

MVT NEW RESIDENT FREQUENTLY ASKED QUESTIONS

How do I contact the Front Desk?

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

What is the MVT Emergency Call System?

Every residential unit (including PCC) has several emergency call stations. The Master Station is located near the front entrance way. The Master Station has a small speaker located above the button with a red center. There are Pull Stations (with a pull cord attached) located in the sleeping area(s) and in the bathroom(s) or water closets.

- If you accidentally set off either version of the alarms, **immediately** call the Front Desk to let them know and they will come to reset the alarm. **Or you can reset the alarm yourself, and you don't have to call the Front Desk** (see the directions below). You should try to reset the alarm as quickly as possible so Administration will know they don't need to respond.

To Reset either version of the emergency call stations

- For the Master Station, the one with the red button and the speaker, when you push the red button, a lighted button will pop out to the right of the red button. To reset/cancel the alarm, simply press the small lighted cancel button (that just popped out) located to the right of the red button.
- For the Pull Station with the pull cord. If you accidentally pull the cord, a lighted button located above the pull cord will pop out. To reset/cancel the alarm, simply push the lighted button in.

How do I use the laundry room?

Token operated washers and dryers are located in the Laundry Room on each floor. There are token vending machines located in each of the Laundry Rooms and the tokens cost \$1.00 each. Washers use one token and run for approximately 30 minutes. Dryers use one token and run approximately one hour. If you lose money in the machine or find a faulty machine, please contact the Front Desk immediately. The machines use is on a first come, first served basis. Promptly remove your laundry from the washers and dryers. Do not use more than two washers or two dryers at one time. Please clean out the dryer lint trap after each use. The use of the Laundry Room is for Residents only.

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. Used cat litter should be double bagged and placed in the appropriate plastic bin.

- 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 time are meals served?

- Breakfast Hours: 8:00 a.m. to 9:30 a.m.
- Lunch Hours: 11:30 a.m. with last seating @ 1:00 p.m. Dining room closes at 1:30 p.m.
- Sunday Brunch Hours: 11:30 a.m. with last seating @ 1:00 p.m. Dining room closes at 1:30 p.m.
- Dinner Hours: 4:30 p.m. with last seating @ 6:15 p.m. Dining room closes at 7:00 p.m.
- **HOST STAND PHONE HOURS: 8:00 a.m. – 11:00 a.m. Also 2:00 p.m. – 3:00 p.m. weekdays.**

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.

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.**

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

MVT provides a computer and printer for your convenience in the Depot/Library which is 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 located on the table near the double elevator lobby on every floor. 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 that uses a foam door hanger Buddy Board. This program is provided for Resident's 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.

If your kitchen or condo has filled with smoke because you have burned something on the stove or in the oven **DO NOT** open your front door to get rid of the smoke. Releasing the smoke into the common hall will set off the fire alarm system. Instead, **immediately** call the Front Desk to make them aware of the situation. To clear away the smoke, open your sliding patio door. Turning on the kitchen exhaust fan and any other fans may help.

FIRE AND FIRE DRILL INFORMATION

PLEASE, Please, please read, and familiarize yourself with this information regarding what to do in case of a fire or when the fire alarm sounds. Keep information in an accessible place.

- Make note of the two stairwells closest to your unit, one on either side of your condo door. The Fire Marshall suggested that you count and memorize how many doors are between your front door and the nearest stairwell. This is “IN CASE” the hall is filled with smoke and you can’t see well. COUNT THE DOORWAYS and remember how many doors there are so you can safely reach the stairwell.
- Learn the location of the closest fire alarm pull box and fire extinguisher in relation to your unit.
- DO NOT USE THE ELEVATOR to exit the building.
- 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. If you cannot get to the nearest fire alarm pull box, call the Front Desk.
- 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. *If the fire is on your floor the alarm will sound inside your unit.* You **should** assume that the alarm sounding IS for a fire, best to be safe and follow the directions below.

IF THE FIRE IS IN YOUR UNIT

If the fire is between you and your front door, if possible, activate the in-house emergency call system, either by pulling the cord or pushing the red button. 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 THE FIRE IS NOT INSIDE YOUR UNIT.

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.
- Put wet towels and/or sheets around your door to keep smoke out.
- Dress for appropriate weather conditions.

- 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 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 and either wait for fire personnel to assist you or head down and out.

- When you open the stairwell door make sure the stairwell is free of smoke. Be sure to use the handrails as you descend the stairs. If you are physically able, go down the stairs to the lowest level, out the door and either walk up to the upper parking deck or go out to the courtyard.
- If you can't physically get down the stairs, just wait inside the stairwell for the Fire Department personnel to assist you.
- 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 no one comes then go back to your unit and
 - Leave your front door unlocked.
 - Put wet towels and/or sheets around your door to keep smoke out.
 - Dress for appropriate weather conditions.
 - 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.

Additional Information

1. You are not required to try to save your neighbors, leave that for the professionals. You can knock on your neighbors' doors to make sure they are aware of the alarm.
2. 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 when activated.
3. We are a fully sprinkled environment
 - 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.
 - The sprinklers are designed to contain the fire to a certain area but it is possible they may not extinguish the fire.
 - The smoke detector located inside your condo is very sensitive. Burning toast, bacon, etc., will cause it to sound
4. There are smoke detectors throughout the building including inside the HVAC ducts.