

MASTER APTS., INC.

PROCESS FOR RESOLVING ISSUES BETWEEN AND AMONG NEIGHBORS

(Proprietary Lease Sections 18(b) & 31(f); Smoking Rule and Policy)

The Board is always concerned about the peaceful enjoyment and safety of every Resident, whether Shareholder, Subtenant, Visitor, or Guest who enters the building. One aspect of fostering peaceful enjoyment is that residents be tolerant of activities of neighbors. However, unusual or unreasonable problems of noise, smoke and/or other issues do arise between or among neighbors from time to time. The steps to take when these situations arise are:

1. First make an effort to communicate with your neighbor. There have been many instances when a matter can be resolved by letting a neighbor know that a sound from their apartment is transmitting to your apartment. They are most likely not aware that the sound or scent is traveling beyond their apartment. Typically residents will lower the volume or take other measures so that the activity no longer bothers their neighbors.

Initial contact with residents whom you do not know should be facilitated via the Front Desk (leave a note for the resident with your contact information.)

When issues cannot or are not resolved by direct communication, follow this procedure:

2. Provide the Front Desk with the following information:
 - Date and time of the problem, or date and time the problem started
 - Your name and apartment number
 - Nature of the problem
 - Source of problem, name and apartment number, if known
 - Actions already taken to resolve the problem directly

The Concierge will then enter the complaint into the Complaint Log and may contact the Resident who may be responsible. The Concierge will also notify Management.

3. If the situation is not resolved, email Management. As a matter of routine policy, Management will contact you and the other Resident and attempt to resolve the issue(s). They may:
 - Schedule an inspection
 - Schedule a meeting of the residents involved.
 - Enforce the 80% rule for floor covering
 - Enforce requirement that a gasket be installed around the door
 - Enforce requirement purchase of an air purifier
 - Prescribe other appropriate strategies
 - Levy financial charges; see Charges, Fees, and Penalties masterapts.com.