

Riverbend

At Leisure World Condominium

MOVING IN GUIDELINES

Please call Riverbend Management Office at 703-724-7800 to schedule your move-in as soon as you have chosen a date so that a time slot can be reserved for your move. All deliveries from furniture stores must also be coordinated with the Management Office. Moves may be scheduled between **9:00 a.m. and 4:00 p.m. Monday - Friday. No moves or deliveries will be permitted on Saturdays, Sundays or holidays. There are no exceptions to this rule.**

Moving vans and delivery trucks arriving at times other than those scheduled by Management Office may be turned away by Front Gate Security.

Prior to your move you must provide Management with:

1. **a certificate of insurance from your moving company made out to Riverbend,**
2. **an administrative fee for moving costs, and**
3. **a copy of your settlement sheet**

You must notify the moving company you engage that the floor and walls from the elevator lobby to your unit should be properly covered in order to reduce the possibility of damage to the common areas of your new home. The protection panels will be made available to your movers and arrangement for the material is through the Building Manager.

Move-in boxes should be removed by your moving company. **During only the initial move-in period** the custodial staff will assist as much as possible with removal of boxes that movers missed. After calling the Management Office place boxes in the hallway for removal Monday - Friday only between 9:00 a.m. and 2:30 p.m. After this period, residents are requested to discard their own boxes by taking them to the loading dock area.

Section 5 of the Riverbend Policy Resolution 11 states: *“A fee of \$200.00, or such other reasonable fee as may be determined by the Board of Directors, will be charged to all move-ins. A fee of \$50.00 is charged on all moves that are held within the building from one unit to another. All fees are payable to Riverbend at Leisure World Condominium Unit Owners Association and must be received prior to the authorization from the Association Management Office. This fee covers the administrative and maintenance expenses incidental to the move. There is no additional fee at the time of move-out.”*

RESIDENT ORIENTATION

All residents are asked to make an appointment with the Building Manager located in lobby of Riverbend shortly after moving, in order to become familiar with policies and procedures, obtain resident identification cards, entry access cards, register cars and pets, and become acquainted with building systems and staff. This should only take about one half-hour and should be extremely useful to you as a new resident. Call the Management Office to schedule your appointment.

PROPERTY ACCESS FOR GUESTS

The Front Gate Attendants' primary responsibility is to provide the community with security by allowing only authorized persons to enter and to assist those who request information and directions. The Gate House is staffed 24 hours a day, seven days a week. All residents must notify the Gate House of expected guests (703-724-0900). The Gate Attendant will record the name of the visitor and admit the guest on your authorization. If a resident fails to call the Gate Attendant, guests are not permitted to enter. The Gate Attendant will call the resident to ascertain if the guest is expected and will permit entry after receiving authorization.

BUILDING ACCESS

When your guests reach the lobby they will call you on the entry phone located in the lobby vestibule. You may admit your guest into the building by pressing 9 on your telephone to automatically release the lock on the building front door. Cordless telephones might not work well with this system.

PARKING

We want to ensure that your garage parking space is retained for your exclusive use.

A record of your assigned sticker will be retained in the Management Office and Gate House. If you find someone parked in your garage space, call the Front Gate. If the vehicle can be identified, the front gate attendant will make every attempt to have the car moved.

Please do not lend out your garage genie. Please report any loss of your genie immediately to Management. Should you lose it, a new genie may be purchased for a fee of \$50.00. Do not tailgate in or out of the garage areas. Always wait for the car in front to clear the gate area, wait for the gate arm to come down, **then use your genie to lift the arm again.**

WINDOW COVERINGS

As you plan the decoration of your unit's interior, please note that it is the Association's policy that all windows and balcony and patio doors must be covered with appropriate curtains, drapes and/or blinds. All window coverings must have a **white or off-white** lining in order to provide a uniform color scheme on the exterior of the building.

PETS

All pets must be registered with the Management Office. Even if you don't have a pet, please pick up a copy of the pet rules from the office for visiting pets. A pet walk area is designated behind the building. Please clean up behind your pet if it soils any common area. Loudoun County Leash Laws should be observed at all times.

THE FRONT ENTRANCE AND LOBBY ARE OFF LIMITS TO PETS AT ALL TIMES. PETS MUST BE LEASHED AND UNDER CONTROL OF THE OWNER AT ALL TIMES.

STORAGE BINS

You will be assigned a storage room and a bin number upon settlement.

In accordance with fire regulations, please make certain that there is an 18-inch clearance between the tops of any items in the bin and the sprinkler system as well as space along all sides of the bin.

In the event of a fire, the sprinklers will not work adequately if boxes and other articles block the sprinkler heads.

To protect your items, management recommends that your goods be placed on pallets at least a few inches above the floor. Management will discard all items left in the isles of storage rooms.

We request, for your own and your neighbor's convenience, that you enter the storage areas between 8:00 a.m. and 10:00 p.m. only. Please do not forget to keep your bin padlocked at all times. We discourage you from placing valuables in storage bins. Management cannot be responsible for the safety of any items stored in the storage room bins. Please inform your insurance agent of any items stored in this area for those items are not covered under the Master Association Insurance coverage.

Prohibited items: Items **not** to be placed in storage bins are carpet, padding, mattresses, box springs, upholstered furniture, empty cardboard boxes, and anything flammable, e.g. cleaning solutions, gasoline, kerosene and cleaning rags.

TRASH CHUTES

A trash chute is located on each floor of the building near the elevators. Place non-recyclable trash and garbage in sealed plastic bags before dropping it down the chute. This procedure should eliminate any unpleasant odors coming from the chutes. No bags are permitted to be left on the floor of the Trash rooms.

The trash chutes are not incinerators. To prevent danger to persons or property, no burning, smoldering, or combustible materials should be placed in the chute at any time.

In order to avoid disturbing residents living near the trash chute, please do not dispose of your trash before 8:00 a.m. or after 10:00 p.m.

We recycle newspapers, glass, plastic, and aluminum. Please place these items in the containers in the trash room to assist the staff in collections. Please turn off the light in the trash room before leaving.

COMMON AREA KEYS

Common area keys allow residents access from any of the outside pedestrian entrances and storage rooms.

CONVENIENCE KEYS

If you expect deliveries to your unit while you are away or wish to leave a key for your maid or

guest, you must go to the Management Office and fill out an admission slip for this purpose. No keys will be issued without these slips. One slip must be filled out for each company or individual that you are giving permission for entry.

We encourage each resident to leave a “convenience key” at the Association Office for the above reasons and to assure reentry into units in the event of a lockout during the day. After office hours a \$10.00 fee will be charged for lockout assistance handled by the Front Gate personnel. Do not pay the Officer on duty; Leisure World Management will bill you for this service.

TELEPHONE

Riverbend has already been wired for telephone services. However, you must contact the telephone company to complete the line to the building’s telephone board and to have additional jacks installed in your unit.

CABLE TV

Your unit has been pre-wired for Cable TV, and basic cable channel line up is being offered to Riverbend residents at a reduced rate. Expanded and upgraded service levels are also available. Please contact Adelphia Cable Company at 571-434-1730 to activate your basic service. The cable company will need to enter your unit to make final connections after you move in.

BALCONIES

Please do not use your balcony or patio as a storage area. The appearance of these areas makes a strong statement about the kind of community we have and want. All residents share in the responsibility for keeping these areas looking clean, attractive and uncluttered.

INSURANCE

The Riverbend Condominium carries a master insurance policy on the building. Building insurance applies to all units and their appliances such as stoves and refrigerators. It also includes items such as cabinets and floor coverings but is limited to the original installed equipment as outlined in the architect’s plans and specifications. We recommend an “all risk” form of insurance coverage as well as protection for any additions and alterations such as upgrades to appliances, fixtures, floor or wall coverings. Please be aware that the Master Policy **does not** provide coverage for losses to your own personal property such as furniture, clothing, area rugs, fine art and jewelry. Also the Master Policy **does not** cover your personal liability. **All unit owners are therefore encouraged to immediately contact their insurance agent to obtain coverage on these items as soon as possible.**

CONDOMINIUM FEES

All unit owners are provided with coupons and pre-addressed envelopes to be used each month for the payment of condominium fees. Be sure to include this coupon with your payment. Coupons and envelopes will be issued annually. Checks should be made payable to *Riverbend at Leisure World*

Condominium and should include the unit owner's name and unit number. All checks must be mailed to the post office box number on the coupon.

The Management Company has also set up for your convenience an automated program for unit owners to pay their condominium fee directly from their bank account. The **direct debit** system allows you to make your condominium fee on the first of each month through an electronic transfer of funds from your bank to the Riverbend Condominium account. This system has been utilized extensively recently and is very popular with owners who are out of town for long periods and may forget to carry their coupons with them or forget to make their payment while they are outside the area. If you are interested in using the direct debit system please pick up a form From the Office.

PACKING MATERIAL AND BOXES: Your mover is responsible for removal of all packing materials and boxes from the property. If you do some unpacking yourself, please remember not to put these items down the trash chute, as this could create a blockage of the chute and a fire hazard. -After you place all packing material and wrapping paper inside the packing boxes, place them in front of your door to be picked up. You can arrange for proper removal of these items by calling the Office at (703) 724-7800 **Monday - Friday 9:00 AM - 2:30 PM.**