

Tenant Handbook



RCR MANAGEMENT GROUP LLC
MANAGING AGENT



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Welcome to Your New Home

We are pleased to present you with this tenant handbook which offers answers to frequently asked questions. We hope this information helps make your stay with us more enjoyable.

What is the Move-In Process?

> **Schedule Your Move-In Date**

Please schedule your move-in date with the building superintendent. He will reserve the service elevator and/or arrange any necessary staffing.

> **Certificate of Insurance**

Before your move-in date, please have your moving company fax a Certificate of Insurance (COI) to our office at 212-873-4946.

The COI should list:

1. You, as the Certificate Holder; and
2. Both the building owner and "RCR Management Group LLC & Affiliates" as Additional Insureds.

> **Utilities**

The superintendent will let you know which companies provide electric, gas, cable and internet services to the building. Please contact these companies directly to open your accounts.

What Can I Expect from the Building Staff?

The staff shall:

- Act with courtesy and professionalism
- Respond to communication promptly
- Employ a friendly demeanor
- Address service requests timely
- Do everything possible to ensure the safety and security, and the comfort of all tenants

If your expectations are not being met, please contact our office:

- Mail: 155 Riverside Drive, Suite 1D, NY, NY 10024
- Fax: 212-873-4946

Please Tell Me About Your Online Tenant Portal

Our Tenant Portal enables you to:

- > Pay rent
- > View your account history

To open your account, follow instructions on the Tenant Portal Information Sheet that you will receive with your executed lease.

Once your account is established, you can access the portal by visiting our website at www.rcrmgmt.com and clicking on the Tenant Portal button.

Please call our office at 212-873-4919 with any questions regarding the Tenant Portal.

How Do I Pay Rent?

Before the end of each month, the building staff will provide you with an envelope that contains the next month's rent bill, payment stub and mailing envelope. Payment options include:

Check:

- Mail your check and payment stub in the mailing envelope.

Online:

- Use the Tenant Portal for ACH payments.

Your Bank's Bill Pay Service:

- Your bank should mail payments directly to:
155 Riverside Drive, Suite 1D, NY, NY 10024.
Your bank should not mail payments to the address on the payment stub.

May I Hire a Contractor to Work in the Apartment?

All private contractors need our written permission to work in the building. Please provide us with:

- Scope of work and any relevant drawings
- Certificate of Insurance
- Appropriate Licenses

No structural changes of any kind, including pressure walls, are permitted.

May I Paint or Hang Blinds, Pictures, or Other Items?

- Please refer to your lease agreement and included riders which spell out all terms and obligations of your tenancy.
- You may paint, hang artwork, pictures, blinds and other decorative items yourself, but please make sure to remove all installations prior to vacating.
- Please only use licensed and/or professional contractors to install air conditioners, wall mounted televisions, personal light fixtures, custom closets, etc.

**YOU ARE RESPONSIBLE FOR THE COST OF
RESTORING THE APARTMENT IN EXCESS
OF ORDINARY WEAR AND TEAR.**

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Repairs in the Apartment?

Please contact the building superintendent for service. The superintendent prioritizes repairs based on urgency and will respond immediately to an emergency.

In case of emergency, you may also contact our office at 212-873-4919.

May I Smoke in the Building?

State and local laws prohibit smoking in all public areas.

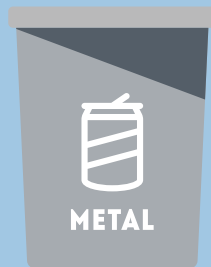
Smoking inside an apartment is prohibited if it adversely affects other apartments or the building's public areas.

May I Go to the Roof?



No, except in case of building emergency.

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How are Trash and Recycling Handled?

The superintendent will inform you of the building's protocols for trash and recycling.

May I Add My New Roommate to the Lease?

Please submit your written request to the Management Office:

- > Mail: 155 Riverside Drive, Suite 1D, NY, NY 10024
- > Fax: 212-873-4946

Do You Allow Pets?

- Please consult your lease and rider.
- If your pet is approved, you must ensure that the pet in no way disturbs other tenants or damages building property.

Do I Need Renters Insurance?

Yes. While we strive for the highest level of building maintenance, personal property can occasionally be damaged. Renters insurance will cover you in these situations.

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What is the Procedure for Packages and Deliveries?

Each building has its own protocol, which your superintendent will explain.

BECAUSE ACCEPTING PACKAGES IS A COURTESY, THE BUILDING WILL NOT BE RESPONSIBLE FOR LOST OR DAMAGED PACKAGES.

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May I Leave My Stroller, Bicycle or other Personal Belongings in the Building Hallway or Stairwell?

For reasons of health and safety, Fire Department Code and building regulations prohibit storage or placement of personal items in public spaces.

What is the Lease Renewal Process?

In the event we offer a lease renewal, we will send market rate renewal offers between 60 and 90 days prior to lease expiration; we send other types of renewals as required by law.

Upon receipt, kindly:

1. Respond promptly and in accordance with the stated deadline
2. Let us know as soon as possible if you intend to vacate

What is the End of Lease Process?

- Please provide us with as much notice as possible of your intention to vacate, and then cooperate with brokers who will show the apartment to prospective new tenants.
- Your notice should include your new address so we may timely refund your security deposit.
- Please schedule a move-out date with the superintendent.
- Before you move, please have your moving company fax a Certificate of Insurance to 212-873-4946.
- Upon vacating, please provide all keys (apartment, building entrance, elevator, mailbox, etc.) to the superintendent.
- Please return the apartment empty, broom swept and in substantially the same condition as when you received it, subject to ordinary wear and tear.

WE WILL INSPECT THE APARTMENT AFTER YOU VACATE AND ISSUE ANY APPLICABLE SECURITY DEPOSIT REFUND WITHIN THE PROSCRIBED TIME PERIOD.

What are My Obligations As a Tenant?

Your obligations include but are not limited to:

- Paying rent timely.
- Not disturbing the quiet enjoyment of the other tenants.
- Providing duplicate keys to the superintendent for use in case of personal or building emergency. As a matter of law and policy, building staff members are never permitted into the apartment without your permission, except in case of an emergency.
- Allowing brokers to show the apartment once you decide to vacate.
- Returning the apartment in substantially the same condition as when you received it, subject to ordinary wear and tear.
 - We recommend that you provide the superintendent with your cellular phone number and an emergency contact.

**PLEASE REFER TO YOUR APARTMENT LEASE AGREEMENT
AND INCLUDED RIDERS WHICH SPELL OUT THE TERMS
AND OBLIGATIONS OF YOUR TENANCY.**



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This handbook addresses frequently asked questions and is for informational purposes only. This handbook does not replace the lease or any riders to the lease. To the extent, if any, that this handbook conflicts with the lease and/or riders, the lease and/or riders shall prevail. Finally, this handbook is not a complete recitation of all rights and obligations of the landlord or the tenant. The lease and its riders and rules, and relevant statutes, codes and ordinances must be consulted for a full legal recitation of all such rights and obligations. Finally, information listed in the guide does not apply to every apartment and/or property.

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