

MOUNT VERNON TOWERS NEW RESIDENT FAQs

**While the New Resident Manual is being updated, below is important information for residents and newcomers.

How do I contact the Front Desk?

If you are on the MVT phone system you simply dial zero. Otherwise the MVT direct phone number is 404-255-3534.

How and when may I order meals to be delivered?

You should either call the Front Desk or go to the Front Desk to order your meals for delivery for the following meal periods:

- Breakfast 5:00 AM the day of
- Lunch 9:00 AM the day of
- Dinner 11:00 AM the day of
- Sunday Brunch 9:00 AM the day of

How and when may I make reservations for dinner in the Dining Room?

- To place a reservation for the week ahead (Monday through Sunday) please visit the Concierge Table in the Front Lobby on Fridays. Reservations are taken between 10:00 - 11:00 AM and 2:00 - 3:00 PM.
- **Reservations Times for Sunday Brunch:**
 - 11:30 AM
 - 12:00 PM
 - 12:30 PM
 - 1:00 PM
- **Reservations Times for Dinner:**
 - 4:30 PM
 - 5:00 PM
 - 5:30 PM
 - 6:00 PM

What do I do if I lock myself out of my condo?

All residents are encouraged to leave a copy of their condominium key and their mailbox key in the Lock Box in the Front Office. If you lock yourself out of your condo please come to the Front Desk. If we have a copy of your condo door key, we will check it out to you for temporary use. Please return the key to the Front Desk once you have gained access to your condo. **If we do not have a copy of your key, a member of the staff will let you in if they have the master key.**

- **There will be a \$10.00 charge for this service.**

How do I use the laundry room?

The washers and dryers are token operated. It takes one token each for the washer and dryer. The tokens cost \$1.00 each and can be purchased at the vending machine in each laundry room or you may purchase them at the Front Desk. The washing machines run for 30 minutes and the dryers run for 60 minutes. It is strongly suggested that you do not use more than two washers or two dryers at one time. Also please promptly remove your laundry from the machines. Please clean out the dryer lint trap after each use.

What do I do with my trash and does MVT recycle?

Trash must be placed in small enough garbage bags that will fit down the trash chute. **ABSOLUTELY NO** glass should ever be put down the trash chute. There is a plastic bin to recycle clean, washed out bottles (no lids/caps, no lightbulbs, no broken glass). There is also a plastic bin for newspaper, mail, magazines and cardboard that has **NOT** had direct contact with food. **NO** pizza boxes. Glass that cannot be recycled should be left on the floor of the trash room.

- If you carry your glass items in a plastic bag to the trash room **DO NOT** place the plastic bag into the bin designated for glass. Leave the plastic bag and any lids or tops on the floor.
- If you carry your paper for recycling to the trash room in a plastic bag, **DO NOT** place that plastic bag in the bin designated for paper. You may leave the bag on the floor.

What do I do if I have a Maintenance emergency at night or on the weekend?

Call the Front Desk after regular business hours, Sundays or holidays. Emergency maintenance is defined as 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.

What do I do if I am going to be away from home for several days or longer?

For safety purposes, all residents are asked to notify the Front Desk and their floor representative when they will be away overnight or longer, giving the expected length of their absence. Please notify the Front Desk and your floor

representative upon your return. This will prevent the floor reps and staff from being concerned if they don't see you in the common areas or on your hall. If you are away for an extended period you can accrue/save your meal allocation to use at a later date.

- If a resident is away for at least 7 days, on their return they should see Susan to complete paperwork to accrue meals for the days they were away. This meal accrual balance must be used within 3 months.

Does Mount Vernon Towers provide any transportation?

- Free bus service is provided every Monday and Tuesday for doctor's appointments. The doctor's office must be located within a five-mile radius of MVT.
- You must contact the Front Desk at least 24 hours in advance to schedule your ride.
- The bus departs and returns to the Depot/Library which is located in the basement.
- The morning bus departs at 8:30AM, 9:30AM, 10:30AM and 11:30AM
- The afternoon bus departs at 1:00PM and 2:00PM.
- When you are ready to return from the doctor, please call the front desk or have your doctor's office call the front desk at 404-255-3534.
- The latest that the bus will pick you up is 3:45PM. If you are ready to come home after 3:45PM, call the front desk and they will call a Lyft for you. **There will be a charge for this return trip which will be billed to your account.**
- Check the Towers Talk for the schedule for free bus rides to local banks, grocery stores, drug stores and other shops.
- If you need a ride for medical appointments further than five miles away or for non-medical purposes you may call the front desk and request a Lyft ride. The front desk will let you know when your ride is scheduled to arrive.
- **This is not a free ride. A charge for the Lyft ride will be billed to your account.**

What are the basic rules for the Caregivers of residents?

- Upon hire by residents, all caregivers must register with the Front Desk.
- Caregivers are required to sign in and out at the Front Desk.
- Caregivers must park in the provided parking area located in the upper parking deck. If the caregiver is going to be on duty all day or all night they should not park in the front or on the side of the building.

- Caregivers must abide by all MVT rules and regulations.

Are you in need of the use of a computer or printer?

MVT provides a computer and printer for your convenience. They are in the Depot/Library located on the basement level.

General Information

1. If you are aware that a neighbor or resident has fallen and is unable to get up by themselves, **UNDER NO CIRCUMSTANCES** are you to assist or try to assist the person in getting up. Immediately call the Front Desk. They will either come to your aid or will call 911.
2. If you have chosen the internal MVT phone system you should have received a phone list with the four-digit in-house numbers. But if you didn't choose the MVT in-house phone service there is an in-house phone on every floor located on the table near the double elevator lobby. Dial zero to reach the Front Desk.
3. There is an audio speaker in all condos. Administration uses the speaker to make announcements both for emergencies and non-emergencies. You will hear a series of chimes and then the announcement.
4. For new residents, the Maintenance department provides, at no charge, a one time two hour visit to hang pictures and/or mirrors. Please call the front desk and let them know you have a Maintenance request.
5. MVT provides a neighbor watch program using foam door hanger Buddy Boards. This program is provided for your safety and for everyone's peace of mind. We at MVT want to be sure that you are not injured or incapacitated in your unit unable to notify someone or call for help. Upon request we will provide you a foam door hanger/Buddy Board. Place the Buddy Board outside on your door knob or standing up in your door box prior to retiring for the night. Please retrieve the hanger before **11:00 AM every morning**. Someone from the floor walks the halls each morning to make sure all our residents are safe. If the Buddy Board has not been retrieved by 11:00 AM, we will first knock on your door. If you do not answer, we will try to phone you. If we still can't reach you we will notify the Front Desk and they will have someone enter your unit to make sure you are OK.

FIRE AND FIRE DRILL INFORMATION

PLEASE, Please, please read, and familiarize yourself with this information regarding fire and fire alarms. Keep in an accessible place.

1. You should make note of the two stairwells closest to your unit, one on either side of your condo door. It is suggested that you count and memorize how many doors are between your front door and the stairwell. This is "IN CASE" the hall is filled with smoke and you can't see well. COUNT THE DOORWAYS and remember them.
2. You should also learn the location of the fire alarm pull box and fire extinguisher in relation to your unit.
3. You **should** assume that the alarm sounding is for a fire, best to be safe and follow the directions below.
4. DO NOT USE THE ELEVATOR
5. *** Just because you can't see flames you should still evacuate because smoke can travel many floors and is very dangerous.

** If you see fire and/or smoke and the alarm has not sounded try not to panic. PULL the nearest fire alarm.

- DO NOT try to fight a fire or rescue other residents.

When the fire alarms sound, MVT personnel and the Sandy Springs Fire Department are immediately notified. Alarms will sound on the floor that caused the alarm, the floor immediately above it, and the floor immediately below it.

6. When the fire alarm goes off, **IF YOUR ENTRANCE DOOR IS VERY WARM OR HOT TO THE TOUCH DO NOT OPEN IT!** Make sure your front door is unlocked. Turn on your outside light and go out on your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.
 - Put wet towels and/or sheets around your door to keep smoke out.
 - Dress for appropriate weather conditions.

7. **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, go to the nearest stairwell. If you can't physically open the door by yourself, wait a few minutes to see if another resident will come and help you open the door.
- If you get the door open make sure the stairwell is free of smoke and be sure to use the handrails. If you are physically able you should head down the stairs to the basement, out the door and up to the upper parking deck or go out to the courtyard.
 - If you can't physically get down the stairs just wait in the stairwell for the Fire Department personnel to assist you.
8. If you are unable to open the stairwell door, go back to your unit. Close your front door (do not lock it). Turn on your outside light and go out on your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.

*** If the fire is in your unit, between you and your front door, 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.

Additional Comments

1. You are not required to try to save your neighbors, leave that for the professionals, but you can knock on your neighbors' doors to make sure they are aware of the alarm
2. MVT is a VERY safe environment.
 - We are a fully sprinkled environment
 - a. The sprinklers are located where they're likely might be a heat source incident. All the sprinklers won't activate at the same time. Only the one(s) above the affected area will activate.
 - b. The sprinklers are designed to contain the fire to a certain area but it is possible they may extinguish the fire.
 - There are smoke detectors throughout the building including inside the HVAC.