

# Resident Information

Please retain for future reference.

Revised November 15, 2007

North Lake, 15 Lake Street, White Plains NY 10603

---

Superintendent: Ray Villa 761-7777  
Assistant: Peter Kovacs Apt. LB-2 831-7278  
Monday through Saturday - 8:30 AM to 4:30 PM

The superintendent and/or his assistant are available during the above hours (excluding holidays).

**All requests must be submitted in writing by placing a note in the box posted outside of Apt. LB-2.** This box is checked regularly by staff members.

***While someone will always be available for emergencies, we request that you respect the privacy of our staff and their families during off-duty hours.***

---

**RENT:** Rent bills are placed under each door prior to the start of the month. Rent may be paid by cash, personal check, or money order made payable to "NORTH LAKE ASSOCIATES". Rent is due on the 1<sup>st</sup> day of the month whether or not you have received a written bill. Rent received after the 5<sup>th</sup> day of the month will be subject to a late charge. All rent and other correspondence to the office may be placed in the box outside apt. LB-2, placed in the 24-hour drop slot at 7 Lake Street, or mailed to the management office. Please contact the office, (not the superintendent) if you have any questions with your bill.

**REPAIRS:** **Submit a written request** for a repair including your name, apartment # and a brief description of the problem and place it in the box outside of LB-2. Verbal requests will not be accepted and staff members will not enter your apartment without a written request. Repairs are prioritized based on the nature of the repair. Repairs are completed as quickly as possible based on staff schedules and the availability of outside contractors and/or parts and supplies. We cannot make "appointments" for repairs.

**EMERGENCIES:** Only ***bona fide*** emergencies are accepted after 4:30 PM and on Sunday. (Locking yourself out of your apartment, for example, is not an emergency.) If the superintendent is on vacation the telephone number of a covering staff member will be posted on his door.

**REFUSE:** Trash chutes are located on each floor for non-recyclable items. For sanitary reasons, we ask that you dispose of your trash in sealed plastic bags. Recyclables must be separated as required by the City of White Plains and brought to the recycling containers located in the carport area.

**LAUNDRY:** Card operated machines are located on the lobby floor. Problems should be reported directly to the vendor as posted in the laundry rooms.

If you have followed the procedures outlined above and still have an unresolved problem please contact the management office *in writing*.