

Place One Condominium

Policy Statement

Date: June 1, 2023
Policy Statement: 23-35 (Replaces 22-35)
Subject: Front Desk Services

I. Introduction

A core function in high-rise condominiums is the providing of resident services from the front desk. This policy addresses the principal resident services offered by the Front Desk.

As a guiding principle, Place One strives to offer a level of service as good as or better than other comparable condominium communities. Residents can expect staff to be appropriately dressed and to maintain a positive and helpful attitude. "Thank you for calling Place One," as the greeting, speaks for the community.

II. Entry Assistance

Residents are expected to use their FOB to gain access to the building and when entering from the front, use the Resident Entrance located on the left. Guests unaccompanied by a resident are expected to enter using the Guest Entrance on the right. Guests, including food delivery and repair persons, must use the dial up entry system, which calls the resident on their selected phone. Upon verifying their visitor, the host resident opens the door by pressing "9" on their telephone before hanging up.

Under limited circumstances, Front Desk staff may allow entry. Such assistance is dependent on how engaged staff are with other residents at the time. Front Desk staff are under no obligation to allow entry, if in their judgment, there is a potential risk. Circumstances where staff may provide entry assistance include:

- A. A physically challenged resident or guest,
- B. A known resident or guest struggling with packages,
- C. Assisting a guest when it has been requested by the resident,
- D. Facilitating delivery of packages and mail destined for the front desk or mailboxes from known carriers.

III. Delivery Services

The services described in Section III are provided for individuals who are residents/occupants of a unit at Place One. These services are not provided to non-resident owners.

A. General

1. **Resident Absences.** Residents are requested to advise the Front Desk of absences for an extended period (one week or more), and any arrangements in writing (an email to FrontDesk@PlaceOneCondo.net will qualify) for a neighbor or friend to “pick up” deliveries during the absence period.
2. **Hold Harmless.** By using the front desk package delivery/mail acceptance service, residents agree to hold Place One harmless for any accidental damage, loss or outside theft that may occur while deliveries/mail are in its possession.

B. Delivery Management

Except as identified in item 4 and 5, the Front Desk staff routinely accept certain deliveries on behalf of residents. Staff are under no obligation to sign for a delivery in the absence of a pre-authorization.

1. **Notices.** For most deliveries, residents are informed through a notice placed in their front desk unit box. For deliveries such as flowers, goods marked “perishable” including pet food, and deliveries requiring a pre-authorized staff receipt signature, residents also receive a phone call and/or email.
2. **Pick-Up Hours.** Deliveries are available for pick-up 24-7
3. **Item Retention/Disposal.** Delivered items are retained/disposed of as follows.
 - a. Items larger than 2' on any side, can be retained by the front desk for up to 3 days. When ordering, residents are encouraged to take advantage of any delivery options that transport the item directly to the Unit. Alternatively, for \$15.00 paid in advance, the front desk will facilitate the item’s delivery to the unit.
 - b. Other items can be retained by the front desk for up to 7 days, which can be extended to 15 days, provided a written request is made to the General Manager to approve or deny via Manager@PlaceOneCondo.net.
 - c. When items exceed the respective retention period, Place One reserves the right to do one or more of the following:
 - i. Dispose, donate or return of the item(s) without warning, especially when it is determined the resident no longer lives in the community or the delivery is perishable.

- ii. Impose a \$10.00 daily storage fee until the item is removed or disposed or as otherwise described in this Policy Statement.
4. **Large Items.** Large items such as furniture, appliances, construction materials, carpet etc., designed to be delivered to the unit via the loading dock and freight elevator will not be accepted for holding at the front desk. The front desk will work with residents to schedule such deliveries consistent with *Policy Statement xx-26 Freight Elevator Use*. Residents must be present to personally accept the delivery.
5. **Prohibited Deliveries.** The Front Desk will not accept deliveries deemed to be illegal material or substances or hazardous in nature such as propane gas tanks and ammunition.
6. **Delivery Storage.** Depending on size, deliveries are stored:
 - a. In the unit box,
 - b. Under the front desk counter,
 - c. In the storage area adjacent to the front desk door that shall remain closed when not in use,
 - d. In other locations as directed by Management.
7. **Timely Pick-up.** Residents must expedite the delivery process by:
 - a. informing the front desk of any high value or fragile deliveries,
 - b. Picking up deliveries as quickly as possible, preferably sooner than the end of the retention period. See Section III B. 3. for information on retention periods.

C. Overflow USPS Mail

1. Residents who know they will be away for extended periods are encouraged to make alternative arrangements with the US Postal Service.
2. If a unit's USPS mailbox is determined by the mail carrier to be too full, the overflow mail will be returned to the local post office to be held for pickup per USPS rules. A notification left in your USPS mailbox will provide more information.

D. Holding Items for External Pickup

The front desk will hold delivery returns, outgoing express mail, and other small items to be picked up by an external source. Unless otherwise agreed to, such items will be held no more than three days and will be subject to disposal afterward.

IV. Maintenance Requests

The front desk is the point of contact for maintenance requests. Residents are not to contact maintenance staff directly. Prior to submitting a request, residents should review *Policy Statement xx-02 Unit Maintenance and Renovation* to determine whether the request is covered.

Submitting requests. Emergency maintenance requests (e.g., active leaks and overflowing clogged drains) may be submitted by calling the Front Desk. All other requests should be submitted in writing. Forms are available from the Front Desk or at <https://placeonecondo.net/forms/>. Completed forms may be submitted to the Front Desk in person or emailed to FrontDesk@PlaceOneCondo.net.

V. Managing Front Desk Boxes

Unit boxes at the front desk serve as a major vehicle for communicating with residents. **The Master Deed considers the use of unit boxes as the vehicle to provide legal notice to resident owners.** Residents are encouraged to check their box daily. Place One reserves the right to discard material in resident boxes when:

- A. **More than 30 Days Old.** Material is there for more than 30 days.
- B. **Material is Dated.** Material is dated and no longer relevant.
- C. **Unit is Vacant.** Material is removed and discarded upon transfer.



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