

# REGENCY HOUSE

CONDOMINIUM

## **Resident Handbook**

### **Rules and Regulations**



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## ***I. Introduction***

The Regency House Handbook was created to provide helpful information and to serve as our official "Rules and Regulations." To keep the Handbook relatively concise, occasionally a policy will be summarized in this Handbook, with the complete policy wording available on the Regency House website or in the Regency House office. If you should have any questions or feedback regarding the Handbook or any policies, the office would be happy to assist you.

## ***II. Hours of Operation & Contact Information***

**Office:** (414) 276-8599  
Fax: (414) 276-8536  
Monday – Friday, 7:30 a.m. – 5:00 p.m.

**Front Desk:** (414) 278-7141  
24-hours, 7 days a week

**Valet Parking:** (414) 276-1191  
(Garage office)  
Sunday: 7:00 a.m. – 11:00 p.m.  
Monday – Thursday: 6:00 a.m. – 11:00 p.m.  
Friday: 6:00 a.m. – 12:00 a.m.  
Saturday: 7:00 a.m. – 12:00 a.m.

**Pool:** 7:00 a.m. – 10:00 p.m. 10 p.m. to midnight are quiet swim hours. Seasonally from mid-May to mid-October.

## ***III. Services Available***

### **Office**

The Regency House office is the central point of contact for all questions, concerns, and communication between the Manager, the Board, and the Association Members.

### **Keys**

A spare set of keys for each unit door and mailbox is kept in the Managers office. These keys may be borrowed, should you temporarily misplace your keys. Without prior authorization, keys will not be given to anyone other than the unit owner. Extra copies of your unit and mailbox keys can be made for a nominal charge.

Unit doors must be keyed to the building master key system for emergencies. If you wish to have your locks changed, please make arrangements through the office.

### **Keyless Access (Door fobs)**

The entrance doors to the building and for each unit are opened with a keyless access door fob. Door fobs will be issued to new owners by past owners for each unit. The door fob opens the pool gate and mailroom door, in addition to the outside doors. Additional fobs can be purchased through the office if fob is lost or no longer works.



**Keyless Access (Garage fobs)**

Access to the garage is via a garage fob which is issued upon payment of a deposit.

**ASSA Key (Parking lot and pool pedestrian gates)**

The pedestrian gates in the parking lot and pool area are opened with an ASSA key. ASSA keys are available in the office for a fee.

**Fax & Copy Machine**

If you need to make a few copies or scan a document, the office will be happy to help you. Please remember that this service is offered at no charge to you, provided it is minimal.

**Phone & Photo Directories**

A Resident Directory is regularly updated. Updates to contact information are requested as needed, in order to provide the most up-to-date information. Contact information must be kept on file in the office; however, you may choose whether or not to allow that information to be published in the resident directories for other unit owners to see.

**Maintenance**

The Maintenance Department services and maintains the equipment, building, and grounds. This includes such duties as trash and recycling collection, equipment repairs, pool maintenance, painting, mowing, and snow removal.

**Work Orders**

You may request a maintenance work order by calling the office. Maintenance can assist with tasks such as fixing a leaky faucet, putting a sliding door back on the track, or repairing a toilet that keeps running. Charges will be added to your monthly statement for labor and materials that pertain to property that is your responsibility. There will be no charge for work done on common area jobs. For more specific information on what is your responsibility, please review the Division of Maintenance Responsibility form, which can be found in your owner's packet. Please keep in mind that maintenance cannot take on large projects or those that require licensing.

**Fan Coil Units**

The fan coil units provide the heating and cooling to your unit. Twice a year, Maintenance replaces the filters and adds tablets to the drain pan to keep the condensation drains clear. There is no charge to you for this service. If you would like your filter changed more frequently (i.e., if you have allergies or are a smoker), please contact the office to have a work order written. The cost of the filter change will be added to your monthly statement.

**Smoke Detectors**

Smoke detector batteries are also changed every spring, at the same time that the fan coil filters are changed.

**Front Desk**

The Regency House front desk is staffed 24 hours a day. The door person monitors the surveillance cameras located around the building and grounds to ensure your safety and security. Visitors and contractors must check in at the front desk. On occasion, the door person may need to leave the desk for a few minutes for rounds, emergencies, or routine tasks. If the door person has stepped away, please do not let anyone into the building, whom you do not personally know.



**Concierge Services**

The door person can supply you with information on area restaurants; music, theater, or sporting events; cleaning services, dry cleaners, and much more. Call the door person for more information.

**Packages & Deliveries**

UPS, FedEx, USPS, and miscellaneous deliveries are accepted via our Luxer One package system. Be sure to sign up with Luxer at the front desk. Please notify the door person of any expected special delivery. Please pick up your packages promptly. Packages that are left in a locker for a longer length of time may be sent back unless you contact the office. Packages can be delivered into your unit. Please call the office to make arrangements for deliveries or packages that are large and that you will need help with.

**Visitors**

When you have a visitor, the door person will call you to notify you of their arrival. Please call the door person ahead of time, if you do not wish to have that visitor announced.

Seasoned staff may know which of your visitors you wish to have announced and which may be let in right away, however newer staff or staff members that work infrequently will call you for all visitors if they do not hear from you first.

**Tipping Policy**

Tipping staff members is discouraged in order to help foster equality of services to all residents. Each December, an owner-run Holiday Appreciation Fund Committee solicits voluntary contributions from the residents in order to distribute a monetary show of appreciation to all of the staff members other than the Manager.

#### ***IV. Parking & Storage***

**Garage**

Valet parking is available in the garage for a monthly fee to non-delinquent unit owners and renters. Access to the garage is via a garage fob (much like a mini garage door opener) which is issued upon payment of an additional fee. A spare key to your car should be kept in the garage office. Insurance provisions require that only valets may drive in the lower levels of the garage.

There are 22 parking spaces on the first floor of the garage that are assigned to Unit Owners for self-parking. These spaces become available to Unit Owners who add their names to a waiting list that is kept in the General Manager's Office. If you wish to self-park your vehicle on the first floor, please contact the General Manager who will add your name to and show you your place on the list. When you are next for a space and a space becomes available the General Manager will notify you. You can check your place on the list with the General Manager any time during regular business hours.

Availability is infrequent, about one or two annually, and the cost is the same for all parking in the garage including the first floor.

Please note that there is a limit of one (1) space per Unit Owner, regardless of whether the Unit Owner is an individual, couple or have more than one unit. Also, first floor parking is available to Unit Owners only and not tenants, family members or relatives who may be living in a Unit Owner's unit.



When entering the garage, please follow the green directional signs, and pull all the way forward to the red stop sign on the pillar just past the garage office. Cars exiting the garage should yield to cars entering the garage. Please watch carefully for pedestrians on the sidewalk outside the garage door, as well as on the main level of the garage.

The garage shall be used solely for the parking of personal autos, motorcycles, and bicycles. No boats, campers, trailers, recreation vehicles or other vehicles of a similar nature are permitted.

The garage capacity is 74" top height. DO NOT drive in if your car is taller than 74". Damage to your car and to the structure will be at your own risk.

As a courtesy to the valet attendants, and for smooth all around service, please call the garage to request the delivery of your car at least ten minutes in advance of the time of your departure. If you leave at the same time each day, please notify the garage office of this, so that a daily call is not necessary. The garage is locked when there is no attendant on duty. If entering or exiting after garage hours, please contact the door person so that the garage door can be opened for you. If you plan on leaving during the hours that the garage is not staffed, please call the garage office during operating hours to have your car brought up to the main level ahead of time.

### **Vehicle Storage**

If you will not be using your car at all for at least a one month period, you may wish to arrange to have your car put into on-site garage storage for a reduced fee. Parking storage must be arranged ahead of time and must be for a minimum of one month or longer. Please call the garage or office to arrange for vehicle storage.

### **Parking Lot**

Parking in the outdoor lot can be arranged by calling the office. At times, there is a waiting list for available spots, especially during the warmer months. Access to the parking lot is on State Street, via a parking lot transmitter remote that opens the vehicle gate. A transmitter will be assigned to you upon payment for the opener. Parking in the lot is allowed only for those owners who have an assigned parking spot. The pedestrian gates may be opened with an ASSA key; see office for details.

### **Guest Parking**

Day or overnight garage parking for guests is available for a fee. Please notify the valet attendant that guest parking is desired, before the arrival of your guest. Advise your guest to pull up to the front entrance to check in with the front desk upon arrival, and instruct them to give the car key to the valet when they enter the garage. There is no guest parking allowed after the garage is closed for the night (a valet needs to be on duty for guest parking). On certain busy days, such as July 3<sup>rd</sup> (for the downtown fireworks), guest parking may be limited.

Unit owners who do not pay for monthly garage parking may park in the garage as a "guest" as needed. You may also pull into the garage for loading or unloading of packages or people without incurring a guest parking charge, as long as you immediately exit the garage; vehicles that are left unattended will incur guest parking charges.

### **Motorcycles & Bicycles**

Parking is also available for motorcycles and bicycles, for a monthly fee. Arrangements for this may be made by calling the office. Bicycles parked in the bicycle racks that are unregistered will be posted with a notice and, if not claimed, will be disposed of after several months. You are encouraged to lock your bicycle, as the Association is not responsible for loss or damage. Bicycles



and motorcycles must enter the building through the garage entrance only. Please do not bring your bicycle through the front lobby. For safety reasons, bicycles may not be ridden in the garage; please walk your bike to and from the garage entrance. Motorcycles may not be parked on Regency House property if the exhaust system has been modified in a way that will increase sound levels. Bikes should not be brought into the building. Please keep bikes in garage bike storage areas.

### **Circle Drive**

Parking is not allowed in the front circle drive at the main entrance. This drive is a fire lane and needs to remain clear at all times. Attended vehicles that are dropping off or picking up, may use the drive for short periods of time. Guests riding bicycles may request to park their bicycles in the garage; guest bicycles should not be chained to the fence, nor parked in the circle drive.

### **Carts**

Foldable shopping carts may be hung on the wall of the garage on the hooks provided. Please be sure to label your cart clearly with your name and unit number. The Association is not responsible for loss or damage to your cart.

### **Storage Lockers**

One storage locker room is on the first floor, near the back service entrance. There are two additional rooms in the garage. Ask the office for details. There is no unit ownership right to a particular locker. When a unit is sold or vacated, all rights to a particular locker revert to the Association for reassignment. A waiting list has been established for those with specific locker space requests. If you have a special request, please contact the office to be placed on the waiting list.

Personal items must be placed completely within your assigned locker. Do not place any items in the corridors of the storage area or on top of the lockers. City Code prohibits storing flammable or combustible materials in your locker. The Association is not responsible for the contents of the lockers. Please secure your belongings with a padlock. Please turn off the lights when leaving the storage area. If you need assistance in accessing the upper lockers, please contact the office.

## ***V. Communication***

### **Website-Under construction**

The Regency House website provides access to information such as phone numbers, units for sale, policies, condo documents, etc. The website address is: [regencyhousecondos.com](http://regencyhousecondos.com). Each owner will be assigned a username and password to access the secure portion of the website. Please contact the office if you have forgotten your password, or need assistance logging on.

### **Association Meetings**

Association Meetings are held at least four times a year. The Budget Meeting is held in July, and the Annual Meeting is in November. Other meetings are held as needed, to discuss projects, policy or amendment changes, or to provide general information. Comments or questions from owners are always welcome at Association Meetings, or you may contact the Manager at any time with comments for the Board. Meeting minutes are delivered to owners shortly after the meeting is held. Past copies of minutes may be found on the website.

### **Bulletin Boards**

There is an informational bulletin board located in the garage, for your use. Information on items for sale, items that are lost, or other appropriate communication between owners may be posted on the



bulletin board.

Electronic communication screens are located in the elevator lobby, garage mailroom and back service area. Announcements are updated frequently regarding RHCA and local events.

### **Notices**

Informational notices requiring your attention will be either emailed to you, delivered to your door, or mailed to your address, to keep you informed. Please notify the office of any changes in your mailing address or email address as soon as possible.

## ***VI. Owner Responsibilities***

### **Rules and Regulations**

Please familiarize yourself with these Rules and Regulations, as well as the Condominium Documents that govern Regency House. The office can answer any questions you might have regarding these documents.

### **Voting**

Occasionally, Association members are asked to voice their opinion on various matters, such as amendments to the By-Laws, changes to policies, or potential projects. Only one representative for each unit may vote. This unit designee must be appointed by most of the persons having an ownership interest in the unit, as indicated on the signed Registration for Membership List form. No unit owner may vote on any Association matter if the unit owner's account is delinquent by sixty days, or if the Association has filed a lien against the unit. If the unit designee is unable to vote, for reasons other than a delinquent account or a lien, the designee may appoint a proxy. A Proxy Form will be included in the voting materials that will be provided each time there is a vote.

### **Insurance Requirement**

Each unit owner shall purchase and maintain at all times appropriate insurance for their unit that includes loss assessment coverage with a minimum of Twenty-Five Thousand (\$25,000) per occurrence, and liability coverage with a minimum of Five Hundred Thousand (\$500,000) per occurrence. The insurance shall provide that any insurance cannot be canceled, invalidated or suspended on account of the conduct of any one or more of the unit owners, or their servants, agents and guests, without at least thirty (30) days prior written notice to the Association.

In the event of an insured loss, the Unit Owner or Unit Owners causing the loss shall be liable for repayment of the Association's insurance deductible, which shall be levied as a Special Assessment against such Unit Owners pursuant to the Amended and Restated Bylaws, Art. X, § 10.05.

### **Changes in Personal Information**

Please notify the office of any changes in your personal information or contact information, as soon as possible. It is important that we have current contact information for you, in case of emergency, including information on how to reach you or a close relative or friend. Periodically, you will be requested to review your contact information and verify that it is still correct. Please take the time to ensure that the information is still current.

### **Absences**

If you will be out of town or away from the unit for several days or longer, please notify the office of the dates you will be absent, any temporary contact information, and any individuals that have temporary permission to enter your unit.



**Permitted Guests or Service Workers**

Any individuals that need access to your unit should be registered with the office. This may include regular housekeepers, occasional carpet cleaners, contractors, or guests.

**Food Deliveries**

For security reasons, owners need to pick up all grocery and food deliveries at the Front Desk. Delivery people cannot deliver food to your unit. Large grocery orders will be loaded into a cart for your convenience. Please return the cart when finished.

**Guest / Family Member Policy**

Please notify the office if you will be having a guest stay in your unit while you are not in residence. There are restrictions on guests who occupy a unit while the owner is not home. Please see the website or visit the office for a copy of the Guest Policy, or to register your guest. Family members who are added to the original occupancy of a unit, must also be registered with the office.

**Changes in Parking or Storage**

Please notify the office of any changes to your parking or storage needs, so that your monthly statement is accurate and up-to-date. Vehicle storage must be arranged for in advance, and must be for a minimum of one month.

**Notification of Intent to Sell Unit**

If you are putting your unit on the market, please notify the office. Once you have notified the office that you intend to sell your unit, you will be provided with a Seller packet with important information you will need for selling your unit.

## ***VII. Fees***

**Monthly Statement**

Around the 15th day of each month, you will receive a statement itemizing any charges you owe now and for the upcoming month. Payment is due on the first of the upcoming month. Late fees will be charged after the 15<sup>th</sup> of the month. Should you not receive your statement, you are still responsible for timely payment. Check with the office for instructions on setting up ACH (auto payments).

**Payment Options**

Payment may be made via a check mailed or dropped off at the office or the drop box next to the Management office. You may also choose to pay via automatic payment (ACH) each month. Please contact the office if you are interested in learning more about ACH payments.

## ***VIII. Common Areas***

**Club Room**

The Club Room and its adjoining kitchen and bar are located at the south end of the first floor. It is available for unit owners' private parties, upon payment of a reservation fee and deposit. The Club Room may be reserved on legal holidays with office permission. It has a maximum capacity of 100 people. A Club Room Reservation Form will be offered to you when you reserve your date, which includes the policies and information you will need to ensure your event is a success. The Club Room may not be reserved for commercial events. A book exchange bookshelf is located in the Club Room where you may pick up a book to read or place books that you no longer want. The Club Room may be used anytime without a private reservation (provided it has not been reserved). Guests are allowed



if accompanied by a resident. Owners may utilize two television screens provided if no one has rented the room. The Club Room is also equipped with WiFi.

### **Restrooms**

Public restrooms are located in the back hall on the first floor next to the Club Room.

### **Fitness Room**

The Fitness Room is located on the 28<sup>th</sup> floor and is available for use by owners 24 hours a day. Children under 12 years of age are not allowed in the Fitness Room without adult supervision. Only residents over the age of 18 years may use the exercise equipment; no guests may use the fitness equipment. Pets are not allowed in the Fitness Room. Clean and/or wipe down any equipment immediately after use. Headsets must be used with all music or video equipment.

### **Laundry Room**

The Laundry Room, located on the 28<sup>th</sup> floor, is available 24 hours a day for the exclusive use of Regency House residents. The machines are operated with a refillable "Smart Card" which may be purchased with a \$5 bill from the Smart Card machine located in the laundry room. Additional amounts of \$5, \$10, or \$20, may be added to your Smart Card. Because of the limited facilities, you may only use a combination of four machines at any one time. If more than four washing machines are in use, please be sure that they are not all started at the same time, as this may cause a back-up in the floor drain.

Please be considerate of your neighbors by remembering that other people are using the same facilities. Machines may not be used to dye items or to wash pet bedding. To reduce the risk of fire, please remove lint from dryers when you are finished and throw it away. Please empty the washers and dryers as soon as the cycles are finished. Other residents may remove your clothes from the machines, if they are left longer than 5 minutes after the cycle ends. Please do not iron in the laundry room, for the safety of others. Pets are not permitted in the laundry room.

Please call the laundry company directly to report any machines that are not working properly. The name and number of the laundry company is on the machines.

### **Lobby**

The lobby is a gracious, quiet area where you can await the arrival of your guests, or your ride.

### **Mailroom**

The mailroom is located on the first level of the parking garage. There is a mailbox for outgoing mail located next to the door leading into the garage. If you will be away from Regency House for several days, please make arrangements for the post office to hold your mail. The office keeps a copy of your mailbox key for you to borrow, should you temporarily misplace it.

### **Unit Doors & Hallways**

Items such as doormats, carts, shoes, furniture, or decorations may not be left outside your unit door for fire and safety reasons. Artificial decorations may be hung on your unit door with removable sticky hangers, if you so desire.

The door to your unit should be kept closed, except when entering and leaving.

### **Garage Floor Service Area**



Snack and soda vending machines can be found in the garage service area. You may also place your commingled glass, plastic, can, and paper in the bins located here. Tightly and securely bagged cat litter should be placed in the bin labeled for litter.

### **Roof Deck**

The roof deck is located within the fenced area at the south end of the 28<sup>th</sup> floor. Care must be taken when using the roof deck. Soft-soled footwear must be worn when on the roof deck. Because of the delicate nature of the roof membrane and the relief vents, the following are not permitted on the roof deck: smoking, eating, drinking, pets, and grilling. Chairs must have flat rubber or plastic feet to protect the roof membrane. Glass or other breakable objects are not allowed on the roof deck. Children must be supervised and accompanied by an adult at all times. Please carefully dispose of all debris so that it does not blow off the roof or clog the relief vents. Any damage to the roof or related areas will be the responsibility of the owner (whether caused by themselves, their guests, or their children).

### **Patio and Grills**

The patio area is located on the west side of the building, adjacent to the Club Room. An additional area of patio furniture may be found on the south side of the building. Please remember to keep the noise level down in the evenings as unit owners live directly above the patio area.

There are two gas grills located on the patio for your use. Directions for operation are posted on the grills. Please be sure to clean the grills and grill tools when you are finished grilling. If the propane tank is empty, please notify the front desk, so that it can be replaced with a full tank. In compliance with our insurance requirements and City of Milwaukee ordinance, cooking/grilling of any kind is not allowed on balconies. Please enjoy the grilling patio.

## **IX. Pool**

### **Hours & Access**

The pool is open for the season from mid-May to mid-October. Pool hours are from 7:00 a.m. to 10:00 p.m. Quiet swim hours are 10:00 – midnight. The pool area may be accessed during pool hours by using your door fob. There is no lifeguard on duty; swim at your own risk.

### **Pool Rules**

The pool rules are posted in the pool area and are also posted on the website for your convenience. Please read them and ensure that you thoroughly understand the rules before entering the pool area. To enter the pool, please use the stairs or the ladder. Diving into the pool is strictly prohibited. A safety rope separates the deep end of the pool from the shallow end. Do not hang, stand, or sit on the safety rope. For those wishing to swim laps, the rope may be unfastened temporarily, but it must be refastened when finished.

Headsets or earbuds should be used with all music or video equipment. Please refrain from using floats, rafts, and scuba equipment, as well as toys such as beach balls and water guns. Smoking is not allowed in the pool area.

When leaving the pool area, please return pool and patio furniture to an orderly arrangement.

### **Pool Guest Policies**

Unit owners may register a guest with the office, as an Authorized Pool Guest, subject to restrictions. Authorized Pool Guests must show a photo ID and check in with the front desk for access, each time



they wish to use the pool area. When they check in, they will be assigned a Pool Guest door fob to open the pool gate and the patio door back into the building. Please stop in the office for more information concerning pool rules and guests.

## **X. Elevators**

### **Freight Elevator Reservations**

The north elevator is equipped for optional freight service. All large items, deliveries, and contractor supplies must be transported in the freight elevator. Contact the office to reserve the freight elevator at least a day or two in advance. When scheduling a move-in or a move-out, please call at least one week in advance to ensure that the elevator is available. The freight elevator is padded and available for reserved use Monday through Friday from 8:00 a.m. until 4:15 p.m., and on Saturday from 8:00 a.m. until 2:00 p.m. The freight elevator is not available on Sundays and holidays. Outside of those hours, the freight elevator reverts to passenger use. Please see the elevator capacity and dimensions on the Regency House Condos website.

### **Passenger Elevators**

No notices, ads, or signs may be placed in the elevators. Please do not hold the elevator doors open, as this can cause the elevator to shut itself down. In the event of an emergency in the elevator, use the telephone located inside the control panel. This phone will connect you with on-call staff at Otis Elevator.

## **XI. Pets**

### **Policy**

Pets are limited to a reasonable number of fish and caged birds, or no more than two (2) domesticated dogs or cats with a cumulative weight of seventy-five pounds. A full copy of the Pet Policy may be found on the Regency House website or may be obtained in the office.

### **Pet Fee**

An annual pet fee per each pet is charged once a year in August for those owners who have cats or dogs. There is a fee for each pet living in or regularly visiting your unit. Pet fee is non-refundable and not prorated based on residency. If you have a pet on the first of the fiscal year, a pet fee will be incurred.

## **XII. Safety & Security**

### **Keys and Keyless Access**

Please refer to "Services Available" on page 4, for information regarding keys and door fobs.

### **Visitors**

Guests should enter the building through the front door. The door person will call you to announce that you have a guest, unless you have given prior authorization for them to be admitted.

### **Estate & Rummage Sales**

To ensure the security of the building, estate and rummage sales, or other public events, are not permitted.



## **Fire Evacuation Instructions**

A copy of the following instructions has been provided to all owners. New owners are given a copy when they move in. If you would like a new copy to post in your unit, please contact the office.

In the event of a fire in your unit, do the following:

- 1) Evacuate your unit and close the door behind you.
- 2) Call 911.
- 3) Pull the fire alarm pull station in the hallway.

If you hear the fire alarm in the building, do the following:

*Above all, stay calm.*

- 1) Exit your unit immediately. Feel the door with your hand before opening to ensure that it is cool to the touch. If it is hot, stay in your unit and call 911.
- 2) If you exit the unit, close the door behind you. If you remain in the unit, put wet towels at the base of the door in order to keep the smoke out of your unit.
- 3) In exiting your floor, use either stairway, and proceed to the ground level.  
**DO NOT USE THE ELEVATORS.**
- 4) Avoid smoke-filled areas and close all doors behind you.
- 5) Listen for instructions on the PA system.

## **Fire Alarm Tests / Building Alarm Tests**

Once a month, generally on the first Tuesday of the month, the building fire alarm is tested. Please note that the test date is posted by the elevators on the first floor, in the mailroom, and in the back service area. At the time of the alarm test, it is announced over the PA that it is a test. If the building fire alarm sounds without that prior announcement, you should evacuate immediately. As soon as the alarm is checked, a PA announcement will be made with further instructions.

## **Smoke Detectors**

Each unit has a hard-wired smoke detector in the front hallway of the unit that is connected to the building fire alarm system. You may have additional smoke detectors in your unit, as well. The hard-wired smoke detector also has a battery back-up. The Maintenance Department replaces the battery in the hard-wired smoke detector twice a year. You will be given notice ahead of time when this is scheduled. Should you need to schedule it for a different time, please call the office for assistance.

## **Christmas Trees & Decorations**

Live-cut evergreen trees or branches are not allowed in the building or on the balconies due to the increased risk of fire. Securely attached decorations, such as lights, may be placed on the balconies for the holiday season.

## **Security**

Security cameras have been placed throughout the building, garage and grounds to allow the door person to monitor the safety and security of our building. In case of incident, unless you have specific day and approximate time, we are unable to scan camera footage.

## **Stairwells**

The doors into the stairwells at the North and South end of each hallway are fire-rated doors and must remain closed. Both the South and North stairwells exit outside the building at the ground level, while the South stairwell also opens into the Club Room.



### ***XIII. Trash & Recycling***

#### **Trash Chute**

The trash chute is located near the elevators on each floor. As a courtesy to your neighbors, please do not use the chute before 8:00 a.m. or after 10:00 p.m. All trash should be tied securely in a heavy plastic bag. Large or heavy items and remodeling debris may not be put down the chute. Please call the office for information on disposal of these items. Never throw liquids, cat litter, flour or other fine powders down the chute, this can cause serious problems in our trash compactor system. Never throw highly combustible materials such as paint, paint materials, or lighted/freshly extinguished cigarettes down the chute.

#### **Recycling & Newspapers**

Only newspapers, magazines, and catalogs may be placed in the container on the floor of the trash chute area. Plastics labeled 1, 2, 4, & 5, glass, aluminum cans, steel or bimetal cans should be placed in the designated container in the garage service area.

#### **Cat Litter**

Cat litter should be securely double-bagged and disposed of in the cat litter bin located in the garage service area.

#### **Boxes**

Corrugated cardboard and boxes should be broken down and placed in the recycling bins.

#### **Furniture & Other Large Item Disposal**

Special arrangements should be made by owner to dispose of old furniture. Remodeling debris may not be disposed of onsite. The office has a list of donation sites for your reference.

### ***XIV. Smoking & Nuisances***

Effective January 1, 2025, no smoking of any kind including but not limited to tobacco, vaping, and marijuana shall be carried on by any Unit Owner, tenant, occupant, guest, or invitee (i) in any inside area of the Property including any unit, common area and facility, and (ii) the pool, and pool deck.

The foregoing restrictions shall not, however, be construed in such a manner as to prohibit smoking on the patio grill area and balconies, nor do the foregoing restrictions apply to any Unit Owner who has been a Unit Owner prior to November 19, 2024

In the event a complaint is received that smoke or smoke odors are emanating from a unit and are objectionable or a nuisance, and the owner is 'grandfathered' prior to the smoking clause amendment, the owner is still responsible to remediate or mitigate the smoke or smoke odors. This may include, but is not limited to , conducting any air flow or other air quality tests, as may be required by the Board of Directors, and installing air purifiers or air filtration systems, exhaust fans, adequate seals, or other mitigation measures, as may be required by the Board of Directors. In the event there are subsequent complaints of objectionable or nuisance smoke or smoke odors from the same unit, the owner shall be considered in violation of this section and subject to the fining schedule set forth in section XX of these Rules and Regulations. Said unit owner shall also be responsible for the reasonable and actual attorney fees and other costs incurred by the Association



in connection with enforcing this section.

While this section is intended to render the Condominium premises free to objectionable or nuisance smoke and smoke odors, the Board of Directors is not a guarantor of smoke-free environment hereunder. The Board of Directors shall have the right, but not the obligation to enforce this section if the Board determines, in its discretion, that it is appropriate to do so in any individual case or circumstance.

### **Noise**

Unit owners, occupants, guests, or invitees shall not make or permit any disturbing or annoying noise or activity in the condominium. Noises and activities that may be disturbing or an annoyance to unit owners include, but are not limited to, yelling; running in hallways and staircases; stomping of feet; using stereo, televisions, radios, musical instruments, or other devices at a time or volume that may be reasonably objectionable to any resident. In addition, no resident shall carry on any noxious or offensive activity, nor shall anything be done which will interfere with the rights, comfort and convenience of other owners or occupants.

### **Pest**

Owners or occupants shall immediately inform the Association of any rodent, insect, or other infestation. The owner or occupant who caused or permitted such an infestation to occur, shall be responsible for all costs incurred by the Association in removing or remediating the infestation.

## ***XV. Selling or Renting***

### **Moving In or Out**

Moves may be scheduled Monday – Friday, 8:00 a.m. – 4:15 p.m., or Saturday, 8:00 a.m. - 2:00 p.m. Should your move not be finished by the end of the time permitted, you may be asked to return the following day to complete your move. Please contact the office to reserve the freight elevator for your move. Owners should be present while the move is in progress.

### **Selling your Unit**

Please notify the office if you are putting your unit on the market. You will be provided with the forms that you will need to sell your unit, including the Unit Selling Policy, Realtor Guidelines, and Buyer Application packet. Please remember to allow at least 30 days for the Buyer Application to be processed and the Association to waive the Right of First Refusal.

### **Leasing your Unit**

There is a limit of ten (10) leases that can be in effect at any given time, per the By-Laws. If you are interested in leasing your unit, please contact the office for information on whether a rental spot is available, or to be placed on the waiting list to be notified when a renter spot will become available. When there is an opening, the office will provide you with the Renter Application Packet to be filled out for Board approval. Short-term rental (less than one year) is not permitted. Anyone found renting their unit on a short-term basis during the Republican National Convention, or any other time, shall be fined up to \$1000.00 per day. The bylaws stipulate the Unit Owner may, by written lease, rent their unit provided that the term of such lease shall be one year. Other conditions apply. Please see Section 11.04, pages 12-12 of the bylaws.



## ***XVI. Remodeling & Unit Restrictions***

### **Contractor Requirements**

All remodeling of units, other than minor interior decorating, must be approved in writing by the Regency House. This includes any and all additions or changes in flooring, walls, ceilings, plumbing, plumbing fixtures, electrical systems, cabinetry or partitioning. Two weeks prior to commencing any renovation in a unit, the plans must be submitted to the office for approval and the Contractor Agreement form must be signed, certificate of insurance must be provided and city permits must be in place as required by the City of Milwaukee. Please see the office for a copy of the required procedure. The owner or contractor must notify the office at least 24 hours ahead of time to schedule any activities that are especially loud or disruptive to other owners. **Loud noise is restricted until after 8:00 a.m.**

### **Contractor Restrictions**

Contractors may not store supplies or deliveries or build cabinetry or other wood products in exterior service areas without prior permission from the Management office.

### **Hours & Holidays**

To limit inconvenience to other residents, home repairs/remodeling by owners or contractors may only occur between 8:00 a.m. - 4:00 p.m. on days that the office is open (normally, Monday through Friday). Contractors may not work on any holidays when the office is closed. In addition, no one may engage in any activity in the building (such as construction or renovation) which causes loud noises from 5:00 p.m. on the Wednesday before Thanksgiving until 8:00 a.m. of the Monday after Thanksgiving, and from 5:00 p.m. on December 22nd until 8:00 a.m. on January 2nd or, if January 2nd falls on a Saturday or a Sunday, the first Monday in January. Please see the office for more specific information.

### **Disposal of Contractor Waste & Materials**

All excess materials, waste, or construction debris must be removed from the Regency House premises. The garbage chute and dumpsters are not available for contractor use. Owners doing their own remodeling must also remove all debris from the premises. A temporary dumpster may be allowed for large quantities of debris, such as the removal of kitchen cabinets. Permission and arrangements must be made through the office, well in advance. Dumpsters must be prepaid by owner/contractor.

### **Permits**

You are responsible for obtaining the proper permits for the work that is done inside your unit. A copy of the required permits should be submitted to the office with the Contractor Agreement form.

### **Preferred Vendor Listing**

If you would like a recommendation for a contractor, the office can provide you with a list of tradesmen recommended by other unit owners for electrical, plumbing, and other services.

### **Floor Covering Requirements**

All hard surface flooring must be installed over a sound-deadening barrier to limit sound transfer into the unit below. This must be reviewed and approved by the Maintenance Director on a contractor form.



**Window Covering Requirements**

The exterior side of all window coverings must be light shades of white, tan, or beige. No other colors may be visible from the exterior. Windows may not be tinted or covered with tinted film.

**Washer and Dryer Requirements**

Washers and dryers may be installed in the units. Please see Management or Maintenance Director for specifics on installation. Ventless dryers are always allowed.

**Balcony Restrictions**

The balconies are considered limited common areas, and therefore the Association maintains the balconies. Carpet or floor coverings may not be placed on the concrete floor, as this can cause deterioration of the concrete. No items may be screwed to the metal railings or masonry surfaces. Lightweight furniture and accessories that could be blown off the balcony in a strong wind should not be left outside.

**Satellite Dishes**

Satellite dishes are permitted on the balconies but may not extend beyond the edge of the balcony, nor above the balcony railing. They may not be attached to concrete, brick, or railing, as this can cause damage to those surfaces. Please see the Satellite Policy for more information. Owners wishing to install a satellite dish must sign an Indemnity Agreement.

***XVII. Getting Involved with the Association*****Board of Directors**

The Regency House Board of Directors consists of six members of the Association who are elected to the Board at the Annual Meeting in November. If you are interested in helping to shape the future of the Association and making Regency House an even better place to live, you may want to consider running for the Board. See the Manager or any current Board Member for more information.

**Committees**

Various committees are appointed from time to time, as the Board sees the need. At times there may be a Social Committee, Window Committee, Christmas Fund Committee, or other project-related committees. Please see the office if you are interested in getting involved on a committee.

***XVIII. Condominium Documents***

The Condominium Documents govern the Association and its Owners. These documents provide the foundation for our Association, in conjunction with these Rules and Regulations. When you purchased your unit, you should have received a copy of the following documents from the seller:

- Articles of Incorporation
- Condominium Declaration
- Amended and Restated By-Laws

If you should need another copy of these documents, they can be obtained on the Regency House



website or in the office.

### **XIX. Code of Conduct**

- 1) Owners, occupants, guest and incites are prohibited from the use of loud, profane, indecent, suggestive or abusive language; physical abuse; or harassment against any other owner, occupant, guest, invitee. Association staff member, Association contractor, or Association Board Member.
  - i. Harassment is defined to include, but is not limited to, threatening phone calls, emails, letters or public forum posts, use of profanity, habitual threats, etc. In addition, constant and repetitive contact with a Board Member(s) or Association staff with no legitimate purpose in non-emergency situations shall be deemed harassment.
- 2) Owners, occupants, guest, or invitees, by their actions or inactions, are prohibited from creating unsafe conditions that unreasonably impair the rights and privileges of other owners, occupants, guests, invitees, Association staff members, or Associations contractors.
- 3) Owners, occupants, guest, or invitees, by their actions or inactions, shall not materially interfere with staff functions, procedures, or discipline of staff.
- 4) Owners, occupants, guests, or invitees, by actions or inactions, shall not negatively affect the interest of the Association or its ability to conduct normal business.
- 5) Owners, occupants, guests, or invitees, shall. When outside of the unit, wear decent and appropriate clothing and footwear.

Violations of this section shall be subject to the fining schedule set forth in Section XX of these Rules and Regulations.

### **XX. Fines**

- i. Warning. In the event of a violation of Condominium's Declaration, Bylaws, and/or Rules and Regulations, the alleged offender shall be notified by the manager or the Board. If the violation is not corrected within a reasonable time, as to be determined by the Manager or Board the Board may levy fines consistent with sub (ii).
- ii. Fines. The fines for a violation of the Condominium's Declaration, Bylaws, and Rules and Regulations shall be a \$250.00 for the first offense (unless otherwise provided). The fine for a second, similar offense shall be \$500.00. The fine for a third, similar offense shall be \$1000.00. Fines for similar offenses thereafter shall be \$1000.00. Each day a violation continues is a separate violation and shall result in an additional fine(s). Such fine is not a waiver or



other remedies, including actual damages and an injunction.

- iii. Attorney Fees. If the Association retains legal counsel to aid in the enforcement of applicable laws and/or the Condominium Bylaws, and/or Rules and Regulations, it shall be entitled to recover its actual attorney fees and costs from the residents and unit owner(s) committing the violation.
- iv. Payment. Fines and attorney fees are due do later than twenty (20) days after the fine is levied, and unpaid fines, attorney fees and costs shall be a lien against the unit ownership and may be foreclosed upon as provided by law. Unpaid fines, attorney fees and costs shall bear interest at 18% per annum, as provided in Bylaws, Article X, § 10.06.

#### 1) Other Enforcement.

The Association may apply to a court of competent jurisdiction to obtain injunctive relief to enforce a violation of any and all applicable laws, the Condominium's Declaration, Bylaws, and/or Rules and Regulations. The Association, if successful, shall be entitled to recover the cost of the proceedings and such reasonable attorney fees as may be determined by the court.

#### 2) Grievance.

Any unit owner or resident who has been accused of violating the governing documents or has been fined may demand that the matter be heard by a Grievance Committee. Such demand must be in writing and provided to the Board of Directors within fourteen (14) calendar days of the notice of the violation or fine. If no demand is made within fourteen (14) days, then the finding of a violation and/or fine shall be final and binding. If a demand is timely made, the matter shall be submitted to the Grievance Committee within seven (7) days.

##### Grievance Committee Rules and Procedures:

- i. The Grievance Committee shall consist of our (4) members at large of the Association who are chosen by the Board. The members at large shall not be officers or members of the Board of Directors of the Association.
- ii. For any grievance hearing, three (3) of the (4) members shall serve. A majority vote of the Committee will determine the action and decisions of the committee.
- iii. Members serving on any Committee must not be directly involved in the specific dispute at hand.
- iv. Upon receipt of the Grievance Committee of a grievance, the matter shall proceed as follows:
  - a. A letter shall be sent by certified mail, return receipt requested, informing all



parties;

1. Of the time, place, and date of a hearing before the Grievance Committee.
  2. Of the right to counsel.
  3. That evidence shall be received, and a record made whether or not the party complained against attends.
- b. The hearing shall be divided into two (2) sections;
1. The Hearing.
  2. The Determination and Decision.
- c. The Hearing section shall be open only to the Grievance Committee, the parties involved, their attorneys and witnesses.
- d. The Determination and Decision Section of the meeting shall be open only to the Grievance Committee and, if requested by the Grievance Committee, the attorney for the Association. The decision shall be rendered in writing to all concerned parties within five (5) business days of the Hearing,
- e. If the complainant, or their representative, or their representative fails to appear at the Hearing without valid excuse acceptable to the Grievance Committee, the grievance shall be dismissed without prejudice and reasonable and necessary cost incurred by the responding party assessed to the complaining party.
- f. If the alleged offender fails to appear, the complainant must prove his/her grievance and no presumption shall be made against the alleged offender for non-appearance.
- g. The burden of proof shall be on the complainant to prove the grievance by preponderance of the evidence.
- v. The decision of the Grievance Committee is final and binding. There shall be no appeal of the decision absent evidence that:
- a. The award was procured by corruption, fraud, or undue means:
  - b. There was evident partiality or corruption on the part of the Grievance Committee, or any of them:
  - c. The members of the Grievance Committee were guilty of misconduct in refusing to postpone the hearing, upon sufficient cause, or in refusing to hear evidence pertinent and material to the controversy; or any other misbehavior by which the rights of any party have been prejudiced:
  - d. The Grievance Committee exceeded its power, or so imperfectly executed them that a mutual, final and definite award upon the subject matter submitted was not made.



## **XXI. Insurance Claim Procedure**

All claims submitted through the Association's master insurance policy shall be made by the Board of Directors. Owners desiring to submit a claim through the Association's insurance policy must submit their claims to the Board of Directors for submission to the Association's insurer. Owners are prohibited from contacting the Association's insurer for the purpose of submitting a claim. Owners are further prohibited from submitting to the Board unmeritorious or fraudulent claims. Owners must always carry loss liability insurance and general liability insurance. See page 10, Insurance Requirements for details.



**BE IT FURTHER RESOLVED,** This amendment shall be effective seven (7) days after unit owners are given notice of same.

Amendment Considered At Meeting, \_\_\_\_\_(Date)

Motion made by: \_\_\_\_\_

Seconded: \_\_\_\_\_  
(Yes/No)

In Favor: \_\_\_\_\_

Opposed: \_\_\_\_\_

Signed: \_\_\_\_\_  
Secretary