



THE 903 CONDOMINIUM ASSOCIATION
903 PROVIDENCE PLACE
PROVIDENCE, RI 02903
OFFICE 401 274 7575
FAX 401 274 7578

Resident Handbook

General Information

Management Office

The Management Office is open Monday - Friday 9:00a.m to 5:00p.m. to all residents. Please feel free to call or visit with the Property Manager with any concerns or questions you may have. We request that you please limit visits or calls between Monday morning 9:00a.m. and 10:00a.m. and Friday afternoon after 3:00p.m. till closing. We ask this as Monday mornings and Friday afternoons are the busiest times for the Management Office. Unless of course it is an emergency. If you have a maintenance concern or emergency during non-business hours, please call the Management Office. Our answering service is available and will forward your call or direct you to the proper authority. In the event of a Medical or Life Threatening Emergency, dial 911 for Police, Fire or Rescue.

Condominium Fees & Property Taxes

Condominium fees are paid either by direct debit or check. If you elect to use our Direct Debit System, your condominium fee will automatically be deducted from your checking/saving account monthly. If you elect to pay by check you will receive a coupon book within 6-8weeks following your closing. The coupon book will have an address where to mail your payment. Property Taxes are addressed in the same manner. Prior to receiving your coupon book you can send your condominium fee payment to;

The 903 Condominium Association
c/o Legum & Norman
14900 Bogle Dr.
Suite 101
Chantilly, Virginia 20151
Attention: Dawn Roscoe

The 903 Condominium Association Documents

You were provided with The 903 Condominium Association Booklet prior to closing on your condominium. This booklet contains your Condominium Document, By-Laws, Rules & Regulations and other information required for our Association. You have also been provided with your Welcome Package that contains additional Association information. Together, these documents will provide you with information you will need to know about condominium living. We recommend you re-read and refer to these documents often.

Rules & Regulations

The Rules & Regulations contained in your package are incorporated as a legal and binding part of your Association Membership and have been carefully drafted in order to promote the general welfare and safety of all The 903 Condominium Association Residents. Please take some time to review the information contained within the Rules & Regulation Handbook thoroughly. We recommend that you keep this booklet handy for future reference. Please be advised the Association will review our Rules & Regulations periodically to insure we are always in compliance with city, state and federal changes that may occur as well as to work in concert with changing times and our community.

Pets

The 903 Condominium Association does allow pets and has a pet policy in effect. See Rule & Regulations for details.

Owner Information Forms

Enclosed please find an Owner Information Form. The reason for this form is to input your information into our database that will allow us to most effectively provide maximum service to your comfort and safety needs. For example, vehicle information will allow us to "lookup" a vehicle that may be parked illegally or is hampering snow removal. If we have your information in our database via the Owner Information Form, we can "lookup" your plate in our database and give you the courtesy of a phone call vs. towing a vehicle we have no information on. But remember, you must give us the information for the system to work properly. You must also keep our Management Office updated regarding any change in your information during your residency. You can return these forms through the Concierge Desk or the Rent Drop Box located at the Mail Center.

Vacation Forms

If you plan on being away for more than a week, we ask that you submit this form to the Management Office or Concierge. Again, it is our way of knowing where you are in case of an emergency.

Keys

You are issued keys at the time of move in: two for your home, two for your mailbox, 1 or 2 fob(s), 1 or 2 garage wand(s). Your front door home key will also open up the water heater closet. There is a \$25.00 charge per key (if on file with The 903) fob or wand replacement.

Residents are not permitted to alter any lock or install any new locks, knocker or other attachment to the doors without the express written consent of the Association. If you change your locks, you will need to give a copy of the new key to the Management Office for emergency purposes if you are enrolled in the Key Acceptance System. Please note, your unit will be subject to forced entry in the event of an emergency if you are not enrolled in the Key Acceptance System.

The Management Office does respond to lock-outs at a flat rate of \$150.00 after hours and \$25.00 during business hours.

The Management Office does not enter (unless it is an emergency) or allow any parties to enter your home. You must be present to allow entry to any occupants, guests, deliveries, utility representatives, repair services, etc.

Electricity, Telephone, Cable, Gas, Water and Sewer

Residents are responsible for paying the utilities for their home including but not limited to: Gas, Electric, Cable, Telephone, Internet, etc. Water & Sewer is paid through your monthly condominium fee. The Management Office will automatically transfer Gas service into your name. Residents must make all arrangements for optional utilities and should a representative from any utility require a visit to the property for your home you must be present to meet the representative(s). The Management Office is not responsible for any arrangements regarding assisting representatives on the property from utility companies for the turn-on/turn-off of any utilities.

No Satellite Dishes or External Antennas are allowed on common or limited common areas.

Insurance

The Association carries a master insurance policy AS PER ARTICLE VIII INSURANCE: found in your Association Public Offering Statement booklet given to you at the time of purchase and sales. Please be advised that the Association/Master Insurance Policy does not insure any personal contents of individual units. The 903 Condominium Association is not responsible for loss or damage to your personal items in the event of fire, water, smoke damage, theft or other misfortune. We strongly suggest that you obtain a Home Owners Policy to protect your personal property. Call your insurance agent to review the above-mentioned insurance section regarding appropriate coverage for your home.

Mail

To avoid delays in your mail/deliveries, please be sure to notify the U.S. Postmaster and other correspondents of your (new) full address including street, unit number and zip code. Please plan deliveries for a specific time when you know you will be available to accept them. If you are going on vacation for an extended time, notify the local Post Office to make arrangements to hold your mail at the local post office.

Management accepts reasonable sized packages from mail and package services (US Post Office, UPS, FedEx, DHL) on your behalf; however, the office cannot accept any liability for those packages. A notice is placed on your mailbox to notify you that your package has arrived. Any other personal deliveries (i.e. furniture) must be handled by the homeowner. You must be present to handle your delivery and to allow them access to your home.

Move-in

Please keep cars and moving vehicles off of lawns or sidewalks during your move. Residents are expected to move in/out at reasonable hours; no earlier than 9:00 a.m. and no later than 6:00p.m. If damages should occur during your move-in/out you will be responsible for the cost of repair.

Appliances

The correct operation and cleanliness of your appliances will assure their continued maximum performance. Please acquaint yourself with the operation of each appliance. If you have any questions, contact the customer service department of your appliance manufacturer.

Dishwasher

Use a brand name DISHWASHER DETERGENT. Do not use liquid dish soap or laundry detergent in the machine as it will cause too many suds and damage your dishwasher. Your garbage disposal should be cleared of all garbage before running the dishwasher.

Garbage Disposal

All kitchen sinks are equipped with a garbage disposal. To operate, turn on the disposal, push small amounts of food/waste into the drain and run cold water only. Feed only small amounts of food/waste gradually into the disposal keeping hands above the disposal opening. Let the cold water run for a short time after all garbage has been flushed to wash out any waste. DO NOT put paper objects or metal objects into disposal. Avoid banana peels, raw fat, pits, bones, tea bags and cigarette butts. Be careful not to let silverware drop into the drain. To clean, put a tray of ice cubes into the disposal and grind thoroughly once a month. This operation not only cleans all waste particles, but also sharpens the blades. Two tablespoons of baking soda once a week will help remove odors.

Refrigerator/Freezer

Your refrigerator is frost-free and will not need manual defrosting. DO NOT pack your freezer tightly, as this will cause circulation problems with the cooling system in your refrigerator. Clean the exterior of your refrigerator with warm sudsy water, rinse and wipe dry. Clean the interior with a solution of one tablespoon of baking soda and one-quart warm water. The fresh air intake should be cleaned with a vacuum cleaner semi-annually. A box of baking soda kept in the refrigerator will minimize food odors.

Stovetop, Oven/Range Vent Hoods and Microwaves

Proper care and cleaning procedures are essential for a long and satisfactory life of your range and microwave. To clean, be sure all units are cool. Avoid harsh cleaners or abrasives on finish. Wipe regularly with a damp cloth and warm, soapy water. Electric "plug in" style burners must not be immersed in water. Never use aluminum foil or metal of any kind in your microwave oven. Grease filters/aluminum mesh should be cleaned on a regular basis. Any replacement light bulbs should not exceed 40 watts.

Cabinets and Countertops

Your cabinets and counter tops are designed for convenience and durability. However, they can be damaged through improper use. Setting hot utensils or hot pans directly on the counter tops may cause damage. In addition, a cutting board should always be used, as some surfaces cannot withstand direct cutting with a sharp instrument. To properly maintain all counter tops, simply wash with warm water and soap or with a mild detergent. The cabinets are washable inside and out.

Washer/Dryer

Please acquaint yourself with the operation of your washer/dryer. Only use recommended products to insure proper use and care.

Bathroom and Kitchen Drains

To avoid clogs and back-ups in toilets do not dispose of grease, sanitary napkins and diapers in drains or toilets. You are responsible for any stoppage to the waste lines dedicated to your unit.

Heating and Air Conditioning

Your new home is equipped with a combination heating and air conditioning system. The system allows you to adjust to your personal comfort. All system operations (heat, a/c fan) are controlled by the thermostat. To operate simply slide the switch (heat-off-a/c) to the desired function. Set the fan (auto-on) to the auto position, adjust to your desired temperature and you're done. You can circulate fresh air only by setting the control switch to off and set fan to on. Always turn your central air conditioner on before your home becomes overheated. Your central air conditioning/heating system will work more efficiently and use less energy if you keep temperature adjustments within a 2 degree range. Change your air filters (located behind the panel) every 3 months or as needed. Change the batteries in the thermostat regularly and do not lower the a/c below 65 degrees. Doing so will freeze up your cooling unit.

Circuit Breakers

The circuit breaker panel contains breaker switches for each room in your unit. There are three positions for each circuit breaker: On, Off, and a Middle position indicating the circuit automatically shut down due to a power surge. If you lose power to a room in your condo and you notice a breaker switch in the Off position, simply move the switch back to the On position. If you lose power to a room in your condo and you notice a breaker switch is in the Middle position, move the breaker switch to the Off position for a few seconds and then return the switch to the ON position. Your unit is also equipped with GROUND FAULT INTERRUPTS for outlets located near bathrooms and kitchen sinks. These interrupts are designed for your safety by shutting down power to the outlet should they come in contact with water.

Floor and Carpet Care

Regular vacuuming will keep your carpet fresh. Shampooing your carpet twice a year will help with dust/dirt build-up. Please remember NEVER use bleach or any other harsh cleaners on your carpet. For spot cleaning in the event of a liquid spill, use a white cloth to blot as much of the substance as possible. Place the cloth on the spill and place a book or other heavy object on the cloth to assist in absorption. After a while, remove cloth, flush cloth with water to dilute and blot again. Alternate with a clean cloth as necessary. As long as the substance is being transferred to the cloth, you are making progress. Continue until the spot is removed. An effective method of removing a dried spot or stain is to mix one-half teaspoon of mild laundry detergent to one pint of lukewarm water. Apply the detergent to the spot and use a soft bristly brush to brush from the outside of the spot towards the center. Flush with water and then extract with water and detergent with a wet/dry shop vac. Repeat the process of flushing with water and vacuuming until the spot is removed. Avoid using excess detergent. Your kitchen and bathroom floors should be damp mopped often for best results.

Hot Water Heater

Your hot water heater is located in a closet. If your hot water heater is not working, please check that the circuit breaker is On and the gas pilot is lit before calling a licensed technician for service.

Trash

Trash should not be stored in your unit for extended periods of time. You are responsible for bringing your trash to the appropriate refuse room. Either place your trash down the compactor shoot or in the trash containers provided. You must bag all loose trash in a plastic bag and tie it with a twist tie to make sure it is closed properly. Please be sure all cigarettes are put out before throwing them away. Removal of mattresses, box springs, or unwanted furniture is the sole responsibility of the resident. Items of this nature left in the trash rooms and/or any items improperly disposed of will result in a fine to the violator.

Waterbeds

Waterbeds, pianos and items of equal or greater weight, are not allowed without written consent of the Management Office. Such consent will require proof of in case of damage.

Amenities and Services

All residents share the community areas. Please keep this in mind when using these areas. Please be advised that (unless marked otherwise) all common areas are non-smoking areas.

Barbecue Area

Barbecues are located at the pool and the Garden Court Yard for resident use only. Upon completion of barbecuing, residents are responsible for cleaning the area. Personal barbecue grills are not allowed anywhere in the common area, pool, as well as decks and patios as per Rhode Island State Codes.

Bicycles/Roller Blades/Skateboards

The use of bikes, roller blades, skate boards, etc., is prohibited on the sidewalks and grassed areas of the community. Bicycles must be kept in your unit, storage room or the area designated in the parking garage. Bicycles may not be stored in the hallways, patios, decks or lawn areas.

Clubhouse

An elegant Clubhouse is located in the main section of the building. The Clubhouse features a kitchen, pool table, fitness center, rest rooms and a gas fireplace. Please enjoy this extension of your home. The Clubhouse is available for private parties by reservation only. Inquire at the Concierges Desk.

Fitness Center

The Fitness Center is available to adult residents. Individuals under the age of 18 years old are only permitted with adult supervision. No food, alcohol or smoking is permitted within the fitness center at any time. You must use your access key fob to gain admittance to this center. The 903 Condominium Association assumes no responsibility for injuries and/or damages as a result of using equipment.

Vehicles/Parking

Only properly registered, operational vehicles are permitted on the community grounds. Condominium residents will park their vehicles in their assigned parking space(s). Vehicle repair, except the immediate boosting of batteries and repair of flat tires, is not permitted anywhere within the community. Vehicles with flat tires, leaking fluids onto the garage pavement or private roadway or otherwise inoperable, are subject to towing at the vehicle owner's expense. The cost of damages caused by the inoperative vehicle will be charged to the resident.

Parking is permitted only in designated, hard-surfaced areas. Vehicles parked on grassed areas, fire lanes or sidewalks for any reason including but not limited to the loading and unloading of articles, will be subject to tow and fines. Trailers, mobile homes, boats, boat trailers, campers, recreational vehicles and vehicles larger than a pick-up truck or standard van are not permitted unless pre-approved by the Management Office. Any vehicle belonging to Resident's guests or invitees shall be parked within areas clearly marked for visitors/guests within the community.

We are not liable for any damage arising as a result of towing your vehicle or that of your guests. It is your responsibility to advise your invitees of these vehicle policies, and you further agree to determine in each case that they have complied therewith. You agree to indemnify and hold us harmless for any claims by your invitees for the towing of their vehicles for violation of these policies.

Safety

Residents shall not place, store or keep any personal property on the common area grounds or other areas including, but not limited to, adjacent sidewalks, passages, courts, recreational areas, halls, and stairways; nor shall resident and/or their guest use any such area for any purpose other than entering or leaving the premises.

Fire Prevention

There is a fire suppression system (sprinklers) including local smoke detectors within each home. The following are a few fire prevention suggestions that are vital in insuring a solid program of Fire Prevention:

- * Exercise extreme caution with matches, candles and smoking materials.
- * Do not smoke in bed.
- * Unplug electrical equipment that is not working properly or smells unusual. Do not overload or use defective electrical outlets
- * Respect your cooking and heating equipment.
- * Keep curtains, mops, brooms, clothing or other flammable materials away from range and heat registers.
- * Guard against the accumulation of rubbish such as old newspapers, broken furniture, old clothes, rags and paint cans.
- * Never store gasoline or other combustible liquids in your home or garage.
- * Make certain that you and your family knows two safe swift ways to exit your home during an emergency.
- * Once outside, never re-enter the building until the Fire Department gives you the OK.

In case of fire

- * DON'T PANIC
- * Evacuate family and friends
- * Close doors behind you
- * Call 911/Call the Management Security Office

Guests/Visitors

It is important for owners to realize they are responsible for all actions of their guests/visitors. DISRESPECTFUL behavior, attitudes, or conduct of guests/visitors towards other residents or management staff will not be tolerated.

Noise and Disturbance

You have the right to privacy as your neighbors are entitled to privacy and peaceful enjoyment. Because units share one building, please consider your neighbors when you listen to your radio, stereo, musical instrument or television. You, your family or guests should never create excessive noise or disturbances in your unit or near the buildings, particularly when others may be sleeping.

In the event of a public disturbance, call the Police and be sure to report the incident to the Management or Security Office. If you have complaints regarding noise or disturbances on the part of your neighbors inside the building, please notify the Management Office or Security Desk. The origin of such reports will be kept confidential.

Soliciting

Soliciting is not permitted in the buildings. Please contact the Management Office if you see anyone soliciting or have a question about anyone at your door. A resident passing out flyers to other units is also considered soliciting.

Your Personal Safety

The management staff is always concerned about the welfare of our residents. The best security system begins with the individual resident in his or her own home. We recommend that you keep all doors and windows locked at appropriate times, and that you open your door only when the person on the other side has been identified to your satisfaction.

If anyone not known to you asks to be allowed inside your home for any reason, make sure that he or she produces a positive identification before you permit entry. Don't hesitate to check credentials before you allow a stranger to come into your home. If you notice anyone acting suspiciously, please report it immediately to the police and the Management or Security Office.

Smoke & Carbon Monoxide Detectors

Smoke & carbon monoxide detectors are a requirement by law. We encourage you to regularly check your unit to make sure the detectors are working properly.

Extermination

Extermination inside the unit is the homeowner's responsibility and is at the homeowner's expense.