of the car at the car owner's expense.

A waiting list is maintained in the Management Office for Shareholders interested in a parking space. Shareholders wishing to change parking spaces may do so by submitting a written request to Management which specifies the lot and space number desired. The requesting Shareholder will be placed on the parking waiting list with the designated area noted and the request will be honored when the space is available.

Parking in the shopping center is restricted to shoppers only until 9:00pm. There are a limited number of parking spaces available for rental on the west side of the Shopping Center during evening hours. Please call the Management Office for more information.

26. Pets Dogs are permitted at Big Six Towers, but all Shareholders must register his/her dog and comply with the Rules and Regulations set forth in the Big Six Towers, Inc. Dog Policy. Shareholders harboring cats, birds or other small domestic pets are responsible for the proper maintenance of the pets. Any complaints regarding nuisance or improper maintenance of a pet will result in legal action against the Shareholder, if substantiated and found to be in violation of the pet policy.

27. Playgrounds There are two playgrounds located at Big Six Towers for use by Shareholders and their children.

Young children should be supervised by an adult when using the play equipment. Trash cans are available to help keep the play areas clean. Shareholders are requested to refrain from feeding pigeons and squirrels in or around the playgrounds.

28. Public Hallways Shareholders are not permitted to use the public halls or stairwells for the storage of carriages, strollers, bicycles, shoes, umbrellas or any items of any kind. Items found in hallways or stairwells, including doormats, will be removed and discarded.

Children shall not play in the hallways, stairwells or elevators.

29. Radios/Televisions Loud radios and televisions cause discomfort to neighboring apartments. Shareholders are asked to keep the volume on all audio equipment to a reasonable level, particularly during the hours of 10:00pm to 8:00am. Shareholders should refrain from mounting a television on a shared wall. Please consult NYC DEP rules and regulations regarding permitted noise levels.

30. Recycling Shareholders must comply with NYC laws in properly recycling household trash. There are two large bins in each Compactor Room. Please refer to the Compactor Room section for more information on recycling.

31. Roller Skates, In-line Skates and Skate Boards, Bicycles The use of roller skates, in-line skates, skate boards, and bicycles within the buildings of Big Six Towers is strictly prohibited. The skates cause damage to the hallways, elevators and lobby floors and, more

importantly, could cause injury to the skater or bystander.

32. Smoke Detectors Each apartment must have a working smoke detector. The Management Office will install a new smoke detector at move-in at cost. Shareholders are responsible for maintaining the smoke detector in his/her apartment at all times. A good reminder is to check your battery when you change your clocks. IT IS IMPERATIVE THAT SMOKE DETECTORS REMAIN INSTALLED IN EACH APARTMENT. PLEASE DO NOT REMOVE THE SMOKE DETECTOR UNDER ANY CIRCUMSTANCES.

33. Smoking New York City Law prohibits smoking in all common areas. Shareholders are not permitted to smoke in lobbies, elevators, halls, laundry rooms or other common areas of Big Six Towers.

The New York City Board of Health will issue penalties to violators of the law.

34. Storage Rooms Open storage is available in the basement of each building for use by Shareholders. Shareholders use the storage space at their own risk. Big Six Towers is not liable for anything placed in storage. All items placed in the storage rooms must be labeled with the Shareholder's name, building and apartment number on each parcel. Any items placed in the storage rooms which are not properly and clearly labeled are subject to disposal without notice. Big Six Towers is not responsible for any lost or damaged items left in the storage areas. Private storage lockers are also available for a fee. Please contact Management for more information.

The following items are not permitted to be stored in or around the storage rooms under any circumstances and will be removed if found in any storage area. Because these items are highly combustible or toxic, they will be disposed of, without notice, if found in the storage areas: paint, paint thinners, upholstered furniture, rubber tires, straw materials, flammable/combustible materials, mattresses, gas tanks or propane tanks.

35. Terraces Shareholders may not use terraces for storage purposes or clothes drying. Shareholders are responsible for ensuring that nothing is thrown or permitted to be thrown from terraces by Shareholder, Shareholder's family, guests or visitors.

36. Terrace Screen Enclosures Shareholders may enclose their terraces with screens at their own expense. Terrace enclosures will be handled as an alteration and will be subject to the terms and regulations outlined in the alterations section of these House Rules and Regulations. Management assumes no responsibility for screen enclosures; Shareholders are fully responsible for the maintenance and replacement of terrace screen enclosures.

37. Window Coverings All apartment windows at Big Six Towers must be covered with window shades, curtains or blinds. Shareholders are responsible for installing window coverings immediately upon taking occupancy of an Apartment at Big Six Towers. Big Six Towers does not provide or maintain window shades, blinds or any other window covering.

38. Window Guards New York City Law requires that window guards be installed in the window of every apartment in which children 10 years of age or younger reside. Windows on terraces are also included in this regulation. Window guards are available at cost and will be installed by the Maintenance Staff. Window guards in apartments with children 10 years of age or under shall not be removed under any circumstances. Shareholders who have children 10 years of age or under who frequently visit overnight are also urged to install window guards.

Each January, the New York City Department of Health requires that a window guard notice be completed and submitted FOR EVERY APARTMENT WITHIN A MULTIPLE DWELLING. Failure to comply with the regulation could subject a tenant to a fine for non-compliance.

## B. SECTION II - MANAGEMENT

1. Management Staff The Management Office is staffed with a General Manager, Assistant Property Manager and support staff. The Management Office is open daily from 9:00 AM to 5:00 PM, and on Thursdays from 9:00 AM to 7:00PM, to receive telephone calls or visits from Shareholders. No appointment is needed for access to the Management Staff. The telephone number for the Management Office is (718) 898-7022. Shareholder suggestions and comments are always welcome.

2. Maintenance Payment Policy Maintenance bills are mailed approximately one week before the first of the month. Maintenance is due on the first of the month and should be mailed in the return envelope provided with your bill. Shareholders may also leave their maintenance payments in the Management Office or pay on-line. To ensure the timely deposit of maintenance, Shareholders are urged to mail the maintenance directly to the bank.

Billing inquiries should be directed to the Management Office or to the accounting department at the telephone number listed on the maintenance bill. All inquiries will be promptly answered.

3. Late or Non-Payment Policy Shareholders who are in arrears in the payment of their monthly maintenance will be subject to non-payment proceedings when their accounts are 40 days in arrears. A late fee will be charged for all accounts past due after the 10<sup>th</sup> day of the month.

Shareholders will be notified by the Management Office when their account falls behind, and will be required to contact the Manager upon receipt of the letter. If payment is not made in full or arrangements are not made with Management for the payment of the arrears, non-payment proceedings will be commenced.

Shareholders are responsible for legal fees incurred by non-payment proceedings and will be billed accordingly.

4. Move In/Move Out Moving into or out of Big Six Towers is permitted Monday through Saturday from 8:00 AM to 5:00 PM. All moves must be completed no later than 4:30 PM to restore full elevator service to Shareholders returning from work. Shareholders must notify the Management Office at least 24 hours prior to moving so the elevator pads can be installed to prevent damage to the elevator cabs. The elevator that goes to the basement should not be used. All moves must be made through the side entrances only.

5. Repairs/Charge Backs Shareholders may be required to pay for certain repair or replacement items made in their apartments by the Maintenance staff. Shareholders are responsible for damage to the common areas of the buildings. A list of charges is maintained in the Management Office. Costs for such repairs will be added to Shareholder's maintenance bill and are due and payable as additional maintenance.

6. Security Big Six Towers maintains a public safety staff consisting of 10 licensed peace officers. The public safety staff is on duty 24 hours a day throughout the year and can be reached at (718) 335-8715.

The public safety officers work closely with both the Management and Maintenance Staff and handle emergency or unusual situations after normal business hours. Shareholders who experience a medical or fire emergency after normal business hours are requested to call 911 immediately.

7. Suggestion Box A suggestion box is located at the front door of the Management Office for use by Shareholders. Suggestion boxes are also located in the mailroom of each building. The box is checked daily and Shareholders are encouraged to submit suggestions and comments on issues that affect their residence at Big Six Towers or matters that may be referred to the Board of Directors for their review.

8. Vacating an Apartment Shareholders are required to provide advance written notice when relinquishing control an apartment. A firm move-out date must be included in the notice. The Management Office will promptly begin the resale process and will contact the vacating Shareholder to arrange for access to show the apartment to the next applicant on the waiting list.

Shareholders are responsible for carrying charges until possession of the apartment is transferred to the new Cooperator or 90 days from the date the apartment is vacated, whichever is less.

Every effort will be made to resell the unit as quickly as possible.

An inspection of the apartment will be conducted in the presence of the vacating Shareholder after all furniture and personal effects are removed and Shareholders will be required to sign the inspection form. Shareholders are responsible for any and all damages in their apartment upon vacating. Failure to participate in the inspection will result in the Shareholder's waiver of grounds to dispute any charges assessed, for damages or repairs.

The incoming Shareholder will be charged a restoration fee of \$800 per room. The \$800 per room restoration fee will cover the following items, as required:

- Repair or replacement of floor tiles
- Replacement of base molding
- Refurbishment of kitchen cabinets
- New countertop, sink and faucets Bathroom
- Tile regrouting
- Cleaning of aluminum around windows
- Plastering and painting ,
- Replacement of stove flex hose

Outgoing Shareholders are responsible for any damage to the apartment including, reasonable wear and tear excepted:

- Removal of wallpaper or alterations not accepted by incoming Shareholder
- Disposal of all household items, including old carpeting
- Broken window glass
- Excess janitorial work (Shareholders are responsible for leaving the apartment in broom clean condition)
- Additional painting due to dark colors and/or excessive plastering due to wallpaper removal or damage.

Labor for the items listed above will be charged at the rate paid by Big Six Towers for its maintenance personnel.

A full reconciliation of all charges for damages, maintenance and cleaning costs will be provided to each outgoing Shareholder, along with the copies of all bills or invoices for the required repairs due to excess damage.

A working refrigerator must be left in the apartment by the vacating Shareholder. Shareholders may leave carpeting or other floor coverings, wallpaper, window treatments or other decorative items only if the incoming Shareholder accepts the items. Charges for unpaid rent, damages or the removal of such items will be applied to the outgoing Shareholder's account and deducted from the outgoing Shareholder's equity refund.

### C. SECTION III - MAINTENANCE

1. Maintenance Staff The Maintenance Staff is on duty Monday through Saturday from 8:00 AM to 5:00 PM, excluding holidays. A porter and handyman are available until 9:00 PM weekdays to handle emergency situations that may arise after 5:00 PM. Shareholders requiring assistance after 5:00 PM or on weekends or holidays should call the Maintenance Department directly at (718) 606-6148.

Big Six Towers maintenance personnel is required to wear uniforms with the Big Six name

embroidered on shirts and photo identification tags on their outermost garment.

2. Service Requests Requests for service and/or repairs must be called into the Management Office weekdays between 9:00 AM and 5:00 PM. General service requests will be handled by the Maintenance Staff within 48 hours. Emergencies will be handled immediately and are described in detail below. A service ticket will be completed by the Maintenance Staff and Shareholders will be required to sign the form indicating satisfactory completion of the repair.

Big Six Towers will honor a request for Saturday appointments provided that the request is made in advance with the Management Office and there is sufficient staff. In addition, limited evening appointments can be made in advance. Saturday and late night appointments are subject to cancellation in the event that an emergency occurs, due to the limited personnel on duty during these times.

3. Service Personnel In the event that an outside contractor is required to service a repair in an apartment, the Management Office will notify the Shareholder of the date and anticipated time of the repair and will provide the Shareholder with the name of the service company. A Shareholder of the Maintenance Staff will accompany the service contractor to the apartment.

Shareholders are always notified in advance of the need for any outside contractor. Proper identification will be provided by the service personnel.

4. Emergencies An emergency is defined as no heat, water or hot water, no electric power, cascading water, no elevator service, toilet overflow, fire, smoke or gas leak or other condition that creates an immediate threat to health or safety.

The Big Six Towers Management and Maintenance Staff are available to handle emergencies twenty-four hours a day, seven days a week including holidays and weekends. Shareholders who experience an emergency after normal business hours, on weekends or holidays, must call the Public Safety office at (718) 335-8715. The staff will respond immediately to all legitimate emergencies.

**FIRE AND SMOKE MUST BE REPORTED IMMEDIATELY TO 911  
GAS LEAKS MUST BE REPORTED TO NATIONAL GRID at (718) 643-4050**

Lost keys or lockouts are not considered an emergency and Shareholders are encouraged to leave a spare set of keys with a neighbor to avoid the cost of a locksmith. House locks that malfunction will be handled by the Maintenance Staff as a building repair. Please note, however, that if a top lock is installed which prevents Maintenance from opening or repairing the house lock, the cost of that part of the repair will be the responsibility of the Cooperator, as the Cooperative is not responsible to install and maintain a top lock on an apartment door.