

Building Frequently Asked Questions...

Who do I call in case of emergencies?

- For emergencies, call #911 (medical, fire, police, etc.)
- For all other building emergencies, call CWD Management: 206-706-8000

What are considered “building emergencies?”

- Water anywhere in the building (leaking, seeping, flooding, etc).
- No power or heat
- Smell of smoke
- Flames/Fire

For Lock-Outs

- If you have locked yourself out of your home, there is **NO** master key to your home. It will be each homeowners responsibility to pay a locksmith to re-key the lock to your home or storage. Please consider leaving a key to your home with a neighbor.

How does the customer service work?

- Customer service inquiries may be submitted via email: customerservice@mfc-urban.com, phone: 425-644-2323, or fax: 425-649-8190 for inquiries regarding the interior of your home.
- An investigative order will be placed, and a customer service representative will contact you regarding your inquiry within 24-hours.

Please *DO NOT* give customer service items to on-site staff, they will not respond. Please send your requests, to our customer service department.

How does the proximity fob work for the access control?

- Hold the fob a few inches of the proximity reader. The light on the reader will acknowledge the correct fob. You will hear the door unlock. Open the door.

At the Front Door:

- Once the fob has been correctly read, open the door and proceed into the building. **ALWAYS** make sure the door shuts properly behind you.

At the Elevator:

- The elevator has a similar proximity reader. During initial move-ins, the elevators are set up on a non exclusive use basis. The security will be turned off and access will be allowed throughout the building without the use of a fob.

AFTER INITIAL MOVE IN, THE BUILDING SECURITY SYSTEM WILL BE ACTIVATED:

- You will need to present your fob or enter your own authorized code prior to selecting the floor of your choice. If the correct pin number or fob has been read, the elevator call buttons will then be operational and will allow you passage to the correct floor.

How do I use the outside callbox?

- When a visitor arrives at the entry door and enters your code number, the entry system will automatically dial your telephone number (cell phone #'s work fine). Your phone will ring, which will allow you to talk to the visitor at the front door.
- When talking to the visitor, speak directly into your telephone handset in a normal voice.
- If you wish to allow the visitor entry, simply press "9" on your telephone number pad. The entry system will then give you a tone, open the door, then automatically hang up. This will automatically send the elevator to the lobby and open the elevator's door for access by your visitor. The system is on a timer, and your visitor will have **1 minute** to enter through the front door and access the elevator. After **2 minutes** the elevator doors will shut and the visitor will have to go back out to the call box.
- The entry system allows for about one (1) minute of talk time before automatically hanging up.
- If your telephone is in use when a visitor tries to call you, the visitor will receive a busy signal. Therefore, it is a good idea to be brief when expecting visitors. This can be resolved, however, by ordering "call waiting" from your local telephone company.

How / where do I recycle?

- Recycling bins are located in the trash room. Please make sure to break down all cartons and boxes, and separate glass from paper & aluminum products, according to bin requirements. Please remember **NOT** to recycle food containers, including Styrofoam "to-go" boxes, pizza boxes, or any containers with food debris left on the surface.

Insurance and my condominium. What insurance coverage should I have?

- The HOA carries a master insurance policy which provides protection for the Common and Limited Common Areas, the Units (as defined under the declaration), general liability exposures, and the Board of Directors. Your pro-rated share of this insurance policy premium is included in your monthly assessment payment.

Owner's Insurance

- In addition to the Association's insurance policy, home owners are encouraged to purchase additional insurance, known as Condominium Unit Owner's Policy, or H06 Policy. Owners should consider coverage for their personal possessions (furniture, clothing, artwork, etc.), liability insurance for claims arising from exposures within their home, coverage for additional living expenses in the event of a loss, and loss assessment coverage for liability for the master policy deductible. When securing an H06 Policy, a copy of the Declaration's insurance section should be provided to the owner's insurance agent or broker.
- It is not necessary for owners to carry coverage for interior improvements on their H06 policy. However, if owners make capital upgrades to the interiors of their units in excess of \$1,000.00, the Association must be notified within 30 days so the Board may increase the master coverage accordingly. In the event of a loss, the owners must be able to substantiate these improvements for the purposes of the insurance settlement.
- Specific questions related to Association coverage or details should be referred to the Property Manager or the Association's insurance broker.

What does the Property Management Company do?

- Duties & Responsibilities include but not limited to: Prepare & oversee budget and building maintenance plan; attend Association and monthly board meetings; coordinate and inspect outside contractor's work; process accounts payable and receivable; financial reporting; document deposit and archiving; prepare, maintain, and distribute resale documents; provide investment counsel; assist Board with independent audit; distribute correspondence; advise, counsel and assist with insurance. The property management company for Fini is The CWD Group. The contact is Cameron Hazen, he can be reached at 206.706-8000 or cam@cwdgroup.com. His assistant is Ken Beebe, he can be reached at the same phone number or ken@cwdgroup.com.

What does the HOA board do? How do I sign up?

- The Board of Directors governs the Condominium Owners Association. The Board is made up of three members elected by the membership at the Annual Meeting, in staggered two-year terms. The Board is responsible for the operation and maintenance of the Association. They enter the Association into agreements with service providers, arrange for the financial management of the Association's bank accounts, and contract with a professional management company to assist with operational activities and policy making for the Association.

President:

- Presides over the monthly meetings of the Association. This requires special attention during budget season, or when there is a sensitive issue that the Association needs to address. The President signs all the legal documents for the Association, sets the monthly meeting agenda, and represents the Board to the rest of the owners.

Vice President:

- V.P. takes over in the absence of the president, and is generally the contact member of the Board for any of the Association's committees.

Treasurer:

- Responsible for the financial affairs of the Association, and works with the property manager in reviewing the monthly financial statements and preparing the annual budget.

Important Safety Issues:

The security system is only as good as those who ensure its success.

In order for Fini to remain a secure and safe place to live, please consider the following:

- Always wait until the garage door closes behind you when entering and leaving the building;
- Make sure the doors close behind you upon entering and departing the building. Do NOT let anyone "tailgate" into the building behind you.
- If you see anything / anyone suspicious on or around the premises, please call 911. This is your home; be conscious of your surroundings and who is coming and going.