

## Resident Information

Please retain for future reference.

Revised December 2018

---

North Lake, 15 Lake Street, White Plains NY 10603

---

Resident Manager: Eric Granja  
Assistant: Peter Kovacs  
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 of Apt. LB-2.** 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 "NORTH LAKE ASSOCIATES" or online through the Resident Portal. 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. Checks and money orders 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 Executive Office. Cash payments will only be accepted at the Executive Office at 7 Lake Street. If you have any questions about your bill or wish to register to the Resident Portal, please email [billing@derosarentals.com](mailto:billing@derosarentals.com).

**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.

**EXTERMINATION:** **Submit a written request** for extermination service at least one week prior to the regular treatment day, which is currently the second Thursday of the month.

**EMERGENCIES:** Only *bona fide* emergencies are accepted after 5:00 PM and on Sunday. **Locking yourself out of your apartment, for example, is not an emergency** – please refer to the lockout policy posted in the lobby. If the resident manager is unavailable, please call **1-800-695-5841**.

**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. Please see refuse information form.

**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 a machine is not repaired 72 hours after contacting the vendor, please email [billing@derosarentals.com](mailto:billing@derosarentals.com).

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