

## **FAQ's for Lehigh Riverport Condominium Association**

**Who is in charge of the Association?** The Lehigh Riverport C.A. is a condominium association owned by the unit owners who elect their five member Board of Directors to control the finances and common areas of the community as outlined in the community Declaration and By-Laws. They have hired NAI Summit as the Management Company who has provided the site Property Manager, Marilyn Lalley, who reports to the office in the lobby of the building. The Management Office phone number is 610-625-2790, and generally open on Monday through Thursday from 8 am until 5 pm and Friday until 4 pm. Marilyn's e-mail address is [mlalley@naisummit.com](mailto:mlalley@naisummit.com), and happy to answer any questions or concerns.

**What are the rules?** The Riverport Handbook contains 21 pages of information about our community regulations and requirements, with an acknowledgement form on the last page that all owners and their tenants should sign and return confirming receipt of this publication. You can obtain a free electronic copy of the Riverport Handbook by requesting it of the Property Manager via e-mail.

**How can I dispose of trash and other items?** The trash rooms are located on each floor by the rear elevators. They can only accommodate bagged trash, flattened cardboard, and co-mingled glass, plastic, tin and aluminum. All Trash and Recycling to be placed in appropriately marked containers. Cardboard boxes are to be broken down into manageable pieces and placed in the area marked accordingly. **All large items like Household Appliances, Furniture, Mattresses, Box Springs, Tires, Bikes, ETC; are prohibited in the trash rooms, and Condo Owners/Tenants are responsible for the disposal of these items.** Anyone who places prohibited items in trash rooms or does not place trash in appropriate container will be fined to recuperate the Association's cost of removing these items.

**What do I do if I lose the key, or if I lock myself out of my condo, or another emergency should occur?** You can call NAI Summit at 610-264-0200 any hour of the day or night for assistance with any emergency. After hours, you will be instructed to follow the prompts to get the person on call to assist you. Charges for these services may apply.

**How does the parking pass system work?** Each condominium owner is required to purchase one parking space per bedroom at a rate of \$70 per month. Parking permits are issued at the time of a unit purchase or, if the owner authorizes the rental of a unit, at a tenant change. The permit issued will, in turn, authorize that registered vehicle to park on the 2<sup>nd</sup> or 3<sup>rd</sup> floor of the parking garage adjacent to the condominiums. Parking permits do not permit parking in metered spaces, and are only good in the adjacent Riverport garage. Parking permits must be returned at the end of a lease or condominium ownership, or a one-time \$75 replacement fee will be charged. Additional parking spaces can be requested by the owner and authorized through the Property Manager at the current monthly rates.

**What do I do about overnight guest parking?** If you know you're going to have a temporary overnight guest, you may make arrangements with the Management office in the lobby during regular business hours to obtain a temporary guest pass. The Condominium Property Manager's office is generally open Monday through Thursday 8 am to 5 pm, Friday 8 am to 4 pm, sans any holidays, vacation or illness closures.

**Why does my door lock light flash green when I use my key?** That green light tells you that your lock is working properly. You should replace the 4 AA batteries in your door lock every 6 months to ensure your lock remains working properly. If your door lock flashes red, or doesn't flash at all, it may not work properly and you could get locked out of your home. A special screwdriver (T20 Security) is needed to change the batteries, and it can be signed out for use at the Management Office during office hours or if Security is on duty.

**What should I do if I'm planning to move in or out?** Contact the Property Manager to arrange your move appointment, and review the community regulations in the handbook. There is a \$105 fee and separate \$250 security deposit necessary for every move in or out of the community, ten (10) days before the event, and the Association may elect that a Security escort is scheduled to oversee your move. The fee in advance is essential, and considerably less than the fine for non-compliance.

**What should I do if my Air Conditioner/Heater isn't working?** The home owner is responsible for the heating, air conditioning, and all appliances that serve their single unit. While the office has a list of reputable contractors that can be shared with home owners for their consideration, the home owner is free to contact the contractor of their choice for repairs at their own expense.

**How do I report a noise or other complaint?** Noise complaints can be reported directly to the Bethlehem Police Department non-emergency telephone number at 610-865-7187. The handbook outlines the need for residents to work together first, and document those attempts to rectify noise complaints. The hired Security guards may be on the site at the Management Office during hours determined by the Board of Directors, and can also be contacted by stopping by at the office to have them witness and assist in person on some issues. The guard's hours change frequently. Complaints should also be forwarded in writing to the Property Manager on site. Phone calls or anonymous reports are not suggested. Please also see the Site Manager's Complaint Policy for additional information.

**What about a power failure?** Your door key will still operate your door lock and the main lobby entrance door during a power failure. Other doors (entrances from the garage and/or exterior of the building) may not operate in an extended power failure, and we ask that everyone resist the temptation to "Prop" exterior doors which compromises the safety and security of everyone in the building.

**Tenants need the condominium owner's written approval** to obtain an additional parking pass (\$70/month), rent a storage locker (\$200/year), or purchase an additional condominium door key (\$25/each). The easiest way to do this is to send an e-mail to the owner and the manager ([mlalley@naisummit.com](mailto:mlalley@naisummit.com)) so everyone is in the loop of the request, the approval, details and solutions to each need.