

GLEN OAKS VILLAGE OWNERS, INC.

A Self-Managed Cooperative

“Glen Oaks - Fine Folks!”



House Rules 2026-2028

All Current and Prospective Residents Should be Familiar with the House Rules

FOR NEWS & INFORMATION ABOUT GLEN OAKS VILLAGE

Find us at: www.GlenOaksVillage.com

Contact Management: management@govo.net. Contact Maintenance: maintenance@govo.net

Converse with us on Facebook: www.facebook.com/govonyc

From your Facebook page search for Glen Oaks Village Co-op

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FYI

“For Your Information”

This Section Contains
Special Notices to
Shareholders & Residents

The Glen Oaks Village House Rules offer guidelines to maintain a quality of life for all residents. Glen Oaks Village is a co-op community and living in a co-op means co-operation.

Understanding the House Rules contributes to an efficient operation of the community and is foundational to living with and amongst your neighbors.

Therefore, it required that current and prospective residents know all Glen Oaks Village House Rules whether specific House Rules may or may not be pertinent to you.

House Rules Begin on Page 21



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 we 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. The co-op is not responsible for repair costs or replacement of personal property beyond the Shareholder's policy limits. This is why it is essential that you have sufficient coverage. 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 must still be paid 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.

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.

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



*Living in a **Co-op** means **Co-operation**. Tolerance for the unexpected AND respect for neighbors goes a long way towards improving everyone's quality of life. The Board encourages family use of our property, but Common Sense & Good Judgment should prevail in all situations not covered below or in the House Rules.*

THE GREEN THUMB VOUCHERS and VEGETABLE GARDENS: Vouchers are available in late April and can be picked up Monday through Saturday. These \$20 vouchers can be redeemed at garden centers listed on the voucher. Vegetable gardens are wonderful -- *but not in the front*, and no larger than 10'x10' in the rear. Keep them away from neighboring windows. All vegetable-garden materials must be in good condition and no orange-colored construction fencing is permitted. The gardens must be well-maintained, and not objectionable or unsightly. If they appear to be abandoned or non-compliant, we will post a notice and remove them.

SEASONAL ITEMS, TOYS, BICYCLES and OTHER PERSONAL ITEMS: may be put out in mid-April but should be stored neatly out of sight after sundown. *The front of your apartment should not resemble a storage depot.* Keep common hallways neat and clean -- both upstairs and downstairs residents are responsible for this. Don't toss cigarette butts from windows or on the stoop. Slamming common-hallway doors is louder than you think for your neighbors.

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

DOG OWNERS: must pick up after their dogs. Children and adults use the lawns and don't want to step in dog residue. Bring your dog to the street -- **CURB YOUR DOG**. Never allow your dog to urinate on gardens, bushes or trees in front of people's homes. You love your pet, but others love their lawns and gardens. To foster peaceful co-existence, do not be offended when reminded to curb or leash your dog. Your dog must be under your physical control outdoors and may not be left unattended on the property. *Please respect neighbors' privacy and do not walk a dog close to windows.* We're a pet-friendly community, but that doesn't mean everyone must love your pet. Respect neighbors' rights and they will respect your right to harbor a pet. Jumping, running dogs on the second floor are very annoying to first-floor residents, and floors can be squeaky, so be mindful. Continuously barking dogs are annoying to all neighbors. The Board has removed the membership fee to our Dog Park. You can now enjoy the dog park without having to pay a fee. The Rules of the Park are posted at the Dog Park entrance. This is a great community amenity, please enjoy it.

ANIMAL FEEDING & PROPER DISPOSAL OF DOG FECES: Bring Dog feces bags to the dumpster. Do not leave them on the stoop, near a tree or anywhere other than a dumpster. This is a Residential Community and bird feeders create a mess which is not pleasant. *Feeding birds is only permitted after a snowfall when the ground is completely covered with snow.*

BBQs: should be properly stored after each usage. Barbecues must be at least 10' from any combustible material • Garden hose or fire extinguisher with a minimum rating of "4-A" must be readily accessible. • 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). • According to law, propane BBQs used on terraces or balconies are limited to 16.4-ounce propane tanks • BBQ grill covers with the "GOVO" logo are available below our cost at the management office.

HOLIDAY DECORATIONS: must be removed no later than 15 days after a Holiday.

LAUNDRY ROOM CARTS: must remain inside of the Laundry Rooms.

PAYING MAINTENANCE ONLINE: You can set up an online account to pay your monthly maintenance automatically from your bank. To do so you will need a prior maintenance bill and a unique PIN CODE that can be obtained by contacting the Finance Department at (718) 347-2337. Once you have this information, go to www.glenoaksvillage.com select "Residents" then "Payments". Follow the instructions to create a "New User" and input the information requested. Your Building # is the number after the letters GV or CORO or FDIC. The unit # follows the building # such as A7-2. Once registration is complete, your payments can be made using your checking or savings account. You can setup for a one-time payment or recurring payments. If you set up your payment as a recurring payment by clicking "Pay Current Balance" the system will automatically adjust your payment to reflect any maintenance increase or assessment.

PROPER TIME TO DISPOSE OF GARBAGE: *Any time between 5AM & 8AM WEEKDAYS ONLY*, do not leave garbage out on weekends. Any Garbage placed outside after 8am will result in a House Rule Violation placed on your account. Walk your trash to the nearest dumpsters before the critters get to it and create a mess for everyone.

PROPER DISPOSAL OF HOUSEHOLD GARBAGE: Use a proper garbage bag. *Shopping bags or food delivery bags are not proper garbage bags for disposal and often rip creating a mess for everyone.*

POOLS: should never be left unattended and should be emptied or covered at night. To minimize lawn damage, please don't set up a pool in the exact same spot every day.

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 other disabled persons that use their Vehicle daily.

OUR CAPITAL IMPROVEMENT SEASON: begins in the spring and will bring many visible property-wide improvements. We appreciate your patience during construction and other capital improvement work.

LANDSCAPERS: will repair all winter storm damage and will seed and plant new shrubbery and trees. Landscaping is performed section by section and repeated once all areas have been completed. Please be patient, they will get to you as part of the lawn care rotation. **WHEN YOU SEE NEW SEEDING OR PLANTING, PLEASE HELP BY WATERING AS NEEDED.** Without your help, new planting and seeding won't survive.

SPIGOTS: including hoses, nozzles, and sprinklers are for everyone's use. Be considerate and return hoses neatly to their holders after use. If you need a hose holder installed, contact Maintenance Services.

FIRE PREVENTION: Be sure to change batteries on smoke and CO2 detectors that have non-permanent batteries. GOVO-installed detectors have sealed batteries and a 7-year life expectancy.

DRYER VENTS MAY CAUSE FIRES: PLEASE KEEP VENTS CLEAN. CALL MAINTENANCE TO SCHEDULE AN EXTERIOR CLEAN-OUT! Lint is a leading cause of fire. *There is no charge for this service.* Residents are responsible for cleaning out lint from the interior vent hose. Maintenance does not move appliances.

BASKETBALL HOOPS: You must obtain permission from your immediate neighbors prior to erecting a basketball hoop. Be considerate and place hoops away from neighboring windows, garden beds, and lawns.

CONTACT MANAGEMENT: 718-347-2337 or Management@govo.net.

CONTACT MAINTENANCE: 718-343-8400 or Maintenance@govo.net.

CONTACT THE BOARD OF DIRECTORS: GOVOnyc@aol.com

CONTACT SECURITY: 718-347-6660. Our Focus is on Quality-of-Life issues, 24/7. Other times call 911.

NEWS & INFORMATION: www.glenoaksvillage.com or follow us on FB at facebook.com/govonyc.

FALL SEASONAL REMINDER TO RESIDENTS

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

www.glenoaksvillage.com or follow us at [facebook.com/govonyc](https://www.facebook.com/govonyc)

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



- **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 Maintenance office.
- **FIRE AVOIDANCE:** Be sure to change batteries on smoke and CO² detectors. GOVO installed detectors have sealed units and a 7-year life expectancy. **LINT IN DRYER VENTS CAN CAUSE FIRES. KEEP VENTS CLEAN!** Maintenance can clean lint from the exterior vents and you should clean the interior vents including the hose and outlet area annually.
- **SPIGOTS** are turned off in winter by maintenance to prevent freezing pipes and will be turned back on in the spring.
- **CURB AND PICK UP AFTER YOUR DOG AND RESPECT NEIGHBORS PRIVACY.** Dogs must always be leashed and walked on the curb side of the sidewalk. Even though it's cold and there's snow on the ground, you must pick up after your dog and please respect privacy by not walking 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.
- **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. The mess it makes is not pleasant and attracts vermin. Feeding birds is only permitted after a snowfall when the ground is completely covered with snow.
- **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, we place cones on a few designated parking spots that will be used for snow removal. Do Not Park in those spots. Please help us and your neighbors by shoveling your stoop and sidewalk and take a few extra moments to clear the fire hydrants near your apartment. 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** starts 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.** 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 255th Street, or at the Maintenance Services Office in the Management Courtyard - Monday through Saturday. Reuse your containers – bring empty ones back for a refill. Staffing for snow removal on weekends is expensive. An inaccurate weather forecast may mean that full-scale snow removal operations may not occur until Monday. • **IN MEDICAL EMERGENCIES** during a snowstorm and daytime hours, we will attempt to send a special snow clearing crew to provide travel access for you.
- **SECURITY & MAINTENANCE EMERGENCY** personnel are available **24/7 at 718-347-6660**. Please call Security for maintenance emergencies after normal business hours. Security will either take a report and forward it to maintenance or patch you through to the maintenance worker on duty. Up at night? 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.
- **SEASONAL DECORATIONS:** To avoid damage to personal property and seasonal decorations, please remove all items near walkways, steps and entrances during leaf and snow removal operations. GOVO is not responsible for any damage.
- **FLOORS CAN BE SQUEAKY**, so be mindful of neighbors below. The vibration and sound of doors closing is louder than you think, so please GENTLY CLOSE COMMON HALLWAY DOORS and keep common hallways neat, clean and free of clutter. Both up and down residents are responsible for common hallways. Do not turn off radiator valves in hallways.
- **INTERIOR EXTENSION CORDS** cannot be used for outdoor seasonal and other decorations and will be removed. They pose an electrical shock and fire hazard. Grounded exterior extension cords (usually dark green) must be used outdoors.
- **DOG PARK & PLAYGROUNDS** are open all year. Tennis & Pickleball Courts close for the season in mid-November.



APARTMENT CONDITION RULES FOR LANDLORDS WHO SUBLET THEIR APARTMENTS

The condition of Apartments that are sublet in Glen Oaks Village is a reflection of our community and impacts the quality of life of our residents. Landlords in Glen Oaks Village have a responsibility to offer apartments for sublet that are in good condition, broom clean and free of unhealthy or messy conditions. All rental apartments are subject to Management Inspection prior to Board approval. Below is a 10-Step Guide to Properly Maintaining an Apartment for Board Authorization of a sublet package.

10-STEP GUIDE TO PROPERLY MAINTAINING AN APARTMENT FOR SUBLET AUTHORIZATION

- 1.** Apartment should be broom clean, appear neat and ready for rental.
- 2.** Apartment does NOT have to be renovated, but minor repairs should be made, and carpet should be cleaned and in good condition or new.
- 3.** Attics (2nd Floor units) should be clean and not cluttered. Storage from prior owners or tenants must be removed.
- 4.** Appliances must be in working order, if not, they must be removed.
- 5.** Kitchen fixtures and appliances including, but not limited to refrigerators and stoves, must be clean and free of unhealthy stains and grease buildup.
- 6.** Bathroom fixtures and mirrors must be in working condition and not broken. Grout and Caulking must be in good condition to prevent leaks into adjacent apartments or basement. Tub must be clean and free of unhealthy or unsightly stains and if necessary, should be reglazed or replaced.
- 7.** Bathroom and kitchen water fixtures must not be leaking or dripping.
- 8.** No loose electrical wires • No holes in walls • No missing doorknobs • No ripped, torn or missing floor covering • Hanging fixtures must be properly adhered to walls or ceiling, etc.
- 9.** Removal of Crystal Windows stickers from all windows.
- 10.** The co-op will review Landlord history of subletting, specifically problems or security issues originating with tenants or landlord. Landlord or Tenant problems that have taken up an excessive amount of time with Security, Management or the Board of Directors may not be approved for subletting.



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

Shareholder Tenant / Name _____

Address: _____ 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 Department, 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. The co-op cannot remove your appliance(s) from inside the unit.
- 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 ★ Wildflower Garden ★ Racquetball Courts
- ★ Splash Park ★ Tennis Court ★ Tribute Triangle Park ★ Pickleball Courts

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.

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 Requires These Notices to be Given to all Residents

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.

Natural Gas Alarms (NYC LL 157-2025)

Local Law 157 requires the installation of a natural gas alarm in every room where a gas appliance exists to detect potential gas leaks. The natural gas alarms installed by GOVO are sealed battery powered units and require replacement when the unit replacement alarm is sounded, indicating that the battery level is low. These units generally remain functional for 7-years. You may also contact the Glen Oaks Village Maintenance Department (718) 343-8400 to have a new gas alarm installed in your apartment.

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.

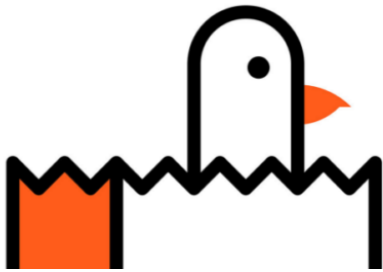
Gas or Water Appliance Installations

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.

Rescue Call us at 646-306-2862 or email us at www.wildbirdfund.org/contact

Tip: How to Help an Injured Bird

The New York Times Magazine JAIME LOWE OCT. 14, 2016



“Check out any bird that’s lying sideways on the ground,” says Rita McMahon, director of the Wild Bird Fund, who notes that the fall migration season is when a lot of birds fly into windows. Prod the unresponsive bird’s legs: If they move freely, there’s a chance of revival.

Leave Fledglings Alone

- If the baby bird has feathers and is hopping on the ground, this is normal behavior. The parents are still feeding it. Leave the baby bird alone. Its parents are far better at teaching it survival skills than we are.
- If your child brings home a healthy fledgling, return it as quickly as possible to the place it was found. Then step back thirty feet or so and wait for up to 45 minutes to see if an adult bird flies down to feed the youngster. It can be quite a battle to get the “rescuer” to bring the young bird back to its parents, but when accomplished, the reunion can be a joy to watch.



Return Nestlings to their Nest

- If the baby bird does not have feathers, it is a nestling and needs to be returned to its nest. A baby’s best chance for survival is its mother.
- If the nest is intact, put the baby back in and observe from a distance to ensure the parents are visiting the nest.
- If the nest has been damaged, make a substitute by poking holes in the bottom of a berry basket/margarine tub; line with dry grass, the old nest, or pine needles; hang from original or nearby tree. Observe from a distance to ensure the parents are visiting the nest.
- It is a myth that a bird will reject a baby because it was handled by humans.



Is the Bird Injured?

- If the baby bird is unable to flutter wings; bleeding, wings drooping unevenly; weak or shivering; attacked by cat/dog, gently pick up the baby and put it in a paper bag or small box with holes in it.
- If the baby is shivering, wrap a warm water bottle in a towel and place it next to the baby.
- Do not give the baby food or water. Do not bother or handle it. Keep children away.
- Call us at 646-306-2862 or email us (see above) to make an appointment.



Volunteers for Wildlife - Hospital & Education Center

(516) 674-0982 or info@volunteersforwildlife.org
194-A Bayville Road Locust Valley, NY 11560

- Volunteers for Wildlife, Inc. is a tax exempt 501(c)3 not-for-profit charitable organization.

Help! I've found an injured or orphaned animal! What do I do?

Step 1 From a safe distance, take a photo of the animal in distress. This will allow us to deduce important information such as species, age, and the animal's condition. It is very important to remain with the animal once you have taken the photos. This will ensure the animal does not wander off or have any more harm come to it.

Step 2 Call our wildlife hotline at (516) 674-0982. We will collect important information from you, gather details about the situation, and instruct you to send us the photos you have taken.

Step 3 If it is safe to do so, we will instruct you on the proper procedure to contain the animal. Follow the steps below to safely and quickly contain an injured or orphaned animal.

1) Find a container with a lid that you can put air holes in. For small animals such as songbirds and small mammals, a shoebox is perfect. For larger animals like gulls, and waterfowl a large cardboard delivery box or plastic Rubbermaid tub (with air holes) work well. Line the container with a towel first.

2) Gently drape a towel or sheet over the animal, covering the eyes but leaving the mouth exposed for breathing, pick it up with two hands, and place it in the container, and close the lid.

3) Keep the animal in a dark and quiet place inside until you are instructed on transport. A closet, bathroom, or garage are all good places to keep the animal. Be very sure the lid is secure so the animal cannot escape.

Step 4 If you cannot contain the animal yourself, remain a few feet away from the animal until one of our experienced rescuers arrives. The volunteer will contain the animal and transport it to our Hospital for expert care.

What happens if it is after hours?

If you have found an injured or orphaned animal and it is after our operating hours follow steps 1 and 2 and email us at. We check this email throughout the night and will instruct you on how to safely contain the animal overnight and make you an appointment to bring it to us in the morning. If it is an emergency, we'll advise you on certain veterinary centers that will triage the animal until it can be transferred to us.

Can I follow up and find out what happened to the animal you rescued?

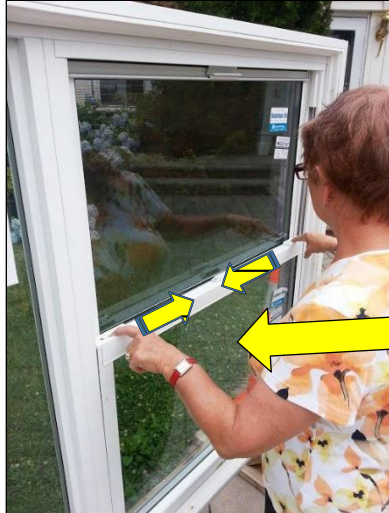
Yes! Every patient admitted to our hospital is assigned a unique case number. Please email us to receive the animal's case number and allow one week before requesting a status update.



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.

HOUSE RULES



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.)*
- Personal electric vehicles such as e-bikes and e-scooters are prohibited from being charged in vestibules.
- Any resident may redecorate vestibules of the buildings with prior written consent of your adjoining neighbor(s) (if shared entranceway) and Management. Residents must keep the vestibules clean and clear of clutter.
- 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 their own actions, and the actions of their children and guests. Any damages will be charged back to the responsible party. *(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 15 days after the holiday.
- Grounded exterior extension cords (often Green in color) must be utilized outdoors. Household interior extension cords are prohibited from being utilized outdoors.
- Extension cords may not hang out of unit windows or doors.
- Personal property should be placed on concrete or paver patios. Personal property includes but not limited to; tables, chairs, BBQ grills, lawn furniture, playhouses and any other items that are not removed on a daily basis. Installation of concrete and paver patios must be approved by Alteration Agreement. See House Rule #10: Alteration to Apartments.
- 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. Limited storage areas are available--Inquire at the Management Office or see last page for locations.
- Seasonal items may be put out on the 3rd 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. Basketball hoops are considered a seasonal item and must be removed the weekend following Thanksgiving, unless otherwise authorized by management.
- 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. Personal property must be in good condition and not appear unsightly.
- The Corporation will not be responsible for any damage or loss of any person's belongings left outside on the property.
- Lawn décor, solar lights, and decorative garden fencing must be placed at least six (6) inches from the edge of garden beds or walking paths. Glen Oaks Village is not responsible for damaged items
- Residents are advised to remove all lawn décor and lights for the fall and winter months to prevent damage from leaf and snow removal operations. Glen Oaks Village is not responsible for any damaged items.

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.
- Please contact Security at (718) 347-6660, when the event has concluded.
- 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.
- Residents must submit a written request including date and time for any yard sales being held in or near any apartment and receive the consent of Management.
- 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 excessive or disturbing noises in the buildings or permit anything to be done therein, which will interfere with the rights, comfort, or convenience of other residents at any time.
- 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 6 P.M. on weekends and holidays. No work is permitted on federal holidays or any other time without the consent of management. 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 \$100; for the second offense is \$125; and for the third offense, the fine is \$150 plus all legal fees.

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. Apartment must be properly ventilated.
 - b) 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. Window coverings must be in good condition.
- 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.
- Window manufacturer stickers must be removed upon installation.

Note: The fine is \$100 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 for safety reasons to use GOVO authorized AC brackets that are provided for a fee at 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. 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 written 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 to clean the exterior vent. There is no charge for this service. You are responsible for cleaning the vent from the interior.

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 \$75; the second offense is \$100; and for the third offense, the fine is \$150 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, wipes, 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 \$100 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 exterior of an individual's immediate apartment and not inside the vestibule common area. Cameras may be placed on the exterior building doorframe but not permitted on the common door inside a common vestibule space. 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 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 AND ROUTINE ACCESS

- In an emergency, employees of the Corporation, Management or Maintenance Department, accompanied by a Security Officer, may enter an apartment in response to the emergency.
- Such access must also be permitted for inspection or assessment of work that may be required.
- Access must be provided at the request of Management to visit or inspect a unit during business hours with advance notice.
- Residents are encouraged to make arrangements to leave keys with family, friends, neighbors, or landlords in the case of an emergency.

Note: The fine is \$100 each day for non-compliance plus the cost of any damages.

19. GARAGES

- Monthly usage fees are \$50 for shareholders and \$75 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 Management 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.
- If access to a garage is required for repairs or emergencies and a garage Renter does not comply with Management’s request for entry, GOVO Employees may enter to complete necessary work. GOVO is not responsible for any locks that are cut.

Note: The fine for the first offense is \$75; the second offense is \$100; and the third offense, 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 \$35 per vehicle for shareholders and \$50 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. If you are in possession of a commercial parking permit, then only one (1) passenger permit is allowed.

- 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 or towing at the owner's expense.
- All parked vehicles on GOVO property must be in operable condition, have a current/valid registration, and inspection sticker.
- 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.
- 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 will be stickered for unauthorized parking.

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. If you do not alert Security prior to parking in a non-designated parking area, you may be subject to a parking violation.

- Parking is permitted only in properly marked spaces.
- **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 without a commercial parking permit.
- 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.

Note: The owner of the vehicle will be fined \$50 for each violation.

EV CHARGING & PARKING RULES

Now that EV Chargers are available in Glen Oaks Village, vehicle charging from garages is prohibited.

Glen Oaks Village currently has 50 EV Chargers. 10 EV Charging Stations in each of 5 parking lots. Parking Lots with EV Charging stations are marked at parking lot entrances.

- EV charging rules & prices are subject to change without prior notice by the Board of Directors
- EV Charging stations are available to Glen Oaks Village residents at all times.
- EV Charging stations are also available to non-residents, **7AM-7PM**. Glen Oaks Village Parking Permits are NOT required in EV Spots while a vehicle is being charged during these hours.
- **7PM-7AM**: Glen Oaks Village Parking Permits are REQUIRED in EV Spots. Storage fees do not apply during these hours.
- A summary of Rules for parking in EV spots can be found at each EV Charging station with Current Pricing and Payment methods on the charging station monitor.
- Use the **SWTCH** mobile app to communicate directly or remotely with the EV Chargers.
- You can use **PlugShare** app to locate available EV Charging stations in Glen Oaks Village and elsewhere.
- When all **NON-EV** spots are full and unavailable, Glen Oaks Village residents with a valid parking permit may park in EV spots.
- Once a vehicle is Fully Charged or Charging Has Stopped, you must remove your vehicle from the EV Charging Spot within 30 minutes. A vehicle that remains more than 30 minutes will be charged a **Storage Fee** of \$10 per hour (or any part thereof) until the vehicle is removed. Violators are Subject to Tow.



EV CHARGING RATES

Charging rates are available at each EV Charger.

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. Comments, suggestions or complaints? Please contact the Management Office at 718-347-2337.

Free Wi-Fi at Dog Park and Sports Center: 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

Please See the Large Sign at the Dog Park for the Full Set of Rules

1. Children under 14 must be accompanied by an adult.
2. Dogs inside gated areas must be accompanied by owner and you must supervise your dog at all times.

3. Dogs must remain on leash outside pre-entry area.
4. Open and close pre-entry gates one at a time.
5. Clean up after your dog, including dog hair. If someone points out that your dog has pooped, thank them, and immediately clean up.
6. Pick up after dog. 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.
7. Exercise caution and awareness with food and toys in park. Glass and alcohol prohibited.
8. Individuals with more than 3 dogs may be asked to leave if park becomes crowded.
9. Security patrols the park periodically and may ask to see identification of any dog owner. The Board of Directors has asked Security to do this. Please cooperate.

Dog Park Rules for Dogs

Please See the Large Sign at the Dog Park for the Full Set of Rules

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.
- **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.
 - **Curb your Dog:** Pet owners and their guests must exercise reasonable care when curbing dogs. Dogs are not to urinate on other residents' personal property or landscaping.
 - **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.

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

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.

- **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 and Cat Sheds:** Doghouses are prohibited on Glen Oaks Village property including decks, terraces, and patios. Cat Sheds are not permitted on Glen Oaks Village property without annual consent of Management and placement of a TNR (Trap, Neuter, and Release) sticker on each Cat Shed. Cat Sheds may be placed in approved locations during colder months only.
- **Pet Owners living in 2nd 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 monthly during flea season.
 - Feeding of animals on Glen Oaks Village common property is prohibited.
 - Bird feeders are not permitted on Glen Oaks Village common property. Birds may be fed in winter when the ground is completely covered with snow.

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, 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. Drano or any similar drain clearing chemical may not be used in any plumbing drain as it may cause damage to plumbing pipes and injury to Maintenance staff. 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, trip levers, 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 Management and/or 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.
- Barbecues may be stored on stoops if properly covered.
- 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.
- 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 and fire pits 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 or fire pit 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.

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 or Management in writing. Please note that a renewal of an existing rental tenant still requires an annual lease approval by the Co-op.
- 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 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. All sublets are subject to inspection annually and upon turnover.
- 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 approval for any new sublet or sublet renewals.
- d) The co-op charges an annual fee of \$300 for same tenant sublet renewals. Failure to submit a \$300 fee with the sublet renewal package will result in a \$300 charge to your maintenance account.
- 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 approval and paid-up sublet annual 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* and schedule a maintenance inspection 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 approval. Not receiving the Lease Renewal Package before expiration does not relieve the Shareholder of the responsibility to submit the Renewal Package before the expiration date. Shareholders who do not receive a renewal package should promptly contact the Management office.

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 and padded, 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 (10th) 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. Office hours are Monday-Wednesday and Friday from 9:00 A.M. to 5:00 P.M., and Thursday from 9:00 A.M. to 7:00 P.M. During non-office hours, payment may be deposited in the sealed drop-off box at the Management Office, located at 70-33 260th Street.

Note: The fine is \$35 for payment received on the eleventh (11th) 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 the Management Office dumpster area 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. *(Residents can 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. Further violations will be subject to a \$100 fine plus 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 one of the Maintenance Services Advisors at (718) 343-8400.
- For FINANCE-related issues, speak with one of the Staff Accountants 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 Director of Security and Field Operations.

- For MAINTENANCE-related issues, speak with the Maintenance Operations 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 260th 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.



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 255th Street) and Monday through Saturday at the Maintenance Services Office (located at 70-41 260th 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.



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 will be blocked off during snow removal if there is a prediction of 5" or more of snow. These parking spots will be 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 255th Street*) and Monday through Saturday at the Maintenance Services Department (*located at 70-41 260th 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. Please bring 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. We 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. Plan for delays if you need to get out or move your car. 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 sidewalk edges, stoops, and other places that need to be shoveled and plowed. In heavy snow, plow blades can wobble from side to side when moving.

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 the 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.



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 and Pickleball Courts	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 th 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 th & 263 rd Street on Union Turnpike	In large courtyard. Bring a book & enjoy.
*Garden Reading Area w/ Benches	Large Courtyard at: 247 th Street & 77 th Crescent	Canopied Trellis with double benches in a lovely garden setting.
Lending Library	Management Office Courtyard	Leave a book or take a book. Open year round with plenty of seating.
Lighted Pickleball Courts Lighted Tennis Court	70-33 260th St. (Rear)	Hours: Mon. – Fri. 8:00 AM – 10:45 PM Sat – Sun. 9:00 AM – 10:45 PM
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.**

**IMPORTANT
GLEN OAKS VILLAGE OWNERS, INC.
LOCATIONS, ADDRESSES AND TELEPHONE NUMBERS**

**Arnold Krause Building
Management Office**
70-33 260th Street
Glen Oaks, NY 11004
(718) 347-2337

**Maintenance Services
Office**
70-41 260th Street
Glen Oaks, NY 11004
(718) 343-8400

**GOVO Maintenance
Supply Office**
74-15 255th Street (Rear)
Glen Oaks, NY 11004
(718) 343-8410

Storage Room Numbers	Storage Room Locations (In basement of building)
All storage rooms have free storage areas, as well as, lockable storage areas that are available for a monthly fee.	
<u>GOV West</u>	
13-1	247-21 76 th Avenue
15-1	245-47 76 th Avenue
16-1	75-07 Commonwealth Blvd.
23-1	247-20 76 th Avenue
<u>GOV East</u>	
30-1	74-52 260 th Street
32-1	260-09 75 th Avenue
47-1	260-22 75 th Avenue
63-1	74-06 255 th Street
74-1	73-30 260 th Street
84-1	260-66 73 rd Avenue
117-1	70-63 260 th Street
128-1	264-05 73 rd Avenue
Note: Individual lockable storage areas are maintained by Bargold, Inc.	
Please contact Bargold at (718) 247-7000 if you would like to lease a lockable storage space for a monthly fee or if you have any questions.	

The Community Room is Available for Rental and is located in the rear of 247-11 Union Turnpike

Available to Glen Oaks Village Residents

Please contact the Management Office for availability. Dates are first come, first serve.

Community Room Hours

Monday - Friday	3:00 PM – 8:00 PM
Saturday & Sunday	10:00 AM – 3:00 PM or 4:00 PM – 9:00 PM

LAUNDRY ROOMS

Hours of Operation: 6:00 AM - 10:00 PM

LR 1:	247-74 77 th Crescent	(Rear-Ground Level)
LR 2:	74-12 255 th Street	(Basement)
LR 3:	73-68 260 th Street	(Basement)
LR 4:	260-44 Langston Ave	(Rear-Ground Level)

Board of Directors
70-33 260th Street
Glen Oaks, NY 11004

Website: www.glenoaksvillage.com
E-Mail: govonyc@aol.com
Facebook: www.facebook.com/govonyc

*From your Facebook page, search for
Glen Oaks Village Co-op.*

Miller & Miller Real Estate
70-43 260th Street
Glen Oaks, NY 11004
(718) 343-3132
www.glenoaksvillage.net

Security Department 24/7
(718) 347-6660
Driveway adjacent to
255-01 75 Avenue
Glen Oaks, NY 11004
(Next to the Maintenance Yard)

GOVO HOLIDAYS

MANAGEMENT AND MAINTENANCE ARE CLOSED ON THESE HOLIDAYS:

New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving Day
Day *After* Thanksgiving
Christmas Day

**Holidays that fall on a Saturday will be observed on the Friday prior to the holiday.
Holidays that fall on a Sunday will be observed on the Monday following the holiday.**



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