**OFFICIAL HOUSE RULES** AND USEFUL INFORMATION

FOR RESIDENTS AND VISITORS OF MAYAN TOWERS SOUTH

1. **CONTACT INFORMATION**

Mayan Towers Office Hours: 8:00 AM - 4:00 PM, Monday - Friday

Office Phone Number (561) 844-4550

Fax (561) 844-9308

Websites: [www.MayanTowersSouth.homestead.com](http://www.MayanTowersSouth.homestead.com)

www.continentalconnect.com/mayantowerscondo1

Email: MayanTowersSouth@hotmail.com

Management Company: Continental Group, Inc. (561) 997-4045

**Emergencies:**

* Call 911 for fire, police or medical emergencies.
* For urgent maintenance issues during working hours call the office at (561) 844-4550.
* For urgent after-hours problems such as flooding, a broken exterior door lock, equipment malfunction, etc., call the Continental Group at (561) 997-4045.
* For Hurricane or other civil emergency information, call the Palm Beach Shores police department at (561) 844-3456.

**2. ARRIVING**

**Returning Owners Check In:**

* **Check in with the office manager to announce your arrival.**
* Remember to change your mailing address with the US Postal Service ([www.USPS.com](http://www.USPS.com)) and the property management company, Continental Group, if you will be in residence for an extended period. You can update your mailing address online at [www.continentalconnect.com/mayantowerscondo1](http://www.continentalconnect.com/mayantowerscondo1).

**Front Entry Phone:**

* To admit visitors through the front door, press “6”on your phone.
* To have your name added to the callbox list or if you change your phone number, please notify the office. You do NOT have to have a landline to be listed on the callbox. Cell phones may now be listed.

**Luggage trolley is available for resident use in the first floor storage room. Return it immediately after use.**

**Keys:** The big Medeco key is needed for access to common areas such as the mail room, the room with the rolling luggage cart and pool table accessories, the gate to the back patio and pool, the gate to the beach and the pool restrooms in addition to the entrance doors. These keys cannot be duplicated. Duplicate keys can be purchased from the manager for $75 per key.

* **A complete set of keys must be left in the office at all times in case of emergency**.
* You should also leave a set of car keys with the Manager if you are leaving a car in our lot while you will be out of town. Remember to mark your keys with your name and unit number.

**Guest Book:**

* **Between the mail room and the office is a guest book.** **Overnight guests should register including their unit number and car plate information.** Contractors, workmen and suppliers are also required to sign the guest book.
* **Owners are responsible for the conduct and actions of their families, guests, tenants and visitors; owners are liable for damages to common area property and equipment caused by themselves, their families, guests, tenants and visitors.**
* **Maximum occupants per apartment: 2 bedroom: 6, 1 bedroom: 4, studio: 2.**

**3. COMMON AREAS**

**Animals: No animals are allowed in the building or on the premises at any time.**

**Balconies:**

* **Do not hang towels, clothing or other items over the balcony rails.**
* **Cooking is not permitted on balconies.**
* Unit owners may not attach anything non-structural to the exterior of the building, including but not limited to shutters, satellite dishes on railings, tiles on balcony decks, decorations on walls and other similar items.

**Bicycles:** They cannot be left in the hallways or stairwells. They can be locked in the outside bicycle rack or placed in the utility rooms having no electric meters (odd number floors). Please do not store them on your balcony. Please put your name and address on your bike and remember to place them in your unit when you leave for an extended time.

**Gas Grill:**

* The gas grill in the back yard is for all residents to use. Please sign the sheet on the clipboard near the mail room to reserve a time.
* Please be sure to turn off the valve and switches when you are finished, clean up and replace the cover when the grill is cool.
* Please remember to close any table umbrellas that you opened to prevent wind damage. If you see an unattended umbrella, please close it.
* There are BBQ area lights on a timer available when the pool lights are on. You can turn them on by turning the timer on the pole next to the BBQ.

**Grocery Carts: All carts must be returned to the proper locations outside the building.** Never leave carts in the hallways, elevators, utility rooms or lobby areas. If you see a loose cart, please return it.

**Hallways/Elevators:**

* **AT THE REQUEST OF OUR FIRE CHIEF: Do NOT open the front door of your unit if your kitchen starts to fill with cooking smoke or odors. OPEN YOUR BALCONY DOOR AND WINDOWS SO THE SMOKE GOES OUTSIIDE. Smoke in the hall will activate the building’s fire alarm system requiring building evacuation and the fire department to be dispatched. The Condominium is fined by the town for false alarms.**
* **Personal items including bicycles, welcome mats, plants, toys, etc. are not to be left in the hallways, laundry rooms, utility rooms or other common areas. Everyone should help prevent accidents and assist in maintaining a neat and attractive building.**
* **Only beach chairs should be stored in the hall closets**.
* **All persons should wear a coat, shirt or other upper garment, shoes or sandals in all public areas in the building. Persons wearing dripping bathing attire are not permitted to use the lobby or elevators.** Please dry off and clean feet/shoes of sand before entering the building.
* **No smoking in the building’s common areas.**

**Laundry Rooms:**

* There are laundry rooms on floors 2-8. **Hours for use are 8:00 AM through 7:00 PM.**
* The machines all take seventy five cents ($.75) in quarters, and the system is first come, first served. When available, rolls of 40 quarters may be purchased from the office manager for $10.00.
* **Please leave the laundry room clean and neat.** **Remember to empty the dryer vent screens.** **Leave washer doors/lids open to prevent mildew formation.**
* Be particularly careful with bleach. It will ruin the carpets and splashed drops can damage the next person’s clothes.
* **Please be prompt in making the units available for the next person**. Are the machines taken? Try another floor. Are they not working? Alert the office manager with a maintenance request form.

**Noise: Please be considerate and refrain from loud hallway conversations or TV volume after normal bedtime hours.**

**Notices will be posted in the Mail Room.**

**Parking:**

* **Please park frontwards into your designated parking space.**
* Hoses are provided for rinsing cars on each side of the building. Please try to avoid spraying other cars, balconies, etc. Be sure to follow any applicable water restrictions.
* **Boats, trailers, trucks or recreational vehicles are not allowed to park on the premises overnight.**
* **All owners must obtain and display a parking sticker on their vehicles which can be obtained from the property manager.**
* **All guests must check in with the manager to receive a temporary parking pass.**

**Pool Table:**

* **Cues and billiard balls are stored in the 1st floor east closet beyond the pool table.** The same key which opens the building entrances and mail room will open the closet.
* **Children under 16 may not use the pool table unsupervised by an adult.**

**Security:**

* Please close the building entrance doors, stairway doors and pool area gates. If you see one open, please close it.
* If a stairway door does not shut completely on its own, it could pose a fire safety hazard. Please let the office manager know about it.

**Storage:**

* Please see the office manager to identify your storage area located on the 9th floor. You may not store any flammable items such as paint cans, charcoal, etc.
* You are responsible to place your own padlock on your bin.
* Please identify your name and unit number on stored items.

**Swimming Pool/Sauna:**

* **Swimming pool hours are from 8:00 A.M. until 10:00 P.M**.
* **Showers are mandatory before entering the pool and must be taken each time before entering if one has been out of the pool for more than a few minutes.**
* **No food or drink is allowed in the pool or on the deck area – ESPECIALLY NO GLASS BOTTLES/CONTAINERS - very dangerous to bare feet!**
* **Full responsibility for the safety and behavior of children must be assumed by the unit owners, parents or supervisor. No child under the age of twelve shall be permitted in the pool or sauna without the presence of supervisors. Untrained children are not permitted in the pool.**
* **No rafts, large objects or ball playing permitted. No excessive splashing or running.**
* Please remember to lower any pool umbrellas you may have raised for shade. They can be damaged by wind. If you see one open and unattended, please close it.

**Windows:** In case of driving rain, please take a moment to close the hallway, laundry and utility room windows on your floor.

**Wireless Network:** Contact our Office Manager to receive the security code for the condo’s free wireless network available in the lobby.

**4. UTILITIES**

**Pest Control:** On the third Tuesday of every month the exterminator services all units in the building. The technician will be accompanied by an employee of Custom Property Management.

**Cable TV/High Speed Internet Access:** You must make your own arrangements for service. You have a choice of providers:

 ATT Uverse (800) 288-2020 www.att.com/U-verse

Comcast Cable (800) COMCAST or (800) 266-2278 [www.comcast.com](http://www.comcast.com)

Certain units may also be able to use satellite service but the dish may not be attached to the exterior of the building including the balcony railings.

**Trash:**

* The dumpsters are emptied Monday and Thursday, Nov. thru May. Recyclables Monday and Wednesday, Nov. thru May. Both on Monday’s June thru Oct.
* Only recyclables (bottles and newspapers) should be left in the laundry room. **All other trash must be bagged and tied before sending down the trash chutes.**
* Boxes, A/C filters and other trash too large for the chutes must be taken to the trash room on the first floor of the north side of the building. All boxes must be flattened. Do not put anything down the chute that will clog the passageway. Pizza boxes are a common culprit.
* Debris from renovations such as cabinetry, appliances, etc. must be hauled away by your workmen, NOT placed in the condo’s dumpsters.

**5. RENOVATION, MAINTENANCE AND REPAIR**

**Construction Guidelines:**

* **Anything that may change the outward appearance of the building must have prior approval of the Board of Directors.**
* Use licensed and insured workmen to protect yourself and the building from damage or liability during renovations.
* Contractors may only work during the hours of Monday – Saturday, 8 A.M – 5 P.M. (or until 6 P.M. during the months of May – September). This is a Palm Beach Shores Town Ordinance.
* Any building supplies, carpeting, appliances, etc. must be brought up in the east elevator. You must notify the management office at least 48 hours before use of the elevator so that the protective pads can be installed. A $100 refundable Damage Deposit is required and should be paid to the office manager. It will be returned after a successful inspection of the elevators and common areas.
* Contractors working here are responsible for removing materials and equipment from the halls, entrance ways, etc. They cannot deposit any building materials in the building's trash. They need to make arrangements to have these materials removed from the premises. They may only use the brown grocery carts, grey carts are for residents’ use only.
* Debris from renovations such as cabinetry, appliances, etc. must be hauled away by your workmen, NOT placed in the condo’s dumpsters.
* Contractors are responsible for cleaning up after themselves in the common areas. If they do not, the owner will be responsible for the cost of any cleanup.

**Tile Soundproofing:** Tile and hardwood floor installation should be properly soundproofed. A sound deadening underlayment of ¼” cork, a sound-proof 60 float system, Pro Flex 90 sound control membrane or a closed cell federally approved system should be installed.

**Water Conservation:** **Remember that Florida is in an on-going state of water shortage.** Consider supporting the effort by replacing old water-wasting toilets, showerheads and faucets with low-flow models. They will also reduce your electric bill from the use of less hot water. (You might also consider replacing your tank water heater with an on-demand tankless water heater. It will save valuable space in your kitchen as well as lower your electric bills.)

**Non-Emergency Repairs:**

* Maintenance requests are to be placed through the office. Please do not make verbal requests of the maintenance staff – channel all requests through the office manager.
* Please contact the office manager regarding necessary repairs to wallboard, doors, windows, balconies or any other common elements within your apartment. Do not arrange for repairs without giving the office manager a reasonable opportunity to inspect and initiate the repairs.
* **Building employees are not permitted to perform personal services except during emergencies.**

**A/C Units:** A/C units, especially older ones, should be periodically inspected by a licensed A/C repairman to insure that the hoses and valves are in good condition. If an old hose ruptures and the valve is frozen and cannot be turned to shut off the water, your unit and the units below will suffer a massive flood.

**Smoke Detectors:** Every 6 months the smoke detectors should be checked to make sure they are working and the batteries should be replaced.

**6. FINANCIAL**

**Renting or Selling:**

* **The minimum time for a rental is two (2) months.** If renting for less than 6 months you must pay an 11.5% sales tax to the State of Florida.
* **You are responsible for making sure all renters and new owners are screened** and the appropriate paperwork is filled out 30 days before the sale or rental.
* **An application fee of $95.00 is required for first time renters or prospective owners in Mayan Towers and should be attached to the application. A $25.00 renewal fee is required for applicants that have previously rented in the building.**
* **If you are selling your unit, you are required to submit a "Notice of Intent to Sell or Rent".** **An owner shall not sell an apartment or any interest in it without the approval of the Board of Directors or screening committee.** All necessary paperwork is available in the management office and on our website under Owner Information. You are required to provide new owners with a copy of the Condominium Documents. If you have misplaced them, you may purchase a set from the manager for $50.00.

**Maintenance Fees:**

* Fees are due by the 10th of every month. After the 10th a late fee of 10% will be added to your bill.
* You may pay your maintenance fees online by credit card or direct debit through the property management website: [www.tcgmgt.com/pay-association-fees/](http://www.tcgmgt.com/pay-association-fees/)
* You may also pay by check in which case, a coupon book and envelopes will be provided to you by the property management company.

**7. MOVING – DELIVERIES – LEAVING**

**Moving - Deliveries:**

* You should notify the manager 48 hours prior to moving in or out of the building or in the event of a delivery or pick up of large items so maintenance can prepare the elevator to prevent any damage.
* The east (rear) elevator is the only elevator that is to be used for transporting deliveries, furniture, appliances, bicycles, etc.
* The rear doors nearest the east elevator must be used for moving and deliveries, not the front door.
* A baggage cart for moving is located on the 1st floor east closet beyond the pool table. The same key which opens the building entrances and mail room will open the closet.
* Moving and deliveries should be accomplished between the hours of 8 A.M. and 5 P.M., Monday - Saturday.

**Leaving:**

* **Unit Owners should notify the office manager of your intended departure**. Ensure that the office has your correct contact information.
* Remember to change your address with the Post Office and Custom Property Management
* Remove all items from your balcony when you are going to be away for more than a couple days.
* **Lock all doors and windows.**
* **Turn off the valve for the unit's water, which is located under the sink in the master bath in most apartments. Remember to turn off the power to the hot water heater also.**
* Set A/C and humidifier to resist mold accumulation.
* Pull plugs from wall receptacles, especially for major electronics such as televisions, computers, etc.
* Remove perishables from the shelves, refrigerator and freezer compartments. Lower settings. Turn off ice maker.
* Empty garbage.
* Move your bicycle(s) out of the utility rooms and into your apartment.
* Close and weight toilet lids.