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Resident Manual

300 Johnson Ferry Rd NE

Sandy Springs, GA 30328

Phone: 404-255-3534

LAST UPDATED

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Revisions to Manual:

Date	Revision
06/05/2018	Removed reference to Channel 1-7 on pages 19 and 64
06/07/2018	Corrected Association Fees on page 39
07/02/2018	Alcoholic beverages are not to be carried out of the dining room. page 28

MISSION STATEMENT

Mount Vernon Towers is a senior living community of 300 privately owned condominiums located in the heart of Sandy Springs, GA. It is guided by an owner elected board of directors providing an exceptional depth of knowledge and experience. The community of studio, one bedroom, and two bedroom condos are located within an easy walk to the Sandy Springs town center with restaurants, shopping, and parks. Medical care and hospitals are also readily accessible.

Our Mission is to provide a secure, supportive, and vibrant community with fulfilling opportunities in a comfortable, pleasant setting for warm, and caring people.

VISION

Our vision is to be known as the premier resident owned retirement community in north Atlanta.

We. . . Maintain a safe and secure environment

Provide well-balanced and nutritious dining menu

Foster a socially active community

Provide transportation to multiple locations

Continually update and improve the facilities

Encourage residents to suggest improvements and maintenance needs

Communicate openly with residents/owners

Provide a friendly, knowledgeable, and respectful staff

EMERGENCY PROCEDURES

EMERGENCY CONTACT INFORMATION

Mount Vernon Towers maintains a file containing emergency contact information for all of our residents. In the unfortunate event one of our residents has a medical emergency in their condo this form is used to contact family or designated individuals.

Nurse Call

There is a red Nurse Call button on the wall to the entry of your living room to activate the system. Pull cords in the bedroom and the bathroom also summon assistance. This system is checked annually.

Smoke Detectors

Each condominium has a smoke detector located on the ceiling of the entry to the living room. The smoke detector is not connected to the main fire alarm. The smoke detector is very sensitive, and burning toast, bacon, etc., will cause it to sound. If this happens, open your sliding glass door and report it to the front desk. Please do not open the door to the hallway. In case of a fire that has set off the smoke detector follow the fire information below.

Fire Alarm

There is a fire alarm loud speaker located on the ceiling in the entry to your living room. In the event of a fire alarm in your fire zone, you will hear a door bell through this loud speaker, and you will be given instructions. DO NOT ALLOW ANYONE TO WORK ON OR CHANGE THE WIRING TO THE FIRE ALARM. THIS WILL CAUSE AN ALERT TO THE FIRE DEPARMENT WHO WILL CHARGE MOUNT VERNON TOWERS $500 FOR A FALSE ALARM. THIS CHARGE WILL THEN BE PASSED ON TO YOU.

Fire Procedures

Mount Vernon Towers was constructed to type A1 standards, the building structure is all concrete and steel, fully protected by automatic sprinklers, and monitored by smoke sensors which will trigger an alarm.

In the event of a fire, The Towers are split into 5 sections by 2 hour rated fire doors; each section has its own stairwell exit. Elevators not near the alarm area will still be functional. If the alarm is in an elevator lobby, the elevator will recall to the lowest level.

Mount Vernon Towers is required to have an annual fire drill. Resident participation is voluntary, but participation is encouraged.

When the fire alarms sound, Mount Vernon Towers Personnel and the Sandy Springs Fire Department are immediately notified, and the cause of the alarm activated will be investigated. Alarms will sound on the floor that caused the alarm, the floor immediately above it, and the floor immediately below it. Once it is determined whether the alarm was false or if there was an actual emergency there will be three notices made via the facility-wide loud speaker system.

- Learn the location of the nearest exit and/or stairwell, fire alarm pull box, and fire extinguisher in relation to your unit.
- If you see fire and/or smoke and the alarm has not sounded try not to panic and "PULL" the nearest fire alarm.
- DO NOT try to fight a fire or rescue other residents.
- Leave the building quickly and without delay leaving your balcony and condo doors unlocked and closed.
- ***Stairwell exit doors may be somewhat difficult to open as fans on the roof will be blowing fresh air down into the stairwells to keep them clear of smoke while people are leaving the building.***
- Make sure any stairwell you decide to use is free of smoke and be sure to use the handrails.
- Once out of the building, go to the courtyard or the upper parking deck and do not return to the building until the Fire Department has approved doing so.

In the event of a fire and you are not physically able to open stairwell doors then gather by the stairwell. Help is on the way!

If Fire IS in your condo:

- IF THE ***FIRE IS NOT*** **BETWEEN YOU AND THE DOOR TO THE HALLWAY** leave your condo immediately. Pull the fire alarm if possible. Move to the nearest stairwell and exit the building to either the courtyard or upper parking deck if you are physically able. If you are not able to exit the building via the stairway wait by the stairwell for instructions from a staff member or Fire Department personnel.
- IF THE ***FIRE IS*** **BETWEEN YOU AND THE DOOR TO THE HALLWAY** If possible, pull the nurse call cord. Turn on your outside light and go to your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.

If Fire IS NOT in your condo:

- IF YOUR **ENTRANCE DOOR** ***IS NOT VERY WARM OR HOT TO THE TOUCH*** stand to the side of the door and open it very slowly. If you see no smoke and/or fire in the hallway, proceed to the nearest clear, safe stairwell and exit the building to the courtyard or upper parking deck if you are physically able. If you are not able to exit the building via the stairway, wait in the stairwell for instructions from a staff member or Fire Department personnel.
- IF YOUR **ENTRANCE DOOR** ***IS VERY WARM OR HOT TO THE TOUCH DO NOT OPEN IT!***

- Put wet towels and/or sheets around your door to keep the smoke out. Dress for appropriate weather conditions. Close all of your windows and doors but **do not lock them**. Wait in your condo for help from a staff member or Fire Department personnel.
- If smoke or fire begins to enter your condo turn on your outside light and go to your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.

COMMONLY USED PHONE NUMBERS

PHONE NUMBERS

Auto Repair

Express Oil Change & Tire Engineers……...404-851-0040

Magic Mike's Automotive…….404-252-0057

McCullough Auto Care……..404-857-4717

Pep Boys Auto Service & Tire……...404-256-4195

Banks

Bank of America……470-447-5804

Chase Bank……404-460-1606

First Citizens Bank…….404-252-0749

SunTrust Bank……....404-460-8036

Wells Fargo……404-851-2917

Beauty Salon

Denise Murray, MVT…….....404-256-0673

Churches

*See page 22 for additional information

Church of Jesus Christ of Latter-day Saints…….404-256-2092

Church of the Atonement……..404-252-3324

Church of the Redeemer……678-298-1150

Congregation B'nai Torah…….404-257-0537

First Baptist Church of Sandy Springs……..404-257-1143

Holy Innocents……..404-255-4023

Mount Vernon Baptist Church……..404-255-3133

Mount Vernon Presbyterian Church……404-255-2211

North Springs United Methodist Church……..770-396-0844

Northwest Unitarian Universalist Congregation…...770-955-1408

Rivercliff Lutheran Church……...770-993-4316

Saint John United Methodist Church……404-255-1384

Saint Jude the Apostle Catholic Church……770-394-3896

Sandy Springs Christian Church……404-256-2582

Sandy Springs United Methodist Church……...404-255-1181

Second Church of Christ Scientists……404-364-9642

Temple Emanu-El……770-395-1340

Temple Sinai……....404-252-3073

Dry Cleaning

A Touch of Class Cleaners……404-255-6051

Elegant Cleaners……404-256-0708

Executive Cleaners……404-843-1297

EZ One Price Cleaners…… 470-440-5450

Grocery Stores

Aldi……855-955-2534

Costco……770-352-8660

Kroger……....404-256-3434

Publix……....404-843-4340

Trader Joe's……404-236-2414

Home Improvement

ACE Hardware……...404-943-0051

Home Depot……...770-804-8065

Lowes……404-497-8920

Sherwin Williams……404-257-0514

Hospitals

Emory……....678-843-7001

Emory Clinic at Perimeter…….....404-778-6100

Northside……...404-851-8000

Piedmont……....404-605-5000

St. Joseph's/Emory……678-843-7001

Library

Sandy Springs……404-303-6130

Pharmacy

Costco……770-352-8660

CVS……404-255-2131

Kroger……404-256-3434

Publix…….404-843-4346

Post Office

Sandy Springs……404-255-9643

Newspaper

The Atlanta Journal/Constitution……...404-522-4141

Restaurants (Delivery)

Domino's Pizza……..404-256-3030

Canton Cook II……..404-255-8000

Jimmy John's…….404-252-1052

Papa John's……404-256-2243

Pizza Hut/Wingstreet……404-843-0600

Restaurants (Fine Dining)

Fleming's Prime Steak House & Wine Bar……..…..770-698-8112

Joey D's Oak Room……...770-512-7063

Hudson Grille Sandy Springs……404-554-8282

La Petite Maison……404-303-6600

Nori Nori……404-257-1288

Stockyard Burgers & Bones……...678-310-1089

Taqueria Tsunami……...678-310-1074

Tin Can Fish House & Oyster Bar……404-497-9997

Rumi's Kitchen……..404-477-2100

Zafron Restaurant……...404-255-7402

Transportation

Atlanta Style Taxi……..770-552-8294

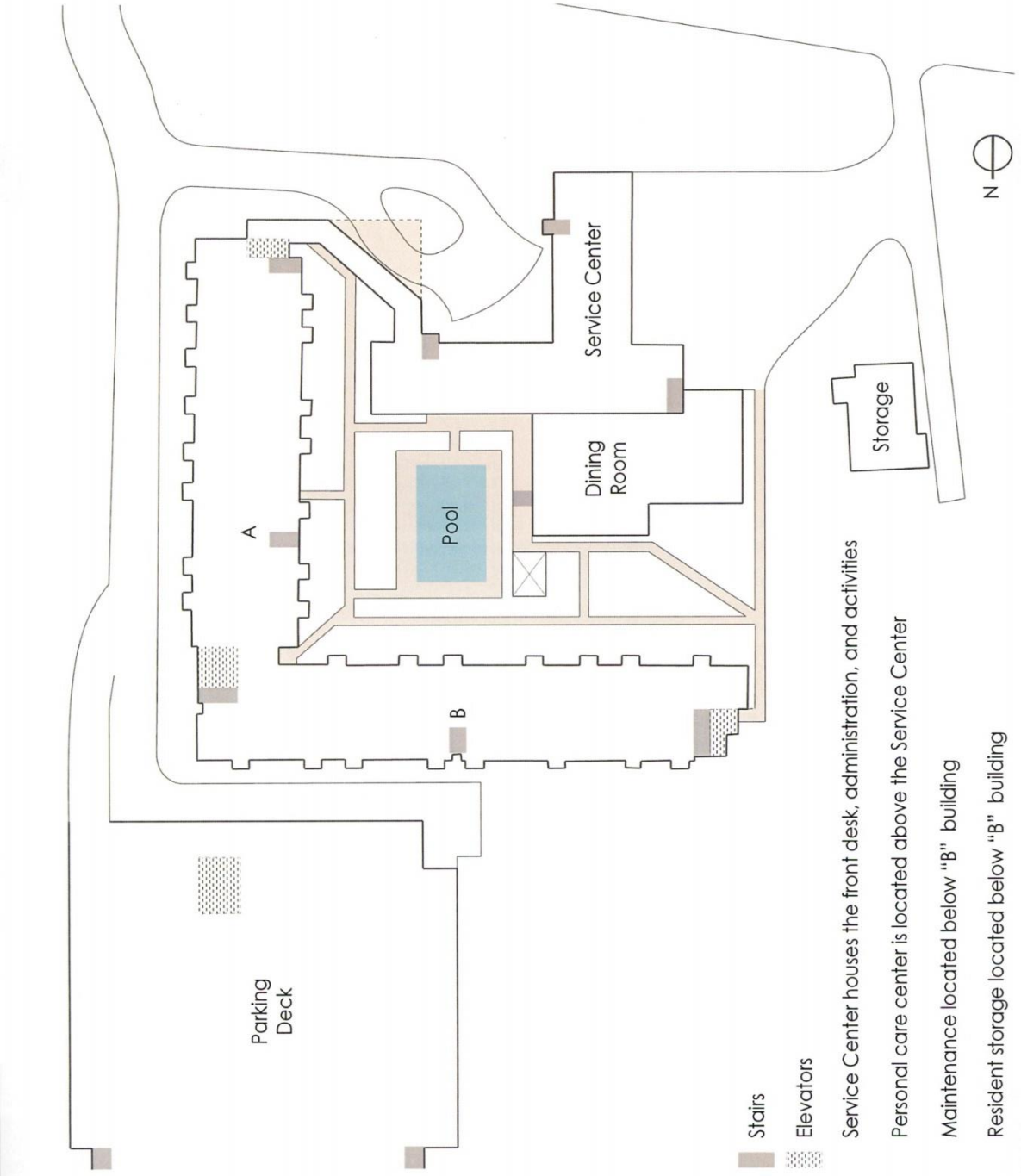
Su-Taxi……...404-255-6333

Lyft…….404-255-3534

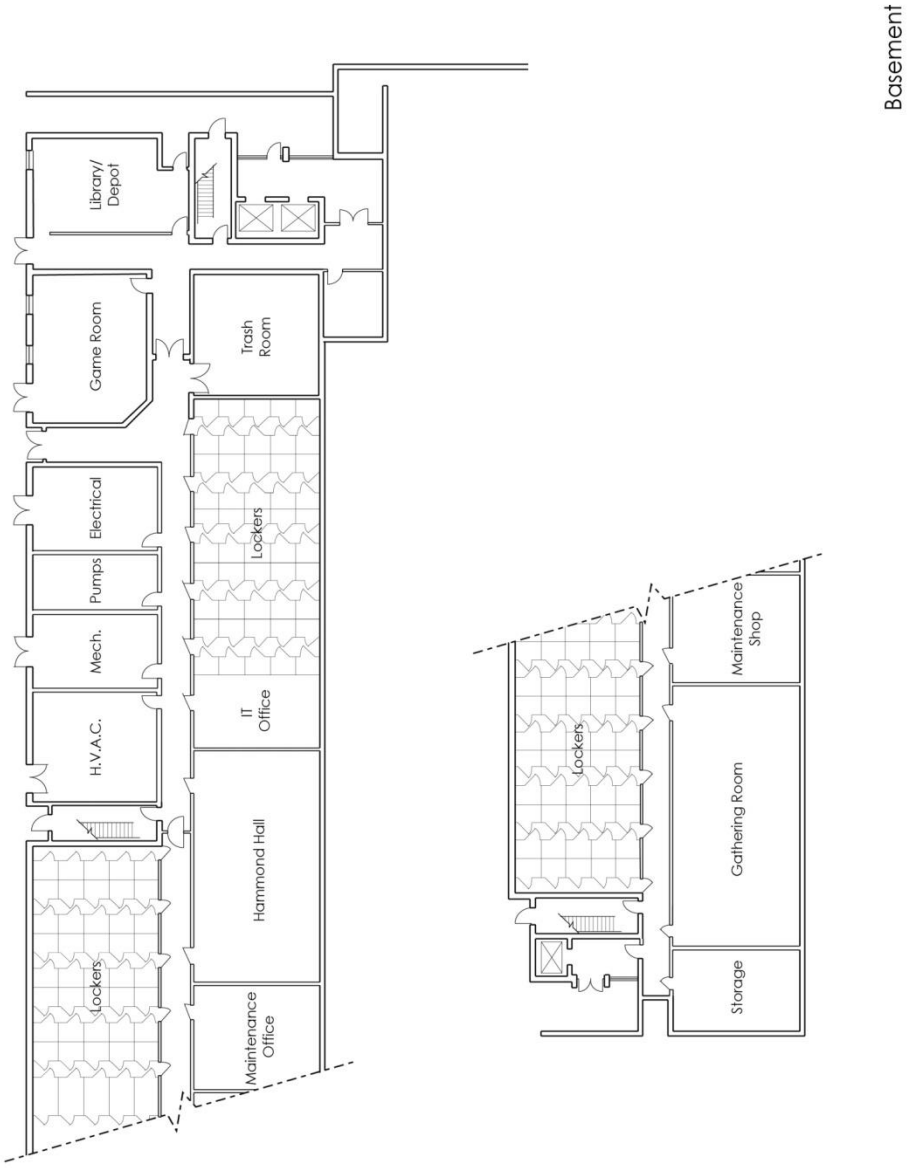
Facility Diagram

DIAGRAMS

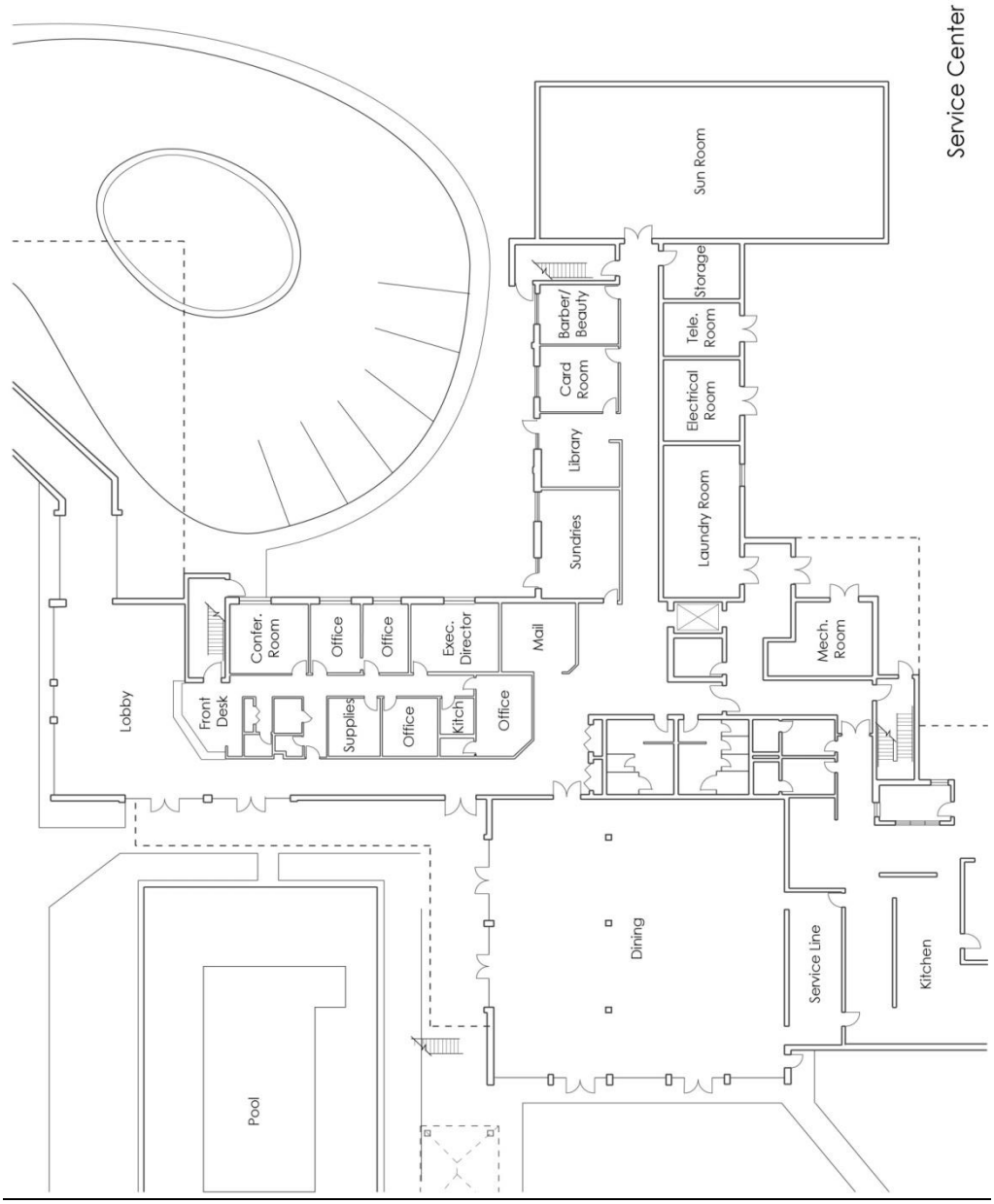
Overview



Lower Level "B" Building



Service Center



ADMINISTRATION

MANAGEMENT 404-255-3534

Over-all responsibility for Mount Vernon Towers rests with the Board of Directors who are elected annually in December by the condominium owners. Day-to-day operations are the responsibility of the Executive Director. The Board is proud of all our employees who do so much to make living here a real pleasure.

MOUNT VERNON TOWERS CONDOMINIUM ASSOCIATION, INC.

President: Scott Carriere

Vice President: Dave Wurtenberg

Secretary: Sue Gilchrist

Treasurer: Gerry Widegren

Recording Secretary: Mrs. Kimberly Peterson

Executive Director: Chris Peterson

BOARD OF DIRECTORS:

Scott Carriere	Non-Resident Owner & Chairman
Gerry Widegren	Resident Owner
Sue Gilchrist	Non-Resident Owner
Agnes Benson	Resident Owner
David Wurtenberg	Resident Owner
Chris Peterson	Executive Director

LEADERSHIP:

Chris Peterson	Executive Director of Facility Operations
Rita Malone	Assistant Executive Director/Director of Finance
Steve Hamilton	Assistant Executive Director/Director of HR
Susan Robertson	Resident Relations
Robert Cole	Housekeeping Supervisor
Barbara Daugherty	Activities Manager
Michael McAlonan	Director of Maintenance
Ann Peterson	Director of Wellness (PCC)
Marisa Johnson	Table 300 Executive Chef
Alan Price	Table 300 Restaurant Manager

FLOOR REP MEETING

The residents of every floor elect a floor representative who meets every month with the Executive Director and other facility representatives to bring concerns and suggestions for improving the Towers to the attention of management. Please participate in your floor meetings and social activities.

LEADERSHIP LUNCHEON

Once a quarter we hold a leadership luncheon in Table 300, facilitated by Welcome Committee Chairwoman, Barbara Borders. Barbara looks for residents to attend the luncheon, along with the Executive Director and other leadership to discuss what is happening in the building. A focus on a specific topic will be targeted and then the floor is open to discuss other concerns or share ideas.

Common Area and Community Concerns

(Mount Vernon Towers is a smoke free facility in all public areas.)

Absences from the Facility

For safety purposes, all residents are asked to notify the front desk when they will be away overnight or longer, giving the expected length of their absence, and to notify the front desk when they return. If it is known that you are away from the facility it prevents the floor reps and staff from being concerned if they don't see you in the common areas or on your hall.

Meal Accrual Plan

If you are away from the Towers for any reason for seven consecutive days or longer you may save the meal credits you did not use during your absence. The accrued amount must be used within three months of your return. The meal credits you save will depend on how long you are away. If a resident is away for a full month then they will accrue a full months' worth of meal credits to be used during the next three months in addition to the normal meal credits per month. If a resident is out for seven consecutive days or longer but less than a full month, the amount of meal credits accrued will be calculated on a pro-rata basis.

To qualify for the provisions of this policy:

1. You must sign out at the front desk before you leave the facility if you are going to be gone for seven days or more. If you are leaving because of your illness or accident this provision is waived. Any other reasons for waiver requests must be approved by the executive director.
2. Upon your return you must sign in at the front desk verifying that you have returned.
3. The front desk will inform you of the meal credit you accrued to be used in the following three months based on the time that you were away.

ACTIVITIES

Activities

Mount Vernon Towers is very proud of its robust activities program. There is an activities calendar that outlines all of activities for the month. The calendar is published in the Towers Talk on the last Friday of the month for the upcoming month. Activities are also advertised on Channel 1-6 of our satellite TV system. Questions regarding times and dates for any of the activities, club, or group meetings can also be answered by the activities office. (Dial "3121" if you are on the MVT phone system and "404-255-3534" if you use another telephone provider.) Lastly, you can email the activities personnel at activities@mountvernontowers.com.

The activities office is on the first floor of the service building across from the dining room. If you have a question or suggestion regarding a particular activity please contact the activities office.

Activity Fees

There are no fees for any of the in-house activities unless notification is given in advance.

Activity Reservations

In the event reservations are required for a particular activity, you will be notified in the Towers Talk or on channel 1-6 of our satellite TV system. If there is an activity that requires a purchased ticket, such as a musical or play, the charge will appear on your monthly invoice. Reservations for outside and in-house activities can be made by dialing "3121" for the activities office on the MVT phone system or 404-255-3534 or you can sign up on the clip boards located outside the activities office.

Activity Types

There are many types of activities scheduled both in and away from our facility. These activities include, but are not limited to:

- Diners Night Out – Once a month we take the bus to a nice local restaurant. The resident bears the cost of the meal and a bus fee.
- Entertainers of all sorts, bands, and speakers are at The Towers many times a month.
- Fitness opportunities such as Water Aerobics, Focus on Fitness, and Tai Chi are scheduled each week. There is also a fitness center in the lower level of the "B" building.
- Games such as Bingo, Board Games, Bunco, Cards (Bridge, Poker, etc.), and Trivia are played throughout the week. Games are played in various locations of the building.
- Library – There is a library in the lower level of the "B" building that has many books and puzzles available. (The library is in the room called The Depot.)
- Movies are shown one night a week in the Hammond Hall.
- Public Computer – There is a public computer in The Depot in the lower level of the "B" building and it can be used to get information from the internet, print plane tickets, etc.
- Religious activities are available weekly for those who wish to participate. Many denominations hold meetings on a regular basis. A vespers service takes place every Tuesday at 6:30pm on the Sun Porch. Watch the Towers Talk for further information.

Clubs, Committees and other Groups

Contact information on all clubs can be obtained by dialing extension "3121" or calling "404-255-3534".

- Architectural/Landscaping Committee – This committee works with the floor representatives and the board of directors to ensure that the facility is as attractive as possible by selecting foliage for the exterior of the building as well as carpeting, furniture and decorations for the interior of the building.
- Book Club – Each month a member of the club chooses a book to read and discuss. The book club is limited to 12 members, but anyone is invited to attend their monthly meetings where discussion of the most recently read book takes place. The meetings are held on the last Sunday of the month.
- Communications Committee – The communications committee disseminates information regarding a variety of subjects to the residents at Mount Vernon Towers. The communication is done through Towers Talk articles, channels 1-6 and 1-18 on the Mount Vernon Towers satellite television system, and the monthly Floor Reps Meeting Minutes in the resident door pocket.
- Couples Club – This a group of MVT resident couples that meet a few times a year for social functions.
- Helping Hands – This is a group of residents who do charitable work for our residents as well as outside groups that include hospitalized children and military personnel.
- Lady Birds – Any female resident is welcome to attend the Lady Birds lunches. The lunches are held at local restaurants. (The resident bears the cost of the meal and a bus fee.)
- Melodears – This is a singing group that performs approximately four times per year. Membership is limited to the number of people that will fit on stage. During much of the year rehearsals are held weekly in Hammond Hall.
- Newcomers Committee – This committee is made up of several Mount Vernon Towers residents. Their goal is to make new residents feel welcome. A special newcomer's luncheon is provided several times a year allowing new residents to meet the management staff and other residents who are new to the facility. The committee members also enjoy a monthly luncheon in Table 300 on the first Monday of each month and also invite newcomers to join them on Wednesday evenings for dinner. If interested in attending the lunches or dinner, simply speak to the one of the Newcomers Committee members to add yourself to the reservation.
- Romeos – (Retired Older Men Eating Out) Any male resident is welcome to attend the Romeos' Bulls Brunches. The brunches are held in the dining room or at a local restaurant. (The resident bears the cost of the meal and a bus fee if we take the bus to the brunch.)

Transportation

Mount Vernon Towers owns and maintains vehicles that are used to transport our residents to various outings, run errands and go to medical appointments. The vehicles operate on a first come, first serve basis. One of the vans has the ability to accommodate two passengers that use a wheelchair or electronic mobility devices.

Residents must be able to board and exit the van or bus without assistance of MVT personnel. Residents must be able to manage independently upon arrival at the destination.

The bus schedule is published each week in the Towers Talk and is available on channel 1-6 of the MVT satellite TV system. In general, weekly trips are made to banks, dry cleaners, grocery stores, medical offices, pharmacies and the post office. There is generally no charge for these trips.

- Medical/Dental Appointments – Medical and dental appointments within a *five mile radius* are regularly scheduled for Mondays and Tuesdays. The bus leaves our facility at 8:30, 9:30, 10:30, 11:30, 1:00 p.m. and 2:00 p.m. The bus and driver are not available between 12:00 p.m. and 1:00 p.m. Call the front desk at least one day prior with the doctor's name, address and telephone number to reserve a place on the bus. Make appointments with your doctor to allow time for the bus to deliver you and others. You might not be the first person dropped off at your destination. Call the MVT front desk at 404-255-3534 when you are *completely* ready to be picked up. The bus and driver will be out of service after 4:00 p.m. so you must have your own transportation in the event you are not able to return to MVT before 4:00 p.m.

See the Fees section of this document for charges associated with special trips.

At least ten (10) paying passengers are required on a trip within the Atlanta Metro area or the trip will be canceled. Long distance trips require a minimum of twelve (12) paying passengers.

Advertisements/Posters

No owner or resident shall post any advertisement, flier, letter, poster, or banner of any kind in or on the property except as authorized by the Board of Directors. Advertisements/posters must be printed and look professional, nothing hand written is to be placed out in public areas. The desk can print some items for you (fees may apply).

Balconies/Windows

No banners, clothing, laundry, rugs, mops, or bird feeders shall be spread upon or hung from any window, balcony, or exterior portion of a unit or in or upon any common elements. No flower pots can be on wall of the balcony or hung in a manner that they would hang over the edge of the balcony. All window treatments visible from the exterior of a unit on any window or door shall be white or off-white in color.

First floor residents must keep all furniture and decorative accessories on their concrete patio, except poles for hanging flowers and decorations may be placed in the ground abutting the patio, but they must extend over the patio. Live, potted plants may be placed adjacent to a patio if approved by the Architectural Committee. Colors of artificial plants and flowers must be those found in nature.

Business Use of Condominiums

All units at Mount Vernon Towers are to be occupied and used by the respective owners only as a private residence for the owner, his or her family, tenants, and social guests. No business shall be maintained in the condominiums that have visitors, clients, or vendors coming onto Mount Vernon Towers for the purpose of conducting business.

Churches and Congregations

Many of the congregations within the city limits of Sandy Springs are listed below, by denomination and alphabetically. No claim is made that the listing is complete or that it is free from errors. Let the front desk know if the list needs to be updated.

Baptist

First Baptist Church of Sandy Springs
650 Mount Vernon Highway, NE. 404-257-1143. www.go-fbcss.org
Mount Vernon Baptist Church
850 Mount Vernon Highway, NW. 404-255-3133. www.mvbchurch.org

Catholic

Saint Joseph Maronite Catholic Church
6025 Glenridge Drive, 404-525-2504 www.sjmcc.org
Saint Jude the Apostle Catholic Church
7171 Glenridge Drive, NE. 770-394-3896. www.stjudeatlanta.net

Christian Science

Second Church of Christ, Scientist

347 Carpenter Drive, NE. 404-364-9642. www.secondchurchatlanta.org

Disciples of Christ

Sandy Springs Christian Church

301 Johnson Ferry Road, NW. 404-256-2582. www.sandyspringscc.org

Episcopal

Church of the Atonement
4945 High Point Road, NE. 404-252-3324. www.atonementsprings.org
Holy Innocents
805 Mount Vernon Highway, NW. 404-255-4023. www.holvinnocents.org

Jewish

Congregation B'nai Torah
700 Mount Vernon Highway, NE. 404-257-0537. www.bnaitorah.org Temple Emanu-El
1580 Spalding Drive. 770-395-1340. www.templeemanuelatlanta.org Temple Sinai
5645 Dupree Drive. 404-252-3073. www.templesinaiatlanta.org

Latter Day Saints

Church of Jesus Christ of Latter-day Saints

6450 Barfield Road, NE. 770-393-3698. www.lds.org

Lutheran

Rivercliff Lutheran Church
8750 Roswell Road. 770-993-4316. www.rivercliffLutheran.org

Methodist

North Springs United Methodist Church
7770 Roswell Road. 770-396-0844. www.northspringsumc.org
Saint John United Methodist Church
550 Mount Paran Road, NW. 404-255-1384. www.stiohnatlanta.org
Sandy Springs United Methodist Church
86 Mount Vernon Highway. 404-255-1181. www.ssumc.org

Presbyterian

Church of the Redeemer
5185 Peachtree-Dunwoody Road, NE. 678-298-1150. www.redeemeratlanta.org
Mount Vernon Presbyterian Church
471 Mount Vernon Highway, NE. 404-255-2211. www.mvpchurch.org

Unitarian Universalist

Northwest Unitarian Universalist Congregation
1025 Mount Vernon Highway, NW. 770-955-1408. www.nwuuc.org

Copies/Faxes

(See Fees section for associated costs)

The Front desk will make photo copies for you on their machine. This can usually be done while you wait. Otherwise, leave your copy by 10:15 a.m. and pick it up after 3:15 p.m.

The Front desk will send or receive a fax for you during regular business hours. The fax number is 404-847-9251.

Damage to Common Areas

Beyond ordinary housekeeping services, residents pay for cleanup and/or repair for damage done by electric carts, personal collision with walls, doors, and furniture, spillage of foodstuffs, breakage of personal items in a common area, or any other mishap. This includes construction dust and other renovation-related clutter, etc.

Damage to Condominiums

Although Mount Vernon Towers maintains each owner's plumbing, heating and air conditioning, repair of damages inside a condominium caused by the plumbing, heating or air conditioning systems is the owner's responsibility.

Repair of damages originating outside a condominium (such as water from the roof or sewage backup) are the owner's responsibility, unless the damages are the fault of a neighboring condominium, in which case the owner of the condo causing the damage is responsible.

Check with your insurance agent to make certain you have adequate coverage.

Deliveries by Parcel Services

UPS, FedEx, and others attempt delivery to your door. If you are not at home, the parcel is left at the Front desk. You will be notified and may pick up your parcel there.

DINING SERVICES

Our Dining Services Division is headed up by our Assistant Executive Director of Facility Operations who works with the Table 300 Executive Chef and Restaurant Manager to provide the food and services to the residents of Mount Vernon Towers. ***(See the FEES section for any dining related charges)***

DINING OPTIONS

TABLE 300

"Where friends & neighbors come to gather & dine".

Table 300 is our "upscale casual", full-service dining room where you can enjoy breakfast, lunch & dinner using freshly prepared meals created by our chef and his culinary team. It also holds our Sweet Spot, where you can grab a cup of coffee or a delicious dessert.

We want the dining and social experience to be an enjoyable one for all so please work with our staff to follow the dining expectations so that everyone's experience a positive one.

Table 300 Extension - # 3128 ◦ Dining Management Office - #3122

Dining Hours of Operation:

Breakfast:	Sunday-Saturday,	8:00am-11:30am.	*Last seating11:00am*
Lunch:	Monday-Saturday,	11:00am-3:00pm.	*Last seating 2:15pm*
Dinner:	Monday-Saturday,	4:00pm-7:00pm.	*Last seating 6:15pm*
CLOSED:	Monday-Saturday,	3:00pm-4:00pm	
Brunch:	Sunday Only,	11:30am-2:00pm.	*Last seating 1:15pm*
Holidays:	Varying Days,	11:30am-3:00pm	*Last seating 2:15pm*

Holidays Include

New Year's Day Memorial Day July 4th Labor Day
Thanksgiving Day Christmas Eve Christmas Day

Dine-In Reservation **Process:**

The information below applies to normal dining services, not Sunday Brunch or specialty dinner buffet service.

- Reservations are not required but a reservation can be made for any meal period.
- Reservations are given priority over walk-ins.
- A reservation does not mean that there won't be a wait. It simply puts the party ahead of the line to be seated in the next rotation.
- If a reservation has been made then check-in immediately with the greeter to let them know that the party is there and ready to be seated.

- Reservations that are more than 15 minutes late may lose their reservation and their table given to another party.
- The majority of the party must be ready when the table is ready. We will wait to seat any party that is not more than 50% available.
- Reservations will require the name of the person booking the party and their condo number. We will also require the names & condo numbers of all residents attending and guest names and who they are guests of. This is required to ensure accuracy of charges.
- Please cancel your reservation in a timely manner so that we can give your table to another party if you cannot make it. We will release your reservation after 15 minutes if no one has checked-in with the greeter.

Dine-In Seating Process:

The information below applies to normal dining services, not Sunday Brunch or specialty dinner buffet service.

- Seating without a reservation is based on a first come, first serve policy.
- Table 300 servers have a section consisting of 5-6 tables each, without about 25-30 potential seats.
- Seating is done on a rotational process. We give each server two tables in a row and then wait for 10 minutes to allow the server time to get the tables orders before we seat another round of two tables.
- An open table on the floor does not mean that a table will be seated. A wait may be necessary to allow the server time to take and place the orders.
- A wait will happen when seating availability is not ready. A pager will be given to the guest who will then be paged when the table is ready.
- Our goal is not to have anyone wait. However, there are many reasons a wait will happen. Wait times can take anywhere from 1-20 minutes depending on a number of factors.
- We ask for patience and to wait outside of the dining room until paged.

Dine-In Table Service:

Table 300 is a full-service restaurant. Our service staff will take your order, place the order and deliver the order to the table. The exception to this will be Sunday Brunch and when we have special dinner buffet parties. The information below applies to normal dining service.

- Servers take the entire tables order at once. This is one of the reasons why we seat a majority of the party. We want to avoid the continual add-ons of individuals to a table that will run the server more than is necessary.
- The server will ask for the resident to show their door card or key FOB, which must have the resident's condo number on it. If asked to see this, please make sure that it is available to show the server. You may be denied service if you do not have it.

- Servers utilize a table number, seat number and condo number to determine location of an order and where to charge it. This is entered into a point of sale (POS-iPad).
- Service is done in courses – beverages, soup, salad, entrée, dessert. The server will take the entire order and send each course to the kitchen as needed. Each course will then be delivered to the table collectively once they are ready.
- A food runner runs the orders from the kitchen to the table and will utilize the table # and seat # to determine who the order is to be delivered to.
- Menu items are charged to the resident based on the pricing listed in the menu. Guests will be charged an additional $2.00 because residents are priced at below cost rates.
- Alcoholic beverages, beer & wine are charged at cost and include labor, mixers, garnish etc. These items are not sold at retail. Alcoholic beverages are not to be carried out of the dining room.
- Food items are charged at the cost of the menu item and include spices, sauces, seasonings and labor. These items are not sold at retail.
- Our desire is your satisfaction. If, for some reason, you are not satisfied or the menu item did not come out as you requested please ask to see the dining room manager immediately and explain the situation to them. This helps us to resolve the issue quickly and determine where and how to fix it in the future.

Brunch Service:

Brunch is a self-service buffet with a variety of breakfast & lunch options, including made-to-order omelets.

- Reservations are not required but can be made. Sunday Brunch can be very busy and with larger groups so reservations are preferred. Wait times are likely to be longer without a reservation.
- Reservations require a list of the people in attendance, including other residents and their guests. We will require each resident's condo number and the name of the guests that they are with so that we can bill each resident accordingly.
- Reservations help determine how much food we prepare for brunch. If a reservation fails to show or cancel the resident(s) will be billed nonetheless.
- Residents must swipe their key card or FOB before they are seated to register and to be charged. Guests will be signed-in on a sign-in sheet.
- Two tickets will be provided to each resident or guest. One will be for omelets and the other will be for using the main buffet and dessert bar. Tickets must be taken to the line and given to the appropriate attendant. The attendant will then give a plate to the resident or guest or an omelet made.
- When ordering omelets, please be patient and give them time to make them. Omelets take about 5 minutes and there are many omelets needing to be made. Go back to your table and we will deliver it when it is ready.

- Tickets allow one-time through the buffet and the omelet station. More tickets can be purchased if further trips are desired at the full-cost of the meal. Residents are $9.00, Guests are $11.00
- Attendants will provide the menu selections in a portioned manner. Desserts are limited to 3 Petit Fours per person
- Table 300 does not provide or allow to-go boxes during Sunday brunch.

THE SWEET SPOT COFFEE & DESSERT BAR

The Sweet Spot is located within Table 300 and offers a variety desserts and coffee options. From regular & decaffeinated to espresso & latte with flavored syrups, you can enjoy a cup of Joe and/or a delicious dessert at almost any point during the day.

- Place your order at the Sweet Spot Coffee & Dessert Bar if not dining-in.
- Coffee is complimentary. All other items will require a condo number to charge. Please show your key card or FOB upon request.

Sweet Spot Hours of Operation:

The Sweet Spot opens when Table 300 opens and closes when it closes. Coffee and dessert are readily available all day but it is closed at 3:00pm and will reopen again at 4:00pm, Monday-Saturday. On Sunday the Sweet Spot only offers the brunch petit fours and coffee to-go. We ask that you respect the closing time of 3:00pm.

IN-ROOM DINING

Table 300 offers our residents the convenience of in-room dining. This service allows our residents to place orders from the existing menus and specials and have it delivered to their condo. Call extension #3128 to place your order.

- In-room dining is available to our residents for an additional $3 delivery fee.
- Orders will be placed in delivery boxes and delivered within a specific time frame based on meal period.
- *In-Room Dining is available when Table 300 is open for service only.*
- *Phone in your orders to Table 300 for the following meal periods.*

In-Room Dining Hours of Operation:

Breakfast:	Sunday-Saturday,	Orders in by 8:30am	*Delivery by 9:30am*
Lunch:	Monday-Saturday	Orders in by 11:30am	*Delivery b/w 12:00-12:30pm*
Dinner:	Monday-Saturday,	Orders in by 4:30pm	*Delivery b/w 5:00pm-6:00pm*
CLOSED:	Monday-Saturday,	3:00pm-4:00pm	
Brunch:	Sunday Only,	Orders in by 11:30	*Delivery b/w 12:00-12:30pm*

PICK-UP

Table 300 offers our residents the convenience of pick-up. This service allows our residents to place orders from the existing menus and specials and pick the order up at Table 300.

- Call extension #3128 to place your order or come into Table 300 and place your order in person.
- Specific times of pick-up can be given when placing an order and the order will be ready at that time. Orders placed for dinner must be made by 4:30pm and will be ready for pick-up at 5:00pm regardless of the time given to pick-up due to the level of dinner business. Our focus must be on the dining room during the dinner meal period. It is best if the order is picked up by 5:00pm.
- Orders will be placed in delivery boxes and delivered within the specific time frame listed based on meal period.
- *Pick-up is available when Table 300 is open for service only.*

Pick-Up Hours of Operation:

Breakfast:	Sunday-Saturday,	Orders in by 8:30am	*Pick-up at any time*
Lunch:	Monday-Saturday,	Orders in by 11:30am	*Pick-up at any time before 3:00pm*
Dinner:	Monday-Saturday,	Orders in by 4:30pm	*Pick-up by 5:00pm*
CLOSED:	Monday-Saturday,	3:00pm-4:00pm	
Brunch:	Sunday Only,	Orders in by 11:30	*Pick-up any time before 2:00pm*

CATERING EVENTS

Mount Vernon Towers offers a full-service catering option for our residents utilizing our event space throughout the facility. Fees and charges will be based on what is provided and the services given. A contract will be put together by the Assistant Director of Facility Operations and submitted for client approval prior to the event. Charges will be charged to the owners condo or can be paid by check (sorry, no cash transactions).

To book an event:

- See the Activities Department to book the event space that you prefer or that fits your group size. An Activities Manager will look up the date & time to determine if it is available and block the space. They will then submit the information to Steve Hamilton who will reach out to the client to discuss details.
- An event contract will be put together and approved by the client. Once signed, the go-ahead to publish the event and begin organizing & planning for it will begin. This will not be done without approval by the client.
- The event contract will define the menu selections, room set, pricing, fees and other details of the event. It is important to read the event contract details in full to understand the fees and charges.
- Catering events are charged independently from resident meal plans.

MVT SPECIAL DINNER EVENTS

These are themed dinner buffet parties that are a set price, which includes a specialty cocktail and access to the main buffet. The parties are pre-determined the following year and menus are put together by Table 300 to fit the theme.

- Parties are reservation only.
- Parties are for residents only due to limited seating.
- A reservation is required for these events. Residents will be expected to provide the names of all those included in the reservation and their condo numbers. This helps us to determine the amount of food to make and service staff to schedule.
- In the event of a cancellation, we require that the cancellation is made one (1) day prior to the reservation date or the event will be charged, in full, to all residents included in the reservation. If the reservation does not show, the full amount of the dinner will be charged to all residents listed on the reservation.
- Residents are expected to swipe in for these events with their key card or FOB upon arrival.
- Residents will be charged a preset amount for the dinner, which varies based on the type of food & cocktails served.
- Cocktails are inclusive in the event meal and are charged as a part of the inclusive price regardless of whether a cocktail is consumed or not.
- Table 300 will not provide take-out boxes and we ask residents not to bring them to these events.
- Service staff is available to assist with getting those who cannot self-serve their meals or provide assistance with carrying plates back to a table.
- Buffet attendants are available to explain the menu and assist with the food onto plates.

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DINING OTHER

To-Go Boxes

Table 300 provides take-out boxes for pick-up and delivery meals only. Residents are welcome to bring their own personal take-out box for leftover items during normal dine-in times.

Take-out boxes will not be provided and personal boxes are not allowed to be brought into the dining room for any buffet meals; including Sunday Brunch and specialty dinner buffet events.

Large Party Bookings/Floor Events

Large parties are considered anything over 10 people and have specific requirements depending on the group's size.

Reservations:

Reservations for large groups must be made at least one (1) week in advance. This is to ensure that we have the staff available to service the group and to plan the event. Reservations for large groups will require a list of attendee names with condo numbers and guest names to be turned in

at least three (3) days prior to the events scheduled date. A failure to provide the list will result in Table 300 cancelling the reservation.

- Not showing for the event will result in charging each attendee and their guest $10.00 to cover the loss of production and service used in preparing for the event.
- Cancellations are accepted if made at least 3 hours prior to the event start time.

Styles of Service:

Depending on the size of the party it will determine the manner in how the party is serviced. To ensure that the service staff can handle the size of the group and keep the kitchen from being overwhelmed the following styles of service will need to be decided upon before the event happens.

- SPLIT TABLES – Groups over 10 guests will be allowed to order off of the menus, but the group will be split into multiple tables with different servers. This is done in order to help the servers handle the size of the group and efficiently service the table. The group will be placed next to each other but in different sections.
- FAMILY STYLE – Groups that want to keep a large party of 10 or more together at one table can utilize this service method. This requires the person who has booked the event to determine menu options ahead of time. Food items are delivered on platters to the table and passed around the table. The group will have individual salads but the entrées will be shared and so will the dessert. Menu selections will need to be predetermined at least 3 days ahead. *(see Table 300 manager for service & menu details)*
- PREORDER – Groups that want to keep a large party of 10 or more together but still want to order off of menus will need to pre-order. This requires the person booking the event to get those attending it to determine what they want in advance. These orders will be turned in to Table 300 and we will have the orders ready. Preorders will need to be turned in at least 3 days ahead.
- EVENT SPACE – Larger groups of 25 and more are considered catering events and will be directed to book an event space with Activities. This size group will need to have a preplanned menu or buffet. See the Catering Events section (page 29) for details.

Holiday Meals

Table 300 is open for major holidays *(see holiday list on page 24)* but holiday hours are similar to Sunday brunch hours but with an extended time of 3:00pm. Last seating for holiday hours will be at 2:15pm. Because dinner is not served during holiday evenings, Table 300 provides a specialty buffet meal from 11:30am until 3:00pm. Menu selections will vary depending on the holiday in question and the price of the buffet will be determined on what menu options are provided.

Easter and Mother's Day, because they are always on Sunday, will be treated like a regular Sunday brunch but with upgraded lunch menu options.

Reservations will be required for some holiday meals due to the volume of business expected. Reservations are based on 1 ½ hours of service. Reservations will be taken at the following times: *11:30am-1:00pm,*

12:00pm-1:30pm,

1:30pm-3:00pm

Dress Code

Dress code is dress casual. Please do not wear shorts, tank tops, ball caps or hats.

Tipping Employees

We have a no tipping policy at Mount Vernon Towers and ask our employees to decline tips. However, they are welcome to accept "thank you" notes & cards, which go a long way. Residents are welcome to contribute to the RED BOX during the holiday season. These tips are distributed to all of our non-management staff throughout MVT for their hard work. An employee may be terminated if they are found to have accepted tips from a resident.

Newcomers

New residents will be encouraged to dine at our "New Comers" tables. Our newcomers committee will reach out to those new residents and provide information regarding the times and set you up to join them if you choose to be a part of it.

Food Purchases

Table 300 does not keep a large inventory of grocery items and supplies on hand, most of what we serve is purchased fresh daily or every few days and providing staple grocery items to our residents for purchase is not possible. However, the facility does offer "Extras" services that will send someone out to pick up grocery items at the grocery store. Call the main desk if interested in this service.

Wheel Chairs, Power Chairs, and Walkers

Dining services asks that you park your wheel chair, power chair or walker in the delegated spots around the dining room or outside in the hallway. If you need assistance getting to a table, we can assist you or we can park the wheel chair, power chair or walker for you once you have been seated. Only wheel chairs (manual or powered) that are pulled up to a table are permitted during meal times.

Housekeeping Services

As a part of the community services, MVT maintains and cleans the public spaces and outside perimeter areas to keep your community looking beautiful. We ask our residents to do their part to help maintain our community and keep it looking clean.

HOUSEKEEPING SCHEDULE

The facility runs a housekeeping schedule from 8:00am until 5:30pm Monday-Saturday. The department is overseen by the Housekeeping Supervisor, who reports to the Assistant Executive Director of Facility Operations. The Housekeeping Supervisor oversees three other employees (attendants) that maintain the overall cleanliness of the public space during the times aforementioned. Sunday is the only day where housekeeping is not on premise. Any issues or requests that need to be addressed concerning housekeeping can be directed to the main desk at extension #3106.

Schedule of Work

Housekeeping keeps a pretty tight schedule and they have a large amount of space to take care of. There are three housekeepers scheduled daily in a combination of attendants and the supervisor during the weekdays and two on Saturdays. During the week there are two attendants scheduled to work the A&B high rises and one other, usually the supervisor overseeing, the main lobby, laundry and other tasks.

- Saturdays tend to be filled with projects – window washing, carpet shampooing, floor polishing etc.
- Carpets are vacuumed Monday-Saturday with floors 1-5 being vacuumed Monday, Wednesday & Friday and floors 6-10 being vacuumed Tuesday, Thursday and Saturday. Included in this are the elevator lobbies.
- The basement is cleaned Monday-Saturday and refreshed again in the afternoon. This includes the fitness center, game room, Hammond Hall, The Depot, hallways, elevator lobby and restrooms.
- Stairwells are cleaned Monday-Friday. Two floors are swept & mopped as needed every day until all ten floors are complete.
- Elevators are polished and cleaned Monday-Saturday
- The outside perimeter, parking decks, employee parking, pool, court yard and dog walks are cleaned Monday-Saturday and revisited again in the afternoon.
- All laundry rooms are cleaned once each day Monday-Saturday. Maintenance takes care of recycling during the week and housekeeping handles it on Saturday in the afternoon.
- The lobby, office, mail room, public restrooms, event space, employee entrance, connector and kitchen restrooms are cleaned Monday-Saturday in the morning and continually checked throughout the day. This is usually done by the supervisor.
- Laundry is done Monday-Thursday (see “extra” services for more details).
- Condo cleaning is done based on appointment (see “extra services for more details).
- All other work detail is done as needed or added to a daily list of tasks to complete

HOUSEKEEPING EXTRAS

Our housekeeping staff can provide additional services to our residents to help make living at MVT easier and allow life to be enjoyed more.

To book any of these services call the main desk at extension #3106 and tell them the services of interest. A request will be sent to the appropriate department, who will reply with available times and dates to complete the work that is convenient.

Bed sheets: $3/bed

Remove dirty sheets and replace with clean sheets supplied by the resident. This service does not include the washing of sheets (see laundry services for details).

Refrigerator Cleaning: $5

Clean the inside and outside of the refrigerator walls, doors & drawers using warm, soapy water. Price may vary based on the cleanliness of the refrigerator

Oven Cleaning: $5 self-cleaning, $15 traditional oven

Self-cleaning ovens will be turned on and the housekeeper will return when the cleaning has been complete. They will wipe down the inside of the oven and clean the outside.

Traditional oven cleaning will involve spraying an oven-cleaner throughout the inside of the oven. The housekeeper will allow the cleaner to sit according to directions and return to damp wipe the inside clean. The outside will also be cleaned.

Windows: $2/set

Clean the inside window top & bottom using a glass cleaner, wipe down window ledges. Outside windows are not included in this price due to their accessibility. Wipe down window ledge.

Sliding Glass Door: $10

Clean the inside and outside of the sliding glass door, clean and lubricate the track.

Dusting & Wet Damp Cleaning Walls- $10 (entire condo)

Walls will be cleaned with a damp towel up to the ceilings. Scuff marks will be removed with eraser sponges to the best of our ability without ruining the wall or paint.

Ceiling Fans: $2/fan

Fans blades and motor casing will be cleaned with a duster.

Trash Removal (without condo cleaning): $2/bag

Trash bags will be removed from the condo and taken to the trash room.

Grocery Shopping: $25/ten bags of groceries

Submit a grocery list to the desk with the items to be picked up and the facility will send someone to the grocery store to pick up the items. These items will be charged to the resident's condo based on the amount of the receipt and the items will be hand delivered to the condo. We do not accept cash as payment. All payment will be billed to the condo.

Putting Groceries Away: $10

Groceries will be put away neatly into the refrigerator or cabinets per the resident's direction.

Laundry: $1.25/pound + $4 convenience fee

Laundry service must be scheduled by 5:00pm the day prior to needing laundry cleaned. Leave the bag of laundry outside of the condo by 9:00am the next morning and it will be picked up, cleaned and returned that afternoon. Items will be washed, dried and folded. The laundry bag is weighed to determine the charges. Ironing is not included in this service.

Ironing Service: $2/article of clothing

Schedule items to be ironed by 5:00pm the day before and leave the items outside the condo by 9:00am the next morning and it will be picked up, ironed and returned that same afternoon. This service does not include laundering.

Shoe Shine: $5/pair

Schedule shoes to be picked up by 5:00pm the day before and leave them outside the condo by 9:00am the next morning and they will be picked up, cleaned, polished and returned that same afternoon.

CONDO CLEANING

MVT offers condo cleaning services at competitive pricing. A condo cleaning requires an appointment to set up the service.

- Call the main desk at extension # 3106
- Housekeeping will respond the following day and provide available dates/times
- An inspection of the condo will need to be done first to determine the charges. While there are set prices for condo pricing the initial cleaning may require more work.
- You can book one-time condo cleanings or regularly scheduled condo cleaning with the Housekeeping Supervisor.

Condo Cleaning Pricing:

- Studio, 1 Bath - $35.00
- 1 Bedroom, 1 Bath - $50.00
- 2 Bedroom, 2 Bath - $80.00

Condo Cleaning Includes:

KITCHEN AREA:

Clean all counter tops, appliance surfaces, kitchen sink and basic wipe down of front of cabinets. Floors will be swept & mopped, trash will be emptied and bag replaced.

The service does not include oven & refrigerator cleaning or waxing of the floor.

BATHROOM AREA:

Clean & sanitize the sink, faucet & mirrors, toilet bowl & basin, vacuum & mop floor and rugs, scrub the tub, tile, shower doors & curtains, wipe down cabinets.

The service does not include, grout cleaning or removal of heavily caked on soap scum or water deposits

CARPETS & FLOORS:
Vacuum carpets throughout the condo, sweep & vacuum all other flooring and apply appropriate cleaning solutions.

The service does not include, the moving of heavy furniture over 50 pounds (couches, beds etc). We will do our best to clean under and around them.

DUSTING:
Dust all surfaces, including fire place mantel, baseboards & ledges.

The service will not remove delicate or overcrowded surfaces with nick knacks etc.

BEDS:
Straighten up room and make bed, put clothing in laundry basket.

This service will not include the changing of sheets

BALCONY/PATIOS:
Sweep the patio floor

TRASH:
Trash will be pulled, taken to the trash room and a new bag replaced in the can.

This service will not include picking up diapers and other soiled or hazardous waste items. These items must already be in a bag that can be easily sealed and thrown away.

Door Locks/Lockouts

The door locks belong to the condo owner. All residents are encouraged to leave a copy of their condominium key and their mail box key in the Lock Box in the Business Office. There is master key waiver available at the front desk for you to opt out of providing Mount Vernon Towers with a copy of your door key. If you lock yourself out of your condominium, please come to the Front desk. If we have a copy of the key to your door in our Lock Box, we will check it out to you for temporary use. ***If we do not have a copy of your key, a member of the staff will let you in if on master. There is a $10.00 charge for this service.***

We cannot open your mail box for you without a key.

The locks on the condo doors belong to the condo owners. However, Mount Vernon Towers has selected a particular color and type of lock and we encourage you to be keyed to our master system.

Door Mats/Decorations

As a safety precaution, no resident may place any kind of doormat in the hallway in front of the door. Such mats are a hazard to cleaning the carpets and to walkers in the halls. Decorations must be confined to the recessed section between the unit's door and the hallway wall.

Emergency Contact Information

Mount Vernon Towers maintains a file containing emergency contact information for all of our residents. In the unfortunate event one of our residents has a medical emergency in their condo this form is used to contact family or designated individual. This form can be acquired at the front desk. Please fill out a new form any time contact information changes.

Employees of Residents

To help Mount Vernon Towers maintain a safe and secure facility for its residents in need of outside care givers the following rules have been established:

- Upon hire by residents, all care givers must register with the front office and obtain door access cards. All care givers will have limited door access.
- Employees of residents are required to sign in and out at the front desk. They should record their name, condominium number and where they will be working.
- Care givers must park in the provided parking areas located in the upper deck parking lot and must display MVT parking permit on their vehicles.
- MVT will offer to residents (at no charge) a pre-employment criminal and drug screening tests.
- Failure to comply with this policy shall result in suspension of the sitter and a possible fine of $25 to the resident.

Fees

FEES

Association Fees

Association fees are set annually by the board of Directors and are subject to the approval of the owners at the December Annual Meeting.

Monthly bills are distributed in the resident's door by the 4th business day of each month. Payment is due upon receipt and is subject to a $10.00 late fee after the 10th of the month. There is a $25.00 charge for all returned checks. Contact accounting if you wish to receive your bill via e-mail.

To ensure proper receipt of your payment, place your check in the mail slot located along the wall between the front desk and the back lobby going towards the dining room.

Association Fees for the calendar year 2019:

Studio condo:	$1,036 per month.
One Bedroom Condo:	$1,100 per month.
Two Bedroom Condo:	$1,353 per month.

Copy Machine

The front desk will make photo copies for you on their copier. The charge is 10 cents per page for black and 25 cents for color. This can be done while you wait.

Fax/Scan/Email

The Front desk will send or receive documents for a charge of $1.00 per page (including cover sheet). There is an additional $1.00 charge per fax for out of country numbers. When a fax is received, you will be notified. The fax number is 404-847-9251. We may not be able to scan and send files if they are too large.

Guest Suites

Mount Vernon Towers owns a studio condominium that is used as a guest suite.

(No Pets)

Call the Front desk for reservations.

- A606 $ 125/Night including breakfast for two guests.

Internet

Wireless Internet is included in the Association Fees.

Lockouts

If a resident locks themselves out of their condo and has not provided the front desk with a copy of their door key there will be a $10 fee associated with our maintenance staff unlocking the door. If your lock is not mastered and we must call a locksmith or open the door with something other than our master key there will be additional fees based on the circumstances.

Maintenance

Maintenance labor is billed to the residents at $20 per hour for services not included in the monthly association fee. At initial move in, maintenance personnel will assist with hanging mirrors and pictures one time at no charge. (Up to two hours) Non-Emergency labor after normal business hours will be billed at $35 per hour with a minimum charge of one hour.

Meal Charges

Once you have used your monthly meal credit, you will be charged for additional meals at the following prices:

	Residents/Guests
Breakfast	$7.00
Lunch	$7.50
Dinner	$9.00
Sunday Noon	$9.00
Floor Brunches	$9.00

- Guests are charged $2.00 in addition to the cost of the meal. This fee is not deducted from your meal allowance.
- Tray delivery to your condo is available at $3.00 per tray. This fee is not deducted from your meal allowance.

Meal Allowance

Each unit has a meal allowance that may be used in any combination of breakfast, lunch, and dinner. The monthly allowances are calculated to allow 14 dinners for a studio, 15 dinners for a 1 bedroom, and 18 dinners for a 2 bedroom unit. In the event all of the monthly allowance is not used there will be an accounting adjustment to remove any remaining amounts. This will appear on your bill as “Unused Meal Allowance”.

The dollar amounts are as follows:

Studio	$126.00
1 Bedroom	$135.00
2 Bedroom	$164.00

Move In/Out Fees

New residents will be charged a one-time administrative processing fee of $200.00. This will be applied to your first monthly bill. There is also $50.00 fee for moving in and out and this fee will appear on your monthly bill. MVT pays a person the $50 to supervise the move by controlling the elevator and attending any boxes or other items that are in transition from the lobby to the condo. Additional fees will be assessed for all moves lasting over three hours.

Personal Care Center/Wellness

The Personal Care Center is located above the service center and offers living quarters and other services to residents as well as outside parties when the person needs more care than is typically found in an active senior living community.

The living quarter fees are as follows:*

- Private Room, bath and restroom $3,650 per month
- Private Room and restroom $3,550 per month
- Processing Fee $250 (one time) (non-refundable)

*Permanent residents of The Towers (residents in PCC longer than 30 days) will receive a $300 per month credit for each month they are billed while in the personal care center up to three months. After three months the $300 credit is not applied.

Short Term Respite Care: (less than 31 days)

- Residents $100 per day
- Non-Residents $125 per day

*Other Wellness Services Provided **in the Personal Care Center:***

- Blood sugar check $5.00
  (Resident must have his/her own equipment)
- Calls to Condo-Emergency FREE
- Calls to Condo-Non Emergency, non-medical $25.00
- Eye Drop Assistance FREE
- First Aid-Initial treatment FREE
- First Aid-Additional Treatment $5.00
- Medication Management VARIES BY INDIVIDUAL
- Oxygen Tank loan while personal equipment is empty or not working $35/tank
- Vital Signs Check from 10-11 AM and 6-7 PM daily FREE

Satellite TV

Mount Vernon Towers offers cable television to its residents. This includes three "in-house" informational channels and approximately 296 regular and movie channels. A tuner is needed for each television to be used. High Definition Video Recorders are available.

Recurring monthly fee:	$ 55
One-time installation fee:	$ 50 per condo
One-time fee for each HDVR:	$ 50 per HDVR (No fee for regular tuner)
Refundable deposit for tuners:	$115 per tuner (regular or HDVR)

Security Cards/Access Cards or Fobs

Door cards are credit-card-sized security cards. Key fobs are round security tokens intended to be worn on a key ring. A card or fob is necessary to use the entrance and exit gates as well as the ground floor doors not located in the courtyard. Residents must use them to sign in for meals in the dining room for residents. (Do not use them to sign in guests)

Each resident will receive one door card during orientation at no charge.

A resident may purchase a key fob for their personal use for a one-time fee of $10.

Additional door cards for residents and their family:	$25/each.
Key fobs for family:	$25/ each.

Storage/Lockers

- One 4 x 4 x 4 assigned locker per condo — FREE
- One 4 x 4 x 8 rental locker — $25/month
- One 4 x 8 x 8 rental locker — $40/month

Telephone

The Mount Vernon Towers telephone system — $27.50/month

Transportation

Special outings such as theaters, restaurants, malls, and museums on the buses to special outings will be assessed a charge on their monthly bill.

Daytrip fee for transportation: $ 5 for one way trips 35 miles or less.

$10 for one way trips over 35 miles.

Overnight Trips/Special Trips: Will depend on the specific trip.

IN CASE OF FIRE

Fire Alarm

There is a fire alarm loud speaker located on the ceiling in the entry to the living room. In the event of a fire alarm in your fire zone, you will hear a door bell through this loud speaker and you will be given instructions. DO NOT ALLOW ANYONE TO WORK ON OR CHANGE THE WIRING TO THE FIRE ALARM. THIS WILL CAUSE AN ALERT TO THE FIRE DEPARMENT WHO WILL CHARGE MOUNT VERNON TOWERS $500 FOR A FALSE ALARM. THIS CHARGE WILL THEN BE PASSED ON TO YOU.

Fire Procedures

When the fire alarms sound, Mount Vernon Towers Security and the Sandy Springs Fire Department are immediately notified and the cause of the alarm activated will be investigated. Alarms will sound on the floor that caused the alarm, the floor immediately above it and the floor immediately below it. Once it is determined whether the alarm was false or if there was an actual emergency there will be three notices made via the facility-wide loud speaker system. ***Please note that if a resident causes an alarm to be activated and it is determined by the Sandy Springs Fire Department to be a "false alarm" they will bill Mount Vernon Towers $500.00 and that fee will be passed along to the offending resident.***

- Learn the location of the nearest exit and/or stairwell, fire alarm pull box and fire extinguisher in relation to your unit.
- If you see fire and/or smoke and the alarm has not sounded try not to panic and DO PULL the nearest fire alarm.
- DO NOT try to fight a fire or rescue other residents.
- If you decide to leave the building leave your balcony and condo doors unlocked and closed and then leave quickly without delay.
- ***Stairwell exit doors may be somewhat difficult to open as fans on the roof will be blowing air down into the stairwells to keep them clear of smoke while people are leaving the building.***
- Make sure any stairwell you decide to use if free of smoke and be sure to use the handrails.
- Once out of the building, go to the courtyard or the upper parking deck and do not return to the building until the Fire Department has approved doing so.

In the event of a fire and you are not physically able to open stairwell doors then, (if possible), dress appropriately, grab any medications needed, unlock your front door, turn on your balcony light and exit to your balcony and shut the door.

If Fire *IS* in your condo:

- IF THE ***FIRE IS NOT*** **BETWEEN YOU AND THE DOOR TO THE HALLWAY** leave your condo immediately. Move to the nearest stairwell and exit the building to either the courtyard or upper parking deck if you are physically able. If you are not able to exit the building via the stairway wait in the stairwell for instructions from a staff member or Fire Department Personnel.
- IF THE ***FIRE IS*** **BETWEEN YOU AND THE DOOR TO THE HALLWAY** turn on your outside light and go to your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.

If Fire *IS NOT* in your condo:

- IF YOUR **ENTRANCE DOOR** ***IS NOT VERY WARM OR HOT TO THE TOUCH*** stand to the side of the door and open it very slowly. If you see no smoke and/or fire in the hallway, proceed to the nearest clear, safe stairwell and exit the building to the courtyard or upper parking deck if you are physically able. If you are not able to exit the building via the stairway wait in the stairwell for instructions from a staff member or Fire Department Personnel.
- IF YOUR **ENTRANCE DOOR** ***IS VERY WARM OR HOT TO THE TOUCH DO NOT OPEN IT!***
- Put wet towels and/or sheets around your door to keep the smoke out. Dress for appropriate weather conditions. Close all of your windows and doors but do not lock them. Wait in your condo for help from a staff member or Fire Department Personnel.
- If smoke or fire begins to enter your condo turn on your outside light and go to your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.

Front Desk

Office: 404-255-3534
Fax: 404-847-9251

Hours: 8:00 a.m. to 5:00 p.m. daily.

The business office is located behind the front desk and houses the personnel responsible for accounting, activities, human resources and sales.

Front desk - Information Center of the Towers

Hours: 8:00 a.m. to 5:00 p.m. Monday through Saturday

All work orders, transportation requests, copy service, fax transmission or receipt, guest suite reservations, laundry requests, pest control scheduling, etc., are made through the front desk. *The Front desk will answer any questions you have or direct you to one of the staff who can meet your needs.*

Guest Suites

One guest suite is available, Studio A-606. The unit has a queen bed and queen sofa sleeper. The charge is $125.00 per day including breakfast, payable at the time of check out, or the charges may be billed to the resident's monthly statement. Maximum stay is three (3) days. Check out time is 11:00 a.m. Call the front desk to make a reservation.

Phone numbers: A-606 - 404-255-3534 ext. 5606

Please ensure your guests are informed of the following….

- Check in time 3.00 p.m.
- Check out time 11.00 a.m.
- Please park on the upper deck
- Lunches and dinners are not included in the cost. If you eat these meals they will be billed to your host.
- See "Dining Services" section of the resident manual for meal times.
- You may order room service from the dining room by dialing 0 for the front desk and asking for the dining room. Please be aware that any additional meals will be charged to your host. If you do not intend on your host paying you should make appropriate arrangements with them.
- Non-resident pets are not allowed on the facility.

Hallways/Walkways/Common Areas

Residents shall not place or cause to be placed in the hallways, walkways, driveways, parking areas or other general common areas any bicycles, furniture, walkers, mobility vehicles, boxes, or objects of any kind. Any property placed in a common area becomes the property of Mount Vernon Towers and may be disposed of at the discretion of management. See Doormats/Decorations on page 35 for exemptions. The public hallways, walkways and driveways shall be used for no purpose other than for normal transit through them. Cluttered hallways are unsightly and violate fire code.

If you have moving boxes, break them down and hold them in your condo and call the front desk to have them picked up and removed.

If you see some mishap which requires housekeeping services, such as broken glass in an elevator lobby, spilled drinks on the tile floor or carpet, a shortage of paper products in a restroom, etc., please call the front desk, who will notify housekeeping.

Insurance-Liability

To insure a fiscally secure environment for all Mount Vernon Towers residents, all residents shall be required to maintain a minimum $500,000.00 in liability insurance.

Proof of insurance must be provided upon initial move in and annually with insurance renewal. Failure to comply with this policy shall result in a $25.00 initial fine and $1.00 per day thereafter.

Renter's insurance is recommended but not required. You should contact your agent to understand if you have a need.

Laundry Room

Coin operated washers and dryers are located on each floor behind the double elevators. Their use is on a first come, first served basis. Please promptly remove your laundry from the washers and dryers. Washers cost $1.00 and runs 30 minutes after filling. Dryers cost $1.00 and runs one hour for that fee. There are change machines on all floors in each laundry room. If you lose money in the machine or find a faulty machine, please contact the front desk immediately.

Lost and Found

Items should be turned in at the Front desk. Such items will be held for 30 days and then donated.

Mail

Mail boxes are located in the Mail Room across the lobby from the Dining Room. Make sure your condominium number is included in your address.

EX: Mary Smith
Mount Vernon Towers
300 Johnson Ferry RD NE
UNIT A101
Sandy Springs, GA 30328

Packages are left at the Front desk. If a package is from the USPS a notice is put in your mail box by the postman.

Put outgoing mail in the drop box located in the Mail Room.

Postage stamps are available for purchase at the Front desk during the hours of 8:00 a.m. to 5:00 p.m. daily.

Maintenance-General

Systems/Items Covered in Monthly Association Fee

The monthly fee covers normal maintenance of all heating, air conditioning and associated ventilation systems (not including bath fans), and standard kitchen appliances (not including microwaves).

Kitchen appliances: standard refrigerators, dishwashers, ranges, and garbage disposal will be repaired or replaced at MVT's discretion. There may be fees associated with changing appliances.

The Electrical supply conductors up to and including the main breaker, the water supply lines up to and including the stops under the sinks are Mount Vernon Towers responsibility.

The drain lines in the floors and walls are Mount Vernon Towers responsibility. Although we will plunge and unclog sinks and toilets for no charge, any plumbing fixture that has reverse fall will need to be re-plumbed at the owner's expense.

All interior wiring, devices, fixtures, and breakers faucets, showers valves, supply lines, etc. are the condo owner's responsibility.

Resident Washers/Dryers, upgraded appliances and fixtures are not included. Also, not included is cosmetic damage or repair of equipment, appliances or fixtures subjected to negligence or abuse by resident or guest.

Air Conditioning/Heating

Individually controlled heating and air conditioning is provided to each condominium. A thermostat is located on the living room wall so you can regulate the cooling/heating and air in your condominium as you desire.

Requests for Emergency Maintenance Work to be Done

Call the Front desk. after regular business hours, Sundays, or holidays, the Health Center or Security Guard will answer and will notify the proper personnel to take care of the problem.

Emergency maintenance is defined as correction of a problem that is causing or has great potential of causing damage to the facility or harm to a resident. Examples would be a water leak that cannot be contained or an electrical issue that is causing smoke or fire.

Requests for Regular Maintenance Work to be Done

Normal Hours: 8:00 a.m. to 6:00 p.m. Monday through Friday

If you are having air conditioning/heating, electrical, or plumbing problems, or if you need light bulbs changed, etc., please stop by or call the Front desk and have a work order filled out. All service is on a first come, first serve basis, except in an emergency.

A work order must be filled out in order to have the requested work done. Please do not stop a Maintenance employee in the hallway and ask for work to be done. Call or stop by the Front desk and have a work order filled out.

If you are not going to be at home, you must physically sign the work order giving permission for someone to enter your condominium in your absence. Without your signature, the work order will have to wait until you are at home. For security purposes, two maintenance people, never just one, will be required to be perform the work in the condo if you are not home and want work done while you are out. When two maintenance personnel are required two fees will be assessed.

Maintenance Work Not Covered in Monthly Fee (Personal Condo Services)

Maintenance work not covered by the monthly association fee will be billed at the cost of the item. An additional $20 per hour may be billed based on the complexity of the work order. The Executive Director will review and approve all additional charges.

Labor**:** (minimum one hour) See FEES Section for cost

Assembly or set up of new and replacements items or furniture

Charge battery in electric cart

Check or re-program TV, VCR, radio, cable or clocks

Computer assistance

Install doorbell or door knocker

Install or replace light fixtures

Re-hang pictures, shelves, wall units, etc.

Repair of lamps, telephone or answering machines

Touch-up painting

Services at cost of labor and/or materials:

Automobile, inflate tire

Automobile, jump start

*Install 18 inch grab bar

*Install 24 inch grab bar

Install standard dead bolt

Install standard door lock

Make standard key

Replace commode lid and seat

Replace light bulbs

Replace standard AA, AAA, C, D batteries

*All grab bars installed by Mount Vernon Towers personnel will be installed in accordance with the Americans with Disabilities Act. (ADA)

Maintenance- Renovations

To preserve the architectural appearance at Mount Vernon Towers, no construction of any nature inside or outside the condominium shall be commenced by any owner unless approved in writing by the Board of Directors or their designated representative. This restriction includes the enclosure of a balcony. Beginning 4/2000 new washers or dryers may not be added to any unit unless the current rules are followed. (see page 68). DO NOT ALLOW ANYONE TO WORK ON OR CHANGE THE WIRING TO THE FIRE ALARM. THIS WILL CAUSE AN ALERT TO THE FIRE DEPARMENT WHO WILL CHARGE MOUNT VERNON TOWERS $500 FOR A FALSE ALARM. THIS CHARGE WILL THEN BE PASSED ON TO YOU.

The following rules must be followed with respect to any renovations to a condominium:

1. All construction plans must be submitted to Mount Vernon Towers for review before construction may begin, this is all inclusive.

2. Any modifications to the condo shall be done by licensed contractors and will be permitted and inspected. The contractors must supply proof of liability insurance to Mount Vernon Towers.

3. Mount Vernon Towers owns the condo water cut off valves, if they do not work, Mount Vernon Towers will replace them in a timely manner.

4. Low voltage- any modifications to phone or cable TV are to be done in EMT conduit, acceptable conductor's 2 pair cat 3 or better or RG6 quad shield.

5. No washers or dryers are to be added to any condo unless the current rules are followed. (see page 68)

6. Mount Vernon Towers owns and maintains the fire alarm system. The speaker in the condo shall not be touched, dropped, etc. If Mount Vernon Towers needs to call an outside contractor due to "troubles" in the system, the bill will be passed on to the responsible owner.

7. Mount Vernon Towers owns and maintains the Nurse Call System. There will be NO modifications or move of any stations. Repeated false alarms during construction could result in fines to the condo owner.

8. Mount Vernon Towers supplies small shopping carts and bellhop carts for use by our residents and their guests and family members. These are not for use by contractors to move tools or supplies.

9. Contractors are to use Elevator #3 or Freight Elevator (the left double). Moving of large items (set of cabinets for a condo, pianos, etc.) need to be scheduled and charged as a Move In or Move Out.

10. The common areas of MVT should be kept clean and the hallways unobstructed. If Housekeeping needs to clean up the hallways, elevators, etc. the condo owner will be charged.

Mobility Vehicles (Battery Operated Scooters & Chairs)

Mount Vernon Towers wants to provide reasonable accommodation to those residents who require motorized assistance in moving independently about the complex so long as these accommodations do not endanger the health and safety of other residents or impose undue hardship on other residents.

There are places designated for parking mobility vehicles in MVT common areas. When not in use or parked in these common areas, the mobility vehicle will be kept within the confines of the operator's condominium. Unoccupied mobility vehicles may be moved if they are left in areas not designated for parking.

Mobility vehicles are conveyances powered by batteries and include scooters and power chairs. Power chairs have no steering parts in front of the operator's feet and when facing forward at a standard height table the operator has unobstructed access to a table. Mobility vehicles include both scooters and power chairs.

Power Chairs (see definitions) are the only authorized mobility vehicle for use in the Dining Room. Scooters not in use must be parked in a designated parking area outside of the dining room. Under special conditions and with management's approval, non-conforming mobility vehicles may be permitted in the Dining Room.

Mount Vernon Towers Condominium Association, Inc. bears no responsibility or liability for any damages and/or injuries caused by the use of mobility vehicles. The total liability rests on the owner and/or operator of the mobility vehicle.

In order to obtain a permit to operate a mobility vehicle at MVT the following is required:

1. The operator of a mobility vehicle shall be certified to drive by a member of the Mount Vernon Towers staff.
2. The operator must demonstrate to the staff member the ability to safely operate the vehicle within the property of Mount Vernon Towers.
3. The operator must also demonstrate a thorough knowledge of the vehicle including but not inclusive to braking, accelerating, steering, parking and operating the cart in the presence of pedestrians. Mount Vernon Towers, in its discretion, may require recertification at any time.
4. The owner of the vehicle must carry a minimum of $500,000 of liability insurance and present proof annually of such to the administration of MVT.

5. Operation of a mobility vehicle without a valid permit will result in sanctions by the board. Sanctions can include, but are not limited to, a fine of $150 or the revocation of the permit.
6. Mobility vehicles must meet the following specifications set forth by MVT:

    a. Maximum length, including attachments, shall not exceed 44 inches. Maximum width, including attachments, shall not exceed 25 inches.

    b. The maximum empty weight of the mobility vehicle with battery shall not exceed 210 pounds.

    c. Mobility vehicles must have non-marking tires and sealed batteries.

    d. A nonconforming mobility vehicle that is presently operated by a resident as of the date of this policy will be allowed to continue to operate provided it has non-marking tires.

Once the preceding requirements are fulfilled, a numbered decal will be issued and must be affixed by the owner to the mobility vehicle. The permit to operate this mobility vehicle is only valid for the authorized operator or operators of that vehicle.

Mobility vehicle users will at all times operate their vehicle in a safe and courteous manner. Failure to do so could result in the revocation of the permit to operate the vehicle. An MVT authorized operator is the only one allowed to operate his/her mobility vehicle within the confines of Mount Vernon Towers. Any other operator needs special approval from the Executive Director.

1. A valid permit is necessary to operate a mobility vehicle at MVT.

2. An MVT Authorized Operator is the only one allowed to operate his/her mobility vehicle within the confines of Mount Vernon Towers. Any other operator needs special approval from the Executive Director.

3. Vehicles must be parked in designated areas only.

4. When not in use or parked in these common areas, the vehicle must be within the confines of the operator's condominium.

5. Always yield right of way to pedestrians.

6. Operators of mobility vehicles will at all times operate their vehicle in a safe and courteous manner.

7. Operate your vehicle no faster than the average MVT resident can walk.

8. When overtaking pedestrians from the rear, do not pass unless that pedestrian gives you the right of way.

9. Pass slowly and with caution.

10. Approach intersections slowly and come to a stop before proceeding cautiously.

11. Do not enter an elevator until all walking traffic has entered or exited and then enter only if there is room for other passengers to exit around your vehicle. If necessary, wait for the next elevator.

Failure to operate the vehicle according the rules in this policy and as outlined herein will result in a warning. Repeated warnings or unsafe operation could result in fines of up to $75.00 and/or the suspension or revocation of the permit. Permit revocation requires Board of Directors approval. The owner/operator of the mobility vehicle has the right to appear and be heard by the Board of Directors before permanent revocation of the permit. In addition, for speeding offenses the owner and/or operator may be required to install a device to govern the maximum speed of the electric vehicle.

Move In/Move Out Procedures

Hours: 9:00 a.m. - 5:00 p.m. Monday through Saturday

All moves in and moves out must use the ramp located on the east side of A Building. Any exception to this must be approved by the Executive Director or the Director of Maintenance.

Residents Moving In

1. Schedule with the Sales/Leasing Agent the date and time of your expected move in. You may also schedule the move in with the front desk. One week's notice is required to reserve a time period for your move.
2. A committee of residents is responsible for monitoring all moves so that our building is not compromised. The monitor will not assist with lifting or carrying any items. There is a $50 charge for moving in and this fee will appear on your bill and will be paid to the monitor.
3. The moving supervisor must sign in with the front desk to receive the key for the moving elevator (#3).
4. The moving van must be parked only in the area south of the ramp to the "A" Building facing out. It must not block the ramp.
5. Use only the moving elevator (padded elevator located in center of building) for the move in.
6. Once completed, the moving supervisor must sign out at the front desk and return the elevator key.
7. New residents are charged a one-time $150.00 administrative processing fee.

The Maintenance Department will hang your mirrors and pictures, one time, without charge. When you are ready, please stop by or call the front desk and have a work order filled out

.

Residents Moving Out

1. Schedule the date and time of your move out with either the front desk at least one week before you plan to move.
2. A committee of residents is responsible for monitoring all moves so that our building is not compromised. The monitor will not assist with lifting or carrying any items. There is a $50 charge for moving out and this fee will appear on your bill and will be paid to the monitor.

3. The moving supervisor must sign in with the Front desk to receive the key for the moving elevator (#3).
4. The moving van must be parked only in the designated area south of the ramp to the “A” Building. It must not block the ramp.
5. Only the moving elevator (padded elevator located in center of building) may be used for the move out.
6. Once completed, the moving supervisor must sign out at the front desk and return the elevator key.

Noise

Owners and residents shall exercise extreme care to avoid unnecessary noise by the use of musical instruments, radios, televisions, stereos, amplifiers, and/or any devices that may disturb other residents. The determination of excessive noise will be made by the executive director or his appointee.

Notary

Notary Services are available at no charge through the front desk Monday through Friday, 8:30 a.m. to 5:00 p.m. Please call for an appointment.

Nuisances

No nuisance shall be allowed on the property. A nuisance is defined as an act that causes "harm or injury or is annoying, unpleasant or obnoxious". No use or practice which is a source of annoyance to MVT residents shall be allowed. The determination of whether or not a nuisance exists will be made by the executive director or his appointee.

Neighbor Watch Program

New residents who want to participate receive a "kitty kat" when they move into the Towers. Please hang your "kitty" outside on your door knob before retiring and retrieve it before 11:00 a.m. A floor representative checks every morning to see if your "kitty" is in or out. If your "kitty" is still out at this time, this person will first knock on your door and then try to telephone you.
If there is still no answer, the floor representative will notify the Front desk, they will call a nurse to investigate.

Parking of Automobiles

Owners of automobiles are responsible for reading and abiding by the Policy established by the Board of Directors to provide safe and equitable parking for residents, visitors, and employees.

Assignment of Parking Spaces

1. Management has the sole authority to issue parking spaces.
   Residents cannot lease, sell, trade, or transfer their space to any individual.

2. Management has the authority to transfer a resident from one space to another at its discretion.

3. Disabled residents who have a valid blue disability (handicapped) card will be given first priority on spaces. All other residents will be given second priority on spaces closest to the entrances of the building.

4. In lieu of a reserved parking space in the covered garage new residents who have not been assigned a space in the covered garage may request a reserved parking space in the parking area east of the "A" building on the east boundary of MVT property which they may use until assigned a parking space in the covered garage. Mount Vernon Towers management has the authority to limit the number of spaces "reserved" for new residents.

Prohibited Parking

1. Residents may be picked up and dropped off at the main entrance under the cover. However, no vehicle may be left unattended in this area. This is the primary entrance for emergency vehicles and must be left clear for these vehicles at all times.

2. Residents, visitors, and contractors may not park in the rear west parking lot across from the laundry and elevator to PCC. (The employee parking lot.)

3. There is no automobile parking along any curbs of the facility except in designated spaces. Automobile parking is not allowed on the curb closest to the "A" building. Parking in back of "B" building is for loading and unloading supplies only - **No car may be left there without a driver**. Automobile parking is not allowed on the curbs at the entrance. Only emergency vehicles may park under the cover at the main entrance.

Thirty Minute Parking Permitted

Parking "on the circle" directly in front of the Administrative Offices is reserved for thirty minute parking. These spaces are reserved for people who need to conduct business with the business office, for short term pick up and deliveries of residents and visitors, and for picking up or dropping off mail.

3 Hour Parking Permitted

Parking spaces east of the "A" building on the east boundary of MVT and 2 spaces in front of the main entrance property are reserved for 3 hour parking. Most of these spaces are located inside the gate, but a few are outside the gate. The 3 hour parking spaces are reserved for short visits to the Towers by residents, their visitors and other business traffic. Residents who violate this policy are subject to a $25 fine for each violation. All violators are subject to towing. This regulation does not apply to new residents who have been assigned a reserved parking space according to paragraph 4 of the "Assignment of Parking Spaces" section above.

Long Term Parking

Anyone whose stay exceeds 3 hours must park on the upper deck behind "B" building, including residents' visitors, their health care providers, service providers, delivery persons, employees and contractors, as well as Residents who have no assigned parking space.

Moving Vans

Parking for moving vans is allowed only in the marked area along the curb near the "A" building ramp or directly behind "B" building close to the double metal doors. No van shall block the ramp. Parking will be assigned for all movers by the front desk.

Parking Policy Enforcement

Mount Vernon Towers reserves the right to tow any vehicle that is parked in violation of this policy.

Mount Vernon Towers is operating its parking policy under Georgia Code 44-1-13 and Sandy Springs Ordinances.

Vehicles parked in violation of these policies may be towed. Brown and Brown Wrecker Service will tow vehicles to 3854 N. Peachtree Rd., Chamblee, GA 30341, telephone number 770-457-2226. The minimum fee for towing is $150.00 plus a storage fee of $15.00 per day payable only in cash to Brown and Brown Wrecker.

Qualifications for a Reserved Parking Space

1. Every condominium unit having resident(s) who own or lease, maintain and use an automobile on an active basis may be assigned a reserved parking space in the covered garage.

2. Before a reserved parking space is assigned, the resident must provide a valid and current Vehicle Registration Receipt (License Tag) listing the resident as the owner or lessee of the vehicle and a valid insurance card listing the resident as the owner or lessee of the vehicle or a copy of the declarations from the insurance policy listing the resident as the owner or lessee of the vehicle. A copy of the insurance card or declarations page from the insurance policy must be provided annually thereafter.

3. Residents who own or lease a car not kept at Mount Vernon Towers on a permanent basis will not be assigned a reserved space for that car.

Personal Care Center/PCC

Mount Vernon Towers has a 26 bed Personal Care Center above the service center. It is accessible via the elevator between the dining room lobby and the sun porch. It is staffed 24 hours a day, seven days a week, every day of the year.

This facility clearly identifies its priority - the mental, physical, and social enhancement of the resident who wants or needs the Personal Care Center.

- Private or Semi-Private accommodations
- Menu Choices
- Laundry
- Housekeeping
- Assistance with medication
- Assistance with bathing and dressing
- Companionship
- Security
- Active and alert staff 24 hours a day.

The Personal Care Center offers a full range of social activities in a warm and caring atmosphere. A congenial, caring, professional staff provides supervision and assistance in all activities of daily living. The Personal Care Center occupies the entire second floor of the Service Center at Mount Vernon Towers with easy access to the beauty shop, library, and swimming pool. An adjacent shopping center is within easy walking distance. To comply with state regulations, a Personal Care Center Admission packet with a physician's form must be completed. This is valid for only 30 days and must be completed upon admission.

Mount Vernon Towers' residents always have first preference for a room. Any time from 24 hours to one month is considered a short-term or respite stay. A stay of longer than one month requires permanent admission guidelines and paperwork.

Remember to up-date the information sheets you filled out when you moved in to PCC. The Business Office and the Health Center keep the current addresses and phone numbers of individuals that need to be notified in case of an emergency. Update your info with the front office when you change doctors as well as any other pertinent information.

Exceptions may be made in an extreme emergency provided there is potential for meeting the guidelines in a timely fashion.

State Regulation Policy for Admission of Residents

1. The person admitted must be ambulatory. He or she may use a walker, wheelchair, or other assistance device but they must be able to assist with their evacuation in the event of an emergency.
2. He or she may not be bedridden.
3. A physician's form and TB clearance must be presented at admission or within 24 hours. In an emergency, a written or an oral order will be accepted for the first 24 hours.
4. A contract must be signed upon admission for the admission to be valid.

See the “FEE” section of this manual for applicable fee and charges.

For a tour of the Personal Care Center please contact:

Ann Peterson, Director of Wellness
300 Johnson Ferry Road, NE
Atlanta, Georgia 30328
404-255-8001

Pest Control

The monthly association fee includes pest control service for your condominium. The schedule of once-a-quarter service is shown on the in-house TV Channel 1-6. Please be at home or reschedule this service at the front desk.

Pets

Recognizing that pets can provide loving companionship to residents, Mount Vernon Towers wants to provide reasonable accommodation to those residents who have pets without causing a nuisance, undue hardship, or endangering the health, safety or welfare of other residents.

Mount Vernon Towers bears no responsibility or liability for any damages and/or injuries caused by pets. The total liability rests with the owner and/or handler of the pet.

Pets are limited to cats and dogs. The following rules do not apply to service dogs. A service dog must be individually trained to perform work or tasks directly related to the handler's disability, while a therapy and emotional support dog merely provides comfort to an individual in some fashion. Therapy and emotional support dogs are allowed in housing under the Fair Housing Act (FHA), but are not permitted in public places as are service dogs.

General Pet Rules

1. Only residents may have pets on the premises at Mount Vernon Towers.
2. A pet may not weigh more than 20 pounds.
3. Dog ownership is limited to 1 dog per residence.
4. All pet owners shall be in compliance with Georgia, Fulton County and Sandy springs laws and ordinances and must be registered with Mount Vernon Towers.
5. At registration every pet owner shall provide Mount Vernon Towers with the name, address and telephone number of a designee in the event the owner is unable to care for the pet.
6. No pet shall be a nuisance to any resident or visitor. No pet may jump on people, or engage in behaviors or cause noise or odors that could reasonably be objectionable to another resident or visitor. Pet owners and handlers shall not subject any pet to neglect or abuse.

Common Area Pet Rules

1. Pets are allowed in the common areas except the service center building and swimming pool areas.

2. Every pet in the common areas shall be in a pet crate or on a leash no longer than 3 feet, except in the toileting and exercise area where the leash may be as long as 15'.

3. If an animal causes damage in a common area, including chewing furniture or soiling the carpet, the owner will be responsible for the costs of cleaning the area or repairing the damage.

Dog Park Rules:

1. The only area for exercise or toileting pets is the grassy area behind and on the sides of the parking deck.

2. Pet owners or handlers shall be responsible for prompt removal or solid waste from the exercise and toileting area.

3. Pets shall not be allowed to urinate or defecate on any paved surfaces or in any area adjacent to any entrance to Mount Vernon Towers, specifically including the rear entrances.

4. In the event of a toileting accident, inside or outside, pet owners or handlers are responsible for immediately wiping up all urine and removing all solid waste.

Pet Violations:

A violation of any of the above policies can result in a $25 fine to the resident per occurrence. Neglect or abuse of a pet, biting or attacking behavior by a pet, or multiple violations of the above policies will result in revocation of the right to have a pet at Mount Vernon Towers.

Pool Rules and Information

1. Before swimming, please first read the information posted on the signs at the pool with which all users of the pool are expected to comply.
2. The pool is for the exclusive use and enjoyment of the residents of Mount Vernon Towers and their guests.
3. Visiting children of residents must be supervised by an adult at all times if they are under the age of 14.
4. Please do not let the children dominate the pool at the expense of the residents.
5. Please make sure the children are well behaved while at the pool.
6. No running is allowed!!
7. Gates to the pool must be kept closed at all times. This is very important! Because of the location of the swimming pool, it is necessary that you manually close the gate. Please do not let the gate slam shut!!
8. Pool hours are 8 a.m. to dark every day.
9. No diving please. The pool is too shallow!
10. Only swimwear is allowed in the pool. Please, no shorts, cutoffs, or street clothes.
11. No pets are allowed in the pool or inside the fence around the pool.
12. Please do not put tanning oil on and go into the pool. The oil can cause problems with the filtering system.
13. No food or drinks are allowed inside the pool area.
14. No lifeguard is on duty. Swim at your own risk.
15. Maximum capacity of the pool is 50 people.
16. You must shower before entering the pool.
17. No one is permitted to use the pool that has a communicable illness, infection or has an open cut or blister.
18. Please no loud, boisterous talking, music or noise. No rough play is permitted.
19. No glass is allowed inside the pool area.

Thank you for your cooperation with these policies.

Postage/Stamps

Stamps are available for purchase at cost at the front desk.

Recycling

Many obsolete electronics contain copper, gold, silver, platinum and palladium, as well as lead. If recycled properly, this waste is a valuable source of secondary raw materials. The following items should be placed in the container marked PLASTICS/CANS:

Computers, monitors, keyboards

Copiers, printers, fax machines

TVs

VCRs, stereos, phones

Items too large to be placed in the container should be kept in your condo. Call housekeeping to come pick it up.

Glass

Most glass bottles and jars produced in the United States now contain at least 27% recycled glass. However, it's important to keep in mind as you recycle that even small amounts of some materials mixed in can contaminate entire loads **Thus, cleaning glassware of contaminates is absolutely essential**. Soap and water should be used or better yet use your dishwasher. Take the lids and caps off. Do not place glassware in a plastic bag! Contamination can spoil the whole bin.

These items should be placed in the container labeled GLASS:

Clear (flint) glass

Brown (amber) glass

Green (emerald) glass

Do not recycle the following items:

> Ceramics, heat-resistant glass, such as Pyrex, mixed colors of broken glass, mirror or window glass, crystal.

Paper/Cardboard

Upwards of 63 percent (45 million tons) of paper products are recycled annually. The following items are to be placed in the container marked PAPER/CARDBOARD on your floor:

Newspapers - OF COURSE

Mail, Including Junk

Shredded paper - enclosed in paper bags

Magazines, Catalogs

Small cardboard boxes (cereal, TV dinners, etc.) with wax or plastic inserts removed

Larger cardboard boxes flattened if possible and placed behind the PAPER/CARDBOARD container. If not able to flatten inside your condo and call housekeeping for it to be picked up.

Do not put any paper products in plastic bags as plastic will contaminate the recycling process.

Plastics

Cleanliness is essential.

Don't recycle it until it's clean! One dirty product, or one with food waste still in it, can contaminate an entire bale, containing thousands of pounds of collected plastics. This can cause thousands of recyclable items to go to a landfill instead of being recycled.

How can you tell what kinds of plastic to put into your recycling bin? The code number on the bottom of your product is not a reliable indicator of whether something can get recycled. Recycle by shape!

Bottles, jars, and jugs – is the best way to know what is accepted.

Do not recycle grocery, produce sacks or plastic bags are commonly placed in recycle bins. These items can shut down an entire recycling plant and should be kept out of our recycling bin. Plastic bags are often collected in barrels at grocery stores, and usually end up as plastic lumber.

Put plastic items in the PLASTICS/CANS container.

Metals

Americans currently discard about 2.7 million tons of aluminum each year. Of that, about 50 percent is recycled. Apart from the economic impact, the environmental savings of recycling metal are enormous. Recycling steel and tin cans, for example, saves 74% of the energy used to produce them.

Items to be recycled. Placed in the PLASTICS/CANS bin: (must be clean of contaminates !!)

Aluminum cans and pans

Aluminum foil

Steel cans

Tin cans

Metal coffee cans

Metal lids and caps

For more information go to:

http://www.wm.com/thinkgreen/what-can-i-recycle.jsp

Special Items

Batteries should never be put down the trash chute, bring them to the front desk for special handling.

Paint cans are to be taken to the Maintenance Department or left on the Trash Room floor for pick-up.

Resident Communication Sources

Read the Towers Talk, our weekly newspaper which is available every Friday afternoon, for weekly dinner menus and monthly calendars. Social and educational events are described in detail, birthdays and new residents are listed, and many items of general interest are included. Keep informed of activities by watching our in-house Television Channels 1-6 and/or listening to Channel 1-18, for the visually impaired. Lunch and dinner menus are listed, a reminder for birthdays, changes in schedules and an uplifting thought for the day are included. If you want the Towers Talk delivered to you every Friday please let the front desk know.

Channel 1-6

Channel 1-6 provides continuous information about upcoming activities and informative notices.

Channel 1-18

Channel 1-18 on our satellite TV system provides 24 hour a day, audible information that can be read on Channel 1-6, again located through our satellite system. Channel 1-18 also broadcasts the dinner menu for the day and any announcements and details of any published information helpful to these residents.

The facility-wide loudspeaker system will be activated when there is cause for a weather alert or when the fire alarms are activated. Listen carefully to its message; do not be alarmed by it. Non-emergency messages are also broadcast and are preceded by "This is not an emergency".

Dial 404-255-3534 and ask to speak with the person or department who can meet your needs, if you have a question that is not answered in this manual.

Website

www.mountvernontowers.com

Resident List

A resident list is available at the front desk. The list includes the current residents and their name and phone number.

Security

Mount Vernon Towers is surrounded by a gated fence that prevents entry onto the property unless a person has an access card or permission via intercom communication with the front desk. Once inside the gate, access to the interior of the property, "the courtyard," is also protected by a security fence. In order to enter the building from the parking area either an access card or permission via intercom communication is needed. If a person does not have an access card they need to request entrance via intercom communication at the east wing ramp glass door, the east wing ("B" building) lower level glass door or the main entrance at the front of the building glass door.

The security desk, "front desk" is monitored 24 hours a day, 7 days a week. Security randomly

walks rounds on each floor of the condominiums, the Personal Care center and the Service center starting at 7 pm. When not physically walking the property, the security desk staff constantly monitors the eighty plus cameras in the facility.

Access cards, or verbal permission to enter the building, are only needed at the northern and eastern sides of the building and the front entrance. There is no restriction on entering the doors into the building from the western side or northern interior side of the building, ("The Courtyard").

Building Access for Guests, Vendors and Employees of Guests

At a door with an intercom, give your name and the name and condominium number of the person you wish to visit. After the identification process is completed, the front desk person will activate the system to open the door. The door closes and locks automatically.

Building Exit for Anyone

An access card is not needed to exit the building. Doors leading to the outside of the building are opened by pushing by one of three methods, depending on where you are in the building. Some doors open automatically as you approach them. There are also doors that are opened by pushing a button beside the door. The button will be either red or blue. Lastly some doors are manually opened using a lever-type handle.

Security/Access Cards

See "FEES" section of handbook. "Security Cards/Access Cards or Fobs"

Each resident will be issued one security card which will open and close the following doors at any time.

- The sliding glass doors at the main entrance
- The glass door at the top of the ramp on the east side of the building.
- The sliding door on the east side of the building in the basement at the double elevators
- The sliding door on the north side of the building in the basement under the awning.
- The sliding door on the west side of the service center.
- The front gate
- The "swipe" station on the counter in the dining room

The cards of residents who have assigned parking spaces will also activate the security gates leading to and from the under-cover parking and will activate all common area doors.

All cards will be monitored. The computer system will track all activity listing time, day, and location of entry, as well as the identity of the card user. These cards cannot be duplicated, and MVT management has computer capability to deactivate a card.

A card is issued to only one person. The card may not be sold, traded, given to, or used by another person. Any violation of this policy will carry a $25 fine and possible suspension of the card.

A resident may request in writing that a card be issued to a relative or an employee of that resident. A $25 charge is made for these cards. The relative or employee must apply for the card in person

at the front desk. These cards will activate only the doors on the lower level at the double elevator and at the bubble canopy. Management reserves the right to refuse any such request.

There is a $5 replacement charge for a lost card. There is no charge for replacement if the card becomes damaged through no fault of the card holder.

When a resident terminates a lease or sells a condominium, all cards must be returned to MVT management. A $ fee will be charged for each card not returned.

Smoking

All residents, family members, employees and guests of residents should be made aware that the entire Mount Vernon Towers common areas are smoke free. This includes cigarettes, e-cigarettes, cigars, pipes and any other type of tobacco which may be smoked. Failure to comply with this policy will result in a fine of $25 per occurrence to the resident.

Solicitation

No door-to-door solicitation is allowed. If you see anyone soliciting in the building, please report it to the front desk.

Storage

Each condominium has an assigned storage space on the lower level of the "B" building. You will be given its location when you move in. You are responsible for putting a padlock on your storage bin if you want it secured. Separate 4x8 and 8x8 foot units are available for rent. Contact the Front desk for information.

1. No resident may use a locker other than the locker assigned to their condominium without written permission from the resident or owner of the condominium. This applies to all condominium and lockers, whether vacant or occupied.
2. In order to obtain permission to use another locker, the Locker Usage Authorization form must be completed and signed by the resident or owner of the condominium giving permission for the locker to be used. This form must be filed at the front desk of Mount Vernon Towers.
3. Lockers cannot be sold from one condominium to another.
4. The resident or owner of the condominium may rescind the use of their locker to another resident with a 15 day written notice by completing the bottom portion of the Locker Usage Authorization form. The notice must be sent to the user of that locker and the front desk of Mount Vernon Towers. The resident or

owner of the locker may instruct the front desk to deliver the 15 day notice to the user of the locker.

5. If the user of the locker does not remove their lock and items inside the locker within the 15 day period, the lock will be cut, the items will be discarded, and a $25 fine per locker will be levied against the unauthorized user of the locker.

6. There are a limited number of larger lockers that can be rented. (See Fees section for pricing.)

Telephones

A Mount Vernon Towers internal telephone is installed in the hallway across from The Depot on the lower level of the "B" building. This phone is for emergency use only. Dial "0" and the Front desk or the Health Center will answer.

A telephone in the north end of the main lobby may be used by residents to make a short call to another resident.

Trash/Garbage Disposal

A Trash Room is located next to the Laundry Room on each floor of the "A" and "B" building connector. It is the residents' responsibility to ensure that anyone working for them is aware of these rules.

With the exception of empty plastic containers and small cardboard boxes, all trash and garbage put down the trash chute must be tied in plastic bags (regular kitchen trash bags or grocery store plastic bags). Do not place unwrapped sanitary items including diapers down the chute. These items should be securely bagged before being placed in the chute.

Do not put the following items down the trash chute:

Any glass - rinse glass and place in the glass recycle bin

Any item larger or wider than the trash chute door, place these items inside the Trash Room for pick up by Maintenance.

See RECYCLING section for additional information.

Vending Machines

Soft drinks and snack machines are located in the hallway near the employee entrance of the

service center.

Washer/Dryers

Washer: Energy Star Certified
Front Loader
Capacity of no larger than 2.7 cubic feet
Installed on a pan designed for the washer
A water sensor installed in the pan to shut off the flow of water to the washer if water is accumulating in the pan.
Water hoses shall be braided stainless steel with metal fittings.

Dryer: Energy Star Certified
Ventless (heat pump or condensing)
Sized to match washer
Electric powered (240 Volts, 60 Hz.)

Installation: The installation location in the condo must be approved by MVT Director of Maintenance.
All installations must meet current code requirements for plumbing and electrical.
Installations must be inspected by MVT Director of Maintenance before they are covered.
All installation costs and purchase of the washer and dryer are the responsibility of the owner.

Fee: A monthly fee of $10.00 will be added to the monthly condominium fee for the additional water, sewer and electricity per Article V Number 3 of the condominium declarations. The additional fee will be in addition to the monthly fee for all existing washer dryers currently installed beginning February 1, 2018.

Implementation: A lottery will be held to select the first ten condos in building A and ten in building B who wish to install a washer and dryer.
Six months after the last condo is complete an evaluation will be conducted and, if appropriate, a second lottery will be held for ten additional units in both A and B buildings. A third lottery will then be held etc.
Condos undergoing a major remodel will be individually evaluated by the ***Executive Director***. Approval will be granted if all the above requirements are met and there are no problems with the water, sewer or electrical systems that the individual condo might aggravate.
All washer dryers installed in condos will be inspected quarterly for compliance and safety.

Existing washer dryers: Washer dryers currently in the condos must be inspected by MVT maintenance for code compliance and dryer venting on a quarterly basis. Notification will be given by maintenance in writing to the owner for discrepancies discovered. The unit will be re-inspected during the next quarterly inspection to verify discrepancy correction. The owner will be responsible for all cost to implement the

corrections. MVT will provide guidance to help the owner make the necessary corrections. If the deficiencies noted are not corrected within 90 days maintenance will disable the operation of the washer and dryer. This is necessary for the safety of all MVT residents. On change of ownership, washers and dryers not meeting the above standards will be removed or replaced with compliant machines.

Coin operated washers and dryers are provided on each floor in the A-building just south of the A and B building intersection.

Wellness Center

There is a Wellness Center in the front office of the Personal Care Center. This area can be accessed via the elevator between the dining room lobby and the sun porch.

A Wellness Nurse is available 24 hours a day and can be contacted at any time by calling the front desk, using your emergency call system in your condominium or calling Wellness directly at extension 3117. Security/front desk can also reach them by Walkie-Talkie.

The Director of Wellness / (Personal Care Center) is available from 9:00am to 5:00 pm Monday through Friday. Specific time appointments can be made directly by calling extension 3113.

Wellness Center Services

- Free First aid at any time for cuts, bruises, burns, etc. After initial emergency treatment there will be a charge for any follow up services provided.
- Free vital sign check. Between the hours of:
  - 10:00 am-11:00 am
  - 1:30pm-2:30pm
  - 6:00pm-7:00pm.
- Assistance with setting up Home Health and other outside services to meet health care needs.
- Assistance with Eye Drops, Medication Management. (There is a fee for Medication Management based on the complexity and individual need). The cost for service and any supplies will be billed to your monthly statement. See FEES section.
- Treatments as ordered by your doctor such as ice packs, etc. ***if*** we can provide them,
- Services such as removal of stitches or catheters cannot be done by the Wellness Center and must be done through your Doctors or Home Health Services.
- The Wellness response to a Health Emergency in your condominium is included in your monthly association fee.

See the FEES section for any applicable charges.

IT IS IMPORTANT THAT THE FRONT DESK ALWAYS HAS A COPY OF YOUR CURRENT EMERGENCY CONTACT INFORMATION.

Remember to up-date the information sheets you filled out when you moved in to PCC. The Business Office and the Health Center keep the current addresses and phone numbers of individuals that need to be notified in case of an emergency. Update your info with the front office when you change doctors as well as any other pertinent information.

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