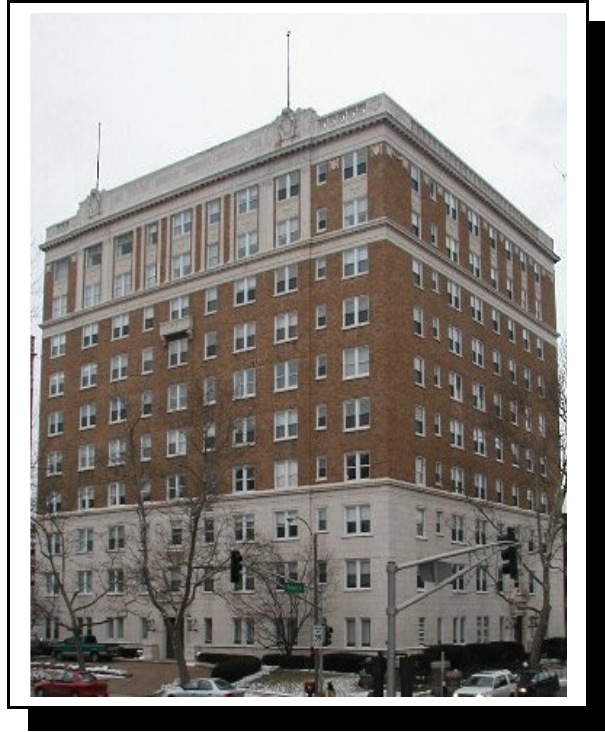


The Versailles Condominium Association Handbook

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Saint Louis, Missouri
63105-3226

Version 1.09
Revised April 2012

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2005-2012



Introduction

Welcome to the Versailles!

The Board of Managers at the Versailles Condominium has prepared this *Handbook* primarily to introduce owners and tenants to their new home. As it is updated from time to time, the *Handbook* will be reprinted and distributed to current residents and owners.

The *Handbook* contains information about the services residents can expect to be provided by the Associations and descriptions of some of the more important responsibilities of owners and residents. This handbook is a guide. It begins with a listing of important telephone numbers, continues with a listing of Association's general policies and then provides some other important information for Versailles unit owners. Finally, it contains guidelines to help anticipate services available from the door/elevator operators. If you have additional questions about living at the Versailles, please consult the Building Manager, (Manager), (314-721-4917). If you need more help, call on any member of the Board of Managers. To find the most current list of Board members, consult the web page for the Condominium, <http://Versailles-STL.com> Likewise the most recent version of the *Handbook* can also be found there (or here :-)

At the time of revision, the members of the Board of Managers are as follows:

Name	Unit ownership	Office	Term expiration
Christie Pennington	Unit 903	Treasure	Jan 2013
John Martinelli	Unit 704	Vice President	Jan 2013
Ken Krippner	Unit 303	President	Jan 2014
Tricia Small	Unit 604		Jan 2014
Mary Clarkson	Unit 1002	Secretary	Jan 2015
Soraya Wolverson	Unit 902		Jan 2015

The Versailles building is listed in the National Register of Historic Places. The Versailles Apartments(10 stories) was designed by noted architect, Preston J. Bradshaw**, and completed in 1929. Other well-known landmarks designed by Bradshaw include the Paul Brown Building(16s), the Chase(10s), Lennox(24 s), Mayfair(18 s), Forest Park(6 s), Drake(6 s) and Coronado(15 s) hotels in Saint Louis and the Bellerive Hotel(9 s) in Kansas City as well as the (Camberly) Brown Hotel in Louisville (16 s) and the Baker Hotel(19 s) in Dallas. His works also included twelve (12) single-family residences in Parkview Development on the boundry of Saint Louis and University City between 1908 and 1923. In 1980 the Versailles Apartments was updated and developed into condominiums. The Versailles Condominium Declaration of Condominium Ownership and By Laws was recorded in January 1981 by the O'Fallon Investment Company. A copy of that document is available on the Condo's web site, cited above.

** see: http://en.wikipedia.org/wiki/Preston_J._Bradshaw and <http://stlouis.missouri.org/parkview/parchitect.htm>

Important Telephone Numbers

Emergencies:	911
Skinker Lobby:	314-721-1579
Office phone -- Voice:	314-721-4917
Office phone -- FAX:	314-786-2756
Office Hours:	M-F; 8:30-4:30

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Section I General Policies and Requests for Residents

1. **Security** is important to all residents and must be maintained at all times. The doormen are not solely responsible for building security. It is the function of all residents to restrict entry and challenge the presence of all persons not recognized as a guest of, or accompanied by, a resident. It is not rude to offer a stranger assistance or for the door attendant to announce their arrival to their host.
2. **Unit keys** are the responsibility of the owner of that unit. It is important, however, to supply the building manager with a duplicate set of keys. This provides, not only a backup in case the resident loses or locks their keys inside the unit or the vehicle, but also a non-destructive entry into the unit in the case that leaks, overflows or fire are suspected in that unit.
3. **Mailbox keys** are also the owner's responsibility. In this case, however, a set of duplicate keys has been retained for the convenience of the owner/resident. In the event that the resident loses their key, the Condo Association can have duplicates made for a fraction of the cost of having a locksmith come to make a pair. Currently there is a nominal charge of \$10 for this service.
4. **Expected arrival of workers, deliveries, or shipments** should be shared with the building manager. In general, all deliveries, pick-ups, and maintenance or improvement work should be between the hours, 8:30 and 4:30, Monday thru Friday. Be sure to make shippers aware of the location of your unit, (by floor and unit number) unless you are able to move it there yourself or have made other arrangements. Most delivery services can and will deliver to your unit but they need to know that you do not expect your shipment to be left at the outside door or at the curb. See also, Section II Paragraph 12 regarding repair or rehab.
5. **Workers should enter** thru the West door (on the driveway to lower garage) and should **sign-in and out** at the table outside the manager's office. All workmen should be out of the building by 4:30, PM. Activities giving rise to noise that might disturb those in other units should be restricted to the hours between 9am and 4pm, limiting the first and last 30 minutes of the work day to set-up and clean-up. In the event emergency repairs are necessary after hours or on weekends, residents should alert the door attendant and identify the worker or their company. The worker should be instructed to make contact with the door attendant by phone or by approaching the Skinker lobby door. The West door

remains the entrance for the workers and their tools with the assistance of the door attendant.

6. **Expected arrival of guests** should be shared with the door attendant on duty. When these guests come to the door, the door attendant can more easily recognize the name of the guest and the resident expecting them. The door attendant will phone the resident to announce the guest's arrival. This can only add to the welcomed feeling for guests and will assist in the effort of maintaining security for all residents.
7. If a resident **expects twenty or more guests** for a party or open house whether as a social or a sale of property, it is the responsibility of that resident to notify the building manager so that one of the building staff can be invited on behalf of the resident to provide door and/or elevator service to their guests. It is the responsibility of the resident to pay the person made available and to do so directly, and in advance. There is a customary two-hour minimum.
8. If a resident **intends an absence** from their living quarters for more than a few days, it is requested that the dates of this absence be shared with the building manager. Doing so will help the building staff to enhance security and safety within the building.
9. **Respectful behavior** toward all others is expected of all residents and their guests at all times. This includes (but not limited to) personal dress and language in the common areas, control of the volume and times for playing TV, or Stereos and instruments.
10. **Bicycles** are not allowed in the passenger elevators or in the lobbies. Bicycles should be stored in lockers or garages as space permits, or inside the cyclist's unit. From the units, bicycles must be carried in the service elevators and taken out thru the garages.
11. **Pets** must be on leashes at all times while they are outside their unit. Only pets in carriers should be taken on the carpeted passenger elevator. Residents (not door attendants or other staff) are responsible for cleaning up after their pets. Any damage caused by pets is also the responsibility of their owner. Note that the City of St. Louis Ordinance 59267 requires owners to clean up after their animals or be subject to a fine. Another ordinance requires that dogs be on leashes.
12. **Roller blades** are not to be worn in **any** of the common areas.
13. **Playing** in the common areas by children and guests should not be allowed. Nor should children be left, unsupervised, anywhere in the condominium.

14. **The door attendants** are instructed to operate the passenger elevator, watch surveillance screens, answer the telephone and attend the doors. While they are always willing to assist, the residents must refrain from asking them to bring items from the garages and making requests to provide personal services in the units that would take them away from their duties in the elevator or at the door.
15. **Utility costs** are shared among all owners, based upon square footage of their unit. Your cooperation is requested to reduce utility costs. Please keep your air conditioner thermostats at comfortable, conservative settings. Re-adjust the settings by area and time of day. Raise the AC temperature setting while you are away. Close radiator valve rather than opening a window. Conserve use of lights and water.
16. When you have more **packages or luggage** than you can carry alone in one trip, please use the service elevator.
17. The **trashcans** in the service hallways are emptied daily; currently between 2 and 3 a.m. Wet trash placed in the cans should be contained in bags to reduce odors. Rinse containers to help reduce noxious odors. Don't overstuff the trashcan. You may place glass, aluminum cans, newspapers and plastic with recycle class of 1 or 2 in the containers in the **recycle** room of the upper garage. Everything except foam products (plastic #6) can be recycled in containers on the South side of the Firehouse on McCausland just beyond US-40 / I-64.
18. Visitors and residents **should not park** in the driveway **overnight**. Short-term parking in the driveway is permitted at other times, subject to the direction of the door attendant on duty. A resident with a parking space in a garage should be considerate of guests by using it. Parking should be done in a way that does not block the doorway or the handicap access ramp.
19. **Garage Access:** Both upper and lower garages are equipped with an electric opener. These openers have a radio receiver that can be activated by a hand-held transmitter. The **transmitters** are switch-programmable and their codes are different by the third switch (of 9) such that if that switch is up or down (1 or 0) it operates the door on the corresponding garage. Normally the transmitter is passed on from resident to resident just as the keys to condo unit doors. Failing that, the Manager normally has a transmitter or two on hand which can be had with the payment of \$25.
20. **Garage Parking:** Each unit has space in the garages for one vehicle. The location of that space is completely at the discretion of the Board of Managers. Their guidelines for assignment are based on the following issues:
 - a. **Safety of residents** with a handicap or limiting physical condition.
 - b. **Prevention of accidents** caused by size and locations of all vehicles.
 - c. **Preferences expressed** by residents and their driving skills.
 - d. **Swap-with or rent-to another** with the same Board review as above.

21. Tandem Parking places: There are 6 tandem places available on a first-request basis. These are extended-length locations that can normally accept two vehicles, one behind the other. If a resident has two vehicles and wishes to use such a shared space they should notify the Manager of this desire to be placed on the waiting list for a tandem location. There is a nominal monthly charge for the tandem parking places, collected with the monthly condo maintenance fee. To know current charge, visit the web site. (Documents>Budget)

The other residents appreciate your cooperation.

Section II

Condominium Association Policies Regarding Owners

- 1 The **Annual Meeting** is the time and place when owners or their designated substitute, (by proxy) gather to elect the members of the **Board of Managers**. Normally there is a review of the finances of the previous year and the presentation of a **budget** for the upcoming year. Commensurate with the anticipated expenses, an income budget sets the monthly assessment for unit owners.
- 2 The **Date and Place** for the Annual Meeting is set by the bylaws to be the second Tuesday of January with the flexibility that it can be set within limits around the prescribed date with proper notice. (see Declaration and Bylaws, Article V, Section 3) While the meeting could be held anyplace in the City or County, it has been a tradition to have said meeting in the Rosebury Lobby of the Condominium. Likewise, it has become customary to meet on the third, fourth or fifth Tuesday of January at 7pm.
- 3 Currently the **Board** is authorized to have **six (6) members**. From time to time, resignations reduce that number. There are three staggered classes, each serving three years. Serving on the Board is voluntary.
- 4 It is the responsibility of the Board of Managers to act **on behalf of and for the benefit of the owners**.
- 5 Association **income** is received only thru the **Lockbox** service of, or by **Automated Clearing House** direct debit (ACH) to the Association Operating Account, at **Enterprise Bank**. Currently the sheet of accounts is maintained by a Board member.
 - a. All checks received at the Lockbox are taken by bank personnel from the Post Office Box to the Bank processing center where the envelopes are opened and the checks recorded and deposited to the Association account. The name, unit number and amount of each check processed that day is posted on the secure web page of the bank. Each amount is credited to the sheet of accounts for the respective owner. Weekly, the Bank sends the envelope and a photocopy of each check received during the week.
 - b. Funds transferred electronically (by ACH) pass directly from the owner's savings or checking account to the Operating Account of the Association at Enterprise Bank. They are normally transferred on a date between the 6th and 8th of the month, depending upon dates of weekends and holidays. ACH is convenient for both owners and the keeper of the Association records. It is also less expensive than the processing of individual checks to the lockbox.

- 6 The **Lockbox address** where all checks are received is: Versailles Condo Assn, P.O. Box 790379, St. Louis, MO 63179-0379. Pre-addressed labels are available from the Manager. Owners should not ask the Manager to mail their monthly checks. The **Debit Authorization Form** can be printed from the Documents page of the web site or from the Manager. Completed forms may be delivered to the Manager for setup with your bank.
- 7 **Condo Monthly Maintenance Fees** are due on the first day of the month. They are considered **late** after the 10th. Locally, checks placed in the mail on the first of the month will reach the lockbox on time. Currently, a 5% penalty is applied to late payments. Whenever a payment is received, it is first applied to any penalty and unpaid balance. The remainder, if any, is applied to the current month's assessment.
- 8 Expense payments are made only thru the Online Bill Pay system at Enterprise Bank. To confirm accuracy, the **Manager and one board member review each invoice** received for Association expense.
- 9 Monthly, **the numbers from income and payment are gathered** into a dedicated accounting application (Quicken) from which **monthly statements of income and expense** are printed for the board, normally on the 1st or 2nd day of the month. The statements compare the cash flow for that month and for Year-to-Date with the budget for the same periods. A complete list of the expenditures for the month, owner account balances and bank account balances are also presented.
- 10 While it is not always well understood by condominium owners, it is during the **monthly meetings** of the Board of Managers, and their **review of the financials** (cash flow vs. budget) that **decisions about special assessments** are made. The **Board has the responsibility** to keep the Association current with expenses. To that end, the **Board has the authority to assess** owners in a special assessment or to change the regular monthly assessment for the period necessary to cover a shortage of funds from any cause.
- 11 Although "...the direction and administration of the Property shall be vested in the Board of Managers..." the input from the owners between meetings is especially appreciated and valued. Owners should make the most of their opportunities to increase the quality of life of those living in the Versailles Condominium.
- 12 Owner responsibilities during repairs and rehab of Condominium Units:
 - Before any major work can begin, the plan/scope-of-work must be submitted to the Board including drawings and contractor estimates. Any change to a structural member or utility chase enclosure requires the

analysis and signed/sealed drawings from a registered architect. Regardless, at their discretion, the Board may choose an architect to review submitted plans.

- The contractor, but ultimately the owner is responsible for any damage to common areas resulting from the transfer in and out of materials and appliances and the removal of dirt and debris. To wit the owner is required to post a \$500 deposit at least 1-week before work begins. This accommodation should be written into any agreements in the contract such that the party in control of such damage becomes financially responsible for the required remediation if any. Floor covering, pads and carefulness are advised. The amount of the deposit does not in any way represent a limit to the extent of responsibility.
- If additional plumbing or electrical service is required, the owner is responsible for installation. If permits are required by the City of Saint Louis, they must be obtained and evidence presented to the Board. Even if permits are not required, all work must meet or exceed the City code. If a licensed contractor is required to do one or more phases of the construction, a copy of the license for each such worker must be on file in the Condominium office.
- For the protection of all owners, each contracted worker must be covered by insurance, both liability and workers compensation. Copies of a certificate of insurance giving evidence of such coverage must be presented to the Condominium office in advance of the start of work.
- If water, gas, or electrics need to be interrupted in one or more other units within the Condo, one (1) week's notice must be given. In addition, the requesting owner is responsible for the expense of a person designated by the Condo manager to accomplish the shut-off and return of said services.
- Special attention should be given to Section I, Paragraphs 4 & 5, regarding arrival of workers, shipments and deliveries, and working hours.
- The owner must make each contractor aware of the need to control dirt and dust during construction. Doors should be sealed during dust-producing phases of the work. The board expects common areas to be cleaned if required, as part of the daily routine.
- Because of the size-limit and pickup-frequency for the dumpsters that serve the Condominium residents, construction waste must be disposed-of off-site by the contractor.
- Materials and equipment may not be stored in the common areas (hallways, garages, etc).
- All required repair or cleaning of common areas resulting from rehab work done become the responsibility of the rehabbing unit owner. This includes but not limited to dirt or damage to hallways (floors and walls), elevators and doorways within and on the exterior of the condominium building.
- Likewise, repair or cleaning of other units within the Condo resulting from the rehab work done become the responsibility of the rehabbing unit owner.

Section III

Door & Elevator Operators: General Guidelines

To help each of the Door attendants with the understanding of their job, the following guidelines have been assembled. To help the residents know and understand what to expect from the services of the Door attendants, these guidelines are included in the handbook for owners and tenants.

In general, there are three areas of concern being addressed by Door attendants at the Versailles. In order of priority these are:

- 1) Safety of persons
- 2) Security of property
- 3) Convenience of Residents.

When judgment is being made among tasks, ranking each task into the above three categories can resolve their conflict. Owners and residents can avoid embarrassment by performing this ranking themselves before asking the door attendant for services.

While, in the memory of residents and staff, only one person of female gender has been known to provide services at the door and in the elevators, it is not in any way the intent or policy of the Versailles Condominium Association to discriminate in such employment based upon age, race, religion or gender. Any references to "doorman" or "doormen" should be interpreted throughout this document as "door attendant," or "attendants."