

James/Kilmer Entry Procedures and Policies

Resident Responsibilities

The James/Kilmer Door Staff plays a critical role in the safety and happiness in our community. They monitor our entries, receive our guests and service providers, and are there 24/7 when we may need to call for emergency assistance.

They project an image of *friendly professionalism*. They greet us with a smile and help us when our hands are full. They are a team we can rely on when an emergency or problem challenges our home.

But we need to recognize as residents that we must respect critical policies to help them be successful in their important duties. Please take a moment to review these now.

As staff must be at attention at all times in the event of an emergency.

- Please remember that the door staff cannot help residents past the inner lobby doors.
- Please don't ask to use the lobby station phones, as they need to remain open for incoming calls.
- We ask that after you greet each other in a warm and friendly fashion that you don't occupy staff time with extended conversations. They need to be attentive to security monitors and other activities at their station.
- Please don't ask for special favors or treatment outside of Association policy. You may put the staff member in an awkward position that could be the cause for them receiving disciplinary action for breaking a policy.
- If you don't like a policy, please don't take it out on an employee—bring it up to the Board that instituted it.

Entry Policy and Important Door Procedures

All residents are required to use their own key fobs to unlock all doors on the property. This means that you will need to have your key fob handy to unlock the front door at James House even though the door staff is on duty. The door staff will continue to assist you with opening the door and helping with packages, but your proof of residency is your key fob. Please remember that you must use your key fob to enter the James House back door and not rely on the Receiving Room staff to buzz you in.

All guests must sign in and be announced before being allowed entry into the building. This means that you must make sure your phone line is free (not tied up with internet use) when you are expecting a food delivery or guest to your home. If we are unable to reach you the person will be denied entry. Your guest, even if it is a family member, must sign in and be announced.

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Many residents are not familiar with our **“Permission to Enter” process**. If you wish a contractor or someone to have access to your unit and you will be away, you will need to fill out a Permission to Enter form and submit it to the Office. If you need to leave a key, you may do so with the Receiving Room personnel during normal business hours. **The Receiving Room is open Monday – Friday from 7:00 am – 7:00 pm and on Saturday from 9:00 am – 1:00 pm.**

Remember that OPEN HOUSES and ADVERTISED SALES EVENTS are not allowed in our homes as per published Rules and Regulations.

All tradesmen and service providers are to enter our building at the James House back door/Receiving Room or the west door at Kilmer House.

If any resident is moving many items through the service entries of either James or Kilmer Houses, they must remember that propping of doors or tying up freight elevators without prior scheduling is prohibited. Please adhere to direction given by door staff when they ask for your cooperation in keeping the entry secure.

Packages and Deliveries

All deliveries should go through the James House back door/Receiving Room and west entry door at Kilmer. The only exception is with fast food delivery or floral delivery.

Packages cannot be left with the door staff during regular Receiving Room hours Monday through Saturday. Messenger, courier and medical packages (no larger than 11"x17') may be left for a resident during non-receiving room hours at the owners risk. Any package not picked up will be moved to the receiving room the next day. Keys or cash are never to be accepted or held by staff.

Front Drive Parking Restrictions

The area immediately in front of the door at James House must always be kept clear for cabs and emergency vehicles. 15-minute parking will be allowed in designated areas when available. No one should ask the doorman to permit his or her car to be left immediately in front of the building. Car keys are never to be left with door staff or other employees.

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Your Door Staff is On-call When You Need Help

The door staff and their relief take pride in being there for you when you may have an emergency situation. Stay calm and listen carefully to their questions and instructions. If you have any issues you wish to report when the Management Office is closed, the doorman will be happy to assist or pass on your issue to the proper staff.

Loss of service: If you lose your power, your water, or your heat or have an active leak or running water, contact the doorman and they will call for immediate assistance.

For routine or non-emergency plumbing or maintenance needs, please direct your call to the office for scheduled service. Just leave a message and your service request will be taken care of next workday.

The door staff, Management Office staff and the Board of Directors, would like to thank you for your support in ensuring a safe and comfortable community here at James/Kilmer.