

Resident Information

Please retain for future reference.

Revised November 15, 2007

Solitaire Seven, 7 Lake Street, White Plains NY 10603

Superintendent: Ray Villa 761-7777
Assistant: Peter Kovacs 15 Lake Street, Apt. LB-2 831-7278
Monday through Saturday - 8:00 AM to 5:00 PM

The resident manager is available during the above hours (excluding holidays). **All requests must be submitted in writing by placing a note in the box posted outside 5-B.** This box is checked regularly.

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 "SOLITAIRE SEVEN ASSOCIATES". Rent is due on the 1st day of the month whether or not you have received a written bill. Rent received after the 5th day of the month will be subject to a late charge. All rent and other correspondence to the office may be placed in the resident manager's box, placed in the 24-hour drop slot at 7 Lake Street, or mailed to the management office. Please contact the office, (not the resident manager) 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 5-B. 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 resident manager is on vacation the telephone number of a covering staff member will be posted on his door.

REFUSE: Trash compactors 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 front of the garage entrance.

LAUNDRY: Card operated machines are located on each 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*.