

Services and Responsibilities  
Arras Staff; Condo Owners/Residents; FirstService Residential  
As of January 17, 2024

**Front Desk for Emergency Only:**

- DO: Report Fire and Life Safety Emergencies such as elevator issues or other emergencies such as water leaks. (Front desk will alert engineering as needed.) Report medical emergencies to front desk after alerting 911.
- DO NOT ask the front desk to contact Security or Engineering, hold packages, admit guests or for any other services. The front desk is for hotel guests.

**Security Services: 828-774-5542**

Note: Security services are only available to residents, not guests or relatives unless special arrangements are made with FirstService Residential. If the resident is not known to a security employee, a photo ID may be required. If no one is in the security office and immediate service is required, call the Front Desk at 828-255-0303 and ask to have Security paged.

Direct services to residents:

- Access to a unit for resident when a resident does not have a key or the Assa Abloy lock does not work or when the key is expired. Security will escort the resident and open the door.
- Parking pass distribution. Pickup and return will be recorded in the logbook. (Reservations for parking spaces to be made through FirstService Residential – see below.)
- Replace/ exchange non-working garage door opener. Issuing an additional clicker will result in a charge to the owner's account per rules and regulations.
- Drop off and pick up for fobs to be reprogrammed. Security will arrange for reprogramming – generally between 10 am and 2 pm daily. Security will also arrange for non-urgent reprogramming such as checking and reprogramming expiration date.
- Handle the “occasional” and unexpected delivery outside normal standard procedures.
- Hold the security damage deposit checks for move in/ move out.

Recommendation: Residents are encouraged to have the Arras Residential Mobile Key on their phone as a backup.

Indirect services to residents:

- Monitor security cameras throughout the Arras and garage and address potential security issues to person or property. There is no expectation that cameras will be monitored at all times. Investigations will be conducted after-the-fact as directed by hotel management or FirstService Residential.
- Keep a supply of garage door openers and a logbook of transactions. FSR will manage the number of clickers stored in Security.
- Managing signs in condo lobby and 18th floor when elevator A is out of service.
- Walk resident floors, 6 rounds per 24 hours.

### **Engineering Services to Residents:**

Note: Except for emergency services, *engineering services to residents are delivered ONLY as arranged through FirstService Residential*. Engineers are on site from 7:30 am to 10:00 pm M-F and 7:30 am to 11:00 pm S-S.

Emergency services to residents:

- Emergency repair/ shutoff: water; gas; window damage; etc.
  - Elevator extractions; addressing any other elevator life safety issue.
- (In an emergency, contact the front desk and the front desk will page engineering.)

Non-emergency services to residents: (For service, or contractor orientation, contact FirstService Residential.)

- Residential door lock maintenance and battery replacement
- Simple investigation regarding condo unit systems such as electricity, plumbing, A/C. If it is something other than an issue as simple as resetting a circuit breaker, professional repair will be recommended.
- Orientation for contractors and inspection during work as needed.

NOTE: NO "side jobs" may be offered to any hotel staff member

### **Package Delivery:**

- UPS and FedEx have an elevator access code. Amazon drivers pick up a fob from Security and return it after delivery.
- Other services cannot leave packages or deliveries at the front desk or with security; residents must make their own arrangements by either coming to the lobby to accept delivery or providing their own floor codes.

### **Hallway Cleaning:**

Beginning 1/1/2024, hallway cleaning (floors 10-18) will be provided by Particle Cleaning twice (2X) a week. The scope of service includes: vacuuming, spot cleaning, high and low dusting, removing scuff marks from walls, trim, fixtures, and doors, sanitizing high touch areas, neutralizing any odors including trash access closet.

If there is a need to have the hallway serviced between visits, contact FirstService Residential.

### **Garage and Condo Lobby Cleaning:**

Daily cleaning and recycle bin emptying is provided by hotel housekeeping. If there is an urgent need for service, a spill, an accidental pet soiling, or a dangerous situation, please call Security (828)-774-5542 (not the Front Desk). Security will contact Housekeeping as may be needed.

### **Move-in/Move-out/Scheduled Delivery:**

All scheduling must be done in advance with FirstService Residential.

- Security will pad and remove pads from elevator D or A for scheduled move-in, move-out, delivery (where it is deemed that padding is required). FSR is responsible for scheduling and schedule changes.
- Security will inspect the condo hallway, condo lobby and elevator for damage and report to FSR for return of security deposit (or take images for potential assessment by the RHOA board).
- Elevator A usage requirements (as defined in the R&Rs) will be monitored by security.
- Security will hold the \$500 damage deposit check.

### **Life Safety:**

- AED (automated external defibrillator) is available for medical emergencies. (The defibrillator is available at the lobby level, in the niche behind and to the right of the hotel front desk area).
- In the event of a fire alarm or other building life safety event, evacuate the building when the alarm sounds. Follow alarm system automated messages.

### **Services to contractors:**

- Jobsite work "orientation" for renovation or major repair projects will be provided. All scheduling must be arranged by FirstService Residential.

### **Engineering and Security Services to the Master Association:**

Engineering and security staff are employed by Kimpton Hotel Arras and, as such, all services in support of the Master Association are as arranged and agreed by the Master Association board and Hotel General Manager.

Recurring (routine) building-wide (not hotel specific) inspection, maintenance and service contracts:

- Except as noted below, engineering leads in securing bids, (generally for contracts in excess of \$1,500), arranging and managing inspections and PM service of major mechanical systems and fire life safety (FLS) systems. In the event of an inspection failure, engineering will arrange for correction of the failure and reinspection.
- All contracts to be on file with FSR. FSR review of contracts and review with the MHOA board as necessary. Contracts to be signed by the MHOA chair or designee.
- FSR approves payment in consultation with Engineering and the MHOA board as per the contract with FSR.

Repair & Maintenance (General, Lighting, Elevator, HVAC, Generator, Roof etc.):

- Engineering leads in securing bids (for non-emergency projects), arranging, managing and approving adequacy of the work. FSR to be informed on a regular basis.
- FSR approves payment in consultation with Engineering and the MHOA board as per the contract with FSR.

- Elevator R&M: Engineering leads in requesting service as provided by the contract. Extra cost service to be approved by David McCartney or designee in consultation with MHOA board.
- Touch-up/ repair painting in condo lobby and residential hallways. (Major work, refurbishment will be contracted.)
- Monitoring of utility meters.

### **Special Projects:**

The Chair of the Master Association (based on support of a majority of the Master Association board) is responsible for contracting/ approving special projects on a case-by-case basis.

- FSR offers administration and/or supervision services in connection with insurance claim rehabilitation, construction, remodeling, renovations, restoration, capital improvements, maintenance and repairs performed by third party vendors in accordance with a contracted fee schedule. A specific MHOA board authorization to engage such services, and approval of the cost thereof, is required.
- Alternatively, and subject to the approval of the hotel general manager and the Master Association, Engineering may be engaged to manage small scope (i.e., no permit needed) projects at an agreed fee.

### **FirstService Residential (FSR) Responsibilities:**

FirstService Residential has many financial and other responsibilities in support of the Master and Residential Associations. This section of the responsibilities document addresses FSR responsibilities where FSR, Security and Engineering work together to address owner/ resident services:

- Schedule parking passes and monitor log; bill residents if passes not returned
- Keep track of garage door openers distributed; order more when necessary
- Schedule moves and contracting work
- Schedule orientation meeting between contractors and security/ engineering
- Furnish a list of boutique concierges who can be hired by residents if they need service when not available (letting in contractors, accepting deliveries, etc.)
- Bill owner for construction debris violation or damage to hallways, lobby, garage or another repair caused by the owner or owner's contractor.

### **Residential Responsibilities:**

Residents should **not** ask hotel staff to do any of the following:

- Admit guests, contractors or delivery personnel to the elevator (or to your unit). It is the owner's responsibility to meet contractors in the condo lobby or outside the P2 garage gate and let them into the unit or secure an extra fob and provide it to the contractor. Guests are to call the resident, and the resident is to either meet the guest in the lobby or provide the guest with the resident's security code\* (see Elevator Section for security code setup instructions) for elevator access.
- Accept or hold packages, groceries, envelopes, etc. for pickup or delivery. It is not appropriate for the hotel to sign for packages ordered by a resident, storage of perishable food, etc.

- Supervise or manage movers or furniture delivery
- Borrow tools/ladders from engineering
- Ask on-site staff to help with odd jobs/labor or for help in your unit
- Ask for bellhop/ porter service: due to Kimpton regulations and insurance, this service is not available.

Residents should respect the following:

- Lobby and Patio Tables: The Restaurant and Bar in our building encourage our patronage. However, we must be respectful that the patio, tables and lobby seating are for the use of their patrons only, and they would be happy to serve us as such. Alcohol consumed in the restaurant, lobby tables and on the patio must, by law, be poured by staff.
- Contractors/Construction:
  - Contractors should not access through the hotel lobby. They should enter and exit through the condo lobby.
  - Contractors should never park in the parking deck unless in the owners designated space. Please inform contractors they must not block the garage entrance.
  - Prior to beginning a project, owner should contact FSR to schedule an orientation between Security and the contractor. Security will contact Engineering to assist if needed.
  - Owners must notify the Community Manager if a project involves drywall dust or strong vapors. A certified technician must take fire, life safety devices offline and return them online each day. Contact FSR to arrange service with a certified technician (Johnson Controls) with fees paid directly to the service provider).
- Construction Debris: No construction debris may be placed in the hotel dumpster, nor down the chute, nor in the garage bins (for glass or cardboard recycle). Violations will be investigated and fines may be assessed in accordance with our Rules and Regulations.
- Delivery: Delivery personnel (other than UPS, FedEx and Amazon package delivery personnel) should be met outside the P2 gate. Contractors or delivery personnel who enter the upper-level hotel reception parking deck will be asked to go to the loading zone on the College Street side of the building. No vehicle may block the Arras Residents garage entrance which is active at all times.
- Trash: The chute terminates at trash bins that must be transported by hotel employees to the dumpster/ compactor room. For safety, and sanitary operation, please respect the following:
  - No loose trash (use trash or clear recycle bags)
  - No glass or cardboard down the chute (bring glass and cardboard to the bins in the garage or dumpster/ compactor room)
  - No loose cat litter/ puppy pads (double bag or bring to the compactor room)
  - Respect the hours of operation 8 AM to 9 PM.
  - For large amounts of household cardboard or recycling, or when the garage recycle bins are full, please bring the cardboard or recycling to the dumpster/ compactor room (located near the security office) rather than overflow the garage recycle bins.
- Residents are requested to not meet hotel staff in “back of the house” in the basement or behind the front desk.

## **Fines and Fees**

Refundable deposits, fines and fees are defined in the Rules & Regulations. The following is a non-comprehensive listing:

- Move-in/ Move-out Security Deposit (refundable): \$500
- Move-in/ Move-out damage assessment: as incurred
- Construction debris disposal fine: Violations will be investigated and fines may be assessed up to twice (2X) the added disposal cost.