



# Resident Manual Includes Rules & Regulations

300 Johnson Ferry Rd NE

Sandy Springs, GA 30328-4186

Phone: 404-255-3534

[www.mountvernontowers.com](http://www.mountvernontowers.com)

Revised February 13, 2024

# 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 @ 1:30 p.m. Dining room closes at 2:00 p.m.
- Sunday Brunch Hours: 11:30 a.m. with last seating @ 1:15 p.m. Dining room closes at 2:00 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. –2:00 p.m. Monday – Saturday.**

***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?*

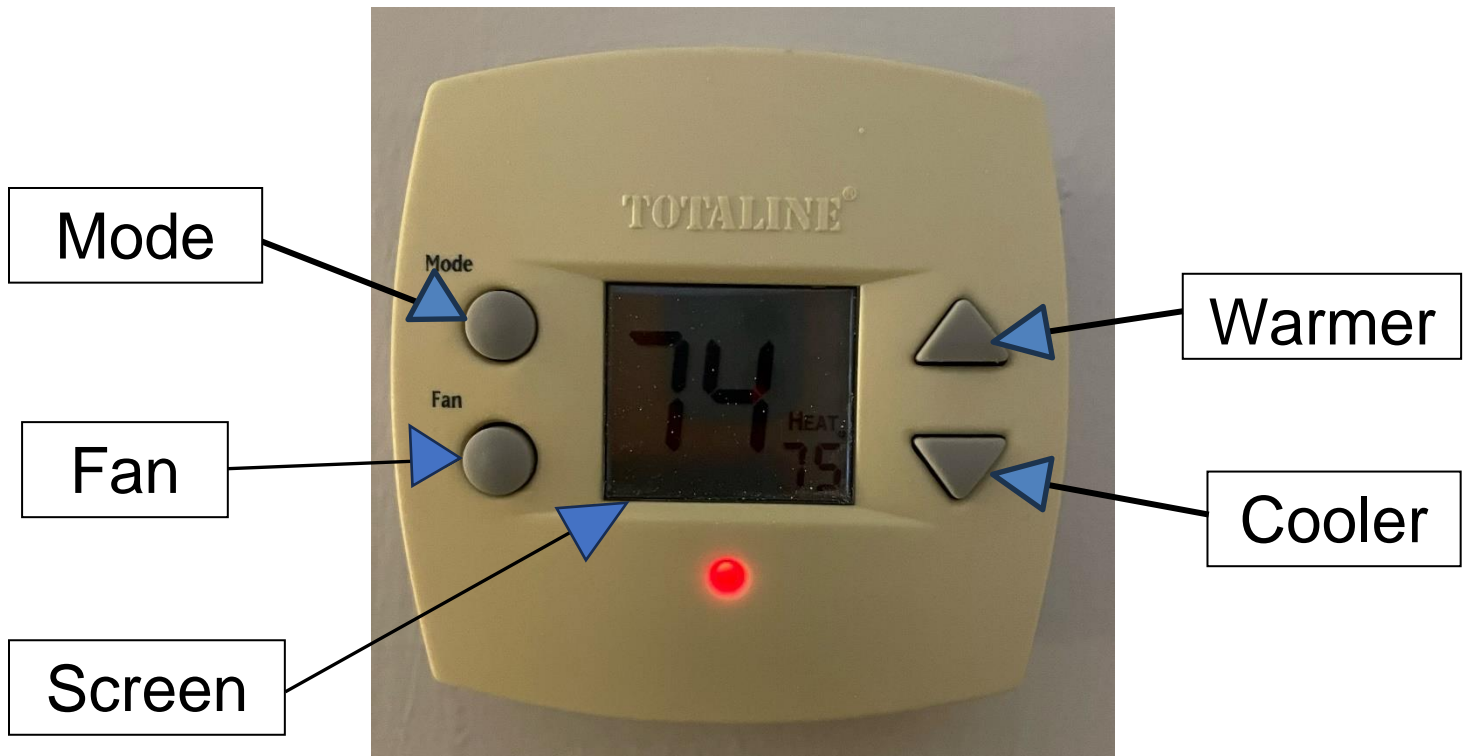
MVT provides a computer and printer for your convenience in the Depot/Library which is located on the basement level.

**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.

# How to use the MVT thermostat



Mode settings will display on the screen. The information on the screen is small and may be hard to see.

Push the corresponding button to change the desired setting.

## Mode Settings:

- Off
- Heat
- Cool
- Auto Cool and Heat – One temperature setting works for both.

## Fan Settings:

- On
- Off

## **FIRE ALARM INFORMATION AND INSTRUCTIONS**

*International Fire Code Table 405.2 states all occupants **MUST** participate in fire drills, even if it is just going to the balcony or stairwell (door). Sandy Springs has a minimum \$1,000 fine for non-compliance with fire drills.*

- 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.
- When the fire alarm has sounded **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. You **should** assume that the alarm sounding **IS** for a fire, best to be safe and follow the directions on the attached sheet.

### **Additional Information**

1. You are not required to try to save your neighbors, leave that for the professionals. You may 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 and are situated so they will provide full coverage. All the sprinklers won’t necessarily 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.

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 and maybe a window. Turning on the kitchen exhaust fan may also help

## **Keep this information in an easily accessible place.**



### **IF THERE IS FIRE IN YOUR UNIT**

- If possible, call the front desk and also activate the in-house emergency call system, either by pulling the cord or pushing the red button.
- If the fire is between you and your front door, dress for the weather, turn on your outside light and go outside on your balcony. Close the sliding glass door behind you and wait for the Fire Department to assist you.



### **WHEN THE FIRE ALARM SOUNDS:**

- Place the back of your hand (so you don't burn your palms) on your front door to check to see if the door is warm or hot. If the door is warm to the touch **DO NOT OPEN IT!**
- If possible, unlock your front door so that Fire Department personnel can reach you.
- Dress for the appropriate weather conditions, turn on your outside light, go out on your balcony and close the sliding glass door behind you. Wait for the Fire Department to assist you or until you hear the all-clear announcement from the Front Desk.



**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 don't see smoke and/or fire in the hallway, go to the nearest stairwell. When you open the stairwell door make sure the stairwell is free of smoke before entering.

- Once you are in the stairwell if you are not physically able to walk down the stairs, wait there on the landing for the Fire Department to assist you. The stairwells are rated for two hours of protection from fire, heat or smoke.
- If you are physically able, be sure to use the handrails as you descend the stairs. Go all the way down the stairs and you will either exit onto the courtyard or to the basement.
- If you exit in the basement then exit the building and walk to the upper level of the parking deck.
- **If you can't physically open the stairwell door by yourself, wait in the hall at the stairwell door for either Fire Department personnel to assist you or you hear the all-clear announcement from the Front Desk.**



**If there is smoke or fire in the hallway.** If possible, leave your front door unlocked. Dress for the appropriate weather conditions, turn on your outside light, go out on your balcony and close the sliding glass door behind you. Wait for the Fire Department to assist you or until you hear the all-clear announcement from the Front Desk.

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 and maybe a window. Turning on the kitchen exhaust fan may also help.

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# 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 is 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 a 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

# Administration

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 Condo Association, Inc. Management

Chairman: Scott Carriere

Vice Chairman: Jerry Bauer

Secretary: Nancy Rogers

Treasurer: Tricia Morris

Executive Director: Rita Malone

## Board of Directors

Jerry Bauer	Resident Owner
Scott Carriere	Non-Resident Owner
Dan Kasal	Non-Resident Owner
Tricia Morris	Resident Owner
Nancy Rogers	Resident Owner
Rita Malone	Executive Director

## Leadership Management

Rita Malone	Executive Director
Susan Robertson	Assistant to the Executive Director
Brianna Hunt	Activities Manager
Rick Weaver	Director of Maintenance
Afoune Remy	Administrator PCC
Damien Ross	Director of Dining
David Bauder	Director of IT

## **The Front Desk, Information Center of the Towers**

The Front Desk is manned 24/7. The Business Office hours are 8:00 a.m. to 5:00 p.m. Monday through Saturday.

Office: 404-255-3534

Fax: 404-847-9251

The business office is located behind the Front Desk and houses the personnel responsible for accounting, activities and human resources.

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

### **Communication Sources**

- Read the Towers Talk, our weekly newspaper, which is published and distributed every Friday afternoon. Social and educational events are described in detail, Residents' birthdays and many items of general interest are included.
- You may also stay informed on what is happening around MVT by watching our in-house Television Channels 1-6 and/or listening to Channel 1-18, for the visually impaired. Access to these channels is available with cable TV provided by MVT.

#### **Channel 1-6**

Channel 1-6 on our satellite TV system provides continuous visual information about upcoming, or changes in, scheduled activities and informative notices.

#### **Channel 1-18**

Channel 1-18 on our satellite TV system provides continuous, audible information, including menus for the day, announcements published in the Towers Talk and any updates or changes in scheduled events.

### **Floor Rep Meeting**

The Residents of every floor select a floor representative. They meet monthly 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. Notes from these monthly meetings are distributed to Resident's door boxes.

### **Copies/Faxes**

- The Front Desk can make photocopies for you. The charge is 38 cents per page for black and white and 50 cents per page for color. 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 can send or receive faxes 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 Mount Vernon Towers fax number is 404-847-9251. We may not be able to scan and send files if they are too large.

### Deliveries by Parcel Services

UPS, FedEx and other delivery services will leave your package at the Front Desk. The Front Desk will notify you that you have a package. Please come and pick up your package. If MVT has to deliver your package you will be charged a fee.

### 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 on the premises, this form will be used to contact family or designated individuals. This form can be acquired at the Front Desk. Please fill out a new form any time contact information changes.

### Grocery Shopping \$35.00 minimum

Submit a grocery list to the Front Desk with the items to be picked up and the facility will send someone to the grocery store to pick up the items. Please make note if you do NOT want substitutions made for your preferred brand. Otherwise, whatever is available will be purchased. These items will be charged to your condo based on the amount of the receipt. The items will be hand delivered to your condo. We do not accept cash as payment. All payments will be billed to your condo.

### 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.**

Example:       Jane Doe  
                  300 Johnson Ferry Rd NE  
                  Unit A101 (A or B + number)  
                  Sandy Springs, GA 30328

- Outgoing mail should be put in the drop box located in the Mail Room.

### 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 must be kept within the confines of the operator's condominium. Unoccupied mobility vehicles may be moved by MVT Staff 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.

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.

Failure to operate the vehicle according to 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.

### Notary

Notary Services are available by appointment only Monday through Friday, 8:30 a.m. to 5:00 p.m. There is no charge for this service. Please call Susan Robertson, Director of Resident Relations, at 404-255-3534 or ext. 3136 to make an appointment.

### Assignment of Parking Spaces

- Management has the sole authority to issue parking spaces. Residents cannot lease, sell, trade, or transfer their space to any individual.
- Management has the authority to transfer a Resident from one space to another at its discretion.
- 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.
- Mount Vernon Towers management has the authority to limit the number of spaces "reserved" for new Residents.

### Postage/Stamps

Postage stamps are available for purchase at the Front Desk during the hours of 8:00 a.m. to 5:00 p.m. daily. The charge will be added to your monthly statement.

### Resident List

A resident list is available at the Front Desk. The list includes the current Residents, their condo number and phone number.

### Security

- The Front Desk is monitored 24 hours a day, 7 days a week. The Front Desk staff constantly monitors the eighty plus cameras in the facility.
- 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.

- Access cards, key fob or verbal permission to enter the building are required 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.
- There is no restriction on entering the doors into the building from the western side or northern interior side of the building (“The Courtyard”).

### Security/Access Cards

Door access 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 access most exterior doors to the building. Residents must either use a security card or fob to sign in for meals in the Dining Room. (They are needed 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.***
- 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 outside of the Library/Depot. Management reserves the right to refuse any such request.
- All card use is monitored. The computer system tracks 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.
- 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.

### Transportation

- Mount Vernon Towers owns and maintains buses 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 buses has the ability to accommodate two passengers that use a wheelchair or electric 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.
- Medical/Dental Appointments – Transportation to 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. To reserve a place on the bus, call the Front Desk at 404-255-3534 or ext. 3106 at least one day prior with the doctor’s name, address and telephone number. 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.

- The bus schedule is published each week in the Towers Talk and is available on channels 1-6 and 1-18 of the MVT satellite TV system. In general, weekly trips are made to banks, dry cleaners, grocery stores, and pharmacies. There is usually no charge for these trips.

# Condo Residence

## Absences from the Facility

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

## 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. Please consult the Director of Maintenance before you upgrade your thermostat to make sure it is compatible with MVT systems.

## Association Fees, Late Fees and Collection Policies

Association fees are set annually by the Board of Directors and are subject to the approval of the Owners at the December Annual Meeting. As required under the Association's governing documents, dues are to be collected by the 11<sup>th</sup> of each month. On the 12<sup>th</sup> day, your account will be considered late. If necessary, negotiations of late HOA fees may be discussed between Owner and Management before payment is due on the 11<sup>th</sup> of each month.

When an account has been declared late, the Unit Owner(s) and any Tenant(s) will be notified and required to reimburse the Association for its time, inconvenience, and overhead in collecting the past due amount described below:

- 10% late fee charge will apply for all invoices not paid by the 12<sup>th</sup> of the month.
- Consecutive 10% per annum interest charge will be applied to the entire outstanding debt until full payment has been received and cleared.
  - A 10% interest fee will NOT be charged for the month the payment is due but will be charged thereafter. Late fees and interest charges are separate items.

Once an account becomes 30 days late, the Unit, Unit Owner(s), and any Tenants(s) will be restricted from the following (for Tenant(s), the Unit Owner(s) will be notified):

- Common area facilities
- Paid storage facilities
- Dining area (one meal allowance has been utilized)
- Participation on any committee
- All activities (including free bus services)
- Any MVT service with a cost associated (TV, laundry service, condo cleaning, paid bus services)

Once an account has become 60 days late, the Unit, Unit Owners(s) and any Tenant(s) will be referred to an attorney or collection agency and will be notified of such an action. As a result, the following may apply:

- Issuance of a collection letter
- Lien placed on property
- Lawsuit filed for foreclosure of property
- Member's account to be billed all fees incurred by an attorney or collection agency

An account that is not current by the Annual Meeting date will NOT have voting privileges. Once the Association receives full payment and is cleared, all privileges will be restored.

Monthly bills are distributed in the Resident's door box by the 4<sup>th</sup> business day of each month. Payment is due upon receipt. There is a \$35.00 or 3% (whichever is greater) charge for all returned checks. In the event a Lessee's check is returned and the fee is not recovered, the Owner will be assessed the \$35.00 returned check fee. Contact Susan Robertson at 404-255-3534 or ext. 3136 if you wish to receive your bill via e-mail or have questions about the charges.

To ensure proper receipt of your payment, place your check in the designated lock box located on the Front Desk.

**Association Fees:**

Studio condo:	\$1,205 per month
One Bedroom Condo:	\$1,279 per month
Two Bedroom Condo:	\$1,573 per month

**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 the 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. 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.

**Cable TV**

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

- Recurring monthly fee: \$75
- One-time installation fee: \$50 per condo
- **Refundable** deposit for regular tuners: \$115 per tuner
- **Refundable** deposit for DVR tuners: \$275

### Candles

Candles are NOT ALLOWED to be used/burned inside the condos. Lit candles present a fire hazard.

### 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.

### 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 mailbox key with the Front Desk where they will be stored in the Lock Box. If you want to opt out of leaving a key at the Front Desk, please ask for and complete the master key waiver available at the Front Desk.
- 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 you are on master. There is a \$10.00 charge for this service.** 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.
- We cannot open your mailbox 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 we prefer you to use. You may contact the Director of Maintenance for this information.
- 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 Call Stations

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.

- For Residents of Independent Living the **only time** you should use the Emergency Call System is (1) if you have a medical emergency or (2) if there is a fire in your unit and the fire is between you and your front door.
- If you pull or activate the Emergency Call System a MVT employee will call your unit to make sure you are OK. If you do not answer the phone, 911 will be called immediately.
- 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 directions below). If you reset the alarm quickly enough, then Administration will know they don't need to respond.
- PCC Residents will be given separate usage instructions for your Emergency Call System upon move-in. All the PCC sleeping areas have a "master station" that works the same way as those in independent living but instead of being located on the wall they have a cord with a button at the end for use in bed, similar to what is used in hospitals. All the water closets have Pull Stations. There is also a corridor light above the door which turns on to notify the staff that the system has been activated.

### To Reset Either Version of the Emergency Call System

- 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.

## Employees of Residents

To help Mount Vernon Towers maintain a safe and secure facility for its Residents in need of outside caregivers, housekeepers, therapists, etc. the following rules have been established:

- Upon hire by Residents, all employees must register with the Front Desk.
- Employees of Residents are required to sign in and out at the Front Desk. They should record their name, condominium number and Resident's name where they will be working.
- Employees must register their vehicle with the Front Desk.
- All Resident's employees must park in the provided parking areas located in the upper deck parking lot.
- Failure to comply with these policies shall result in suspension of the employee and a fine of \$75 to the Resident.
- If a Resident's employee is found to be parking illegally, Mount Vernon Towers has the right to tow the vehicle at the vehicle owner's expense.

### In-Residence Loudspeaker

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.

### Insurance-Liability

- To insure a fiscally secure environment for all Mount Vernon Towers Residents, all Residents shall be required to maintain a minimum \$750,000.00 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 fine thereafter.
- Renter's insurance is recommended. Please check with the Owner of your unit to see if they require you to carry insurance. You should contact your agent to understand if you have a need.

### Internet

Wireless Internet is included in the monthly Association Fees.

### Meal Allowance

Each unit has a monthly meal allowance that may be used in any combination of breakfast, lunch, and dinner. 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". Unused Meal Allowance does not roll over.

- The dollar amounts are as follows:

Studio	\$129.00
1 Bedroom	\$138.00
2 Bedroom	\$168.00

### Meal Accrual Plan for if you are away for an extended time

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. **To qualify for the provisions of this policy:**

- 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 an illness or accident this provision is waived. Any other reasons for waiver requests must be approved by the Executive Director.
- Upon your return you must sign in at the Front Desk verifying that you have returned.
- The Director of Resident Relations will inform you of the meal credit you accrued. 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.
- The meal credits must be used in the following three months based on the time that you were away.

### Meal Charges

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

<u>Residents/Guests</u>	
Breakfast	\$8.00
Lunch	\$8.50
Dinner	\$11.00
Sunday Brunch	\$12.50

- A charge of \$2.00 for guests will be charged in addition to the cost of the meal. This fee is not deducted from your meal allowance and will appear on your monthly invoice.
- Meal delivery to your condo is available at \$3.00 per meal. This fee is not deducted from your meal allowance and will appear on your monthly invoice.

### Move In/Move Out Procedures

Hours: 9:00 a.m. - 4:00 p.m. Monday through Saturday

- Schedule the date and time of your expected move with Susan Robertson, the Director of Resident Relations. One week's notice is **required** to reserve a time period for your move.
  - Do NOT expect to be granted the move in or out if it is not scheduled in advance.
  - There is a \$75 charge for moving in or out. This fee will appear on your bill and will be paid to the monitor.
  - Additional fees will be assessed for all moves lasting over three hours.
  - **Residents are responsible for removal of all moving boxes from the facility.**
  - A designated Resident will be responsible for monitoring all moves so that our building is not compromised. The monitor will supervise the move by controlling the elevator and attending to any boxes or other items that are in transition from the lobby to the condo. The monitor will not assist with lifting or carrying any items.
  - The moving monitor must sign in with the Director of Resident Relations to receive the key for the moving elevator (#3).
  - 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. Any exception to this must be approved by the Executive Director or the Director of Maintenance.
  - Use only the moving elevator (#3) which is the padded elevator located in the center of the building for the move.
  - You may not use both elevators.
  - Once completed, the moving monitor must sign out at the Front Desk and return the elevator key.
- \*\* 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.

### Neighbor Watch Program

New Residents who want to participate in our neighbor watch program will receive a “buddy board” when they move into the Towers. Please hang your “buddy board” 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 “buddy board” is in or out. If your



“buddy board” 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 and they will call 911 to come to investigate.

### New Resident Processing Fee

New Residents will be charged a one-time administrative processing fee of \$250.00. This will be applied to your first monthly bill.

### 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 their appointee.

### Parking

- Every condominium unit Resident that maintains and uses an automobile on an active basis may be assigned one reserved parking space in the covered garage if there is one available.
- As spaces are limited you may be placed on a waiting list before you are actually assigned a parking space.
- Contact the Susan Robertson at the Front Desk to be placed on the list for a reserved, covered parking space. The Resident must provide a valid and current Vehicle Registration receipt (License Tag), a valid insurance card or a copy of the declarations page from the insurance policy all 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.
- Please do not park in a parking space other than the one you have been assigned.
- Residents who own or lease a car not kept at Mount Vernon Towers on a permanent basis will not be assigned a reserved parking space.

### Pest Control

The monthly association fee includes pest control service for your condominium. The schedule of once-a-quarter service is posted in the Tower Talk. 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.

- Pet ownership is limited to 1 pet per residence. Either one dog or one cat. Dogs may not weigh more than 20 pounds.
- Pet owners must complete a Pet Application Form with a current pet photo attached **before** occupying the unit.
- At registration every pet owner shall provide Mount Vernon Towers:
  - their Veterinary's name, address and telephone number

- proof of recent up to date immunizations and the weight of the animal. This information will need to be updated annually.
- provide the name, address and telephone number of a designee in the event the owner is unable to care for the pet.
- 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.
- No pet shall be a nuisance to any Resident or visitor. No pet may jump on people, 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.
- Pets shall not be kept, bred, or used for any commercial purpose.
- 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 must be confined to the pet owner's unit and must not be allowed to roam free or be tethered. Pets must not be left unattended on patios or balconies. Pets in transit are to be carried, restrained by a leash no longer than a 3-feet, or placed in an animal carrier.
- Pets must be on a leash at all times (no longer than 3 feet), except during the appropriate NO LEASH times in the dog park. The leash must be held by the pet Owner/caregiver at all times.
- Pets are allowed in the common areas except in the service center building, swimming pool area, and the courtyard. The area defined as the service center building includes the Corridor Connector Building "A", to the front lobby, back lobby, dining room, mailroom, magnolia room, azalea room, and sunporch. The service center also consists of all halls to and from a particular area.
- Pet owner/handlers shall not use the washers and dryers located in the common area laundry rooms to launder pets' bedding, toys, blankets, etc.
- Used cat litter should be double bagged and placed in the designated plastic bin located in the trash room.
- Pet owners are responsible for any damage caused by their pets, in any area. Including chewing furniture or soiling the carpet. The owner will be responsible for the costs of cleaning the area or repairing the damage.
- A violation of any of the above policies can result in a \$25 fine per occurrence to the Resident. 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.
- **Non-resident pets are not allowed in the facility or on the grounds.**

### 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 at 404-255-3534 or ext. 3106 for information.

One 4 x 4 x 8 rental locker	\$25/month
One 4 x 8 x 8 rental locker	\$40/month

- 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 condominiums and lockers, whether vacant or occupied.
- 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.
- Lockers cannot be sold from one condominium to another.
- 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 Director of Resident Relations 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.
- 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.
- There are a limited number of larger lockers available to rent.

### Telephone Service

- If you choose to get the Mount Vernon Towers telephone system the monthly charge is \$27.50.
- There is a one-time \$40 installation fee.
- Long Distance calls are charged at \$.03 per minute.
- You may choose to use a different company to provide your telephone service.

### Trash/Garbage Disposal and Recycling

- A Trash Room is located near the Laundry Room on each floor. It is the Residents' responsibility to follow these rules and ensure that anyone working for them is also aware of the following rules.
- All trash and garbage put down the trash chute must be tied in plastic bags and be small enough to fit down the chute (regular kitchen trash bags or grocery store plastic bags work well). Do not place unwrapped sanitary items including diapers down the chute. These items should be securely bagged before being placed in the chute.
- The following items may be placed in the Paper Recycle bin
  - Newspapers, magazines and catalogs
  - Mail
  - Shredded paper NOT in plastic bags
  - Small cardboard boxes (NOTHING that has had direct contact with food) with wax or plastic inserts removed
  - NO pizza boxes, leave them on the floor in the trash room
  - Larger cardboard boxes flattened if possible and placed behind the PAPER/CARDBOARD container.
- **ABSOLUTELY NO** glass should be placed down the trash chute.
  - Rinse glass bottles and jars and place them in the glass recycle bin. Remove caps or

- lids.
- Any other glass items, light bulbs, etc. should be left on the floor of the trash room for pick up by Maintenance
  - Used cat litter should be double bagged and placed in the designated plastic bin located in the trash room.
  - Any items that don't belong in the recycle bins or are too large to fit down the trash chute, should be left on the floor in the trash room for Maintenance to pick up.
  - You may take disposable batteries to the Front Desk for recycling.

# Common Area

## Building Access for Guests, Vendors and Employees of Residents

At an exterior door with an intercom, push the button to activate the speaker; then 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 will activate the system to open the door. The door closes and locks automatically.

## 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. The desk may print some items for you (fees will apply).

- The area outside each elevator on all floors is reserved for the sole use of the Floor Reps.
- The only notices allowed to be posted in each floor's Laundry Room are those of sponsored MVT activities. No posting of help offered, items/condos for sale, etc.
- No notices are to be placed inside the elevators as that is reserved for official MVT information.
- You may post help wanted, help offered or items/condos for sale on the bulletin board in the Mail Room.

## 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.

## Dog Park Rules

- NO visiting dogs are allowed inside the dog park.
- Pet owners or handlers shall be responsible for prompt removal of solid waste. There is a sack dispenser/waste disposal station inside the dog park.
- 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.

## Guest Suite

One guest suite is available, Studio A-606. The unit has a queen bed and queen sofa sleeper. The charge is \$150.00 per day including breakfast, payable at the time of check out, or the charges may be billed to the Resident's monthly statement. Check out time is 11:00 a.m. Call the Front Desk at 404-255-3534 or ext. 3106 to make a reservation.

***Please ensure your guests are informed of the following....***

- The Guest Suite is #A606
- Phone number to reach the guest suite: 404-255-3534 ext. 5606
- Check in time 3:00 p.m.
- Check out time 11.00 a.m.

- Please park your car 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 meal delivery service from the dining room by dialing 0 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 inside the facility or on the grounds.**

### 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 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 see some mishap which requires housekeeping services, such as broken glass in an elevator lobby, spilled drinks on the floor or carpet, a shortage of paper products in a restroom, etc., please call the Front Desk and Housekeeping will be notified.

### 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.

### 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 their appointee and is subject to a \$25 charge.

### 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.

### Prohibited Parking

- 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.
- 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.)
- There is no parking along any curbs of the facility except in designated spaces. Parking is not allowed on the curb closest to the "A" building. **Parking in the back of "B" building is for loading and unloading supplies only. No car may be left there unattended.** Parking is not allowed on the curbs at the entrance. Only emergency vehicles may park under the cover at the main entrance.
- Illegal parking in spaces reserved for handicapped individuals will result in a fine of no less than \$100 and no greater than \$500 per incident.

### Thirty Minute Parking

There is a 30-minute limit for parking on the circle. Parking "on the circle" directly in front of the Administrative Offices is reserved for people who need to conduct business with the business office, for picking up Residents and visitors, for picking up or dropping off mail and for deliveries. Residents, employees of Residents or visitors that violate this policy are subject to a \$75 fine for each violation. All violators are also subject to towing.

### 3 Hour Parking

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.

### Long Term Parking

Anyone whose stay will exceed 3 hours must park on the upper deck behind the "B" building. This includes Residents who have no assigned parking space, Residents' visitors, health care providers, service providers, delivery persons, employees and contractors. These spaces are not to be used for long term parking by Residents that have an assigned parking space in the garage or who are waiting for an assigned parking space. Residents, employees of Residents or visitors who violate this policy are subject to a \$75 fine for each violation. All violators are also subject to towing.

### Parking Policy Enforcement

- Mount Vernon Towers reserves the right to tow any vehicle that is parked in violation of these policies.
- 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.

### Live Plants

- NO living plants are allowed to be placed on the floor in any of the common areas.
- Live plants may be placed on tables or plant stands in the common areas and they **MUST** have a plant saucer or tray under the plant to prevent run-off.

### Pet Rules

- Pets are allowed in the common areas except in the service center building, swimming pool area, and the courtyard. The area defined as the service center building includes the Corridor Connector Building “A”, to the front lobby, back lobby, dining room, mailroom, magnolia room, azalea room, and sunporch. The service center also consists of all halls to and from a particular area. 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 feet.
- 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.
- Pet owners/caregivers shall be responsible for promptly removing, and properly disposing of solid waste from the exercise and toileting area. There are three-sack stations, North, East, and West, to remove pet waste.
- 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, including the rear exits.

### Pool Rules and Information

1. Before swimming, please read the information posted on the signs at the pool. All users of the pool are expected to comply with the regulations.
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, under the age of 14, must be supervised by an adult at all times.
4. Please do not let children dominate the pool at the expense of the Residents and guests.
5. Please make sure the children are well behaved while at the pool.
6. No running is allowed!!
7. NO glass is allowed inside the pool area.
8. Gates to the pool must be kept closed at all times. This is very important! It is necessary that you manually close the gate and please do not let the gate slam shut!!
9. Pool hours are 8 a.m. to dark every day that the pool is open.
10. No diving please. The pool is too shallow!
11. Only swimwear is allowed in the pool. Please, no shorts, cutoffs, or street clothes.
12. No pets are allowed inside the fence surrounding the pool or inside the pool.
13. Please do not put tanning oil on and go into the pool. The oil can cause problems with the filtering system.
14. No lifeguard is on duty. Swim at your own risk.



15. Maximum capacity of the pool is 50 people.
16. No one is permitted to use the pool that has a communicable illness, infection or has an open cut or blister.
17. Please no loud, boisterous talking, music or noise. No rough play is permitted.

**Thank you for your cooperation with these policies.**

### **Shopping Carts**

Mount Vernon Towers supplies small shopping carts and bellhop carts for use by our Residents, their guests and family members. These are not for use by contractors to move tools or supplies. Please return all carts to the basement.

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

All Residents, family members, employees and guests of Residents should be made aware that the entire Mount Vernon Towers common areas, both interior and exterior, 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 at 404-255-3534 or ext. 3106.

### **Vending Machines**

Soft drink and snack machines are located behind the double doors in the hallway near the employee entrance of the Service Center.

# Dining Service

## Dine-In Service

**Breakfast Hours: 8:00 a.m. to 9:30 a.m.**

**Lunch Hours: 11:30 a.m. with last seating @ 1:30 p.m. Dining room closes at 2:00 p.m.**

**Sunday Brunch Hours: 11:30 a.m. with last seating @ 1:15 p.m. Dining room closes at 2:00 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. –2:00 p.m. Monday – Saturday.**

- A communal table will be available if you don't have a group you are sitting with or want to meet new Residents.
- We ask that you please DO NOT bring your to-go containers to the dining room for Sunday brunch or while offering the Chef's Table as our dinner menu.
- You are more than welcome to bring your own favorite beverage to dinner.

## Delivery Service

- Delivery service is available for all meals, Breakfast, Lunch, Dinner, and Sunday Brunch.
- There is a \$3.00 meal delivery charge which will be on your invoice and not be deducted from your monthly meal allowance.
- For delivery, please contact the Host Desk at 404-255-7246 or ext. 3128 to place your order for the following meal periods.
  - Breakfast                      The day before
  - Lunch                              9:00 a.m. the day of
  - Dinner                              11:00 a.m. the day of
  - Sunday Brunch              9:00 a.m. the day of

## To-Go Service

- To order to-go service for breakfast, lunch or dinner please call the Host Desk at 404-255-7246 or ext. 3128 to place your order. This service is not provided for Sunday brunch.
  - Breakfast                      The day before
  - Lunch                              9:00 a.m. the day of
  - Dinner                              11:00 a.m. the day of

## Dress Code

Dress code is business casual. Acceptable attire includes for women, dresses or skirts and for everyone, slacks, jeans, sweaters, casual tops or button downs (long or short sleeved), polo shirts or T-shirts. Please do not wear tank tops, undershirts, bathrobes, swimsuits or other swim wear, flip flops, ball caps or hats.

- Shorts are allowed at breakfast or regular lunch service only.

### MVT Special Dinner Events

These are themed dinner parties, typically close to a holiday or annual celebrated events such as Mardi Gras or the Kentucky Derby.

### Private Party or Special Event

MVT offers the option for Residents to host a private party or event. To reserve the space contact Brianna Hunt, Activities Manager, at 404-255-3534 or ext. 3110. Once space has been scheduled Lisa will connect you with the appropriate parties should there be a contract needed.

### 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 in December to all of the non-management staff throughout MVT to show our appreciation for their hard work. An employee may be terminated if they are found to have accepted tips from a Resident.

### Wheel Chairs, Power Chairs, and Walkers

Dining services ask that you park your wheelchair, 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 wheelchair, power chair or walker for you once you have been seated. Only wheelchairs (manual or powered) that can be pulled up to a table are permitted during meal times.

# Activities

Mount Vernon Towers is very proud of its robust activities program. A monthly activities calendar that outlines all of the activities for the month is distributed at the end of each month for the upcoming month. Activities are also advertised in the weekly Towers Talk and on Channels 1-6 and 1-18 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 activity's office. Call 404-255-3534 or ext. 3110 or you can email Brianna Hunt, the Activities Manager, [bhunt@mountvermontowers.com](mailto:bhunt@mountvermontowers.com).

## 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 channels 1-6 and 1-18 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 must be made by signing up on the clipboards located outside the mail room.

## Activity Transportation

Residents will be assessed a charge for special bus outings such as to theaters, restaurants, malls, and museums. The charge will appear on their monthly bill.

- **Activities Transportation Fee:** \$5 - 10 depending on the trip
- **Overnight or Special Trips:** The charge will depend on the specific trip.

## Activity Types

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

- Entertainers of all sorts and speakers are at The Towers many times a month.
- Fitness opportunities 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, Rummikub etc.), and Trivia are played throughout the week. Games are played in various locations of the building.
- There is a library in the lower level of the "B" building that has many books and puzzles available. (The Library is also called The Depot.) There are many more puzzles located in the game room which is located across the hall from the Library/Depot.
- On occasion movies are shown in one of the larger meeting rooms or on one of the in-house cable TV channels.
- There is a public computer and a printer located in The Library/Depot in the lower level of the "B" building. They can be used to search 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. For further information check out the monthly calendar, Towers Talk, channels 1-6 or 1-18.

# Local 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.fbcсандыспрингс.org/](http://www.fbcсандыспрингс.org/)

Mount Vernon Baptist Church  
850 Mount Vernon Highway, NW 404-255-3133

[www.mvbchurch.org](http://www.mvbchurch.org)

## Catholic

Saint Joseph Maronite Catholic Church  
6025 Glenridge Drive 404-525-2504

[www.sjmcc.org](http://www.sjmcc.org)

Saint Jude the Apostle Catholic Church  
7171 Glenridge Drive, NE 770-394-3896

[www.judeatl.com](http://www.judeatl.com)

## Christian Science

First Church of Christ, Scientist  
150 15th Street, NE 404-892-2909

<https://christianscienceatlanta.com>

## Disciples of Christ

Sandy Springs Christian Church  
301 Johnson Ferry Road, NW 404-256-2582

[www.sandvspringsec.org](http://www.sandvspringsec.org)

## Episcopal

Holy Innocents' Episcopal Church  
805 Mount Vernon Highway, NW 404-255-4023

[www.holvinnocents.org](http://www.holvinnocents.org)

## Jewish

Congregation B'nai Torah  
700 Mount Vernon Highway, NE 404-257-0537

[www.bnaitorah.org](http://www.bnaitorah.org)

Temple Emanu-El  
1580 Spalding Drive 770-395-1340

[www.templemanuelatlanta.org](http://www.templemanuelatlanta.org)

Temple Sinai  
5645 Dupree Drive 404-252-3073

[www.temple Sinaiatlanta.org](http://www.temple Sinaiatlanta.org)

## Latter Day Saints

Church of Jesus Christ of Latter-day Saints  
6450 Barfield Road, NE 770-393-3698

[www.lds.org](http://www.lds.org)

Lutheran

Rivercliff Lutheran Church  
8750 Roswell Road 770-993-4316

[www.riverclifflutheran.org](http://www.riverclifflutheran.org)

Methodist

North Springs United Methodist Church  
7770 Roswell Road 770-396-0844

[www.northspringsumc.org](http://www.northspringsumc.org)

Saint John United Methodist Church  
550 Mount Paran Road, NW 404-255-1384

[www.stiohnlanta.org](http://www.stiohnlanta.org)

Sandy Springs United Methodist Church  
86 Mount Vernon Highway 404-255-1181

[www.ssumc.org](http://www.ssumc.org)

Presbyterian

Church of the Redeemer  
5185 Peachtree-Dunwoody Road, NE 678-298-1150

[www.redeemeratlanta.org](http://www.redeemeratlanta.org)

Mount Vernon Presbyterian Church  
471 Mount Vernon Highway, NE 404-255-2211

[www.mvpchurch.org](http://www.mvpchurch.org)

Unitarian Universalist

Northwest Unitarian Universalist Congregation  
1025 Mount Vernon Highway, NW 770-955-1408

[www.nwuuc.org](http://www.nwuuc.org)

# Housekeeping Services

As a part of the community services, Mount Vernon Towers maintains and cleans the public spaces, common areas and outside perimeter areas to keep our community looking beautiful. We ask our Residents to do their part to help maintain our community and keep it looking clean.

MVT Housekeeping Department's schedule is 8:00 a.m. until 5:30 p.m. Monday - Saturday. The department is overseen by the Housekeeping Supervisor, who reports to the Executive Director. The Housekeeping Supervisor oversees the other employees that maintain the overall cleanliness of the public space/common areas. Any issues or requests that need to be addressed concerning housekeeping should be directed to the Front Desk at 404-255-3534 or ext. 3106.

- Our Housekeeping staff can provide total condo cleaning or a la carte cleaning services to Residents to help make living at MVT easier and allow life to be more enjoyable.
- To get a list of the a la carte pricing or make an appointment for any of these services call the Front Desk at 404-255-3534 or dial ext. 3106 and tell them the services of interest. A request will be sent to the Housekeeping department and someone will reply with available times and dates to schedule the work.
- You are welcome to engage an outside cleaning service.

## Condo Cleaning By Housekeeping Department

MVT offers condo cleaning services at competitive pricing.

- A condo cleaning requires contacting the Front Desk at 404-255-3534 or dial ext. 3106 to make an appointment.
- Housekeeping will respond the following day and provide available dates/times
- An inspection of the condo will be done first to determine the scope of work and the charges. While there are set prices for condo cleaning the initial cleaning may require more work.
- You can book one-time condo cleanings or regularly scheduled condo cleaning by calling the Front Desk.

## Condo Cleaning Pricing

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

## Condo Cleaning May Include

- **KITCHEN AREA:** Clean all counter tops, appliance surfaces, kitchen sink and wipe down the front of cabinets. Sweep and mop floors. Trash will be emptied and bags replaced.
  - *The service does not include oven cleaning, refrigerator cleaning or waxing of the floor.*
- **BATHROOM:** Clean the sink, faucet & mirrors, toilet bowl, scrub the tub, tile, shower doors & curtains, wipe down cabinets and mop the floors.

- *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 wash the floors
  - *The service does not include 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 fireplace mantel, baseboards & ledges.
  - *The service will not remove delicate nick knacks or clear overcrowded surfaces.*
- **BEDROOM:** Straighten up the room, make bed, and put clothing in a laundry basket.
  - *This service will not include changing of sheets*
- **BALCONY/PATIOS:** Sweep the balcony/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.*

### Laundry Service

Laundry service is available Tuesdays, Wednesdays and Thursdays. To schedule laundry service, call the Front Desk at 404-255-3534 or ext. 3106 at least 24 hours before you want your laundry done. Leave the bag of laundry outside of your condo by 6:00 a.m. and it will be picked up, washed, dried, folded and returned. The charge for this service is \$1.25 per pound with an additional \$4.00 convenience fee. The laundry bag is weighed to determine the charges. Ironing is not included in this service.

### Ironing Service

Ironing service is available Tuesdays, Wednesdays and Thursdays. To schedule items to be ironed, call the Front Desk at 404-255-3534 or ext. 3106 at least 24 hours before you want the service done and leave the items outside the condo by 6:00 a.m. the next morning. Your laundry will be picked up, ironed and returned. This service does not include washing. The charge for this service is \$2.00 per article of clothing. If you want your articles returned on hangers, specify that in your work order and include the hangers with your items.



# Maintenance

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

- A work order must be filled out in order to have the requested work done. Stop by or call the Front Desk at 404-255-3534 or ext. 33106 and have a work order filled out. Please do not stop a Maintenance employee in the hallway and ask for work to be done. All service is on a first come, first serve basis, except in an emergency.
- If you know that you are not going to be at home for your maintenance appointment, 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 perform the work in the condo if you are not home and want work done while you are out.
- Maintenance labor is billed to the Residents at \$20 per hour for services not included in the monthly association fee. There is a half hour minimum charge.
- Non-Emergency labor after normal business hours will be billed at \$35 per hour with a minimum charge of one hour.
- At initial move in, maintenance personnel will assist with hanging mirrors and pictures one time at no charge, for up to two hours.

## Requests for Emergency Maintenance Work to be Done

- If you have a Maintenance emergency at any time including weekends and Holidays call the Front Desk at 404-255-3534 or ext. 3106.
- 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.

## In Condo Washer/Dryers

- All installations must meet current code requirements for plumbing and electrical.
- Installations must be inspected by the MVT Director of Maintenance before they are covered.
- All installation costs and purchase of the washer and dryer are the responsibility of the Owner.
- A monthly fee of \$10.00 will be added to your invoice for the additional water, sewer and electricity per Article V Number 3 of the condominium declarations.

## Systems/Items Covered in Monthly Association Fee

- **Standard** kitchen appliances including refrigerators, dishwashers, ranges, and garbage disposal will be repaired or replaced at Mount Vernon Tower's discretion. There may be fees associated with changing appliances.
- Batteries will be changed or the smoke detector will be replaced for the one smoke detector located near the emergency call and fire alarm speaker. There may be a fee for any additional smoke detectors.
- Heating, air conditioning and standard thermostat repair or replacement.
- 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.

### These Items are the Owner's responsibility

- All interior wiring, devices, fixtures, breakers, faucets, shower valves, supply lines, etc. are the condo Owner's responsibility.
- Resident washers/dryers, upgraded appliances and fixtures. Cosmetic damage or repair of equipment, appliances or fixtures subjected to negligence or abuse by Resident or guest.
- Air ducts and registers

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

Maintenance work not covered by the monthly association fee will be billed for Maintenance labor at \$20.00 per hour with a half hour minimum. IT Labor will be billed \$25.00 per hour with a one hour minimum.

- Assembly or set up of new and replacements items or furniture
- Charge battery in electric cart or scooter
- 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)

### Condo 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. The following rules must be followed with respect to any renovations to a condominium:**

- Prior to beginning **any** renovations, the Owner must complete the forms that can be found either in the Contractors Manual which can be found on the MVT web site or pick up a copy from the Front Desk. The Owner will also need to meet with the Director of

Maintenance. All construction plans must be submitted to Mount Vernon Towers for review PRIOR to construction beginning; this is all inclusive.

## Personal Care Center/PCC

One of the many amenities offered at Mount Vernon Towers is a Personal Care Center located above the service center. It offers a warm and inviting setting for individuals who need additional personal care after surgery, during rehabilitation, giving your personal caregiver a much-needed break or whenever a 24/7 in-home caregiver is just not an option. Our Personal Care Center is offered to our independent living seniors, but you do not have to live at Mount Vernon Towers to take advantage of this amenity. This area can be accessed via the elevator located between the dining room lobby and the sun porch.

Personal services include assistance or supervision with the activities of daily life such as self-administered medication, ambulation and transfer, eating, bathing, grooming, dressing, and toileting. The Mount Vernon staff also provides housekeeping, laundry service, assistance writing letters, shopping, and using public transportation. Every residence has a bed, bedding, water closet, lavatory, and TV. Some residences have individual showers for additional privacy. The residences can be fully furnished so all you need are the personal items you enjoy.

The ideal Resident is a person who can move from place to place by walking, either unaided or aided by prosthesis, brace, cane, crutches, walker, or handrails, or by propelling a wheelchair. Residents must be able to respond to an emergency by evacuating with minimal human assistance, other than the personnel guiding a Resident to an exit, using the normal means of egress. Each Resident will receive a personal assessment to determine the best approach to accommodate their personal needs, whether a medication regimen or simply the best way to ensure you can move freely and thrive in your home and on our campus.

Our kind and helpful staff includes an Administrator and caregivers who are available 24/7. All our caregivers and staff members have had criminal background checks and have been certified to provide personal care services. Most staff have hospital and other previous healthcare experience. We have also partnered with a notable wellness group which provides us with visiting medical professionals such as medical doctors and a dentist. Our mission is to provide respect, dignity, and gentle care to any Resident always, whether your stay is for days or months and to ensure your visit will be a comfortable, engaging, and happy experience.

The entire staff at Mount Vernon Towers works hard to provide fun and laughter as well as a sense of community for everyone. Activities such as concerts, games, special events, and faith services are available to each Resident. Another key goal is to promote physical, mental, and social well-being. Residents in our Personal Care Center enjoy three meals a day and snacks in the afternoon. Additionally, Residents are encouraged to participate in many of the activities that are available to our Residents who live independently in the Towers. Examples are the swimming pool, fitness center, and games such as cards, puzzles, and board games. Personal Care Center Residents may participate in many other social activities including community outings.

For more information or to make an appointment for a tour please call Afoune Remy, the Administrator of the Personal Care Center at 404-255-8001 or dial ext. 3113.

**Other Services provided to Mount Vernon Towers Residents by the PCC**

\*\*Any costs associated with treatment will be billed to your monthly statement.

- Medication Management. (There is a fee which will be based on the complexity and individual need).
- Blood sugar check. (Resident must provide his/her own equipment) \$5.00
- Eye Drop Assistance FREE
- Vital Signs Check daily FREE
- Oxygen Tank loan while personal equipment is empty or not working \$35/tank
- Free First aid at any time for cuts, bruises, burns, etc. in the PCC. After initial emergency treatment there will be a charge for any follow up services provided.
- A Podiatrist and a Dentist visit on a quarterly basis. To make an appointment call 404-255-8001 or dial ext. 3113. You will need to provide your medical insurance information.