



CONDOMINIUM

Best Practices for Owners and Residents

October 2025

Dear Owner and Resident,

Why is Regency House such a great place to live? Primarily because most owners and residents know and abide by Regency House Condominium Association (RHCA) rules and regulations. They are established to keep the building safe, in good condition, and facilitate orderly operations.

New owners, residents, and their guests, as well as long-time residents, are expected to know, understand, and abide by these rules and regulations. These best practices are among the most important. Please take a few minutes to review them. Quiz your spouse, partner, or neighbor.

For complete rules, please refer to RHCA Resident Handbook Rules and Regulations. A hard copy is available in the office. Or visit Resident Handbook on the Regency House website under Condominium Documents and Policies.

Thank you.

Best regards,

RHCA Board of Directors

Smoking

- Smoking and vaping are not allowed in any of the common areas of the building, including the garage and maintenance areas.
- Smoking is not allowed inside your own unit unless you were grandfathered or before the November 2024 bylaw change.
SUPER IMPORTANT: Please refrain from smoking marijuana in your unit. Its caustic odor enters the ventilation system and infiltrates other owners' units. This creates a nuisance, and perpetrators will be fined \$250 for the first infraction, \$500 for the second, and \$1,000 for the third.

Trash

- Trash chutes are located on each floor; plastic garbage bags must be tied tightly, and may not contain glass, liquids, or cat litter. Recycling and cat litter containers are located in the garage level.
- **Never throw cat litter down the trash chute.**
- Do not throw single items down the chute, especially glass or full milk jugs.
- Attention Metro Market shoppers: Do not use cheap plastic grocery bags as a garbage bag substitute. They split open and cause the compactor to malfunction.
- **Please do not discard old furniture or other large items in the service area or near trash bins.** This is not a dumping ground. The office can provide you with names/addresses/phone numbers for disposal locations or pick-up services.

Remodeling

Please note the following important steps before you start any remodeling work in your unit:

- Contractor forms must be completed, and fees must be paid.
- COIs and permits must be submitted to the office.
- You need to meet with the Maintenance Director to review your project. Larger projects require a meeting with the Board of Directors.

Lobby Entrance

- If you are expecting guests, please notify the front desk (414-276-7141) so the desk attendant will be prepared when your guest arrives. If you do not notify the desk, your guest will be asked to wait as the front desk attendant calls you to verify a guest has arrived and receives your direction.
- When ordering food deliveries, please be prepared to pick up your delivery at the front desk. The desk attendant (or delivery person) will notify you of arrival. For everyone's safety, we cannot allow delivery personnel to deliver food or other items to individual units.

Pool and Patio

- As hard as it is to believe, most people, but not everyone, loves dogs. If you don't know the person in the elevator when boarding your dog, ask if they mind if you ride along. Or hold your dog so it's contained. Non-dog lovers appreciate it.
- Dogs and other pets are not allowed in the Club Room, pool area, grill/turf area or the 28th floor.
- Dogs must be held or leashed in all common areas. They must be carried throughout the first floor, except when using the back service area.

Deliveries, Repairs and Renovations

- Contact the office for details and for use of freight elevator.

Office Support

- Diane and Kelly are in the office Monday-Friday, most days from 7:00 am – 6:00 pm. Feel free to visit or call (414)276-8599 or email generalmanager@regencyhousecondos.com and assistant@regencyhousecondos.com. We are happy to help you with office needs (copies for a fee, emailing/scanning documents at no charge, or we will help you with other related requests).
- For more information, visit Regencyhousecondos.com Request a passcode for access to the site from the office.
- The Office can make photocopies for a fee; scans/emails sent for you are done at no charge. Sorry we do not have a fax machine.

Thank you for reading, understanding, and abiding by these best practices.