

RESIDENT HANDBOOK FOR TENANTS



CHOICE
NEW YORK
MANAGEMENT



WELCOME

Dear Resident,

On behalf of the entire Choice New York Team, congratulations on your new apartment and welcome to your new home! As Managing Agent for the building, it is our primary goal to provide you with exceptional customer service, which is why we've prepared this **Resident Handbook** and its contents for you. Should you ever need to contact us in person, we can be reached 24 hours a day, 7 days a week at (212) 982-3600 x209.

The contents of this **Resident Handbook** will provide you with all of the information that you need to get started and settled into your new home. Please keep this information for future reference after you move in as it contains answers to many commonly asked questions that you may have throughout your residency, including important information for your move out. The information contained herein, including but not limited to other useful forms, tools, links and apps can be found on our **Resident Portal** at management.choicenewyork.com.

Should you need anything, please feel free to utilize our online and mobile tools or reach out to your Management and Maintenance Teams. We hope your residency with us will be pleasant and comfortable. If you have any questions or concerns, please feel free to contact us at any time.

Sincerely,

The Management Team

A stylized, handwritten signature in black ink that reads "Choice New York". The script is fluid and cursive, with the words "Choice", "New", and "York" connected together.

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Disclaimer: This Resident Handbook, its Appendices and Attachments are provided for informational purposes only. Please review your Lease Agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you may require. The intention of these documents is to provide general information to help you through your residency.

MOVING IN

1.1. PRE-MOVE IN

1.1.1. RENTER'S INSURANCE POLICY

As a condition of your lease, you are required to obtain a renters insurance policy for the duration of your lease term. Renter's insurance is not only affordable but provides protection for your personal belongings if they are damaged, destroyed or stolen, as well as personal liability if someone is injured in your home.

We have partnered with an industry leading insurance broker that can provide you with an instant, hassle-free quote for renters insurance at competitive prices from world class insurance companies. Please follow the link contained in Appendix 1.3 to the secure-online renter's insurance application to receive your discounted quote.

1.1.2. MOVE IN APPOINTMENT

To limit disturbances to existing tenants, moving into and out of your building is permitted by appointment only during the hours described in Appendix 1.4. We highly recommend that you or your moving company visit the building before moving furniture and measure the dimensions of the doorways, elevator cabs, and hallways to ensure that your furniture will be able to be transported into and out of the building. Please call the Maintenance Team to schedule your move in appointment and usage of a freight elevator, if available.

***Please Note: Any tenant whose move runs late or takes place outside of the allowable move in times may incur a non-refundable fee. Use of freight elevator is non-exclusive.*

1.1.3. MOVER'S CERTIFICATE OF INSURANCE

If you hire a moving company, they must provide a properly completed Certificate of Insurance ("COI") to protect against personal liability claims and potential damage caused to the common areas of the building. The COI must name the Property Address, Property Owner, and Managing Agent as additional insureds exactly as written in Appendix 1.1 and must contain the coverage set forth in Appendix 2: Sample Certificate of Insurance .

***Please note: If you hire a mover, no moves can take place unless the COI is received at least one (1) week prior to the scheduled move in date.*

1.1.4. UTILITIES

1.1.4.1. YOUR ELECTRICITY COSTS

Your electricity cost is made up of three components, Delivery, Supply and Taxes. The Delivery and Taxes are regulated, fixed costs. The Supply component is unregulated and variable (unless you choose to fix a locked-in price) but typically will vary based on fluctuating market rates. The supply component reflects the cost to generate the electricity, and the delivery component reflects the cost to transport the electricity to your home.

1.1.4.1.1. ELECTRIC DELIVERY

In advance of your move in, you must contact your Electric Delivery provider through the contact information provided in Appendix 1.6 to obtain electric service. You may choose to obtain both Electric Delivery and Electric Supply from your Electric Delivery provider, but also have the option to choose a different company to provide your Electric Supply.

1.1.4.1.1.1. ELECTRIC SUPPLY (ESCO)

After your account has been registered with your Electric Delivery provider, if you wish, you may choose a different company to provide your Electric Supply. These companies are commonly referred to as Energy Service Companies ("ESCO"). Some of these ESCOs may offer a lower price for electric supply, or they may offer green energy from renewable sources such as wind, solar, biomass and hydroelectric power.

A list of eligible ESCOs and their contact information can be obtained from your Electric Delivery provider's website. We have also partnered with the ESCO described in Appendix 1.6 in order to provide you with the opportunity to obtain competitive prices and renewable generation.

***Please Note: If you fail to set up an account with your Electricity Delivery provider prior to moving in, you risk having an interruption to your service.*

1.1.4.2. YOUR NATURAL GAS COST

Your natural gas cost is made up of three components, Delivery, Supply and Taxes. The Delivery and Taxes are regulated, fixed costs. The Supply component is unregulated and variable (unless you choose to fix a locked-in price) but typically will vary based on fluctuating market rates. The supply component reflects the cost to produce the natural gas, and the delivery component reflects the cost to transport the natural gas to your home.

MOVING IN

1.1.4.2.1. NATURAL GAS DELIVERY

If your home and/or hot water is heated by Natural Gas, in advance of your move in, you must contact your Natural Gas Delivery provider through the contact information provided in Appendix 1.6 to obtain service. You may choose to obtain both Natural Gas Delivery and Natural Gas Supply from your Natural Gas Delivery provider, but you also have the option to choose a different company to provide your Natural Gas Supply.

1.1.4.2.1.1.1. NATURAL GAS SUPPLY (ESCO)

After your account has been registered with your Natural Gas Delivery provider, if you wish, you may choose a different company to provide your Natural Gas Supply. These companies are commonly referred to as Energy Service Companies ("ESCO") and may offer a lower price for Natural Gas Supply. A list of eligible ESCOs and their contact information can be obtained from your Natural Gas Delivery provider's website. We have also partnered with the ESCO described in Appendix 1.6 in order to provide you with the opportunity to obtain competitive prices.

***Please Note: If you fail to set up an account with your Natural Gas Delivery provider prior to moving in, you risk having an interruption to your service.*

1.1.5. TV AND INTERNET

To obtain TV and internet service to your residence, you should contact the TV and internet service providers in your area. The name and contact information of your TV and internet service providers are provided in Appendix 1.7.

1.2. MOVE IN DAY

1.2.1. EGRESS AND FIRE SAFETY

Upon moving in, please take note of the egresses (exit pathways into/out of the building) that you may need to utilize in the event of an emergency. In addition, please identify the location of all fire safety systems, such as smoke / fire detectors, fire extinguishers, manual pull stations, fire suppression and sprinkler systems. Please make sure to test all hardwired and battery powered smoke / fire detectors as well as carbon monoxide detectors to ensure they are working properly. If they are not, please notify the Management Team immediately.

***Please Note: All smoke alarms, carbon monoxide alarms and fire extinguishers should be tested on a regular basis. If you are unsure how to test these items, please ask someone from the Maintenance Team to explain.*





1.2.2. UTILITY SERVICE LOCATIONS

Upon moving in, please familiarize yourself with the service locations for your home's vital utilities. These may include but are not limited to the electric service panel, water shutoff valves (to plumbing fixtures and appliances such as toilets, sinks, dishwasher, and washing machine) and natural gas shutoff valves (to furnaces, stoves, ovens, water heaters, gas fireplaces, washers /dryers). You should not need to operate these service shutoffs unless there is an emergency requiring immediate action, or in the event of a loss of power. If you are unsure where these service locations are or how to operate them, please ask your Maintenance Team to assist you.

***Please Note: If you suspect a fixture or appliance in your home is leaking, immediately turn off the water shutoff valve to that fixture or appliance and then call the Management Team.*

In the event that you lose power within your home, please check the electric service panel first to see if you've tripped a breaker switch before calling your Electric Delivery provider. If there is no service outage reported by the Electric Delivery provider, please call the Management Team.

1.2.3. GARBAGE AND RECYCLING

Upon moving in, please familiarize yourself with the location of your building's designated trash receptacles. You are responsible for removing the trash from your apartment in a timely manner and placing it the proper location for removal. If your building does not provide trash removal services, then you are responsible for placing your trash in the proper locations to ensure that it is removed by the City's regularly scheduled trash collection service. If applicable, please refer to Appendix 1.8 for your neighborhood's curbside trash collection schedule.

***Please Note: If your building participates in the curbside collection program, the trash and recycling schedule for your home is based on your address. Place your items curbside between 4 PM and midnight the evening before your scheduled pickup. If your pickup is before 4 PM, you must retrieve trash and recycling bins by 9 PM. If your pickup is after 4 PM, you must retrieve bins by 9 AM the following morning. Suspensions may occur for a City holiday or during a snowstorm.*

MOVING IN

1.2.4. STATEMENT OF CONDITION

Upon moving in, you are requested to inspect the apartment for any pre-existing damage. Someone from the Management or Maintenance Team will perform this apartment inspection with you. If there is pre-existing damage, we will document it on the Statement of Condition Checklist, a copy of which has been inserted within this Welcome Folder. You may take photographs of the damage and send them to the Management Team along with the completed Statement of Condition for your record.

1.2.4.1. COMMON CLEANING AND MAINTENANCE FEES

In the event that cleaning or maintenance is requested or required during your tenancy or after move-out, a list of their fees are included in the Common Cleaning and Maintenance Fees attachment contained within the Welcome Folder. Please note that prices are subject to change without notice and are based on actual market rates, including but not limited to the costs associated with labor, materials, equipment, scheduling and oversight, subject to the maximums allowed by law.

1.2.4.2. COMMON REPAIRS AND REPLACEMENT FEES

In the event that repairs or replacements are requested or required during your tenancy or after move-out, a list of their fees are included in the Common Repairs and Replacement Fees attachment contained within the Welcome Folder. Please note that prices are subject to change without notice and are based on actual market rates, including but not limited to the costs associated with labor, materials, equipment, scheduling, oversight, management, permits, regulatory fees, engineering and environmental costs, subject to the maximums allowed by law.



20 EXCHANGE PLACE, NY
SMITH RESTORATION, INC.
For more information, visit www.nyc.gov/buildings

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GENERAL INFORMATION

2.1. RESIDENT PORTAL

As soon as you receive this Resident Handbook, we highly encourage you to explore your Resident Portal. Please visit our website to access the Resident Portal online or on your mobile device by downloading the RENT Café App (developed by Yardi Systems). Registration is quick and instructions are included in Appendix 3: Resident Portal Instructions.

Your Resident Portal will give you access to tools that will allow you to pay rent electronically, set up auto payments, see your rent payment history, submit maintenance requests, register for building-wide text alerts, submit leasing requests, download important documents, update your resident information, purchase renters insurance and more.

***Please Note: You will need to sign up and register your account with your Tenant ID which can be found in Appendix 3: Resident Portal Instructions or by contacting your Management Team. If you have not received your Tenant ID, please contact us so we may provide it to you.*

2.1.1. RENT PAYMENTS

We encourage you to pay your rent online through ClickPay which can be accessed through your Resident Portal. Instructions on registering your account and making payments online are included in Appendix 4: Online Payment Instructions. One-time electronic payments as well as auto-payments via ClickPay are free of charge, provided you set up a direct deposit from your checking or savings account. Major credit cards are also accepted but are subject to a processing fee. Rent bills will also be mailed to you approximately ten (10) days before the first of each month along with a return envelope for your convenience. After signing up for electronic payment, we encourage you to opt out of these paper mailings through your Click Pay account.

***Please Note: If for any reason you do not receive an invoice, in no way does this modify, alter or diminish your obligation to pay rent promptly on or before the 1st of the month.*

2.1.2. MAINTENANCE REQUESTS / REPAIRS

For the fastest response to all maintenance and repair requests, please submit your request online through our Resident Portal or through the RENT Café App. For building emergencies, please call our 24 hour emergency hotline described in Appendix 1.2.

2.1.3. LOCK OUTS

If you are locked out of your apartment, you should submit call the Maintenance Team as well as submit a request online. If we need to dispatch someone to give you access to your residence, you may be charged for these services.

2.1.4. UPDATING RESIDENT INFO

As soon as your contact and/or personal information has changed, please update it through the Resident Portal or RENT Café App.

2.2. LEASE RENEWAL

If you are offered a lease renewal, we will mail you the documentation approximately four (4) months in advance of your lease expiration. Once received, please follow the instructions provided by the Management Team and reach out to us with any questions. You may also download these documents in your Resident Portal as well as access other lease information.

2.3. MOVING OUT

You must notify the Management Team of your intent to move out pursuant to the terms of your Lease. Upon approval of your move out, an Inspection will be scheduled to review the condition of your apartment and compare it to the condition it was in when you received it upon move in.

2.3.1. VACATING

You are responsible for completely vacating the premises on or before the termination date of your lease or upon the move out date approved by the Management Team. This means you must remove all of your personal belongings, property, and clean the residence. You may not leave any belongings or trash in the common areas, building exterior or sidewalks, and you will be responsible for any damage that may have occurred during your tenancy, excepting normal wear and tear.

It is recommended that you hire professional cleaners to help you in this process. We have partnered with the professional cleaning service described in Appendix 1.9. If you mention that you are a Choice NY customer you will receive a discount on their services.

GENERAL INFORMATION

2.3.2. INSPECTION

Upon approval of your move out date, the Management Team will arrange an appointment to complete an inspection of your residence after you have fully vacated. The condition of your apartment upon move out will be compared to the pre-existing condition of the apartment upon move in.

****Please note:** If there is additional damage (except normal wear and tear), the cost to repair those damages will be deducted from your security deposit. If the cost of the damages exceed the value of your security deposit, you are still liable to the fullest extent allowed by law. If you fail to return your keys, a charge will be applied to your security deposit.

2.3.3. CANCEL UTILITIES AND CHANGE OF ADDRESS

Prior to vacating, you must call the Utility and TV/Internet companies that you have service with from Appendix 1.6 and Appendix 1.7 to cancel your service, effective upon the date that you vacate the premises. You should also contact the US Postal service ("USPS") to notify them of your change of address. You may notify the USPS of your change of address by following the link provided in Appendix 1.10.

2.3.4. SECURITY DEPOSIT AND MAIL FORWARDING ADDRESS

After you have completely vacated the premises, the Inspection has been completed, you have returned your keys to the Maintenance Team and have provided a mail forwarding address to the Management Team, we will return your Security Deposit, less the cost of any damages, if applicable, within 30 days.



EMERGENCIES

3.1. NO HEAT OR HOT WATER

If you lose heat or hot water, please contact the Management Team first, and if you cannot reach them immediately then please call the Emergency Hotline in Appendix 1.2.

3.2. NO ELECTRICITY

If your electricity is not working, for direct metered residences please check your electric service panel to see if a breaker was tripped. If so, please turn it back to the on position. If not, please contact your Electric Delivery Provider from Appendix 1.6 to inform them of the outage. If it is not a delivery related interruption, please contact your Management Team. If your heat is run off of electricity and it is during the months of October - March, please contact the Emergency Hotline as well as your Management Team immediately.

3.3. WATER LEAK

If there is an active water leak in your residence stemming from a plumbing fixture, immediately attempt to stop the leak by turning the water shutoff valve to the off position and then call the Management Team and/or Emergency Hotline immediately. Please also immediately clean up any standing water on the walls ceilings and floors. Do not turn on the water until the problem has been fixed. If a leak is coming from an adjacent apartment, please notify those occupants and contact the Management Team immediately.

3.4. NATURAL GAS LEAK

If you smell natural gas, immediately call the natural gas delivery company from Appendix 1.6, and then call the Management Team / Emergency Hotline.

3.5. UNSECURED PROPERTY

3.5.1. BURGLARY

If you suspect that your residence has been burglarized, please notify the police immediately by calling 911 and obtain a crime reference number, then notify the Management Team. If an unauthorized person is in your building or residence, do not attempt to confront them, leave the premises immediately and call 911. Do not enter the residence if you suspect an unauthorized person has gained access until Police arrive.

3.5.2. BROKEN WINDOW OR DOOR LOCK

You should notify the police if there is a broken window, lock or any sign of attempted burglary or unauthorized access to your building or residence, then notify the Management Team.





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