



THE CO-OP & CONDO COMMUNICATOR

Winter 2018

PROUDLY SERVING THE REAL ESTATE COMMUNITY FOR OVER 50 YEARS



www.midboro.com

Midboro Phone System

We are excited to announce the implementation of a new procedure for our phone system. In an effort to operate more efficiently and expedite calls, in addition to our two full-time front desk associates, we have introduced an auto attendant to connect our clients to the appropriate party/department. When contacting our main line (212-877-8500), you will be given the option to first dial the party's extension, then connect directly to our billing department or dial by name directory (by first name). If you don't know your party's extension, or need immediate assistance, you can press "0" and our front desk associates will direct your call accordingly. If the person you are trying to reach is on another call, a message may be left on our frequently monitored general voicemail. Our goal is to provide callers with a consistent experience to enhance our customer service. Our entire staff has direct dial numbers to further expedite your call. They appear on all of our emails and you may also ask our front desk associates when calling.

Dryer Vent Cleaning

Dryer vents collect a significant amount of lint. Lint build-up inside a dryer exhaust duct may result in a loss of efficiency, or a blockage, which can create other serious issues. To prevent an issue from occurring or other drying problems, we strongly encourage having your vents professionally cleaned once a year; cleaning your lint tray regularly is not sufficient.

New York City Code Regulations

Our compliance department works diligently with our management teams to ensure all of our clients adhere to the new regulations that include, but are not limited to: cooling tower filings, FDNY signage elevator code compliance, sexual harassment policy, Board non-conflict interest disclosures and bed bug disclosure. As the New York City Codes constantly evolve, our communication to residents on new policies and regulations will heighten. In January you will be receiving a copy of your Fire Safety Plan, Annual Safety Notices that include the Window Guard/Lead Paint Notices as well as an Emergency Preparedness Guide and Stove Knob Cover Notice.

AFTER HOURS EMERGENCY PROCEDURES

If you experience an emergency after normal business hours please contact your concierge/superintendent immediately. The building personnel will in turn contact the vendor that can best address the emergency along with our management staff.

If for some reason your building staff is unavailable or unable to provide aid at the time of the emergency, please be aware that Midboro Management, Inc. has a 24/7 **emergency** pager system.

Call Midboro's main number (212-877-8500) and dial extension 88. Once connected to extension 88 you can leave a message detailing the nature of the emergency and your call back information. The manager who is on call will respond to your message within a 15-minute period.

Message from Michael J. Wolfe

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An integral part of our business is the client experience. We want to ensure that when you contact our office you are satisfied with our response time and that we have provided you with the information that you need.

We regularly send newsletters to all shareholders/unit owners regarding best practices with owning a home as well as news affecting the industry.

We encourage owners to visit our website www.midboro.com and register for "Midboro Online". Our client portal is an interactive web resource to access building documents, building contact information and your payment history.

In the unlikely event that you are dissatisfied with an experience with any member of our staff, you may contact my executive team at clientcare@midboro.com to address your needs. Our Client Care email address is set up to provide an additional layer of support to the residents we serve.

Our goal is to provide you with the highest level of customer service.





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Heating Season

October 1st through May 31st is the official heating season. Heat is required to be provided in accordance with the following guidelines:

Time	Outside Temp.	Provide Inside Temp.
6am-10pm	Below 55° F	Minimum 68° F
10pm-6am	Regardless of outside temperature	Minimum 62° F

If your building has a central heating plant and your apartment feels too cold, you should first run your bathroom or kitchen faucet to confirm that there is hot water. If hot water is available, it means the building's central heating system is on. The availability of hot water indicates that the heating issue may be localized within your apartment. Inspect your apartment and look for the following conditions:

- Confirm that the shut off valves on each radiator or coil unit are in the fully open position.
- Confirm all windows are fully closed and in a locked position.
- Window a/c units should be removed or covered with heavy gauge plastic. If there are drafts through any a/c sleeves, seal or cover them with heavy gauge plastic.
- Furniture should be moved away from radiators or heating coils to avoid blocking heated air.
- Built-in cabinetry around a radiator or heating coil can also block the flow of heated air. If your apartment remains cold, you may have to consider removing built-in covers and cabinetry surrounding radiators and heating coils, unless the built-in has appropriate air venting.
- P-Tac and Coil Units: If you have a fan blowing cool air in a coil unit while heat is not cycling, you should have your unit serviced and make sure the fan aqua stat is working.
- If you have too little or too much heat, report the heat complaint to your superintendent or resident manager.

New York City Tax Abatement & Exemptions....

We will be sending notices in the coming months to those deemed ineligible for the New York City Tax Abatement for the 2018/2019 tax year. Please read these notices carefully and completely. If your status has changed and you use your apartment as your primary residence please reach out to your management team so they can provide you with the appropriate forms to apply for the abatement for the 2019/2020 tax year. All forms must be submitted to our office no later than Friday, February 1st. Please be reminded that Midboro does not make any determination regarding your eligibility. For more information regarding other city exemptions please visit our website at www.midboro.com under "latest updates" on the news tab.

FIRE SAFETY

It is important that residents are aware of the proper safety protocols in the event of a fire at their building. We encourage you to familiarize yourself with the NYC Fire Department Emergency Fire Safety and Evacuation Instructions to know when to evacuate and when to stay in your apartment. A copy of this document is posted on our website www.midboro.com under the tab "Latest Update". Please review these guidelines with members of your family and household staff.

CONTACT US:

Billing: Questions pertaining to your monthly bill should be emailed to ar@midboro.com.

Purchase, Sublet, Refinances: Questions pertaining to purchase, sublet, and refinance applications should be sent to closings@midboro.com. This is a distribution email to all the members of the Transfer Department who will respond accordingly to your requests.

Website Inquiries: Questions/ issues pertaining to how to register for "Midboro Online" can be sent to webadmin@midboro.com.

ClientCare: If you have any questions, concerns, suggestions or complaints that are not being addressed by your management team, you may contact our executive team at clientcare@midboro.com to address your needs.

Visit our website at www.midbro.com!

The entire staff at Midboro Management wishes everyone a safe and joyous holiday, as well as a healthy and prosperous New Year!