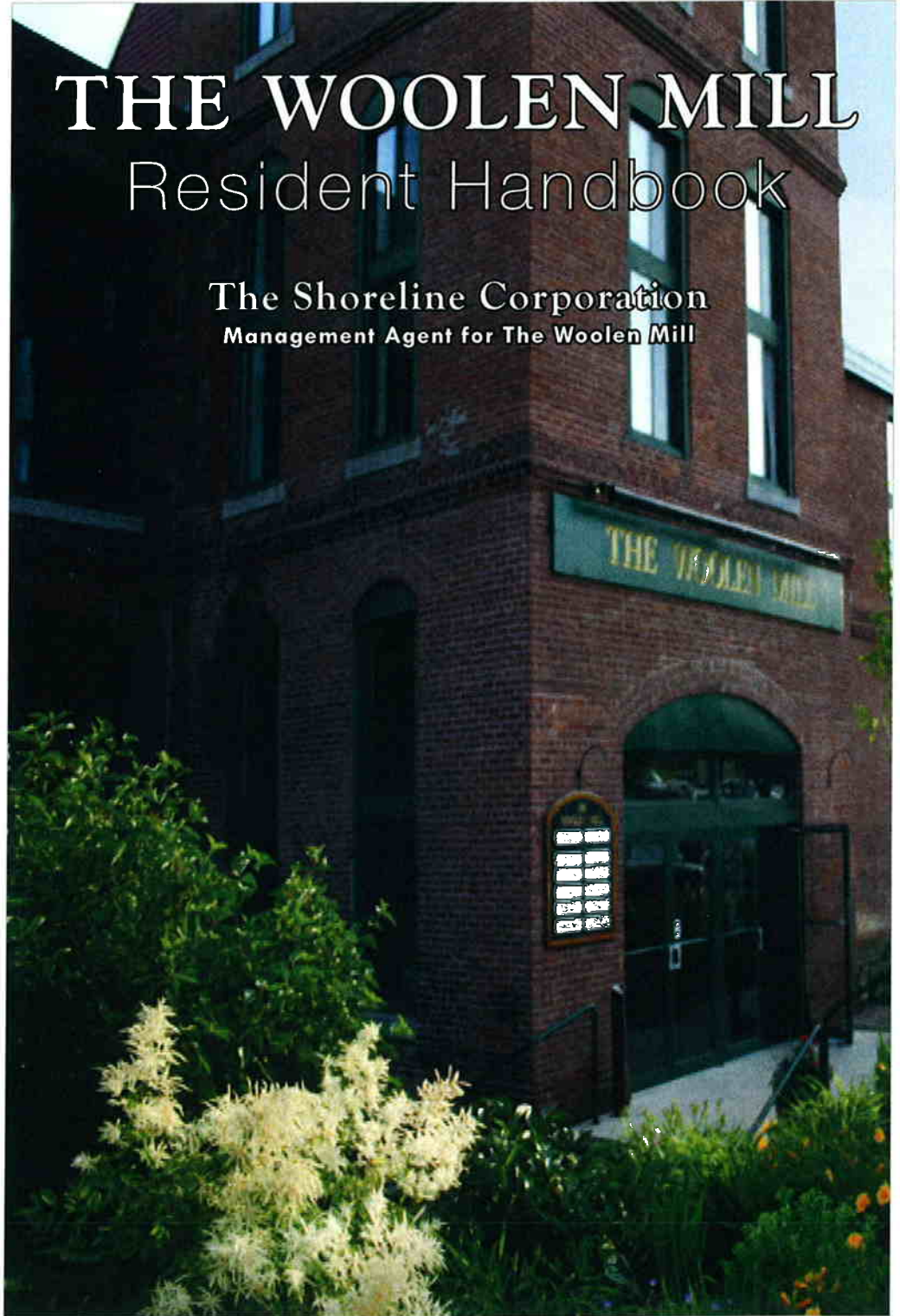




# THE WOOLEN MILL

## Resident Handbook

The Shoreline Corporation  
Management Agent for The Woolen Mill



Here at The Woolen Mill, we are dedicated to simplifying the day-to-day issues facing the modern professional. The amenities we offer are designed to streamline a busy schedule and introduce a level of convenience that is unmatched elsewhere. Our goal is to provide personalized service to each of our Residents. Tenants are encouraged to contact us for assistance with personal deliveries or repairs. Your dry-cleaning can be dropped off and collected in the building. When you come home, end your day with a workout in our full service health club, which includes a gym, saunas, hot tubs, racquetball court and indoor pool.

On the following pages you will find important information regarding the property, its operation and useful suggestions established for the comfort, safety and convenience of all Residents. From time to time The Woolen Mill's Management Office will update this handbook. When that happens, updates will be distributed by a memo that can be attached to this handbook. The operation of this unique building depends on a cooperative venture of shared responsibilities.

This handbook will serve the purpose of communicating our procedures for the maintenance, monitoring, and administrative services of the building. This handbook also outlines policies and procedures that Residents are required to follow. We believe that the adherence to these procedures will contribute to the comfort, safety and well-being of all our Residents.

We hope you enjoy your stay at The Woolen Mill!

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**&** Building Operations  
Telephone Directory

**1**



**The Woolen Mill Management Office**

(802)655-1186

The Management Office Staff is on-site weekdays from 8:00 A.M. until 4:30 P.M. The office phone is answered by the Management Staff Monday through Friday from 9 A.M. to 4:30 P.M. On occasions when we are out of the office during these hours an answering machine will be engaged. You will have the opportunity to either leave a message for the Management office and/or Maintenance Staff or, in case of an emergency, be provided with instructions to page a staff member on call.

**Emergency Phone Numbers**

Police Emergency	911
Fire Department	911
Police Station (non-emergency)	(802)655-0221

**Maintenance Staff**

The Maintenance Staff is responsible for the general upkeep of the building and its grounds. We depend on this on-site service to maintain our standards of safety and comfort throughout the building. Resident requests for apartment repairs are to be registered with the Management Office. The Management Office will forward work orders to the Maintenance Staff for completion.

**The Woolen Mill Health Club**

(802)655-2399

The Woolen Mill Health Club is a full service health club available to all Residents of the building. The Health Club is also open to the general public at membership rates established by the club management. Residents are encouraged to activate their membership by securing a voucher from the Management Office which will serve to identify them as Woolen Mill Residents.

TWMHC offers a full line of Nautilus equipment, free weights, cardiovascular equipment, hot tub, sauna and fully equipped changing rooms and lockers. Personal training by certified on-site personnel is available for a fee.

**Emergency Live-In Staff**

(802)655-1186

The Woolen Mill's Live-in Staff is the property's on-site emergency contact. They are available for emergencies during non-business hours; Monday-Friday 5 P.M. to 8:00 A.M. and 24-hours on weekends and holidays. Management defines an emergency as a serious or disturbing condition that falls into several categories: fire, water leaks, gas leaks, no-heat condition, lock-out, entry door malfunction, break-ins, emergency alarms (i.e. smoke alarm, hot water heater alarm) and noise issues after 11:00 P.M.



Occupancy Information 2



## Occupancy Agreement

Residents must sign a copy of the Lease before moving into the building. The original Lease will be retained by the Management Office and a copy will be provided to the Residents for their records. Management reserves the right to terminate a Lease in accordance with the conditions specified in the Agreement.

## Rent

Rent is due, in full, on or before the first day of each month and is payable to The Woolen Mill. The Lease Agreement provides Residents with a three (3) day grace period. Any rent received after 8:00 A.M. on the 4<sup>th</sup> day of the month will be considered late and a late fee of Thirty Dollars (\$30.00) will be charged to the Resident's account.

There are four different payment options:

- Place rent in the drop box located outside the office door.
- Authorize The Woolen Mill Associates to process a Reoccurring Debit on the 1<sup>st</sup> of each month. In order to sign up for this service you will need to fill out the Recurring Debit Authorization Form and return it to the office with a copy of a voided check verifying your bank account information.
- Pay your rent or other charges electronically online.
- Mail a check or money order to The Woolen Mill Mgmt. Office, 20 West Canal Street, Suite 1, Winooski, Vermont 05404.

Residents are asked to print their name and apartment number on rent checks or money orders. Please note that Cash payments will not be accepted.

Residents whose checks are returned for insufficient funds will be required to replace their checks with money orders made payable to The Woolen Mill. Residents will be charged a \$25.00 NSF fee for any check returned for insufficient funds. This fee must be included with the replacement money order.

Management reserves the right to refuse personal checks after the second notice of return for insufficient funds is received. All future rent payments will then be accepted by money orders only and made payable to The Woolen Mill.