

# GLEN OAKS VILLAGE OWNERS, INC.

A Self-Managed Cooperative  
[www.GlenOaksVillage.com](http://www.GlenOaksVillage.com)

*“Glen Oaks - Fine Folks!”*



## House Rules 2022

FOR NEWS & INFORMATION ABOUT GLEN OAKS VILLAGE

Find us at: [www.GlenOaksVillage.com](http://www.GlenOaksVillage.com)

Contact us at: [govonyc@aol.com](mailto:govonyc@aol.com)

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## TABLE OF CONTENTS

### **FYI: This Section Contains Special Notices to Shareholders & Residents**

<b>Homeowners Insurance Requirements</b>	<b>Page 1</b>
<b>Getting Your Apartment Back in Order When Disaster Strikes</b>	<b>Pages 2-3</b>
<b>Cost Responsibility &amp; Reimbursement for Water Damage</b>	<b>Page 4</b>
<b>Fair-Market Pricing Policy</b>	<b>Page 5</b>
<b>Short-Term Rental Notice/Preventing Freezing Pipes from Bursting</b>	<b>Page 6</b>
<b>Seasonal Reminders</b>	<b>Pages 7-8</b>
<b>Snow Removal Protocols</b>	<b>Page 9</b>
<b>Gas Dryer &amp; Washing Machine Compliance Notification</b>	<b>Pages 10-11</b>
<b>Smoking Policy</b>	<b>Page 12</b>
<b>Building Fire Safety Notice</b>	<b>Page 13</b>
<b>NYC Required Notices</b>	<b>Page 14</b>
<b>Window Information</b>	<b>Pages 15-17</b>
<b>Guidelines for Storage Sheds</b>	<b>Page 18</b>

---

<b>House Rules 1 – 2</b>	<b>Page 19</b>
➤ Obstruction of Common Areas	
➤ Use of Common Areas	

---

<b>House Rules 3 – 4</b>	<b>Page 20</b>
➤ Personal Property in Common Areas	
➤ Use of Recreational Sites	

---

<b>House Rules 4 – 6</b>	<b>Page 21</b>
➤ Use of Recreational Sites (continued)	
➤ Excessive Noises, Repair Work, Move In/Out	
➤ Odors & Fumes	

---

<b>House Rules 7 – 9</b>	<b>Page 22</b>
➤ Placement & Disposal of Articles/Window Coverings	
➤ Use of Air Conditioners, Awnings, Ventilators, etc.	
➤ Gardening & Planting Vegetable Gardens	

---

<b>House Rules 9 – 12</b>	<b>Page 23-24</b>
➤ Gardening & Planting Vegetable Gardens (continued)	
➤ Alterations to Apartments	
➤ Proper Use of Decks & Patios	
➤ Guidelines for Storage Sheds	

---

<b>House Rules 12 – 16</b>	<b>Page 25</b>
➤ Guidelines for Storage Sheds (continued)	
➤ Storage PODS	
➤ Use of Signs, Notices & Advertisements	
➤ Use & Repair of Toilets	
➤ Installation & Use of Security Cameras, Video Doorbells, Etc.	

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## TABLE OF CONTENTS

<b>House Rules 16 – 19</b>	<b>Page 26</b>
➤ Installation & Use of Security Cameras, Video Doorbells, Etc. (continued)	
➤ Insect Extermination	
➤ Emergency Access	
➤ Garages	
<b>House Rules 19 – 20</b>	<b>Page 27-28</b>
➤ Garages (continued)	
➤ Parking & Vehicle Operation Policies on GOVO Property	
<b>House Rules 20 – 21</b>	<b>Page 29-32</b>
➤ Parking & Vehicle Operation Policies on GOVO Property (continued)	
➤ Pets	
<b>House Rules 22 – 23</b>	<b>Page 33</b>
➤ Maintenance & Repair of Your Apartment	
➤ Barbeques/Fire Pits & Storage of Propane Tanks	
<b>House Rules 23 – 24</b>	<b>Page 34</b>
➤ Barbeques/Fire Pits & Storage of Propane Tanks (continued)	
➤ Illegal Sublets & Sales	
<b>House Rules 24 – 25</b>	<b>Page 35</b>
➤ Illegal Sublets & Sales (continued)	
➤ Carpeting of Apartments & Stairways	
<b>House Rules 26 – 27</b>	<b>Page 36-37</b>
➤ Late Maintenance Payments	
➤ Garbage	
<b>Problem Resolution Procedures</b>	<b>Page 37-38</b>
<b>Glossary</b>	<b>Page 39</b>
<b>Recreational Areas</b>	<b>Page 40</b>
<b>Laundry, Storage Areas, Etc.</b>	<b>Page 41</b>
<b>Locations &amp; Important Telephone Numbers</b>	
<b>GOVO Holiday Schedule</b>	<b>Back Cover</b>

# FYI

“For Your Information”

This Section Contains  
Special Notices to  
Shareholders & Residents

House Rules Begin on Page 19



## **HOMEOWNERS INSURANCE REQUIREMENT AND REPAIR RESPONSIBILITY WHEN DISASTER STRIKES**

### **Homeowners Insurance Required for All Owners**

The Board of Directors on 10/30/18 passed a resolution requiring all shareholders to obtain Homeowners Insurance effective 1/1/19, covering damages to their apartment, personal possessions and any maintenance/rental fees that may be incurred while they are temporarily displaced. Although tenants are not required to purchase "Tenant" insurance, we strongly recommend that they do so. This requirement already exists in most co-ops and we have urged shareholders and tenants alike to obtain insurance for many years. Homeowners, Landlord or Tenant Insurance is an integral part of sound financial protection and is relatively inexpensive and will be very important when damage from storms, water, fire or theft occur.

### **When Disaster Strikes – How is Cost Responsibility Determined?**

Your Proprietary Lease which you received when you purchased your apartment spells out the division of repair responsibilities if a disaster should occur and apartment damage is sustained.

### **Repair Expenses that are the responsibility of Owners and Not the Co-op**

Pursuant to paragraphs 4(a) and 4(b) of the Proprietary Lease, GOVO is NOT required to repair or replace equipment, fixtures, furniture, furnishings or decorations installed or owned by the owner. In general, GOVO is NOT responsible to refinish floors, paint or replace wallpaper or other decorations in the apartment. YOU will be responsible for most of the costs of repairing and refurnishing your apartment, including but not limited to carpet, wallpaper, painting, furniture and fixtures, bathroom fixtures, appliances and cabinetry, etc., which are outlined in paragraph 18(a) of the Proprietary Lease. Just as important, the Proprietary Lease further states that if your apartment sustains damage rendering it uninhabitable, your monthly maintenance will NOT be abated while you are temporarily displaced.

### **Repair Expenses that are the responsibility of the Co-op and Not the Owner**

GOVO is responsible for the repair and replacement of original floors; walls; ceilings; windows; pipes, wiring and damage within the apartment walls.

### **How to Report a Claim if Damage is Sustained to Your Apartment**

Any damage to a shareholder's property or apartment should always be reported to your insurance carrier regardless of who may be at fault.

### **How to Obtain Insurance**

You should contact your insurance broker and compare policies and prices. GOVO's corporate insurance policies are provided by HUB International at 100 Sunnyside Boulevard, Woodbury, NY 11797. You can call (516) 677-4775 or (516) 677-4797 for information on a wide range of co-op insurance to Owners and Tenants. You are not obligated to use our insurance company; we provided this information as a courtesy to our shareholders and residents.



## ★ GETTING YOUR APARTMENT BACK IN ORDER WHEN DISASTER STRIKES ★

We are sorry about the damage to your unit caused by a disaster or other type of event, but are here to help and explain what steps you need to take to get your apartment back in order. Disasters come in many different forms such as fire, water, storms, floods, etc. Below we explain the responsibilities of each party to repair damage and the steps necessary to negotiate this process. Since it is in everyone's best interest to repair your unit as quickly as possible, we will do everything we can to help accomplish this.

### IMPORTANCE OF INSURANCE

Our house-rules, sales and sublet packages all discuss the importance of maintaining adequate insurance for all parties. The co-op requires shareholders to have proper homeowner's insurance. An owner who sublets an apartment should have Landlord insurance and an individual who sublets an apartment should have Renter's insurance.

### RESPONSIBILITY FOR DAMAGES, REPAIRS AND REPLACEMENTS

The Proprietary Lease with the co-op spells out the division of repair responsibilities if a disaster should occur and apartment damage is sustained. If you sublet your apartment from an owner, your lease with the owner spells out the legal responsibilities of each party.

***OWNER IS RESPONSIBLE for the following repairs or replacement of property including but not limited to:***

- Furniture and Fixtures,
- Carpeting,
- Painting and Wallpaper,
- Bathroom & Kitchen Fixtures,
- Counters and Cabinets,
- Fans,
- Decorations, Equipment and Personal Property,
- Toilets, Tubs, Showers,
- Appliances,
- Floors that do not need to be replaced,
- Damage caused by Sinks, Toilets, Showers, Tubs, Appliances or other Fixtures.

SHAREHOLDERS, PLEASE NOTE THAT THE PROPRIETARY LEASE SPECIFICALLY STATES THAT IF AN APARTMENT SUSTAINS DAMAGE MAKING IT UNINHABITABLE AND YOU ARE DISPLACED, THE OWNER'S MONTHLY MAINTENANCE WILL NOT BE ABATED. THIS MEANS YOU HAVE A LEGAL OBLIGATION TO CONTINUE MAKING YOUR MONTHLY MAINTENANCE PAYMENTS.



**GOVO IS RESPONSIBLE** for certain repairs (see below) when a disaster strikes. GOVO is also responsible for damage caused by a leak **inside the wall** such as from a permanent pipe, water line, radiator or components of sinks, toilets, showers, tubs and appliances that are not generally changed or installed when a bathroom or kitchen is renovated. In these situations, GOVO would be responsible for the following repairs or replacements:

- Original floors only if existing, damaged floors cannot be repaired or refinished by owner,
- Walls, Ceilings and Windows,
- Pipes and Wiring inside the apartment walls,
- Other damage inside the apartment walls.

### **HOW YOU SHOULD PROCEED AFTER A DISASTER**

Shareholders (owners) should open a claim with their insurance company ASAP to start the repair and reimbursement process to get your unit back in order. Any damage to an apartment or property should always be reported to all insurance carriers **regardless of who may be at fault.** Please provide copies of all insurance paperwork once the claim is opened as this will expedite our ability to move the process along. If you are a sublet tenant, you should do the same with your insurance carrier. You should also notify your landlord about the incident ASAP. The co-op will make an effort to inform the shareholder-owner of the incident, but we may not have current contact information.

### **CO-OP INSPECTION OF DAMAGED APARTMENTS**

The co-op may need to inspect apartments that have sustained damage in order to assess the extent and scope of the damage, repair needs, immediate safety concerns and need to open a claim with GOVO's insurance carrier. We will work with you to determine if certain repairs can be done by GOVO maintenance staff and the scope of that work will determine if it can be scheduled and billed to you.

### **UNINHABITABLE APARTMENTS**

If the apartment is uninhabitable you should immediately make arrangements with friends or family or find a nearby hotel for temporary living arrangements. In limited circumstances, the co-op may be able to provide an available apartment that can be sublet for a transitional short period of time. You will have to inquire with the Property Manager or General Manager (718-347-2337) during normal business hours about the availability of such an apartment. Shareholders, please note that the proprietary lease specifically states that if an apartment sustains damage making it uninhabitable, the owner's monthly maintenance will **not** be abated even if you are displaced. This means you have a legal responsibility to continue making your monthly maintenance payments in a timely manner.



## **COST RESPONSIBILITY & REIMBURSEMENT** **WHEN WATER DAMAGE OCCURS**

- **Water Damage caused by sinks, toilets, showers, tubs and appliances (fixtures)** will be the exclusive responsibility of the shareholder. If such repair work can be done by GOVO staff, it can be scheduled, and the charge will be billed to you. The co-op will be responsible for the repair cost as determined by GOVO, if it can be shown that the damage was caused inside the wall by a permanent pipe, such as a pipe or component that is not generally changed when new fixtures are installed.
  
- **Water Damage caused by a leak inside the wall by a permanent pipe, water line, radiator or component that is not part of a pre-existing fixture** (such as sinks, toilets, showers, tubs and appliances and not generally changed when these fixtures are installed) will be the responsibility of the co-op to repair. GOVO will also repair any affected walls, ceiling or portion of original floor. Glen Oaks will NOT be responsible for damage to cabinets, counters, fans, fixtures, tubs, toilets, carpets or appliances. You will need to file an insurance claim with your insurance company to be reimbursed for these and any other contents of your unit. Shareholders are responsible for all painting.
  
- **Water Damage to your unit caused by other residents from their sinks, toilets, showers, tubs and appliances** will be the exclusive responsibility of the shareholder who owns the unit that is the origin of the water leak. If such repair work can be done by GOVO staff, it can be scheduled, and the charge will be billed to the responsible shareholder.

Having Homeowners Insurance is important to lessen the cost burden on an owner that experiences water damage in their home.



## **FAIR MARKET PRICING POLICY FOR APARTMENT SALES IN GLEN OAKS VILLAGE**

The Board of Directors expects sellers to make a reasonable attempt to maximize sales prices and sell units at or above the Average Year-to-Date (YTD) sales price for similar type units. The average YTD sales prices are updated monthly and are available at the Management Office.

In limited situations, where a seller has made a good faith effort but cannot sell his unit at or above the average sales price, a lower price may be approved by the Glen Oaks Village Owners, Inc. Board of Directors, in accordance with its *Fair Market Pricing Policy* for GOV Apartment sales. The Board of Directors established its *Pricing Policy* for the sale of Glen Oaks Village apartments to prevent banks and other owners from dumping apartments on the market at distress (below market) sale prices, creating havoc and harm to the property values and community at large. The intent of this policy is NOT to create artificial prices, but to protect the community from the devastating impact distress sale apartments can have on a community.

Some of the factors considered by the Board when determining if a pricing waiver should be granted are:

- Recent comparable apartment sales.
- Inventory of available apartments.
- Time of year and strength of housing market.

*Waivers to Pricing Policy are granted by the Board of Directors on a case-by-case basis. The seller must be able to demonstrate that a good faith effort was made to sell the apartment at a price consistent with the co-op's Pricing Policy, but was unable to do so or that there were extenuating factors beyond the seller's control that would preclude the apartment from being sold above the floor price.*

### **Some of the factors that are considered by the Board to demonstrate that a good faith effort was made to sell the apartment at or above the Floor or Average price:**

- Length of time--including time of year, that apartment has been available and actively shown.
- Turnaround time for sales of comparable apartments.
- Listing of apartments with a local real estate broker.
- Listing apartment on Multiple Listing.
- Advertising in a local or city newspaper.
- Condition and appearance of apartment. Has apartment and appliances been maintained in good condition? Has apartment been cleaned for showing? Have minor repairs been made? Age of appliances, original condition or renovated?
- Apartment location.
- Marketable selling price. Subsequent price reductions.
- Offers received.
- Hardship circumstances such as death, long term illness, disability, and loss of employment.

Other factors that may be considered by the Board in its overall analysis is the owner occupancy rates in the community and the intentions of the prospective purchaser, in regard to occupying the apartment or subletting it. Owners are expected and have a responsibility to maintain their apartments in good, clean, and safe condition.

All maintenance arrears and any other open balances must be settled with the co-op prior to any waiver being granted. If you are seeking a waiver of the Co-op Apartment *Fair Market Pricing Policy*, please speak to the Property Manager and put in writing your request seeking Board approval.



## **SHORT-TERM RENTALS OF ANY KIND ARE NOT PERMITTED**

### **Rentals of Any Kind Are Prohibited Without the Written Consent of the Board of Directors**

Irresponsible apartment owners, in violation of our House Rules, have tried to turn their units into single-room occupancy hotel suites by using Airbnb and other app-based programs. Glen Oaks Village is one of the few co-ops in Queens that permits rentals--but rentals of any kind are only permitted with the written consent of the Board of Directors. The rental rules, which are strictly enforced, can be found in the co-op's House Rules booklet or the Sublet Application package, which are available at the Management Office or online at [www.glenoaksvillage.com](http://www.glenoaksvillage.com).

People that move into Glen Oaks Village are required to be screened by the Admissions Committee and show understanding of the co-op's House Rules. Glen Oaks Village strictly enforces its sublet policies, for which non-compliance carries a \$1,000 fine and immediate termination of such activity. Recently, we have discovered a few individuals who have been subletting their apartment or bedroom(s) through Airbnb and other app-based programs. Airbnb is a website that owners use to list an apartment or bedroom for rental. These short-term rentals mean that individuals, unknown to the co-op apartment owner or the co-op, are entering courtyards and apartments for one or two-night stays. This continuous flow of strangers is unnerving and potentially dangerous. If you are an owner and renting your apartment or any part of it--for any term, without the written consent of the Board of Directors, you should immediately cease such activity.

We continue to monitor Airbnb and other websites for illegal sublet rental activity and when we find it, we take immediate action. Glen Oaks Village is a safe, residential, family community and we will not allow irresponsible owners to turn their units into single-room occupancy hotel suites for short-term stays.

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## **PREVENTING FREEZING PIPES FROM BURSTING IN VESTIBULE HALLWAYS**

In extreme cold weather, radiator pipes in vestibule hallway areas can freeze and burst, sending a cascade of water into basements and apartments.

Pipes in unheated areas can freeze when temperatures drop below freezing. In order to prevent this from happening, radiator valves in unheated areas such as vestibule hallways, should **never be fully closed**. Please keep valves open--or at least *partially* open, so that heated water continues to flow through the pipes, thereby preventing them from freezing.

If you experience any problem with your radiator valves, please call **Maintenance Services at 718-343-8400**. After normal business hours, Maintenance personnel can be reached by calling our **Security Department at 718-347-6660**. Glen Oaks Village is staffed 24/7, all year.

Again, in hallways that have adjustable radiator valves, please remember NOT to *fully* close the valves if you are planning to adjust them.

Thank you for your cooperation.

## SPRING SEASONAL REMINDER TO RESIDENTS

Remember, living in a **Co-op**, means **Co-operation**. Follow us at [facebook.com/govonyc](https://facebook.com/govonyc) or [www.glenoaksvillage.com](http://www.glenoaksvillage.com)

The Board of Directors encourages family use of our property—just be respectful of your neighbors.

GOVO Security focuses on Quality of Life issues and is available 24/7 at **(718) 347-6660**. Other times call 911.

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Tolerance for the unexpected AND respect for neighbors go a long way towards improving everyone's quality of life, especially in a co-op where we live close to one another. Common Sense & Good Judgment should prevail in situations not covered here or in the House Rules. **THE GREEN THUMB VOUCHERS** will be available at the beginning of May and can be picked up at the Maintenance Office Monday through Saturday. The \$20 vouchers can be redeemed at the garden centers listed on the voucher and most will add an additional 20% discount to your purchase.

**SMALL "GREEN THUMB" and "CURB YOUR DOG" SIGNS** are available for personally tended garden areas to alert Maintenance Landscaping crews not to disturb this area and to remind dog owners of the obvious.

**VEGETABLE GARDENS** may not be located in the front and no larger than 10'x10'. They should be a reasonable distance away from neighboring windows. All framing, fencing and vining materials must be in good condition. No Orange colored construction fencing material. The gardens must be regularly maintained, kept clean and not objectionable or unsightly. If they appear to be abandoned or non-compliant, we will post a notice and remove them.

**SEASONAL ITEMS** may be put out in mid-April. **TOYS, BICYCLES** and other personal items not being used, should be stored neatly away and out of sight after sundown. The front of your apartment is NOT a storage depot.

**BBQs** should be properly stored after each usage. Do not leave hot BBQs unattended and be sure coals are completely extinguished and cold before disposing. Read our House Rules for further information on all BBQs, including propane which are governed by NYC Law (Fire Code sections 307.5, 307.5.1, 307.5.3, 307.5.4, 307.5.6, 307.5.6.2). • Barbecues must be at least 10' from any combustible material • Garden hose or fire extinguisher with a minimum 4-A rating must be readily accessible • 20lb propane BBQ containers are limited to ground level apartments. No more than 2- 20lb propane containers can be used at any one time and cannot be stored inside an apartment, or in a garage beneath an apartment. • Propane BBQs used on terraces or balconies are limited to 16.4-ounce propane tanks • BBQ grill covers with our GOVO Logo are available for only \$25 at the management office. **GARBAGE** should not be left out overnight or over the weekend; walk it to the dumpsters before the squirrels or cats get to it and create a mess for everyone. **POOLS** should never be left unattended and should be emptied and put away nightly. To minimize lawn damage, please don't set them up in the exact same spot every day. **HOLIDAY DECORATIONS** must be removed no later than 30 days after a Holiday.

**VEHICLE PARKING:** Park Head-In near apartment windows to avoid exhaust fumes entering apartments. If you are disabled and park your vehicle for long periods of time. Please use a regular spot so that the Handicapped spots are readily available for daily users. **DOG OWNERS** must pick up after their dog. Children and adults use the lawn areas for play and sitting, often barefoot, and don't want to step in dog residue which still remains after you've picked up. Bring your dog to the street--which is what CURB YOUR DOG means. Don't allow your dog to urinate on gardens, bushes or trees. We know you love your pet, but others love their lawns and gardens. Don't take offense when a resident reminds you to curb or leash your dog. Let's foster peaceful co-existence and remember, Security enforces our Pet Rules. Outside, your dog must be under your physical control and may not be left unattended on the property. Please respect your neighbors' privacy and do not walk your dog close to windows. We are a pet-friendly community but that doesn't mean everyone must love your pet. Respect your neighbors and they will respect you and your right to harbor a pet. Jumping and running dogs on 2<sup>nd</sup> floors is very annoying to 1<sup>st</sup> floor residents and continuously barking dogs are annoying to all neighbors. **OUR CAPITAL**

**IMPROVEMENT** season has begun which bring lots of property-wide improvements. **LANDSCAPERS** will repair all winter storm damage and will seed and plant new shrubbery and trees. **When you see new seeding or planting, please help by watering, as needed.** The water spigots are for everyone's use. This is YOUR home, but without your help, new seeding and plantings won't survive.

**SMOKE DETECTORS:** Be sure to change batteries on smoke and CO<sup>2</sup> detectors. GOVO installed detectors have sealed batteries and a 7-year life expectancy. **LINT IN DRYER VENTS MAY CAUSE FIRES. PLEASE KEEP VENTS CLEAN OR CALL MAINTENANCE TO SCHEDULE A CLEAN-OUT!** **COMMON COMPLAINTS WE HEAR OFTEN:** • Children damaging lawns or pulling up flowers • Cigarette butts thrown out of windows or on the stoop • Leaving garbage outside of dumpsters and not breaking up and flattening cardboard boxes. If the dumpster is full, use an alternate location • Floors can be squeaky, so be mindful of neighbors below. • Slamming doors in common hallways • Keeping common hallways neat and clean which is the responsibility of both up and downstairs residents.

## FALL SEASONAL REMINDER TO RESIDENTS

*Remember, living in a Co-op, means Co-operation*

www.glenoaksvillage.com or follow us at facebook.com/govonyc

GOVO Security focuses on Quality-of-Life issues and is available 24/7 at (718) 347-6660. Other times call 911.

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- **LAWN FURNITURE & BBQs** should be removed by the first Sunday after Thanksgiving. BBQs should be neatly covered and stored out of sight. Heavy-duty BBQ covers sporting the GOVO leaf logo are available for \$25 at the Management office.
- **CURB AND PICK UP AFTER YOUR DOG AND RESPECT NEIGHBORS PRIVACY**. Even though it's cold and there's snow on the ground, you must pick up after your dog and please don't walk your dog close to apartment windows.
- **HEAT** in your apartment is programmed at each boiler location. This means that boilers are set to provide enough heat for the last apartment on the line. Units close to the boiler rooms are warmer. This is not done to waste fuel, but a result of a boiler system built more than 65 years ago. Experiencing too much heat? Adjustable radiator heat valves are available. Too cold? Call the Maintenance Services Office at 718-343-8400. During the first few continuous cool days of autumn, you may experience an evening or two of cool apartments. Please use a sweater or heater during this short period of time.
- **VEGETABLE GARDENS** must be cleaned at the end of the growing season. If no longer used, please remove and reseed.
- **PLEASE DON'T FEED PIGEONS or OTHER ANIMALS**. This is a residential community and the mess it makes is not pleasant.
- **FIRE AVOIDANCE**: Be sure to change batteries on smoke and CO<sup>2</sup> detectors. GOVO installed detectors have sealed batteries and a 7-year life expectancy. **LINT IN DRYER VENTS MAY CAUSE FIRES. PLEASE KEEP VENTS CLEAN OR CALL MAINTENANCE TO SCHEDULE A CLEAN-OUT!** Lint is a leading cause of fire.
- **SHOPPING CARTS** should remain in the shopping center. Do not abandon carts on our property.
- **SNOW REMOVAL & SNOW EMERGENCIES**: • Garbage will NOT be picked up during Snow Emergencies. Help us by parking vehicles in legally designated spaces and use common sense by keeping certain back areas clear so that we have a place to put the snow. In areas with limited snow storage capacity, you will see "snowflakes" painted on a few designated parking spots that will be used for snow removal. Do Not Park in those spots when the forecast calls for more than 5" of snow. Please help us and your neighbors by shoveling your stoop and sidewalk. Yes, our Maintenance Crew will get to your stoop and clear it, but we are a large property with a limited crew, so your help goes a long way in getting our stoops and sidewalks clear in a timely manner. • **SNOW PLOWING** will start at different locations after each snowstorm. **The order of plowing has nothing to do with the location of any Board Member's home.** We also recognize that there will be lawn damage from plowing equipment. We will do everything possible to minimize this, but any damage will be repaired in the early spring. The speed of snow removal significantly slows down when snowfall is greater than 8". Expect and plan for delays during heavy snowstorms. Help us out by shoveling your stoop and walkway and take a few extra moments to **clear the fire hydrants near your apartment.** Your cooperation and help are really appreciated. • **CALCIUM CHLORIDE CONTAINERS are available to all residents** at no charge and can be picked up weekdays in front of the Security Office or Maintenance Storage Room located behind 74-11 255<sup>th</sup> Street, or at the Maintenance Services Office in the Management Courtyard - Monday through Saturday. Reuse your container; bring empty ones back for refill. Do it before it snows!
- **SECURITY & MAINTENANCE EMERGENCY** personnel are available **24/7 at 718-347-6660**. After hours, call Security for maintenance emergencies. If you get up at night, look out your windows. See something suspicious? Call 911 and Security.
- **HANDICAPPED PARKING**: If you are disabled and park your vehicle for long periods of time. Please use a regular spot so that the Handicapped spots are readily available for daily users.
- **RECYCLING**: Dumpsters are color coded and marked with Sanitation Department recycling stickers. If a dumpster is full, use an alternate location. **BLACK DUMPSTERS** are for non-recyclable trash. **GREEN DUMPSTERS** are for paper products. Flatten cardboard boxes before disposing. **BLUE DUMPSTERS** are for metal and glass. Recycling is good and when not done properly; the co-op is subject to fines from the NYC Dept of Sanitation.
- **FLOORS CAN BE SQUEAKY**, so be mindful of neighbors below. Keep common hallways neat and clean which is the responsibility of both up and downstairs neighbors and avoid slamming doors in common hallways.

**Dog Park and Playgrounds are Open All Year. Tennis Courts close for the season on Monday following Thanksgiving.**



## SNOW REMOVAL PROTOCOLS

- ❖ Our *Snow Plan* calls for the removal of ice and snow from designated priority areas first. These areas include handicap ramps and the Management Office, where our employees work.
- ❖ Certain parking spots in our driveways have been designated as “Snowflake Parking Spots” and have a painted white snowflake on them. Please leave these spots empty when there is a prediction of 5” or more of snow. These limited spots are located in driveways, with limited snow removal areas and are used to dump plowed snow.
- ❖ Canisters of calcium chloride (ice melt), for all Residents to use on walkways, are seasonally available Monday through Friday at the Maintenance Supply Office (*accessed through the Maintenance Driveway, in the rear of 74-15 255<sup>th</sup> Street*) and Monday through Saturday at the Maintenance Services Department (*located at 70-41 260<sup>th</sup> Street*). Please use the ice melt sparingly as heavy use over extended periods of time can damage concrete. Return empty canisters for a refill.
- ❖ We also ask for your cooperation and not put garbage out if you see that it is snowing heavily, or we are engaged in snow removal operations. Think about bringing your garbage to the dumpsters instead of leaving it out front.
- ❖ Although we shovel all stoops, if possible, please help us out by shoveling your own and offer to do the same for your elderly neighbors. Of course, you do not have to shovel, and we will get to your stoop anyway, but if you are capable of shoveling, it really helps the process enormously. We have 2,904 apartments, multiple courtyards, driveways and 110 acres of walkways that need to be cleared.
- ❖ Snow removal procedures are reviewed and adjusted as needed after each snow event. The Maintenance Committee which consists of senior Management and Maintenance staff, in addition to residents and Board members, periodically review our snow removal protocols. We are always willing to listen to helpful suggestions you may have and act on them--if they are workable and cost-effective.
- ❖ Snow clearing operations have a different starting point with each snowstorm, so please remember when snow accumulates, someone will be first and last for the plows and shovelers. We cannot remove all snow, at all places, simultaneously. The starting point of snow removal is not determined by the location of a Board member’s apartment. Once snow reaches 8” or more, plowing and all snow removal operations become more difficult and take longer to accomplish. Please be patient, we will get to you. Supervisors are out in the field checking on areas that may have been missed.
- ❖ During the winter, especially during a heavy snowfall, we ask that you remove all landscaping decor (i.e. solar stick lights, statues, etc.) from the sidewalk edges and other places that shovels, and plows are placed.

***Tough decisions need to be made when uncertain weather forecasts predict snow on weekends. Having workers come in on weekends or holidays is very expensive and not cost effective if a questionable forecast of snow proves to be inaccurate. Please understand that with uncertainty comes a risk of being wrong. The Board of Directors is involved in all aspects of our co-op, including snow removal planning and its implementation. Snow removal is expensive, and our objective is to be smart, effective, and cost efficient. Each storm is different and presents its own set of challenges. It is hard work and labor intensive. Your cooperation is appreciated. For medical emergencies, please call the management office as we assign a special crew to deal with special situations and emergencies on a timely basis as they arise.***



# GAS DRYER, GAS STOVE and WASHING MACHINE COMPLIANCE NOTIFICATION ADVISORY\*

Shareholder  Tenant / Name \_\_\_\_\_

*Name and Address not required if submitted with Alteration Agreement.*

Address: \_\_\_\_\_ Unit# GV \_\_\_\_\_

**The City of New York has instituted a complex set of requirements for the installation of Gas Dryers (not electric dryers), Gas Stoves and Washing Machines (not portable washers that drain into the sink). The City now strictly enforces these rules, which apply to *existing, new or replacement* appliance installations in your apartment. As a result, all shareholders and residents are required to follow these City-mandated rules, which are explained below.**

### NYC DOB INSTALLATION REQUIREMENTS FOR WASHERS, GAS DRYERS & GAS STOVES

The NYC Department of Buildings (DOB) requires all WASHING MACHINES, GAS DRYERS & GAS STOVES (existing, new or replacement installations): **(1)** to be filed by a NYC licensed Plumber with the DOB *prior* to installation and **(2)** to be installed by a NYC licensed Plumber in accordance with all applicable NYC Building Codes.

Installing a code-compliant **washing machine** or bringing an existing one into compliance in a Glen Oaks Village apartment, is likely to be very costly due to changes in *plumbing-related* NYC Building Codes. Washers require 2” drain lines be converted to 3” drain lines, which involves running lines into basements and through first-floor apartment walls. Other requirements deal with the number of appliances being connected to common drains and vents and these requirements are affected by the location of the appliances.

**Gas Dryer** Codes are similarly stringent and installations will incur additional costs. Rigid gas piping needs to be updated and insulated rigid-vent piping must now be installed through the exterior wall at least 4’ from the nearest window. Flexible dryer vent hoses can no longer be used, all valves must be lockable and the gas dryer, itself, must be within a certain distance of the main gas line. Electric dryers do NOT require a DOB Permit and may be a better appliance choice for most residents.

**\*Prior to any installation of a Washer, Gas or Electric Dryer or Gas Stove you must first file a *no-fee* GOVO (single-Inspection) Alteration Agreement, if you have not previously done so.**

*If you have questions, please contact the GOVO Alteration Services Unit, 718-347-2337.*

## **WHAT ARE YOUR OPTIONS IF YOU HAVE A WASHER AND/OR GAS DRYER IN YOUR APT?**

If you currently have a Washer or Gas Dryer in your apartment and you have never filed for a NYC DOB Permit, the City deems that you are in violation. **THESE ARE YOUR OPTIONS:**

**1) REMOVE THE APPLIANCE(S).** As previously mentioned, the cost to install a Washer and Gas Dryer is prohibitive and removing the appliance(s) may be your best choice. In some instances and for technical NYC Code reasons, it may not even be possible to bring your appliance into compliance. If you do decide to remove your appliance(s) from your apartment, the Board has authorized Maintenance to do so *at no cost to you*. They will place it in your garage or discard it. The co-op cannot store your appliance(s).

**2) PAY TO HAVE THE APPLIANCE(S) INSTALLED** in accordance with NYC DOB Code Requirements. A NYC-licensed Plumber must be used for the installation and to file all permits with DOB. If you decide to choose this option, which may be costly, the co-op will work with your NYC Licensed Plumber or ours, to file the proper DOB permits. Electric Dryers do NOT have to be filed with DOB but will require the use of a dedicated, single-use electrical outlet that must be installed by a NYC-Licensed Electrician, if such an outlet does not currently exist.

**3) KEEP YOUR APPLIANCE(S)** and make your own arrangements for their disposition.

**COMPLIANCE WITH THE NYC WASHER AND GAS DRYER REQUIREMENTS IS SOLELY YOUR RESPONSIBILITY. ALL SHAREHOLDERS AND RESIDENTS ARE SUBJECT TO THESE RULES.**

## **NYC DEPT OF BUILDINGS AND ENVIRONMENTAL CONTROL BOARD (ECB) VIOLATIONS**

Violations occur when Washers and Gas Dryers are installed without first filing for a DOB permit--regardless of how long ago they were installed. If the DOB finds the un-filed appliance(s) during an apartment inspection, it will assess a monetary violation and require that the violation be cured. Although DOB apartment inspections are rare, they may occur in certain circumstances such as a Con Ed gas leak in your building. If DOB discovers that there are no permits on file for your appliance(s), a DOB/ECB violation will be issued, and you will be fully responsible for violation fees and any other costs associated with bringing your appliance(s) into compliance. Even removal of appliances at that time may not eliminate all DOB/ECB violation fees.

**THE BOARD UNDERSTANDS** that the once simple process of installing a Washer or Gas Dryer has been “turned on its head” by these NYC-mandated rules that make compliance financially onerous and stressful. We are equally concerned as you, but unfortunately, have been unable to mitigate these rules with DOB despite our best efforts. We only ask that you direct any complaints and objections to your NYC Councilmember and not to the co-op staff.



## Glen Oaks Village Smoking Policy

*Glen Oaks Village Smoking Policy as adopted by the Board of Directors pursuant to NYC LL 147-2017*

**Smoking and Electronic Cigarette Use Is Prohibited in All Enclosed Common Areas of Glen Oaks Village and All Interior GOVO Operated and Controlled Spaces. These Areas Include:**

- Common Hallways
- Laundry Rooms
- Community Room
- Management Office & Closing Room
- Maintenance Dispatch Office
- Security Office
- Board Room
- Maintenance Locker Rooms
- Inventory Stock Room
- Maintenance Storage Garages & All GOVO Repair Facilities
- Residential Storage Rooms
- Boiler Rooms and Meter Rooms
- Basements Serviced by GOVO
- Glen Oaks Village On-Site Real Estate Office of Miller & Miller Real Estate

**In the Following Outdoor Areas, The Board of Directors Asks Individuals to Extend Courtesy to Those Who Request That Smoking Be Extinguished.** Security will enforce the rules prohibiting smoking and electronic cigarette use in exterior areas when requested by a non-smoking resident at the specific locations. Security will not disclose the name of the individual making such a request.

- ★ Basketball Courts ★ Enchanted Forest Dog Park ★ Gazebos ★ Playgrounds
- ★ Racquetball Courts ★ Splash Park ★ Tennis Courts ★ Tribute Triangle Park

**Shareholders and Apartment Occupants Are Expected to Conduct Themselves in a Safe Manner and Minimize Smoke or Odors from Entering Other Apartments.**

These House Rules violations are covered under Smoking and Odors and are enforced by Security.

- DO NOT SMOKE NEAR WINDOWS, when outside.
- CIGARETTES MUST BE FULLY EXTINGUISHED when finished.
- DO NOT TOSS CIGARETTE BUTTS on GOV property.
- DISPOSE OF CIGARETTE BUTTS PROPERLY, take them with you for proper disposal.

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*The City Department of Mental Health and Hygiene (DOHMH) has final jurisdiction of NYC Smoking regulations and may issue monetary fines to those violating the Law. Please contact the New York Smokers' Quit Line at 1-866- NY QUILTS for resources on how to quit smoking.*



## **NYC MANDATED BUILDING FIRE SAFETY NOTICE**

**IN THE EVENT OF FIRE, STAY CALM, NOTIFY THE FIRE DEPARTMENT AND FOLLOW THEIR DIRECTIONS. IF YOU MUST TAKE IMMEDIATE ACTION, USE YOUR JUDGMENT AS TO THE SAFEST COURSE OF ACTION, GUIDED BY THE FOLLOWING INFORMATION:**

### **If the Fire Is in Your Apartment**

- Close the door to the room where the fire is and leave the apt. making sure EVERYONE leaves with you.
- Take your keys.
- Close, but do not lock, the apartment door.
- Alert people in your building on your way to the exit.
- Use the nearest stairwell to leave the building.
- Call 911 once you reach a safe location. Don't assume the fire has been reported unless firefighters are on the scene.
- Notify the firefighters if anyone is unaccounted for.

### **If the Fire Is Not in Your Apartment**

- Feel your apartment door and doorknob for heat. If they are not hot, open door slightly and check for smoke, heat, or fire.
- Exit the apartment and building if you can safely do so, following the instructions above for a fire in your apartment.
- If you cannot use the stairs, call 911 and tell them your address, floor, and the number of people in your apartment.
- Seal the doors to your apartment with wet towels or sheets, and seal air ducts or other openings where smoke may enter.
- Open windows a few inches at top and bottom unless flames and smoke are coming from below.
- Do not break any windows.
- If conditions in the apartment appear life-threatening, open a window, and wave a towel to attract attention of firefighters.
- If smoke conditions worsen before help arrives, get down on the floor and take short breaths through your nose. If possible, retreat away from the source of the fire. Since fire and heat rise, always try to get below the fire.

**In a Fire, Close All Doors Behind You!  
Keep Fire and Smoke Out of Building Hallways and Stairs.**

**Keep Apartment and Stairwell Doors Closed.  
Protect Your Neighbors and Your Home!**



NYC Admin Code §15-135



## NYC Required Notices

### **Suspected Gas Leak** (NYC LL 153-2016)

Please follow these procedures if you suspect a gas leak.

1. Quickly open nearby doors and windows and then leave the building immediately. Do not attempt to locate the leak, do not turn on or off any electrical appliances, do not smoke or light matches or lighters and do not use a house or cell phone inside the building.
2. After leaving the building please do the following:
  - a. **Call 911** to report the suspected gas leak
  - b. Also **call Con Edison at 1-800-752-6633** to report the gas leak
  - c. It is very important that you also **call Glen Oaks Village Security at (718) 347-6660** so that we can meet the first responders at the location of the suspected gas leak. By doing this, we may be able to minimize the time that will be required to repair the gas leak and get the gas back on in the building.

### **Smoke Detectors**

*In accordance with Article 312 of Chapter 3 of Title 28 of the NYC Administrative Code*, the law requires owner(s) of an apartment to provide and install one or more approved and operational smoke detectors in each apartment and periodically replace such devices upon expiration of their useful life. The tenant/resident of each apartment is responsible for the maintenance and repair of the installed detectors and for replacing any or all detectors which are stolen, removed, missing or become inoperable during the occupancy of the apartment with a device meeting the requirements of Article 312 of Chapter 3 of Title 28 of the NYC Administrative Code. You may also contact the Glen Oaks Village **Maintenance Department (718) 343-8400** to have a new detector installed in your apartment.

### **Carbon Monoxide Detectors**

The law requires the owner of an apartment to provide a carbon monoxide alarm detector in each apartment. The carbon monoxide alarm must be placed within 15 feet of the primary entrance to each sleeping room, must be equipped with an *end-of-useful-life* alarm and must be periodically replaced by the owner, as necessary, in accordance with the *Useful Life Expiration Date*. Residents are responsible for the maintenance and repair of the alarms installed in the apartment, unless the alarm becomes inoperable during the occupancy of the apartment due to a manufacturing defect. You may also contact the Glen Oaks Village Maintenance Department to have a new detector installed in your apartment.

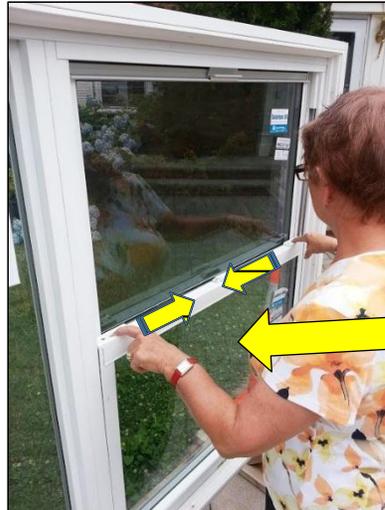
### **GAS OR WATER APPLIANCE INSTALLATIONS**

According to a recently enacted NYC Law, all gas or water appliance installations that are new or a replacement of existing equipment, require that your installer file for a permit with the NYC Department of Buildings (DOB) prior to the installation. These rules have been promulgated by the City of New York and the co-op is required to abide by them. You are required to file an Alteration Agreement with the co-op and work cannot commence until it is approved. Please feel free to contact the Glen Oaks Village Maintenance Department for further details on the above.

## OPENING DOUBLE-HUNG WINDOWS FOR CLEANING



**1. RAISE BOTTOM WINDOW UP SLIGHTLY.**



**2. PUSH BOTH TABS ON TOP OF WINDOW SASH AT SAME TIME TOWARDS THE MIDDLE TO UNLOCK WINDOW.**



**WINDOWS ARE HEAVY. USE CAUTION WHEN LIFTING AND CLEANING.**



**3. PULL WINDOW SLOWLY TOWARDS YOU AND HOLD IT. DO NOT LET IT DROP OR IT WILL DISENGAGE FROM LIFTING MECHANISM. IF THIS HAPPENS, CALL MAINTENANCE.**



**4. WITH THE BOTTOM WINDOW OPENED AND LEANING AGAINST YOU OR A CHAIR, OPEN THE TOP WINDOW THE SAME WAY AND HOLD IT OPEN TO CLEAN. DO NOT LET WINDOWS DROP OR THEY WILL DISENGAGE FROM THE LIFTING MECHANISM.**

**5. WHEN DONE CLEANING, CLOSE TOP WINDOW FIRST, UNTIL YOU HEAR THE WINDOW CLICK INTO PLACE, THEN RAISE IT UP TO CLOSE IT. NOW CLOSE BOTTOM WINDOW UNTIL IT CLICKS INTO PLACE.**

## HOW TO REMOVE SLIDER WINDOWS FOR CLEANING



### REMOVING SLIDER WINDOWS:

- A) SLIDE WINDOW OPEN TOWARDS THE CENTER,
- B) LIFT UP AND PULL BOTTOM TOWARDS YOU,
- C) PULL DOWN. WINDOWS ARE HEAVY, BE CAREFUL WHEN LIFTING THEM.  
HERE'S A TIP: BRING THEM TO THE BATHTUB TO CLEAN.

**WINDOWS ARE HEAVY. USE CAUTION WHEN LIFTING AND CLEANING.  
REMEMBER TO ALSO CLEAN WINDOW TRACKS ON ALL SLIDER WINDOWS.**



### REINSTALLING SLIDER WINDOWS:

- D) ALIGN TOP OF WINDOW...
- E) ...INTO UPPER CHANNEL,
- F) WHILE LIFTING UP, ALIGN LOWER WINDOW INTO BOTTOM TRACK.

### CLEANING THE 72" FIXED GLASS CENTER PICTURE WINDOW:

SLIDE THE RIGHT-SIDE WINDOW AND SCREEN ALL THE WAY TOWARDS THE LEFT. NOW REACH OUT AND CLEAN THE OUTSIDE HALF OF THE PICTURE WINDOW. REPEAT ABOVE FOR THE LEFT SIDE WINDOW.

## WINDOW SECURITY – PREVENTING WINDOWS FROM FULLY OPENING

**USE CAUTION WHEN LEAVING WINDOWS OPEN AT NIGHT OR AWAY FROM HOME.  
TO SECURE AND PREVENT WINDOWS FROM FULLY OPENING, SEE BELOW:**



### **72" WINDOWS**

PLACE A WOODEN DOWEL OR WINDOW STOP BAR, AVAILABLE AT THE GLEN OAKS MAINTENANCE OFFICE -- IN THE BOTTOM CENTER WINDOW TRACK OF THE 72" SLIDER WINDOW. THIS WILL PREVENT THE WINDOWS FROM BEING FULLY OPENED.



### **52" WINDOWS**

CLOSE AND LOCK THE SLIDER WINDOW THAT IS ON THE REAR TRACK. PLACE A WOODEN DOWEL OR WINDOW STOP BAR, AVAILABLE AT THE GLEN OAKS MAINTENANCE OFFICE -- IN THE BOTTOM TRACK OF THE 52" SLIDER WINDOW. THIS WILL PREVENT THE WINDOW FROM BEING FULLY OPENED.



### **36" DOUBLE-HUNG WINDOW**

PLACE WINDOW STOP BAR, AVAILABLE AT GLEN OAKS MAINTENANCE OFFICE -- ON SIDE OF WINDOW AND SNAP IN. THIS WILL PREVENT THE WINDOW FROM BEING FULLY OPENED.

## RULES & GUIDELINES FOR SELECTING STORAGE SHEDS

Instead of dictating a one-size-fits-all approach, here are some guidelines to use when deciding on purchasing a Storage Shed:



1. Rear Storage Sheds can be larger than ones located in the front or side of buildings.
2. Storage Sheds cannot block windows. Generally, a rear Storage Shed should be limited in size to no more than 5' wide and 6' high for the larger ones. However, if an allowable Storage Shed size still blocks a window, it cannot be used. Here is an example of an acceptable Storage Shed and installation.
3. Storage Sheds, in the front or side of a building, should be placed in a manner that is not unsightly. They should not be large and bulky. They can be tall but must be narrower than a Shed that would be allowed in the rear. This picture is an example of an acceptable Storage Shed in the front or rear.
4. Your Storage Shed must be located in the immediate vicinity of your apartment.
5. Storage Sheds are subject to Alteration Agreement approval and your application should specify size and the location that the Storage Shed will be placed. (*Please see House Rule # 12 for more information.*)

# **HOUSE RULES BEGIN HERE**

**AS A NEIGHBORHOOD COMMUNITY, GLEN OAKS RESIDENTS ARE HAPPIEST WHEN  
NEIGHBORS ARE FRIENDLY.**



**AT THE VERY LEAST, NEIGHBORS SHOULD CO-EXIST AMICABLY.**



## **1. OBSTRUCTION, FURNISHING AND DECORATING OF VESTIBULES, COURTYARDS & OTHER PUBLIC AREAS**

The entrances, vestibules, sidewalks, building stairways, courts, and driveways shall not be obstructed or used for any purpose other than entry to and exit from the apartments in the buildings.

- No mopeds, bicycles, scooters, strollers, baby carriages or other wheeled items or personal effects shall be allowed to stand in vestibules and public areas, or courts of the buildings. *(See storage locations on last page.)*
- Any resident may redecorate vestibules of the buildings with prior written consent of your adjoining neighbor(s) (if shared entranceway) and Management.
- Shopping carts should not be removed from store parking lot and are not permitted on Glen Oaks Village property.
- Flower boxes and other objects on stoop and terrace handrails must be securely attached to the outside of handrail.

*Note: The fine for the first offense is \$50; the second offense is \$75; and for the third offense, the fine is \$100 and confiscation of the item.*

## **2. USE OF VESTIBULES, COURTYARDS, CLOTHESLINES & OTHER PUBLIC AREAS**

- Children and guests shall not play in the vestibules, stairways, garages, trees or on roofs. Lawns and trees shall not be abused. Tree climbing is not permitted.
- All common doors should be closed and locked at all times, unless otherwise agreed to by the parties that share the common doors.
- Smoking is prohibited in common hallways. *(See GOVO Smoking Policy)*
- Clothes should be removed from clotheslines when they are dry to make room for others to use. If Security determines that clothes have not been removed in a timely manner, they may remove the clothes and store them in a secure location for you to pick up at a later time.
- Shareholders, tenants, and subtenants will be held responsible for the actions of their children and guests and will be held responsible for any damages. *(See locations on recreational facilities page.)*

Requests for outdoor courtyard gatherings must be submitted in writing to Management during normal business hours, prior to the scheduled event. It is your responsibility to inform your neighbors of this gathering prior to the event. **Note:** *Bounce houses and all inflatables must be properly secured to the ground to protect against strong winds.*

*Note: The fine for the first offense is \$50; the second offense is \$75; and for the third offense, the fine is \$100 plus all legal fees.*

### **3. PERSONAL PROPERTY ON LAWNS, DRIVEWAYS, STEPS & OTHER PUBLIC AREAS**

- Outdoor holiday decorations must be removed no later than 30 days after the holiday.
- Grounded exterior extension cords must be utilized outdoors. Household interior extension cords are prohibited from being utilized outdoors.
- Items kept in storage rooms should be neat and orderly. All items should be removed once the shareholder/tenant vacates the property.
- Temporary storage of seasonal items should not appear unsightly. If there are no storage facilities nearby, items may be kept neatly covered in the rear of the apartment or in the front--but out of sight.
- Seasonal items may be put out on the 3<sup>rd</sup> weekend of April and removed by the weekend following Thanksgiving.
- Any regulation-size portable basketball hoop used in Glen Oaks Village must not impede pedestrian movement. If the regulation-size basketball hoop is placed in front of an apartment, you must have the consent of the neighboring owner/occupants. When not being used, it must be stored neatly out of sight.
- Residents must submit a written request including date and time for erecting a tent and must receive the consent of the Management Office.
- Personal property should not be left unattended.
- All unattended toys, bicycles, pools, and personal property must be removed or stored neatly away and out of sight after sundown.
- The Corporation will not be responsible for any damages or loss of shareholders /subtenants' belongings left outside on the property.
- Limited storage areas are available--Inquire at the Management Office or see last page for locations.

*Note: The fine is \$50 for non-compliance and possible confiscation of items.*

### **4. USE OF RECREATIONAL SITES FOR PARTIES OR EVENTS**

Parties or events at any Glen Oaks Village facility including but not limited to Playgrounds, Splash Park, and the Dog Park require one-week notification to Management. *(See page 40 for full list of locations.)*

- The party organizer must: a.) Provide contact information. b.) Be a resident of Glen Oaks Village, and c.) Be responsible for all set-up and clean-up of area prior to and after the event.
- Approval is granted automatically unless denied by Management.
- All Events at Glen Oaks Village Playgrounds, Splash Park, Dog Park or on Common Areas are not for exclusive use of the area. All residents and their guests may not be prohibited from the use of these areas at any time.
- All co-op House Rules, and Park signs always apply. For Splash Park events, tables may be set up in all areas (away from apartment windows). Tables may not be set up on the artificial turf area adjacent to Splash Park. Please contact Security at (718) 347-6660, when the event has concluded.
- Residents must submit a written request including date and time for any yard sales being held in or near any apartment and must receive the consent of the Board of Directors.

- It is your responsibility to inform your fellow neighbors of your intentions as soon as possible, prior to the event and to clean and return the common area back to its original or better condition, after the sale is concluded.

*Note: The fine for the first offense is \$50; for the second offense is \$75; and for the third offense, the fine is \$100 plus all legal fees.*

## **5. EXCESSIVE NOISES, CONSTRUCTION REPAIR WORK, MOVE IN/MOVE OUT**

- No person shall make or permit any disturbing noises in the buildings or permit anything to be done therein, which will interfere with the rights, comfort, or convenience of other residents.
- No person shall permit the excessive use of any musical instrument or permit the operation of a music-producing device, radio, television, exercise equipment or any other appliance in resident's apartment between the hours of 10 P.M. and 8 A.M., Sunday-Thursday and 11 P.M. and 8 A.M., Friday and Saturday to the extent that it shall disturb or annoy other occupants of the buildings.
- Construction, repair work or other activities involving loud noise shall be permitted only between the hours of 7 A.M. and 6 P.M. weekdays and between the hours of 9 A.M. and 8 P.M. on weekends and holidays. Contractors must get written permission from the Management Office by filing an *Alteration Agreement*. (See House Rule #10)
- An individual can move in or out every day between the hours of 8 A.M.– 10 P.M.
- Security shall be informed by the resident moving in or out.
- Moving trucks must stay on streets or roadways only. Trucks are not permitted on lawns, sidewalks, courtyard grounds or any other unauthorized area.
- The cost to repair any damage to the building or property as a result of moving in or out will be charged to the individual(s) moving in or out.

*Note: The fine for the first offense is \$50; for the second offense is \$75; and for the third offense, the fine is \$100 plus all legal fees.*

*Note: For Moving In/Out - Fines comensurate with any damage will be assessed to the individual responsible for the damage.*

## **6. ODORS & FUMES**

- No resident shall permit any strong or unreasonable odors to escape into the buildings. Odors including but not limited to cooking, barbeques, fire pits, pets, smoking and vaping.
- All units must have proper ventilation such as open windows, window fans and/or exhaust fans, etc., in order to prevent such odors from annoying nearby residents.
- Procedure for Polyurethane of floors:
  - a) Notify residents of adjoining apartments of dates and times that Polyurethane will be applied.
  - b) Apartment must be properly ventilated during application of Polyurethane.
  - c) Outside temperature must be 50 degrees or more so that neighbors can keep their windows open.

*Note: The fine is \$100 for non-compliance*

## **7. PLACEMENT & DISPOSAL OF ARTICLES/WINDOW COVERINGS**

- No articles, including laundry, shall be hung, or shaken from the doors, windows, terraces, trees, shrubs, or roofs, or placed upon the window ledges of the buildings.
- Inappropriate items, such as bedspreads, sheets, shower curtains, broken blinds, etc. , shall not be used as window coverings.
- Manufacturer stickers must be removed from windows.
- No cigarettes, matches, trash, or articles of any kind are to be thrown from terraces/windows or disposed of in anything other than the proper container.

*Note: The fine is \$75 for non-compliance plus the cost to replace damaged items.*

## **8. USE OF AIR CONDITIONERS, AWNINGS, VENTILATORS, ETC.**

Air Conditioners and ventilators installed through building walls and awnings, or ventilators installed on any Glen Oaks Village building, shall require a properly completed *Alteration Agreement* that has been approved by the Board of Directors. Any installation of any device projecting out of any window or building, must be installed in accordance with manufacturer's specifications and in compliance with all pertinent House Rules.

- In accordance with Insurance Requirements, window air conditioners must be properly supported so they do not fall out of windows, or damage window frames or sills. All residents are required to use GOVO authorized AC brackets that are available through Maintenance at no cost. Plywood and bricks are NOT acceptable to use as an Air Conditioner support bracket.
- AC units may only be installed in a double-hung window or through-the-wall (recommended method), using a lintel and sleeve (metal box in which the AC is housed). Air Conditioners may NOT be installed in slider windows.
- Through-the-wall AC units must use properly fit AC sleeve. Through-the-wall openings no longer used, must be bricked up properly and an *Alteration Agreement* must be filed.
- You may use the accordion style space filler that is supplied with your Air Conditioner unit, plexiglass or painted finished material. You may NOT use pieces of cardboard or other unsightly material as "space fillers".
- The cost of repairing damaged windows as a result of a faulty window air conditioner installation, will be charged to the shareholder of the apartment. All window ACs are subject to periodic maintenance inspection. Any window AC not installed properly will require immediate correction. If Maintenance is required to correct the problem, the owner of the unit will be charged our normal hourly billing rate plus a \$100 fine.

*Note: The fine is \$100 for an incorrectly installed air conditioner, and the shareholder/subtenant will be fined each month until the situation is corrected.*

## **9. GARDENING & PLANTING VEGETABLE GARDENS**

- The Board of Directors may direct the Maintenance Department or shareholder to remove any and all foliage from common area terraces and/or window ledges it deems unsightly or dangerous.

- Vegetable gardens are to be located in the rear of the buildings only; they are not to be set up in the front of any building.
- No rusted or unsightly fencing is to be used. Any perimeter fence around a vegetable garden should be no higher than 4 feet.
- All fencing or garden materials must be free of exposed nails, splinters, or any other dangerous conditions.
- All framing, fencing or vining materials used in the vegetable gardens must be new or in “like new” condition.
- Vegetable garden areas must be kept clean at all times.
- Vegetable garden areas must not be objectionable or unsightly. The final arbiter of this decision will be the Board of Directors. If you are not sure, please contact the Maintenance Services Department.
- All vegetable gardens must be in close proximity to your apartment. If a vegetable garden extends beneath and/or close to another resident’s window, then consent by that resident is required.
- Pesticides may only be used in accordance with local regulations.
- No vegetable garden shall be larger than 10’ x 10’.
- At the end of each growing season, the vegetable garden must be cleaned, and the soil tilled. If the vegetable garden is abandoned, it must be restored to its original condition using grass seed or sod.
- Any vegetable garden not in compliance with these House Rules will be removed by the Groundskeeping Department.
- Hanging pots or flower boxes on the second-floor terrace handrails must be securely attached to the handrail.

**SHRUBBERY:**

- Shrubbery that is used for privacy fencing in the front of all units may not exceed 5ft, unless otherwise authorized by Management.
- Once someone plants something on Glen Oaks Village Property (except for vegetable gardens), it becomes the property of the co-op.
- When a bush or tree dies that a Shareholder had paid for and planted with the consent of the Board, the co-op will assume responsibility for its replacement. Management will determine the planting to be replaced.

*Note: The fine is \$50 for non-compliance.*

**10. ALTERATIONS TO APARTMENTS**

- Additional rules apply to specific alterations. Please see the *Alteration Agreement Application Package* for the type of alteration you are planning.
- Shareholders are specifically cautioned that their right to make any addition, change or alteration to the exterior or interior of any portion of the building including, but not limited to, terraces, decks, new entrances, lofts, dormers, sunrooms, basement conversions, roof mezzanines and skylights, requires the written consent of the Board of Directors by way of an *Alteration Agreement*. Shareholders are responsible for the maintenance and upkeep of all alterations made to their apartment, whether alterations were done by them or the previous owner(s). For more information on permissible alterations, please pick up an *Alteration Agreement* at the Management Office.

- All non-synthetic portions of rear terraces and sunrooms, including posts and exposed headers must be stained or painted the same color as the terrace. This must be done periodically to maintain the appearance and integrity of the infrastructure. An *Alteration Agreement* is not required for this since there is no change in the colors of the terrace.
- Attic renovations for the sole purpose of clean storage space may not be used as living space. Basement renovations for the sole purpose of living space may not be used for sleeping quarters. If you sell a unit with a renovated attic or basement, it is the Shareholder's responsibility to inform all prospective Purchasers.
- Anyone wishing to erect a fence must first file an *Alteration Agreement* and provide dimensions, specifications, and picture of fence style.
- An approved *Alteration Agreement* is required when installing gas or electric dryers, washing machines and gas stoves and when any interior or exterior portion of the building (e.g. vent holes, new electrical wiring, or gas piping, etc.) is altered. All appliance installations must meet the specifications set forth by the appliance manufacturer.
- To prevent clothes dryer fires, it is important to clean the lint regularly from the dryer vent, and check that exhaust is escaping normally while the clothes dryer is operating. If you cannot clean or reach the vent, please contact maintenance. There is no charge for this service.

*Note: When installing a washing machine in any apartment, back flow prevention valves (check valves) must be installed on all supply lines to prevent dirty water from contaminating the main water supply.*

*Note: In accordance with NYC Law, it is now a requirement that a licensed and insured Plumber, authorized to do work in NYC, be used for the installation of a washing machine, gas dryer or gas stove. It is your responsibility to make sure your Plumber is filing the proper forms with the NYC Department of Buildings (DOB). Electric Dryers require a dedicated outlet which must be installed by a licensed electrician in accordance with all NYC and DOB regulations.*

*Note: The fines for non-compliance are \$500 for a multiple inspection alteration and \$250 for a single inspection alteration.*

## **11. PROPER USE OF DECKS & PATIOS**

- Can only be constructed with an approved *Alteration Agreement* and must be properly maintained to prevent deterioration. (See House Rule #10 for fine provisions.)
- Items being used on the patio/deck (such as a table with umbrella, chairs, swing, etc.) must be properly anchored or secured to ensure the safety of nearby residents.
- Are not to be used to hang laundry (clotheslines are provided in the back areas).
- Seasonal items must be properly stored during the cold weather months. Decks, Terraces and Patios are not to be used as storage areas.

*Note: The fine for the first offense is \$50; the second offense is \$75; and for the third offense, the fine is \$100 and confiscation of the item.*

## **12. GUIDELINES FOR STORAGE SHEDS**

- Rear Storage Sheds can be larger than ones located in the front or side of buildings.
- Storage Sheds cannot block any part of a window.

- Rear Storage Sheds should generally be limited to no more than 5' wide and 6' high.
- Front or side Storage Sheds shall be placed in a location that is not unsightly and preferably blocked by shrubbery.
- Your Storage Shed must be located in the immediate vicinity of your apartment.
- Storage Sheds should not be metal.
- Storage Sheds are subject to *Alteration Agreement* approval and must specify the size and location. If available, include a picture.

*Note: See House Rule #10 for fine provisions.*

### **13. STORAGE PODS**

- Residents must submit a written request including specific location, size, date of delivery and date of removal for use of a Storage POD on Glen Oaks Village Property and must receive the consent of Management.
- Approved requests will be issued a Permit to be placed on the Storage POD.

*Note: The fine is \$50 each day for non-compliance plus the cost of any damages.*

### **14. USE OF SIGNS, NOTICES & ADVERTISEMENTS**

- No sign, notice, advertisement of any kind, or illumination shall be posted on or at any window, or other part of the building, or on any Glen Oaks Village Property except such as shall have been approved in writing by the Board of Directors.
- **Political Signs:** The Board does not prohibit residents from putting up political signs because doing so would probably not survive a court challenge. The Board also recognizes that robust political discussion and political signs are part of the political process in our Country. However, we do expect people to use common sense and good taste when putting up signs for a political candidate. These signs should be taken down when the election is over, or the candidate is no longer running. People do occasionally put up small lawn signs for candidates, which has not been a problem. Any sign displayed on our property should be in good taste, appropriately sized and displayed from or in front of one's own apartment.

*Note: The fine is \$50 for non-compliance.*

### **15. USE & REPAIR OF TOILETS**

- Toilets shall not be used for any purpose other than that for which they are constructed, nor shall any rubbish, diapers, sanitary products, or other articles be thrown into the toilets.
- The shareholder or tenant in whose apartment damage has occurred, shall pay for the cost of the repair and any damage resulting from misuse of any toilet.

*Note: The fine is \$50 for non-compliance.*

### **16. INSTALLATION & USE OF SECURITY CAMERAS, VIDEO DOORBELLS, ANTENNAS & SATELLITE DISHES**

- The co-op has the right to remove any antenna, satellite dish or other hanging items that appear dangerous or inactive.

- Security Cameras are permitted on the outside of an individual's immediate apartment. A Security Camera Form must be submitted listing the location of the security camera(s). The co-op will provide the NYPD with locations of cameras nearby crime scenes to help in a police investigation. Cameras may NOT be pointed directly into another resident's window or apartment entrance. The security camera location must serve a crime deterrence purpose. The Board, at its own discretion, may remove or relocate security camera(s) at any time.
- A satellite dish or television aerial shall not be attached to or hung from the exterior of any building without a properly completed and approved *Alteration Agreement*. Antennas and satellite dishes may not be affixed to the front wall or roof of any building.
- Maintenance of television aerials or satellite dishes is the owner's responsibility. Owners are required to remove them when they are no longer being used.

*Note: The fine schedule is the same as outlined for Alteration Agreements.*

## **17. INSECT EXTERMINATION**

- Glen Oaks Village offers the services of an exterminator at no cost. Employees of the Corporation and any contractor or workers authorized by the Corporation, may enter any apartment or garage upon reasonable notice, for the purpose of inspecting to ascertain whether measures are necessary or desirable to control or exterminate any vermin, insects or other pests.
- If the Corporation must take legal measures or other action to control an infestation, the cost of such measures shall be payable by shareholder/subtenant as additional maintenance and/or rent.

*Note: The fine is \$75 for non-compliance.*

## **18. EMERGENCY ACCESS**

- Employees of the Corporation, Management or Maintenance Department, when accompanied by a Security Officer, may enter an apartment in the case of an emergency.
- In addition, they may also enter the apartment for inspection or for the performance of work that may be required.
- Residents are encouraged to make arrangements to leave keys with family, friends, neighbors, or landlords in the case of an emergency.

## **19. GARAGES**

- Monthly usage fees are \$35 for shareholders and \$60 for non-shareholders.
- Garages are not to be used for ANY commercial purpose.
- Garages are to be used primarily for storage of properly registered vehicles.
- Garage doors are to be kept closed and locked at all times, except for entry and exit or when the garage is in use.
- Shareholders are permitted two (2) garages. However, a shareholder with one (1) garage will not be given a second garage if there are other shareholders on the same

garage waiting list who do not have a garage, regardless of where they appear on the garage waiting list.

- Non-shareholders are permitted one (1) garage.
- A limited number of individuals who leased three (3) garages and non-shareholders who leased two (2) garages years ago, have been “Grandfathered” into this rule.
- Shareholders who live off-site are not permitted a garage.
- Garage licenses may be canceled at the discretion of the Board of Directors for violations of the license. Non-resident shareholders are not allowed to rent garages without the prior written consent of the Board of Directors. For more details and information, see our *Garage License Agreement* that is available at the Management Office.
- Garages may not be sublet.
- Any shareholders with garages located under apartments are required to park head in and idling is prohibited.
- If you have an outstanding balance on your account, your name will not be placed on the waiting list for a garage.
- If your name is on the waiting list and a garage becomes available, you will not become eligible to rent a garage until all arrears have been paid.
- Accounts in arrears of 45 days or more will be subject to an automatic confiscation of garage(s) and termination of garage license(s) and lease(s).
- At such time that a garage with an electric garage door opener is vacated, the electric garage door opener must remain with the garage and becomes the property of Glen Oaks Village. Vacating garage occupants must surrender garage keys, remotes, keys to the emergency release mechanism, and access codes.

*Note: The fine for the first offense is \$50; the second offense is \$75; and for the third offense, the fine is \$100 and confiscation of the garage.*

## **20. PARKING & VEHICLE OPERATING POLICIES ON GLEN OAKS VILLAGE PROPERTY**

- Annual parking permits are available at the Management Office. Annual fees are \$25 per vehicle for shareholders and \$35 per vehicle for non-shareholders.
- Permits for commercial vehicles are \$1,200 annually and require Board approval. The cost is prorated. Non-Shareholders must pay \$1,200 upfront; Shareholders will be billed \$100 monthly upon request.
- Only two (2) passenger parking permits allowed per household.
- Only one (1) commercial parking permit allowed per household.
- Parking on Glen Oaks Village property is permitted only when a valid GOVO parking permit is properly affixed to the parked vehicle or a temporary parking permit is obtained from the Security Office. Any violation of this rule will subject the vehicle to being stickered for unauthorized parking by Security or towing at the owner’s expense.
- Park at your own risk. Glen Oaks Village assumes no liability for loss or damage to parked vehicles.
- Passenger Vehicles must use passenger vehicle parking permits only.
- Commercial Vehicles must use commercial vehicle parking permits only.

*Note: The owner of the vehicle will be fined \$15 for each violation.*

## **PARKING COURTESY, CARE & COMMON SENSE:**

### **Temporary Late-Night Parking Permitted in Non-Designated Areas:**

As an accommodation to late night work shift individuals and others that may have difficulty finding a parking spot at night, we will allow you to park your vehicle in certain non-designated parking areas in our parking lots, provided you have a current parking permit affixed to your windshield and your vehicle is not impeding other vehicles, garages, pedestrians or dumpster access.

- Parking is permitted only in properly marked spaces and a vehicle may not take up more than one space at a time.
- **Back-In and Forward-Facing Parking is permitted in outdoor parking areas EXCEPT when signs specifically Prohibit Back-In Parking.** In other areas that are nearby apartment windows, drivers should be courteous and respectful of neighbors by parking vehicles with the exhaust pipe furthest from the building windows. Idling of vehicles is prohibited.
- Commercial Vehicles may not be stored on GOVO property unless authorized by the Board of Directors.
- All parked vehicles on GOVO property must be in operable condition.
- Driveway Speed Limit is 5 miles per hour property wide.
- Prolonged idling, “gunning” engines, driving or parking on lawns is prohibited.
- Long-Term Storage of Vehicles on GOVO property is prohibited without special written consent of the Board of Directors or Management, even if the vehicle has a valid parking permit. A “stored vehicle” is one that is not being used regularly and/or has not moved out of the lot for at least 3 weeks. Simply moving a vehicle from one spot to another to avoid being charged with a “stored vehicle” violation does not change the status of the vehicle. If visible and physical evidence indicates that this vehicle is not being used regularly, then it is considered a “stored vehicle”.

#### **A) MOTOR VEHICLE REPAIR**

- Residents may perform minor service and repairs to their vehicles on Glen Oaks property. You must keep Glen Oaks Village property clean and must cover the ground surface to protect it from fluids and grime. The property must be fully cleaned after the car has been repaired and serviced. No vehicle may remain under repair or service or inoperable on Glen Oaks Village property for more than one day, without the consent of Management.

#### **B) PARKING POLICY FOR MOTORCYCLES**

- Due to the limited number of designated parking spaces in Glen Oaks Village, the Board has agreed to permit motorcycle parking in non-designated spaces in our lots (such as along curbs, or within striped areas) provided that they do not impede or block other vehicles in the parking lot. Motorcycles are still permitted to park in designated spots provided they have a current parking permit displayed. This policy will maximize the number of spots available since it allows motorcycles to park without taking up a spot for another vehicle. Security will determine whether the motorcycle is properly parked and not impeding or blocking other vehicles.

**EXAMPLES OF ILLEGALLY PARKED VEHICLES:** Vehicles on GOVO property that are not in compliance with the rules and regulations of the co-op, may be stickered or towed at the vehicle owners' expense.

- Vehicles that are: blocking driveways, oil delivery zones, garages, parked cars, dumpsters, handicapped spots, "no parking" designated zones or occupying more than one parking spot.
- Vehicles that do not have a valid GOVO parking permit properly affixed to their vehicle.
- Vehicles that do not have a current or valid registration or inspection sticker.

*Note: The fine is \$75 for non-compliance.*

## 21. PETS

- **NYC Laws Applicable on Glen Oaks Village Property:** Residents and their guests who own pets must abide by all City of New York Animal Regulations. Glen Oaks Village Owners Inc. gives its approval to New York City to enforce all applicable pet laws on Glen Oaks Village property. New York City may enforce penalties for violation of applicable New York City ordinances without regard to any remedies pursued by Glen Oaks Village Owners, Inc.
- **Pet Owners Subject to All Co-op House Rules:** Pet owners who reside in Glen Oaks Village or visit Glen Oaks Village are subject to all rules and regulations of the co-op, including all rules that pertain to dogs. Glen Oaks Village reserves the right to and will make claim against any shareholder, whose guests have not been in compliance with the Glen Oaks Village House Rules. Pet owners are responsible for ensuring that their occupants and guests comply with the rules and regulations set forth in this document. Offsite shareholders will be held responsible for any violations of these rules by their lessees and/or lessees' guests.
- **Hold Harmless:** Any person keeping or maintaining any pet upon any portion of the property, shall be deemed to have agreed to indemnify and hold harmless Glen Oaks Village Owners, Inc. from any loss, claim or liability of any kind whatsoever, arising out of the maintenance or upkeep of such pet on the property.
- **Areas Off Limits to Pets:** Except where applicable laws apply, residents are prohibited from bringing any pets onto Recreational Leisure Areas.
- **Areas Pets are Permitted:** Residents may bring pets onto the common areas designed for passive use such as grassy open space areas, provided that the pet owner:
  1. Has direct control of their pet on a leash at all times.
  2. Abides by all Glen Oaks Village Pet Rules.
  3. Curbs their dog according to NYC law.

**Glen Oaks Village Enchanted Forest Dog Park:** This Park is self-monitored and self-supervised. Enter gated areas at your own risk. Dogs must remain on leash outside of gated areas. Dog Park is open on Weekdays from 8 A.M. – 11 P.M. and on Weekends from 9 A.M. – Midnight.

**Free Wi-Fi at Dog Park:** The Glen Oaks Village Enchanted Forest Dog Park has free Wi-Fi for all Park users. Go to the Wi-Fi Network settings on your device and select “GOV Dog Park”. Once you are connected, you may begin using the Wi-Fi. Free Wi-Fi usage may be time limited. Please contact the Management Office if the Wi-Fi is not working.

### **Dog Park Rules for Humans**

1. Dog Park Membership Card required.
2. Children under 14 must be accompanied by an adult.
3. Dogs inside gated areas must be accompanied by owner and you must supervise your dog at all times.
4. Dogs must remain on leash outside pre-entry area.
5. Open and close pre-entry gates one at a time.
6. Clean up after your dog, including dog hair. If someone points out that your dog has pooped, thank them, and immediately clean up.
7. Pick up after yourself. If someone has not cleaned or picked up, please help our park by doing so. A clean park is better than a dirty one, regardless of who caused the mess.
8. Please respect dog park volunteers.
9. Exercise caution and awareness with food and toys in park. Glass and alcohol prohibited.
10. Individuals with more than 3 dogs may be asked to leave if park becomes crowded.

### **Dog Park Rules for Dogs**

1. All dogs including puppies must be properly vaccinated.
2. Dogs Less than 4 months old are prohibited.
3. Small Dog Area – Small Dogs Only, no exceptions.
4. Other Dog Areas – Please abide by signage.
5. Dog Drinking Area: One dog at a time. Replenish water bowl often.
6. No Digging. Please use rake to refill holes caused by your dog.
7. Leash and remove dogs from park that behave in an aggressive or annoying manner.
8. Respect your neighbors and discourage barking, especially in the morning. Please remove excessively barking dogs.
9. All Dogs involved in a fight must be separated immediately and removed from park for a time-out period.
10. No dogs in heat. All dogs must be neutered or spayed.
11. Prong, choke, or spike collars prohibited.

### **Dog Park Management**

- Security patrols park periodically and may ask to see identification of any dog owner. The Board of Directors has asked Security to do this. Please cooperate.
- Comments, Suggestions or Complaints: Speak to a Dog Park Volunteer or contact the Management Office.
- Want to join our Dog Park Volunteer Committee? Please contact the Management Office for more information.
- Annual Park Membership Fee: \$25 Residents, \$50 Non-Residents. All fees are used to maintain park.

- **Picking Up After Your Dog:** Pet owners and their guests are responsible for the immediate removal and proper disposal of animal waste on all portions of the property, including New York City maintained curbs and sidewalks. To report pet owners who do not pick up after their dogs, please contact Security at (718) 347-6660.
- **Leashing Your Pet:** Pet owners and their guests must keep their pets leashed and under the direct control and supervision of their owner at all times while on common property. Pets may not be leashed to stationary objects on the common property. The leash or restraint used must be no longer than 6 feet when on Glen Oaks Village property. The leash must prohibit pet from reaching the common sidewalks. If using a retractable leash, the leash must be locked at 6 feet. Retractable leashes that have no locking mechanism are prohibited from use on Glen Oaks Village property.
- **Creating a Nuisance:** Pets shall not be permitted to cause unsanitary, dangerous, or offensive conditions, or make noise of sufficient volume to interfere with other residents' rest or peaceful enjoyment of their property. In accordance with NYC 2006 Noise Ordinance Intro 397-A, Administrative Code Section 24-235, no person having charge, care custody, or control of any animal shall cause or permit such animal to cause unreasonable noise including, but not limited to, any sound that is plainly audible at any location within any residential property as set forth below: (a) At or after 7 A.M. and before 10 .PM., continuously for a period of 10 minutes or more; (b) At or after 10 P.M. and before 7 A.M., continuously for a period of 5 minutes or more.

To report a dog that barks unreasonably, call Security. Pet owners and their guests are responsible for ensuring that their pet does not attack or otherwise interfere with the freedom of movement of persons in Glen Oaks Village, attack other pets, create a threatening disturbance in any way, bark excessively or create a nuisance.

*Note: Professional dog trainers are helpful to correct nuisance barking.*

- **Property Damage:** Pet owners, guests and shareholders are responsible for any property damage and/or injury that their pet may cause or inflict anywhere within Glen Oaks Village.
- **Pets on Patios, Decks & Terraces:** Pets of any kind shall not be left on patios, decks, or terraces when the resident is not at home. Additionally, if the pet is kept on a ground level patio, the pet shall be kept on a leash.
- **Doghouses are Not Permitted:** Doghouses are prohibited on Glen Oaks Village property including decks, terraces, and patios. Cat houses are not permitted on Glen Oaks Village property without consent of the Board of Directors.
- **Pet Owners living in 2<sup>nd</sup> Floor Units must have wall to wall carpeting with double thick padding, with the exception of kitchens & bathrooms.**
- **Commercial Breeding of Pets in Glen Oaks Village is prohibited.**
- **Caring for Pets:** Dogs shall not remain unattended without proper care for more than 12 hours. No resident shall engage in any act of cruelty toward any animal. Any act of cruelty witnessed should be reported to Glen Oaks Village Security and the

appropriate City agency. Residents shall not abandon any animals or pets on Glen Oaks Village property.

- Dogs are required to have a current NYC license and rabies tag.
- Dogs should be given flea control medication on a monthly basis during flea season.
- Feeding of animals on Glen Oaks Village common property is prohibited.

**Fine Provision:** Pet owners and/or the shareholder will be held responsible for the actions of their pets or their guests' pets, and subject to fines in accordance with these House Rules. The fine will appear on the shareholder's maintenance bill.

**Pet Removal Provision:** Shareholders who have had documented dog violations will be subject to legal action up to and including termination of their Proprietary Lease. If the pet belongs to a rental tenant, Glen Oaks Village Owners, Inc. will seek to terminate the rental lease or not grant consent for its renewal. If the pet is not removed or the parties and Glen Oaks Village fail to reach an acceptable resolution to the problem, a legal action will be commenced by Glen Oaks Village.

**Collection Provision:** All fines, costs, and expenses necessary to enforce this resolution will be levied against the shareholder, and shall be an assessment against the shareholder's Proprietary Lease and subject to all lien and collection powers of Glen Oaks Village Owners, Inc.

**Pet Violations:**

OFFENSE	DESCRIPTION
1. <u>Nuisance Violation</u> Not picking up after your pet, etc.	Pet interferes with nearby residents' enjoyment of their home.
2. <u>Property Value Violation</u> Allowing pet to roam without a leash.	Pet has diminished the value of the complainant's property. Damage to property caused by pet, etc.
3. <u>Annoyances</u> Loud and/or excessive noises.	Pet is constantly barking, has exhibited threatening behavior, or creates other disturbances that affect a person of normal sensibilities.
4. <u>Responsible Action Violation</u> Repeated fines or warnings have not resolved the problem.	The owner of the offending pet has not made any effort at resolving the problem.
5. <u>Feeding of Animals</u>	Feeding animals on Glen Oaks Village property is prohibited.

*Note: Fine schedule for each 12-month period:*

- 1st violation                    \$100
- 2nd violation                    \$200
- 3 or more violations            \$300

## 22. MAINTENANCE & REPAIR OF YOUR APARTMENT

- In broad terms, the co-op is responsible for the maintenance and repair of all work inside the walls of your apartment. Shareholders are generally responsible for all repairs and maintenance within the confines of their apartment. Below is a chart to help you understand the different types of repairs that are the Shareholder's responsibility.

**Carpentry:** All interior doors, locks, saddles, molding, flooring, and cabinets.

**Electrical:** All switches, outlets, fixtures, breakers, and wiring from circuit breakers in apartment.

**Plumbing:** All stoppages cleared from within the apartment, whether cleared by a plunger, snake or drain cleaner, all leaks from the tub, toilet, or sinks. These items also include the following, with the exception of additional parts that are used for the repairs:  
TOILETS: Tank, bowl, handles, seats, tank covers and stoppers.

BATHTUB: Stoppers, shower knobs, handles, shower bodies, shower head and face, including the pop-up assembly.

SINKS: Bathroom and kitchen faucets, waste pipes, sinks, and sink tops, sprayers, dishwasher and washing machine connections or waste pipes and stoppers.

**Radiators:** All radiator valves should be checked periodically to assure there is no leakage. Maintenance will do repairs to radiators, including valves, at no charge.

**HOWEVER,** the owner is responsible for any damage due to a faulty radiator that was not reported to Maintenance promptly, or due to other negligence on the part of the owner or resident.

**Painting:** All plastering and painting, unless caused by outside problems.

**Tile Work:** All grouting, tile repair (wall & floor), all tile accessories (i.e. soap dish, toothbrush holder, etc.)

**Others:** All flooring (except the common hallway), lockouts, window guards, appliances, and air conditioner sleeves.

The owner is responsible for any damage from problems originating in the owner's apartment and causing damage to other apartments, buildings, or other co-op property.

Please Note: Under extenuating circumstances, we are sometimes forced to make emergency repairs. The cost incurred by such repairs will be billed to the responsible owner at a later date.

Some areas of responsibility **CANNOT** be easily determined. In such cases (which may also include the items listed above), the final determination of responsibility will be made once Maintenance has thoroughly inspected and evaluated the situation. Shareholders may ask the Board of Directors to reconsider such determination.

Note: The fine is \$250 each month for non-compliance.

## 23. BARBECUES/FIRE PITS & STORAGE OF PROPANE TANKS

NYC law (Fire Code Sections 307.5, 307.5.1, 307.5.3, 307.5.4, 307.5.6, 307.5.6.2) permits all types of barbecues including propane barbecues, provided the following rules are followed:

- Barbecues and Fire Pits are to be used not less than 10 feet from any combustible material or combustible building surface.
- Garden hose or fire extinguisher with a minimum 4-A rating must be readily accessible whenever an outdoor BBQ or Fire Pit is used.
- Propane BBQs that use 20 lb. propane containers are limited to ground level apartments only. Two 20 lb. propane containers may be used at any one time and cannot be stored inside an apartment or in a garage beneath an apartment.
- Propane BBQs used on terraces or balconies are limited to 16.4-ounce propane tanks, and no more than four of these smaller 16.4-ounce propane tanks may be stored at any one time.
- When not used, propane tanks must be stored with valves fully closed and all valves must be regularly cleaned and in good working order.
- Barbecues must be used in a safe and legal manner and not create a hazard or nuisance to adjacent apartments and residents. Security may ask you to move your barbecue if legitimate complaints are received by neighbors.
- Barbecues with permanent gas hookups are permitted provided an *Alteration Agreement* is filed and the work is performed by a licensed plumber.
- Hot grills should never be left unattended.
- Charcoals must be COLD before being disposed.
- At the end of the summer season, barbecues should be neatly covered and placed out of sight or removed and stored.
- Barbecues may not be stored on stoops.
- BBQ covers should be kept in good condition. *Please Note:* Glen Oaks Village sells high quality BBQ covers below cost at \$25.00. You may visit the Glen Oaks Maintenance Dispatch Office located at 70-41 260th Street to purchase one.

Note: The fine is \$100 for non-compliance.

#### **24. ILLEGAL SUBLETS & SALES**

- The Corporation will impose a fine for NEW or RENEWAL sublets not approved by the Board of Directors in writing. Please note that a renewal of an existing rental tenant still requires an annual lease approval by the Board of Directors.
- All adult persons including immediate family members living and residing in Glen Oaks Village must be properly screened and approved by the Admissions Committee, prior to taking occupancy of the apartment.
- Non-paying guests residing in the same apartment of a Glen Oaks Village legal resident for more than a month, must be screened and approved by the Board of Directors.
- Any guest or occupant that pays a fee to reside in a Glen Oaks Village apartment for any length of time, must be screened and approved by the Board prior to occupying the apartment. Failure to do so will constitute an illegal sublet. This includes short term room or apartment rentals. Airbnb and other app-based rentals for any term are prohibited unless approved by the Board prior to occupancy.
- Use of an apartment for commercial purposes or religious services that disturb or interfere with peace and quiet are prohibited.

Note: The fine is \$1,000 for non-compliance, including all applicable legal fees which may be incurred. The fine may be charged to you for each month that you are not in compliance.

*The co-op retains the right and may seek the termination of your Proprietary Lease if non-compliance continues.*

**Procedures for New Sublets or Renewal Sublets:**

- a) Sublet leases will only be approved by the Board of Directors for periods of one-year at a time.
- b) At the expiration of such approved subletting period, the sublet expires unless the sublet has been reviewed and approved by the Board of Directors and Management.
- c) Shareholder(s) account must be current in order to receive Board of Directors' approval for any new sublet or sublet renewals.
- d) The co-op charges an annual fee of \$300 for same tenant sublet renewals, except for immediate family members who are subletting from the owner.
- e) The co-op charges an annual fee of \$400 for new tenant sublets, except for immediate family members who are subletting from the owner.
- f) Any rental occupancy without Board of Directors' approval and paid-up rental fee shall be deemed illegal and unauthorized; and will subject you to a \$1,000 illegal sublet fine for unauthorized rental occupancy. This includes your failure to submit a *Lease Renewal Package* in a timely manner.
- g) All subletting must be authorized annually in writing. Management will mail you the *Lease Renewal Package* approximately 90 days before the lease expiration date. You are required to fully execute the package and submit to the Management Office in a timely manner (prior to the sublet start date). All sublets are subject to Board of Directors' approval.

*Note: See the following for Definitions of Residential Tenancies in Glen Oaks Village.*

**Definitions of Residential Tenancies in Glen Oaks Village**

**Fair Market Tenant:** Is one who rents a non-rent stabilized apartment from a Shareholder and has been screened and approved by the Admissions Committee. These tenants are subject to all House Rules of the co-op.

**Rent-Stabilized Tenant:** Is one who resides in an apartment, either owned by a Shareholder or the co-op, and is governed by Rent Stabilization Laws and Leases, as administered by the Department of Housing & Community Renewal (DHCR). These tenants are subject to all co-op House Rules that are consistent with DHCR rules and regulations.

**Illegal Sublet Apartment & Tenant:** Any Shareholder who is subletting a Glen Oaks Village apartment or room(s) without prior approval of the Board of Directors. Any subtenant who has not been screened and approved by the Board of Directors is violating the House Rules of Glen Oaks Village and constitutes an illegal (unauthorized) tenancy.

**25. CARPETING OF APARTMENTS & STAIRWAYS**

- All Shareholders and Subtenants (Rent Stabilized and Fair Market tenants) must have 80% of each room carpeted with the heaviest padding available, including passageways and stairways, exclusive of kitchens and bathrooms.
- All new residents must comply within 30 days after taking occupancy.

*Note: The fine is \$250 for each month of non-compliance.*

## 26. LATE MAINTENANCE PAYMENTS

- Maintenance payments are due and payable by the tenth (10<sup>th</sup>) day of the month—whether received by mail, online or delivered to the Management Office (and verified by receipt).
- Payments by shareholders and residents are first applied to any open arrears in order of violations, fines, late fees, legal fees, repairs, assessments, and any other amounts that are due and payable and lastly, maintenance.
- Payments may be made at the Management Office and a receipt will be given upon request. Office hours are Monday, 8:30 A.M. to 8:00 P.M., and Tuesday-Friday from 8:30 A.M. to 5:00 P.M. During non-office hours, payment may be deposited in the sealed drop-off box at the Arnold Krause Management Office, located at 70-33 260<sup>th</sup> Street.

*Note: The fine is \$35 for payment received on the eleventh (11<sup>th</sup>) or thereafter.*

### **INSUFFICIENT FUNDS**

- Insufficient checks are checks that are returned to GOVO by the banks for insufficient funds in a Shareholder's account.

*Note: The fine is \$45 for each returned check.*

## 27. GARBAGE

### **A) RECYCLING**

- Recycling is the law in New York City and all Glen Oaks Village residents must abide by this law and separate recyclable items from trash. Those in violation risk receiving a summons from the New York City Sanitation Enforcement Agency. Your efforts will save precious space in our limited landfills and conserve valuable resources. Dumpster areas are located behind your buildings.
- Dumpster colors coincide with the City Recycling Program. These are also the present rules for Glen Oaks Village.
- **GREEN** dumpsters are for mixed paper, cardboard, cereal boxes, envelopes, shopping bags, etc. Paper should be placed directly in these dumpsters or put in clear plastic bags which then should be placed into these dumpsters. All cardboard boxes must be flattened prior to disposal.
- **BLUE** dumpsters are for glass, plastic bottles, jugs, milk cartons, drink boxes, metal cans and foil.
- **BLACK** dumpsters are for everything else and all non-recyclable waste.

### **B) NON-RECYCLABLE GARBAGE & BULK ITEMS**

- All garbage will be picked up from your doorstep Monday through Friday. All garbage should be securely tied and placed in an appropriate garbage bag. Our co-op is very large, so we urge you to take your own garbage to the dumpsters if possible, which helps our maintenance porters speed up the pick-up process.
- Garbage is to be placed outdoors for collection in front of your apartment, not on the grass, between the hours of 5 A.M. and 8 A.M., or later **ONLY** if the Porters have not picked up garbage at your apartment location. Please do not place your garbage

outdoors for collection on holidays or on days of major snow fall, as porters are redeployed for snow removal. Garbage can be placed in dumpsters at all times.

- Bulk items, including appliances, must be brought to dumpster areas for disposal. Doors and drawers must be removed. NYC law requires all mattresses and box springs to be sealed in a plastic bag before placing in a dumpster area for disposal. This will help prevent the spread of bed bugs. If you are unable to move bulk items to the dumpster areas, please call Maintenance for assistance. *(Residents can also make arrangements for Suppliers of new appliances to haul away old appliances on day of delivery.)*

*Note: Security will hand deliver a warning for the first offense; a \$50 fine for the second offense; and a \$75 fine for the third offense, plus all legal fees.*

### **C) E-CYCLING**

Glen Oaks Village and the NYC Department of Sanitation have partnered to create an E-Cycling Program in Glen Oaks Village. Electronic recyclable items are collected by our Maintenance Porters every Wednesday morning, and are brought to our designated storage facility for pick-up by the NYC Sanitation Recycling Unit. Some of the types of items that will be picked up are TVs, monitors, computers, laptops, small servers, printers/scanners, tablets/e-readers, mobile phones, MP3 Players, VCRs/DVRs/DVD Players, video game consoles, satellite boxes, fax machines, keyboards, mice and hard drives.

## **Problem-Resolution Procedures**

The Board of Directors holds all staff accountable for their actions in order to ensure that all residents receive quality service. Therefore, it is important that you give each department the opportunity to handle and resolve any problems you may have. In order to resolve your problem, please try to adhere to the following chain of command structure:

**Step 1:** Identify the appropriate department to address your initial concern or question:

Is your problem Security related, Management related, or Maintenance related?

- For SECURITY-related issues, speak with the on-duty Security Officer at (718) 347-6660.
- For MAINTENANCE or scheduling-related issues, speak with the Supervisor of Maintenance Services at (718) 343-8400.
- For FINANCE-related issues, speak with one of the Finance Administrative Representatives at (718) 347-2337.
- For MANAGEMENT-related issues, speak with your Shareholder Representative at (718) 347-2337.

**Step 2:** If your problem is still not resolved:

- For SECURITY-related issues, speak with the On-Site Security Manager.
- For MAINTENANCE-related issues in the Plumbing, Boilers, Carpentry or Electrical Department, speak with the Buildings Manager. For Groundskeeping issues, speak with the Groundskeeping Manager.
- For FINANCE-related issues, billing or finance-related inquiries should be directed to the Controller.
- For MANAGEMENT-related issues, such as sublets, sales, violations, etc., inquiries should be directed to the Property Manager.

**Step 3:** If your problem is still not resolved, you should call or write the General Manager.

**Step 4:** If you still have unresolved issues after following steps 1 – 3, you may write or send an e-mail to govonyc@aol.com or write to any or all of the Board of Directors or Board President at 70-33 260<sup>th</sup> Street, Glen Oaks, NY 11004. The Board of Directors is the final arbiter of all co-op related issues.

**There are some issues that can become contentious if common sense is not used. A duly elected Board of Directors will have the final say on these matters. This is how the Board of Directors views these particular issues:**

**Neighbor Disputes:** In an effort to peacefully co-exist, neighbors should first try to calmly resolve problems with each other. If that is not possible, call Security at (718) 347-6660 at the time of the incident to make a report. If after several reports there is still no resolution, call your Shareholder Representative for further action. Fair Market Tenants should also notify their Shareholder (owner of their unit) of any ongoing problems. Shareholder Representatives can be contacted by calling the Management Office at (718) 347-2337.

**Patio Areas:** Many folks have been given approval to carve out small pieces of our huge property for decks and patios. This has made Glen Oaks Village safer because many of these areas were unused and are now being used by families. Shareholders are spending thousands of dollars on these types of improvements which increases the property values of all of Glen Oaks Village. The Board of Directors monitors each of these installations and believes this program has been enormously successful.

**Picnic Tables:** The purpose of a picnic table is for passive use such as sitting, eating, reading, etc. If the table has been set up in the middle of a courtyard or in such a manner that it can reasonably be construed as available for public use, then others may use it when it is not being occupied by the owner. This also means that whoever uses it should keep it clean and in good condition.

**Holiday Decorations:** At times, Security may be unsure about removing or issuing a violation about certain holiday decorations that are left up beyond the holiday period. That is because deciding whether certain decorations are holiday or seasonal is subjective. There are 3 classifications of decorations: Holiday, Seasonal and Decorative. When there is a question about such an item, Management will make the final determination. A resident can always appeal that decision to the Board of Directors.

**Political Signs:** The Board does not prohibit residents from putting up political signs because doing so would probably not survive a court challenge. The Board also recognizes that robust political discussion and political signs are part of the political process in our Country. However, we do expect people to use common sense and good taste when putting up signs for a political candidate. These signs should be taken down when the election is over, or the candidate is no longer running. People do occasionally put up small lawn signs for candidates, which has not been a problem. Any sign displayed on our property should be in good taste, appropriately sized and displayed from or in front of one's own apartment.



Service requests shall be made via telephone to the Maintenance Office at (718) 343-8400 or via the website at [www.glenoaksvillage.com](http://www.glenoaksvillage.com).



Canisters of calcium chloride (ice melt) are seasonally available to all residents, for use on their stoops and walkways, Monday through Friday at the Maintenance Supply Office (accessed through the Maintenance Driveway, in the rear of 74-15 255<sup>th</sup> Street) and Monday through Saturday at the Maintenance Services Office (located at 70-41 260<sup>th</sup> Street). Kindly return empty canisters--which will be re-filled upon request. Please use calcium chloride sparingly, as heavy use over extended periods of time can cause pitting in concrete.



Glen Oaks Village Owners Inc. employees are prohibited from performing private work for shareholders, subtenants, or tenants, whether on or off the cooperative property during normal business hours. Corporation vehicles and supplies will not be used under any circumstances for private use. Supervisors are prohibited from performing any private work for shareholders, subtenants or tenants at any time.

**Please contact Management and NOT the City to report violations so they can be corrected in a timely manner.**

**These House Rules are subject to change by the Board of Directors. Any consent or approval given under these House Rules by the Board of Directors may be revocable by the Board of Directors.**

## **GLOSSARY**

**SHAREHOLDER** - Owner of an apartment. The Shareholder may or may not reside in the apartment, or have a legal subtenant or immediate family member residing in the apartment. Immediate family members shall include spouses, parents, children, parents-in-law, brothers, sisters, grandparents and grandchildren. All other relations are not considered part of the immediate family.

**TYPES OF RENTAL TENANCIES:**

- **FAIR MARKET TENANT** – A subtenant who resides in a “non-rent-stabilized” apartment and has been screened by the Admissions Committee and is subject to all rules and fines contained in the House Rules.
- **RENT STABILIZED TENANT** - A resident who is governed by rent stabilization laws and leases and is subject to all of the House Rules.
- **ILLEGAL (RENTAL) SUBTENANT** - Anyone who rents an apartment in Glen Oaks Village without approval of the Board of Directors.

**MANAGEMENT** - Persons employed by Glen Oaks Village Owners, Inc., whose function is to manage the property under the policies and procedures set forth by the Board of Directors.



## Glen Oaks Village Recreation - Leisure Activity Sites

DESCRIPTION	LOCATION BY NEAREST ADDRESS	AMENITIES
Playground #1: Ages 5 to 12	245-38 76th Ave. (Rear)	Swings, Slides, Rocking Horse, Merry-go-round, Tables & Benches.
Playground #2: Ages 2 to 5	247-26 76th Ave. (Rear)	Swings, Slides, Rocking Horse, Merry-go-round, Tables & Benches.
Playground #3: Ages 2 to 12	71-33 260th St. (Rear)	Swings, Slides, Rocking Horse, Merry-go-round, Tables & Benches.
Playground #4: Ages 2 to 5	73-49 255th St. (Rear)	Swings, Slides, Rocking Horse, Merry-go-round, Tables & Benches.
Playground #5: School Age Children	74-50 260th St. (Rear)	Swings, Slides, Rocking Horse & Merry-go-round.
Playground #6: Pre-school Age Children	73-59 260th St. (Rear)	Climbing Tunnels, Numbers Game, Table & Benches.
Splash Park: School Age Children	Adjacent to Playground #3	Cycled sprinklers and waterfall. Open during Summer season from 9 AM to sundown.
Glen Oaks Village Enchanted Forest Dog Park	Directly behind the Management Office/ Adjacent to Tennis Courts.	Annual Usage Fees are \$25-Residents, \$50-Non-Residents. Park has separate sections for playful and timid dogs. Plenty of seating outside gated areas for reading and dog watching!
Tribute Triangle Park	Corner of Little Neck Parkway & 75 <sup>th</sup> Avenue	Beautiful Park setting to commemorate those who have served our country and to remember loved ones no longer here. All are welcome. Benches available.
*Gazebo Reading Area	72-41 Little Neck Pkwy. (Front)	Large gazebo in courtyard setting. Bring a good book & enjoy.
*Gazebo Reading Area	Behind 247-11 Union Tpke.	Adjacent to the Community Room - Available to all residents and their guests.
*Gazebo Reading Area	Between 260 <sup>th</sup> & 263 <sup>rd</sup> Street on Union Turnpike	In large courtyard. Bring a book & enjoy.
*Garden Reading Area w/ Benches	Large Courtyard at: 247 <sup>th</sup> Street & 77 <sup>th</sup> Crescent	Canopied Trellis with double benches in a lovely garden setting.
2 Lighted Tennis Courts	70-33 260th St. (Rear)	Hours: Mon. – Fri. 8:00 AM – 10:45 PM Sat – Sun. 9:00 AM – 10:45 PM
Bocce Court	255-55 75th Ave. (Rear)	Please bring your own bocce balls to use at this location.
Basketball Court	70-43 260th Street	Asphalt court with markings.
Basketball Court	263-24 73rd Avenue	Asphalt court with markings.
Racquetball Court	70-33 260th St. (Rear)	Daytime use only.

**\*Residents maintain these areas, so please be considerate and clean up after you are done.**





# GOVO HOLIDAYS

*MANAGEMENT AND MAINTENANCE ARE CLOSED ON THESE DATES:*

## 2022

<b>New Year's Day</b>	<b>January 1</b>
<b>Martin Luther King, Jr. Day</b>	<b>January 17</b>
<b>Presidents' Day</b>	<b>February 21</b>
<b>Memorial Day</b>	<b>May 30</b>
<b>Independence Day</b>	<b>July 4</b>
<b>Labor Day</b>	<b>September 5</b>
<b>Columbus Day</b>	<b>October 10</b>
<b>Thanksgiving Day</b>	<b>November 24</b>
<b>Day <i>After</i> Thanksgiving</b>	<b>November 25</b>
<b>Christmas Day</b>	<b>December 26</b>

*Always Contact Security at 718-347-6660 for  
Maintenance Emergencies During Holidays and During Non-Business Hours*

