

City Heights Condominium Association

2010/2011 Resident Handbook

Welcome to City Heights!

Please take time to review this Resident Handbook thoroughly. It has been developed for City Heights by Homeowners and approved by the Board of Directors. This is a reference tool designed to assist you in using the facilities and understanding the rules and regulations governing the Association. It is intended to be used in conjunction with the Association's Declaration and By-Laws.

This 2010/2011 Resident Handbook supersedes and takes precedence over any other guidelines or handbook previously published. This Handbook is issued pursuant to the Condominium's Declaration and By-Laws, the Georgia Condominium Act and the Georgia Not For Profit Corporation Code.

If you require additional information or clarification on any of the contents contained in this Handbook please contact the Community Association Manager.

Important Notice: This handbook contains policies and procedures as adopted by the City Heights Condominium Association Board of Directors as agreed via Board Resolution June 1, 2010. This handbook will be updated and maintained under the control and authority of the board of directors.

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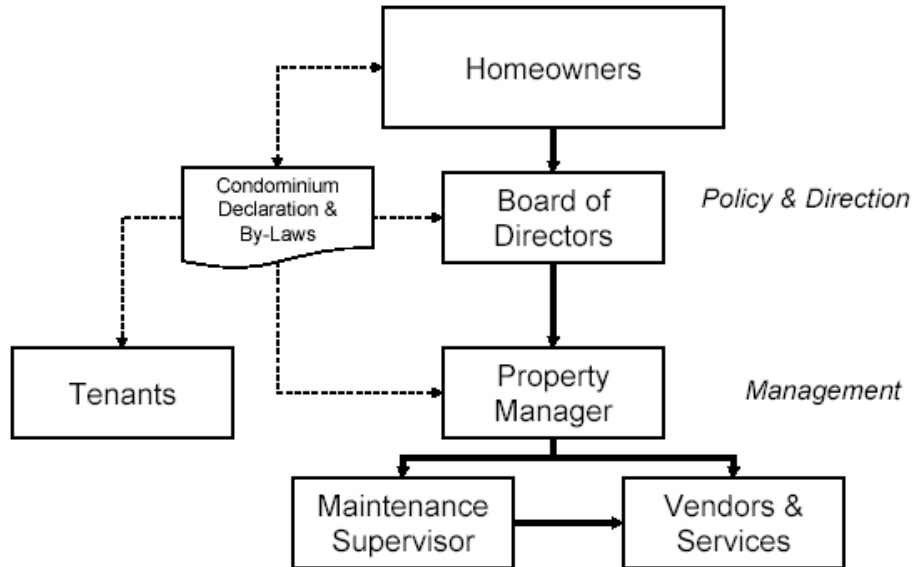
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Homeowners Association



The Homeowners of City Heights have established an organization that is designed to meet the legal requirements of the Condominium Declarations and By-Laws, establish a quality living experience and support a sound financial investment.

Residents – the people who live at City Heights, both Homeowners and Tenants.

Condominium Declaration & By-Laws – these documents establish the legal basis of your ownership and the conditions, rules and regulations for the Association. As a Homeowner you should read through these documents to understand your legal rights, restrictions and guidelines for being part of the Association.

Board of Directors – the Board is responsible for the setting policies, direction and decision-making for the Association. It is comprised of five (5) Homeowners each serving two (2) year terms. The Board elections are held each year at the Annual Meeting during the first week of December.

Community Association Manager – City Heights has a full-time, on-site Community Association Manager who reports directly to the Board and is responsible for the day-to-day management of the Association, the facility and all of the vendors and services used to operate and maintain the facility for the benefit of the Homeowners and Tenants.

Maintenance – City Heights has a full-time, on-site Maintenance staff reporting to the Community Association Manager and is responsible for maintenance of all the common areas of the facility.

Telephone Directory

City Heights

Community Association Manager	404-688-1113 x11
Maintenance Staff.....	404-688-1113 x12
Concierge Desk	404-688-1113 x10
Concierge Mobile	404-207-5194
Community Association Manager / Business Office FAX	404-688-1773

Emergency

Police / Fire / Ambulance	911
Atlanta Medical Center	404-265-4000
Poison Control Center (Grady).....	404-616-9000

Utilities & Services

Georgia Power (Electric - Arbors)	888-660-5890
Telephone – AT&T	1-888-757-6500
Cable - Comcast	1-800-266-2278

Association Policies & Procedures

Contact Information

Please have all of your mail addressed to you using the following format:

Name

375 through 391 (depending on your building number) Ralph McGill Boulevard, NE, Unit #
Atlanta, Georgia 30312

*Note: It is important that your Unit number is used for all of your mail—
the post office will not deliver mail without a Unit number.*

Community Association Management Office:

Located within the Business Office on the Plaza Level

Office Hours:

*Monday-Friday - 10:00 am – 5:00 pm
(appointments are available before and after these hours)
Saturday, Sunday & Holidays – Closed*

Contact Information:

Lee J. Alu
Community Association Manager,
City Heights Condominium Association
375 Ralph McGill Boulevard, NE
Atlanta, Georgia 303012
Phone: 404-688-1113x11 Fax: 404-688-1773
Email: lalu@heritageproperty.com

HOA Payments:

Monthly HOA Fees are due on the First of each month. Payments are considered late if not received by the 10th of each month. Late Charges will be assessed after the 10th of each month. Payment Coupon Books are sent to all Homeowners at the first of each year. To request a Coupon Book please contact the Community Association Manager.

Make checks to: **City Heights Condo**

Mail checks to:

**Heritage Community Association Management Services
P.O. Box 580104
Charlotte, NC 28258-0104**

Please note that payments made to the above address **MUST** contain your account number.

Payments can also be made to the Community Association Manager – there is a secure drop box for your convenience on the Business Office door.

If you wish to have your HOA Payments debited from your checking account please contact the Community Association Manager for an Auto Debit Form.

Post Office:

Gate City Post Office, 486 Decatur Street, Atlanta, GA 30312

Voting Information:

Precinct 02D: Located at Butler Street Baptist Church, 315 Ralph McGill Boulevard, NE, Atlanta, GA 30312 (1 Block East of City Heights)

Congressional District 05 – State Senate District 36 – State House District 059

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Occupancy

The occupancy of a residential Unit shall be limited to two (2) people per bedroom.

Sale of Units

All Unit Homeowners must inform Community Association Management of their intent to sell.

A Unit Homeowner intending to make a sale or transfer of a residential Unit shall give written notice of such intention to the Community Association Manager within seven (7) days of execution of a sales or transfer document.

Within seven (7) days after receiving title to a Unit, the purchaser of the Unit shall give written notice to the Community Association Management office of his or her ownership of a Unit. Upon failure of a Homeowner to give the required written notice within seven (7) days, the Board may levy fines against the Unit and Homeowner

New Owners

Before a new Homeowner may move into the building, the following requirements must be met:

- Submittal of a copy of the closing statement to the Community Association Management office.
- Completion and return of the Resident Profile form and Vehicle Registration
- Obtaining a Move-In Permit from the Community Association Manager. *You will not be permitted to use the elevators for Move-In without a Move-In Permit.*
- Scheduling an orientation meeting with the Assistant Community Association Manager
- Scheduling a move-in and reserving the elevator and submittal of a \$150.00 damage deposit with the Assistant Community Association Manager

Leasing

In order to preserve City Heights as a predominantly owner-occupied condominium, the total number of leased Units cannot exceed 25% of the total Units, or a maximum of 64 leased Units.

Homeowners desiring to lease their Units may do so only if they have applied for and received from the Community Association Management office a Leasing Permit. If the maximum number of Leasing Permits is at its limit than Homeowners desiring to lease their Units may have their names placed on a waiting list until such time that the current number of leases drops below the maximum allowed.

A Leasing Permit will allow a Homeowner to lease a Unit providing that such leasing is in strict accordance with the terms of the Leasing Permit. A Leasing Permit will be revoked upon any of the following conditions:

- The sale of the residential Unit to a third party
- Failure of a Homeowner to have the residential Unit leased for any consecutive ninety (90) day period

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All leases and tenants must comply with all of the related provisions of the Condominium Declaration, By-Laws and Rules and Regulations. Owners wishing to be placed on the leasing waitlist must do so in writing through the Community Association Manager.

Use of Common Elements The Homeowner transfers and assigns to the lessee, for the term of the lease, any and all rights that the Homeowner has the right to use the common elements, including but not limited to the use of any and all recreational facilities and all other amenities.

New Tenants

Before a new Tenant may move into the building, the following requirements must be met:

- Possess an approved Leasing Permit from the Community Association Management office
- Submittal to the Community Association Management office of the proposed condominium lease that must be for a minimum term of one (1) year and must be executed in favor of an individual and not in the name of a corporate entity.
- Completion and return of the Resident Profile form and Vehicle Registration
- Obtaining a Move-In Permit from the Community Association Manager. *You will not be permitted to use the elevators for Move-In without a Move-In Permit.*
- Scheduling an orientation meeting with the Community Association Manager
- Scheduling a move-in and reserving the elevator and submittal of a \$150.00 deposit with the Community Association Manager

Move In/Out Procedures

All move-ins, move-outs and reservation of the freight elevator may be scheduled through the Community Association Manager. All such reservations must take place between the hours of 9:00 a.m. to 6:00 p.m. Monday through Saturday. All Residents planning to move out must:

- Obtain a Move-Out Permit from the Concierge Manager. *You will not be permitted to use the elevators for Move-Out without a Move-Out Permit.*

A damage deposit of \$150.00 must be submitted to the Community Association Manager with the elevator reservation. The deposit will be refunded provided that there is no damage done to the elevator or common areas during the move.

All empty moving boxes or cartons must be taken to the first floor and discarded in the trash dumpster located on the loading docks. Do not put boxes or cartons down the trash chute.

Resident Profiles

All Residents must complete a Resident Profile form located at the Concierge desk and which identifies the primary residents in each Unit, contact numbers and identification of any and all pets. Please notify the Concierge if you have any changes in the information at any time.

Vehicle Registration

All vehicles (make, model, color and plate number) must be registered with the Concierge. To avoid having your car towed or booted. Please notify the Concierge if you have any changes.

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Homeowner Assessments

Monthly Assessment, also called HOA (Home Owners' Association) Fees or Dues, are the means by which the operating budget for Museum Tower is funded.

Condominium Associations are typically formed as a not-for-profit corporation. The projected amount of the monthly/annual expenses is the same number projected for revenue. For this reason, it is very important HOA Fees be paid on time or in advance. HOA fees are due on the 1st of each month. The Association should have collected all scheduled fees for any given month on or before the 5th. If any monthly installment of annual assessments or any part thereof is not paid in full by the tenth (10th) day of the month or if any other charge is not paid within ten (10) days of the due date, a late charge equal to ten percent (10%) of amount not paid will be assessed. Such higher amounts may be imposed without further notice or warning to the delinquent owner and interest at the rate of ten percent (10%) per annum or such higher rate shall accrue from the due date.

Utility Bills

Towers – The monthly assessment includes the homeowner’s electric, water/sewer, hot water (heated by natural gas), trash removal and pest control. Homeowners are responsible for the option(s) of TV, phone and internet services.

Arbors – The monthly assessment includes the homeowner’s water/sewer, trash removal and pest control. The homeowners are responsible for electric, natural gas and optional TV, phone and internet service.

Delinquency Policy

The Board of Directors has adopted an aggressive policy for the collection of delinquent Homeowner accounts. If a Homeowner is past due in paying the HOA fees the following actions will take place:

Account Status	Association Actions
Homeowner Accounts 30 Days Past Due	<ul style="list-style-type: none">▪ Reminder Letter and late charges and interest is assessed
Homeowner Accounts 31-60 Days Past Due	<ul style="list-style-type: none">▪ Shut Off Access Cards of Homeowner or Tenant (31 days)▪ No Access to Parking in the Garage or Guest Parking▪ No Access to Amenities▪ Account sent to Attorney for collection - incurring Legal Fees
Homeowner Accounts 90 Days Past Due	<ul style="list-style-type: none">▪ File Lien Against Property and Lawsuit

Insurance

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The Association is responsible for providing insurance coverage for the following areas,

- “All Risk” Property coverage at Replacement Cost
- Public Liability
- Crime-Fidelity Bond
- Directors & Officers Liability
- Workers Compensation

Every Unit Owner shall be obligated to obtain, maintain, and provide documentation to the Community Association Manager at all times insurance covering those portions of his or her Unit to the extent not insured by policies maintained by the Association including,

- Personal Property for your individual unit
- “All Risk” Property coverage for the deductible amount of the Association master insurance policy
- Public Liability for your individual unit

Since the Association policy covers your liability, as a unit owner, for the common areas, the resident needs to purchase your own liability insurance for your individual unit. This is also insurance you would need if you caused damage to another unit by your own negligence. This could be due to malfunction of an appliance in your own unit.

Regarding the interior of your condominium unit, the Association policy covers building, structural walls and fixtures of your unit commonly referred to as the “initial build-out”. The Association master policy shall cover any of the following types of property contained within a unit,

- Fixtures, improvements and alterations that are part of the building or structure; and
- Appliances, such as those used for refrigerating, ventilating, cooking, dishwashing, security or housekeeping

In the alternative, the Association insurance policy may exclude improvements and betterments made by the unit owner and may exclude the finished surfaces of perimeter and partition walls, floor, and ceiling within the units (i.e. paint, wallpaper, paneling, other wall coverings, tile, carpet and any other floor covering).

These items and other upgraded features you must insure under a condominium unit owner’s policy. This is called unit additions and alterations coverage, and your insurance agent will need to know the amount to add.

The personal property (household contents) is also your responsibility to insure.

The Community Association Manager shall make available for review by Owners a copy of the Association’s master insurance policy to allow Owners to assess their personal insurance needs and each Owner shall have the right to obtain additional coverage at his or her own expense.

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Example	Liability and Insurance Considerations
<i>A visitor slips and falls in a common area of the building and is injured.</i>	The Association is liable, and the cost would be covered by the Association’s insurance.
<i>A visitor slips and falls inside your unit.</i>	You are liable and, in the event you have no homeowner’s insurance, would have to cover any resulting medical costs, legal fees and judgments out of your own pocket.
<i>A fire starts in and damages a common area of the building.</i>	The cost of repairs to the building and replacement of lost property would be covered by the Association’s insurance.
<i>A fire starts in a common area of the building and damages both common areas and owners’ units.</i>	The cost of repairs to the building and replacement of lost property would be covered by the Association’s insurance. Repairs to owners’ units and replacement of the lost property inside would be covered by your homeowner’s insurance. The Association’s plan will cover only the initial build-out. The Association can bill you for your portion of the Association’s deductible. You should make sure your insurance covers Association deductible expenses. If you have no homeowner’s insurance, then you would have to cover all costs out-of-pocket.
<i>A grease fire starts while you are cooking in your kitchen and damages your unit.</i>	The cost of repairs and replacement of lost property would be covered by your homeowner’s insurance. The Association plan will cover the initial build-out, subject to reimbursement of a portion of the deductible. If you have no homeowner’s insurance, then you would have to cover all costs out-of-pocket.
<i>The same grease fire damages your unit, the hallway (a common area of the building) and the two adjoining units.</i>	The cost of repairs and replacement of <u>lost property</u> in your unit would be covered by your homeowner’s insurance. In many cases you could be liable for <u>all</u> repairs and <u>all</u> replacement of lost property (including that of other owners and the building). If you have no homeowner’s insurance, then you would have to cover all costs out-of-pocket.
<i>A leak in the hose providing water to your dishwasher damages the floors and cabinets in your unit.</i>	The cost of repairs and replacement of lost property in your unit would be covered by your homeowner’s insurance unless part of the initial build-out which Association will cover over the deductible amount. If you have no homeowner’s insurance, then you would have to cover all costs out-of-pocket.
<i>The same leak damages the ceiling of the unit below yours and the property inside.</i>	In many cases you could be liable for repairs and replacement of lost property (including that of other owner). If you have no homeowner’s insurance, then you would have to cover all costs out-of-pocket.

Unit Remodeling & Architectural Control

The Board of Directors, in considering remodeling projects, must balance the right of all Unit Owners to the quiet enjoyment of their units with the desire of individual owners to make their units conform to their own personal requirements. The Board will endeavor to establish reasonable criteria and rules that will protect the safety and comfort of all residents, and which will, at the same time, preserve the building and those elements and systems that constitute community property.

The Board has appointed the Community Association Manager to review any and all remodeling projects for residential Units. *Homeowners shall not make any remodeling changes to their respective units without first obtaining written approval of the Community Association Manager.*

The specific rules and requirements for remodeling a unit are detailed in your Condo documents under the section on Architectural Control Committee.

Until further notice, any Homeowner planning to remodel their unit must contact the Community Association Manager before any changes are initiated. The Community Association Manager will provide you with the specific procedures for submitting and gaining approval for your remodeling project.

Construction Hours

All remodeling or construction work in the building must be performed between the hours of 9:00 a.m. and 6:00 p.m., Monday through Saturday only.

Violations & Fines

It is important that all rules and regulations set forth by the Condominium Documents are followed for the good of the building, Homeowners, and the Association. Penalties will be assessed for repeat offenders as follows:

- 1st Offense Written Notice
- 2nd or More Offense Monetary Fine of \$25 to \$1,000

Quiet Hours

Sound equipment (radios, televisions, CD players, video players, etc.) and all other sound producing instruments must be kept at a level so as not to disturb any Residents at any time. Quiet hours when all sounds and noise must be kept at a minimum level, are between 11:00 p.m. and 7:00 a.m. daily.

Smoking & Odors

Smoking is prohibited in all indoor common area of City Heights, which includes the hallways, lobby, Plaza level, elevators, parking garage, patio and swimming pool.

No Resident may use or allow the use materials for any purpose in a residential Unit or common area which would cause noxious or offensive smoke or odors to unreasonably annoy, disturb or cause discomfort to other Residents or in such a way as to constitute a nuisance, in the sole opinion of the Board of Directors.

Use of Balconies

No items other than potted plants and patio furniture may be placed on the balcony of a residential Unit. Specifically,

- Plastic patio furniture is prohibited.
- Only clear light bulbs shall be used in balcony fixtures.
- Prohibited items include grills, umbrellas, bicycles, laundry garments and towels.
- Balconies may not be penetrated or enclosed.
- No transmission antennae, of any kind, may be erected anywhere on the Condominium, including the Unit balconies, without the written approval of the Board of Directors.

Window Treatments

The color of all window treatment from outside the residential Unit must be white or off-white. Bed sheets shall not be used as window treatments.

Pets

City Heights welcomes pets. A maximum of two (2) pets per residential Unit is allowed. It is very important that dog owners maintain complete control over their dogs while in the building common areas. No pets are allowed in any common area, other than the designated dog walk area, except for egress and ingress purposes. Dogs must be kept on a tight leash at all times and under the control by a responsible person.

Dogs may only be walked in the designated dog walk area and any feces left in a common area by a dog must be removed immediately by the person responsible for the dog. It is important that you carry your own plastic bag with you every time you walk your dog. If your pet relieves themselves in a common area, you will be responsible for all associated cleaning costs, including carpet shampooing, disinfecting and labor.

The Board may require that any pet which, in the Board's opinion, endangers the health of any Resident, or creates a nuisance or unreasonable disturbance, may be permanently removed from the Condominium.

Resident Services

Mailboxes

The Tower Resident mailboxes are located in the front lobby.

The Arbors Resident mailboxes are located nearest the Unit's Building.

Each Resident is assigned two (2) keys for their respective mailbox.

Note: Replacement keys and/or lock are \$35.00 if arranged through the Community Manager's office. Homeowners may arrange to change these through the US Postal Service at a current price of \$15.00 (30312 post office).

Trash Chute & Trash Removal

Trash Rooms are located on each floor of the Tower for the convenience of all Residents. A Trash Chute is located in every Trash Room in the Tower and near the mailboxes throughout the Arbors. *The Trash Chutes are for trash bags only.* Place all garbage and trash in standard 20 gallon or smaller plastic trash bags.

Please DO NOT put any other items down the Trash Chute including, cardboard boxes, clothes hangers, clothing, cushions, mattress pads, skateboards and like materials. Leave all trash materials, other than garbage bags, in your Trash Room—the janitorial staff will remove these items from your Trash Room during the week.

Recycling

Single stream' recycling bins (no sort) will be located on the Tower dock and for the Tower Residents and in the parking garage at each entrance to the Arbor buildings.

These 'single stream' recycle bins are labeled for the items that can and cannot be placed inside. They are designed for collecting what can be recycled by our trash removal company. Newspapers, magazines, flattened cardboard, office paper, & telephone directories, aluminum cans, tin cans, glass bottles, plastic containers & milk bottles.

Please rinse out all plastic and glass containers before placing them in the recycle bin.

Charity – Furniture Donations

A City Heights resident may call the Atlanta Furniture Bank, 538 Permalume Place, NW, Atlanta, GA 30318, phone number 404-355-8530 and arrange for furniture donations to be picked up from the resident's unit. Contact the Concierge to coordinate the pickup in cooperation with the residents and the Atlanta Furniture Bank. The Concierge has prearranged this procedure with the selected charity and may not be able to coordinate a pickup with another charity organization the resident selects.

Residents dumping furniture in any common area will be fined a minimum of \$50.

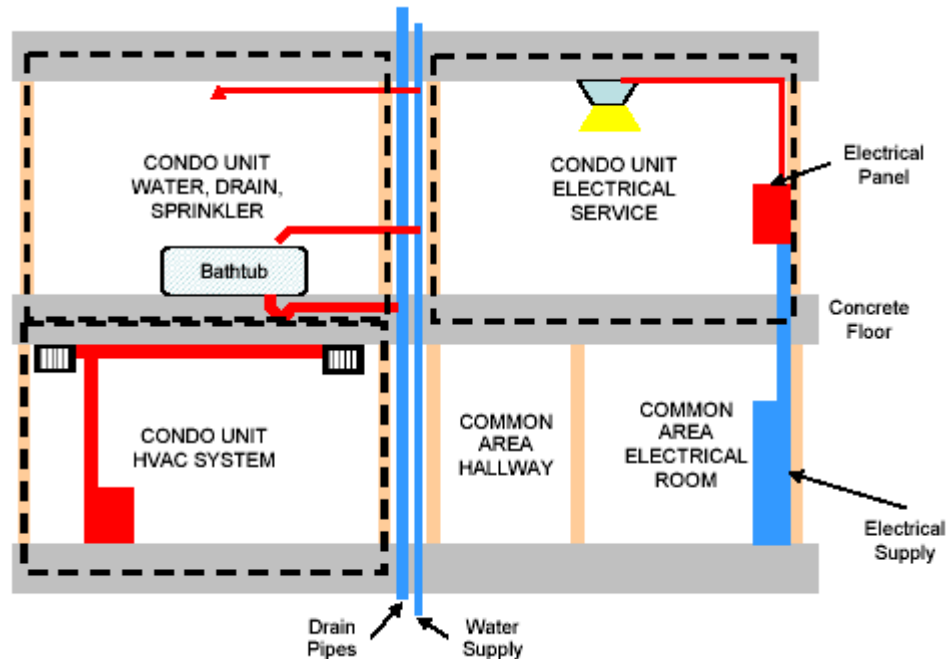
Pest Control

The City Heights facility is sprayed for pest control twice a month in all of the Common Areas. The service is provided the second and last Tuesday of each month.

In the event you have a pest related complaint you must contact the Concierge and ask to have your name and unit placed on the pest control service work order for the next service day scheduled for City Heights. Our service provider will spray your unit at no extra charge.

Common Area Maintenance

The Association is responsible for the maintenance of the buildings Common Areas only. If you are aware of a maintenance issue in the common areas please contact the Concierge so that a Maintenance Work Order form can be provided to the maintenance staff.



Condo Unit Maintenance

Individual Homeowners are responsible for the maintenance of their respective Units. If a Resident has a maintenance issue, you must contact your own service vendor to resolve the issue. The Association staff is not responsible for maintaining mechanical, heating, plumbing or electrical problems in Residential Units. The Association will provide contacts for qualified contractors and vendors for assisting Residents in resolving maintenance issues within their respective Units. Qualified vendors can be found at the City Heights Concierge desk. The model below depicts the general boundaries of the condo Unit and the equipment, appliances and systems for which the Homeowner is responsible.

Homeowners are responsible for:

- HVAC System – the Homeowner owns the entire system
- Electrical Service – the Homeowner owns all of the condo electrical system back to, and including, the electrical panel
- Water Supply / Sprinklers – the Homeowner owns all the water supply lines in the condo including the horizontal piping into the condo unit from the vertical water supply lines
- Drain System – the Homeowner owns all the drain lines in the condo unit including the horizontal lines to the vertical common drain stack

Building Access Control

Courteous Conduct

In common areas, all City Heights Residents and guests are expected to conduct themselves in a professional and courteous manner as expected by general rules of decorum. As such, in the common areas, please refrain from using profane language, excessive noise, or any behavior deemed to be commonly unacceptable.

Building Entrances

Access to the City Heights' buildings and common areas are controlled by limiting the number of entrances. Please use the front lobby entrance as the primary pedestrian entrance to the building and the parking garage gate for accessing the common areas of the building. Do not use Fire Exit doors, patio exit doors or loading dock doors without permission from the Concierge or Community Association Management.

Front Desk/Concierge

The Concierge at the front desk is the primary manager of access to the City Heights facilities. All Residents with proper access control cards will be allowed full access to the common areas of the building. All other persons including visitors, family members, vendors and contractors, must sign in with the Concierge when entering the building.

Please assist the Concierge in maintaining effective access control to the building by cooperating with them and supporting the guidelines and rules established to monitor the facilities.

Keys

Keys to Your Home – Homeowners are responsible for maintaining the keys to their Unit.

Key at the Community Association Manager's Office – It is required that you provide a key to your Unit to the Community Manager in the event of emergencies or if you want to provide access to your Unit when you are off site. All Homeowner Unit keys are maintained in a locked key box and are only accessed when the Homeowner or Resident provides written approval or in the event of an emergency. Failure to maintain a key with the Community Manager's office for emergency purposes will result in a \$25 fine per day – there can be exception to this policy.

Key Release - If you want to provide a person with entry to your Unit when you are not on site, you must make written request for a Key Release/Entry Authorization at the Concierge Desk. As resident you must provide written authorization to allow access to your Unit for any reason. A completed Form instructs the Concierge to provide the designated person with keys to your Unit. No one will be permitted to your Unit without a written Key Release/Entry Authorization.

Access Control

Access control readers are located on locked doors to control access to the common areas of the building. The card readers require a Fob for entry. Access card readers are located at the following entries to the building:

- Tower lobby & Arbor access gate
- Parking garage & entry doors from the parking garage to the Arbors
- Entry to the Arbors from the Tower plaza level
- Pool & pedestrian east & west gates

Access Fobs

Fobs are required to gain access to areas with an access card reader. A fob is a small gray magnetized plastic “medallion.” The fob is electronically encoded with a unique code that will allow you access to designated areas of the building. Each coded fob is unique to each individual Resident.

- Replacements are available free of charge in the event of defects.
- In the event one of these devices is lost, a replacement will be provided for a cost of \$25.00. The code for the lost fob will be disabled from the building security software files.
- Garage door ‘clickers’ are available for \$40. These clickers add convenience for the resident for use in entering and exiting the parking gates. The vehicle must be positioned over the ground sensors to work. These devices do not work on other fob entry gates.
- In the event a Homeowner or Tenant moves out, all fobs must be turned in to the Community Association Manager and new fobs will be issued to the new Homeowner or Tenant.

Security Cameras

The City Heights facility is monitored by a series of television cameras. The cameras are placed at key viewing points throughout the common areas of the building. The common area cameras are monitored by the Concierge 24/7 to provide effective control of the common areas.

Parking Garage

The parking garage is a private facility for Residents only—it is not intended for public use. All of the parking spaces are reserved for the exclusive use of the respective Residents with legal title to the specific spaces. Please park only in your Unit’s assigned parking spaces. Any persons parked in an unauthorized space (i.e. another Resident’s reserved space, fire lane, etc.) may be towed or booted at the violator’s expense.

In order to control access to the parking garage it is important that each Resident entering the parking garage gate in their car use the fob on the garage gate card reader—do not tailgate behind another car when entering the parking garage. Damage to one’s vehicle cannot and will NOT be paid by the association.

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If you are entering directly behind another vehicle, please allow the arm and gate to complete its cycle, prior to fobbing yourself in at the reader, this is especially important during the “rush hours”, this entry point processes a number of vehicles entry the building during this time and not allowing the completion of each cycle could cause the gate to stall which will require a manual re-set.

Disabled or stored vehicles are prohibited from being parked in the parking garage. A vehicle shall be considered “disabled” if it does not have a current license tag or is obviously inoperable.

Guests & Visitors

All guests and visitors to the City heights facility must check in with the Concierge at the front desk and must enter through the front entrance. The Concierge will assist all guests and visitors once they have signed in.

Vendors & Contractors

All vendors and contractors working at City Heights must register with the Concierge staff at the front desk and must enter through the front entrance.

- If you have a vendor or contractor performing work in your Unit, please do not provide them with your fobs. Make arrangements with the Concierge to provide access to the contractor.
- Contractors may be required to provide their driver’s license to the Concierge and have it returned when they leave the premises.
- Contractors are not allowed to use the City Heights trash containers. Contractors must make their own arrangements to haul all of their trash off site. Any violations of this prohibition will be heavily fined.

Guest Parking

City Heights does not have any parking spaces available for guests. Guests to the facilities must park in one of the public parking lots or designated street parking spaces. Short term visitor parking is available in the front of the property (parking spaces A, B, 1, 2, 3). Each time these spaces are used the vehicle owner MUST register with the Concierge to avoid being towed.

Resident Amenities

Concierge Services

City Heights provides a 24/7 front lobby Concierge staff for your convenience. It is extremely important that the Concierge staff has your current contact numbers and vehicle information on file. The Concierge provides the following services:

- Reception of Residents and Guests, including entry authorization, guest notification, sign-in and key security and release.
- Access control management, including monitoring security cameras, maintenance of accurate Resident data base access control system, emergency reporting involving breaches of security and incidents to Community Association Management and proper authorities.

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7/23/2010

- Front desk administration duties including, acceptance of small package deliveries for Residents, submission of Work Order forms, assisting in the scheduling and reservation of the Community room.
- Concierge and Resident personal services including access to dry cleaning, gift baskets, flowers, restaurant reservations, airline/event ticket procurement and maid services.

The Concierge staff is available to anticipate and meet your needs. Please make a point of introducing yourself to them. Let the Concierge know pertinent information to aid them in watching out for your best interest. Please let the concierge know in advance if you are expecting deliveries, have specific instructions for service personnel, or have guests arriving.

Resident privacy is a very serious matter. Every visitor, no matter how familiar, will be announced. Visitors will be treated with the utmost level of respect and professionalism. Concierge staff **will not** accept instructions from visitors to allow them access to a floor unannounced. As a resident if you will not be home and have provided a key fob and key to your home to a non-resident, it is very important that you inform the Concierge in advance; otherwise the visitor will not be allowed access to the elevators.

Website

City Heights maintains a website for the use of all Residents. Information on the website is regularly updated and each Resident is encouraged to review the website information on a regular basis or to use it as an effective source for Resident information. You are encouraged to go online and click on the e-newsletter link to request the e-newsletter to be sent to your email – it is a great way to stay current with your community.

The website address is: www.cityheightscondo.com

Swimming Pool

City Heights has a fabulous swimming pool facility located behind the Arbors. The pool is maintained for use during the summer season beginning May 1st and ending September 30th.

Pool Area Rules:

- Pool hours are 5:00 am to 11:00 pm
- No glass containers or bottles are allowed in the pool area.
- Residents are allowed up to 5 guests. Residents are **never** allowed to use the pool area for private parties. The host Resident must be present whenever their guests are using the pool.
- Pets are not permitted in or around the pool area.
- No children under the age of 12 are allowed in the pool without adult supervision. Infants must have appropriate water proof swim diapers.
- Appropriate attire should be worn when passing through the lobby on the way to or from the pool area. Shirts and/or wraps and shoes should always be worn.
- This is a private pool facility. No lifeguard is on duty. A phone is available in the pool lobby in the event of a 911 emergency.

Fitness Center

City Heights provides a Fitness Center on the Plaza level.

- Fitness Center is open 24 hours/7 days a week
- Please be mindful of excessive noise—do not drop weights on the floor; do not play the televisions or music too loud—we encourage the use of personal music headsets.
- 40 minutes will be the maximum time on a machine with resident(s) waiting.
- No children under the age of 12 are allowed in the Fitness Room without adult supervision.

Community Room

City Heights provides a spacious Community Room on the Plaza level for Residents to reserve for a fee for private gatherings. Use of the Clubroom does not include the exclusive use of the hallways, which are common areas.

To reserve the Community Room please contact the Concierge or Community Association Manager for complete requirements, prices and guidelines. Only residents who are current on all HOA fees and assessments will be allowed to reserve the Community Room. If the resident becomes delinquent on fees and assessments prior to the event, Community Association Management reserves the right to cancel the community room reservation.

Some of the primary conditions for using the Community Room include:

- Maximum occupancy for the Community Room is 50 guests.
- The event must be concluded and all guests must vacate the Community Room by 12:00 a.m. midnight.
- Residents may reserve the Community Room up to 90 days in advance.
- The Resident acknowledges the responsibility of serving alcoholic beverages to persons of only legal age as set forth by the State of Georgia and assumes liability for guest related incidents related to alcohol consumption as set forth by the State of Georgia.
- Resident is responsible for controlling all guests and insuring that they remain in the immediate vicinity of the Community Room, including the hallway, restrooms and elevator areas. Guests must not be allowed to congregate in any other common areas of the facility including, the Fitness Room, Community Association Management Office, Pool Area or Lobby.
- Management and Resident will inspect the Community Room area, including restrooms, plaza, kitchen, and hallway prior to and immediately following the event to determine if the area was left in the same condition post-event as was received pre-event.
(Photography may be used for documentation.)

Conference Center

A conference room is located within the Community Association Manager's area and may be used by members in good standing within the association for meeting with their guest during regular business hours. Fax and phone services are also available during office hours and after hours through the Concierge.

Designated Dog Walks

The designated dog walk area is located at the far end of the Arbor park area, east and west gate areas. For your convenience, you may utilize the mutt-mitt bags located at the front of the dog walk area however, it is important that you carry your own plastic bag with you every time you walk your dog.

Dogs may only be walked in the designated dog walk area and any feces left in a common area by a dog must be removed immediately by the person responsible for the dog. If your pet relieves themselves in a common area, you will be responsible for all associated cleaning costs, including carpet shampooing, disinfecting and labor.

Emergency Procedures & Evacuation Plan

The City Heights Condominium Association is committed to providing a safe environment for our Residents in the event of an emergency. Many fire safety features have been incorporated into the design and construction of the building, including emergency lighting, fire alarm pull stations, fire extinguishers, smoke detectors and sprinklers.

Know Your Building & Location of Stairs, Fire Alarm Pull Stations & Extinguishers

Each Resident should be familiar with the location of the exit stairs on his/her floor. Fire alarm pull stations and fire extinguishers are located on each floor. Fire alarm pull stations are located on hallway walls across from both stairs doors. Fire extinguishers are located on the hallway wall next to the Trash Room and the Electrical Room.

Maintain the Smoke Alarms in Your Condo Unit

- Your smoke alarms are powered from your home electrical system and have batteries for back up. Your alarm will beep if the battery needs to be replaced. To be sure you should replace the battery each year.

If You See a Fire

- If you see a fire in the building, do not assume anyone else has already called 911.
- Call 911 and provide the operator with the required information.
- Alert everyone in your condo unit and neighbors to the fire.
- Leave your condo unit as soon as possible.
- Pull the fire alarm pull located in the hallway.
- Exit by the stairs, do not use the elevators. Descend fire exit stairs in single file down to the ground level, exit the building and move away from the building.

If You Hear a Fire Alarm

- The building fire alarms will be activated by a person pulling a fire alarm pull station, a smoke setting off a smoke detector or water flow through the fire sprinkler system.
- When you hear a fire alarm, do not assume it is a false alarm.
- Alert everyone in your condo unit and neighbors to the fire.
- Leave your condo unit as soon as possible.
- Pull the fire alarm pull located in the hallway.
- Exit by the stairs, do not use the elevators. Descend fire exit stairs in single file down to the ground level, exit the building and move away from the building.

Evacuation Plan for City Heights

- Once you are out of the building, **STAY OUT!** Do not go back inside for any reason.
- Tell the fire department if you know of anyone trapped in the building.
- The Concierge will assure everyone has cleared the building and will then evacuate.
- The Fire Marshall's designated meeting place is the Butler Baptist Church. Go straight to Ralph McGill and proceed left down the sidewalk approximately 1 block to the church's left parking lot. This is the assembly area – it is **IMPORTANT TO GO TO THE ASSEMBLY AREA** so that an account can be made of everyone.
- Only enter the buildings when the fire department tells you it is safe to do so.