

The Master Apartments, Inc

Resolving Issues between and among Neighbors – Policy and Procedure

The Board's and Management's concern, always, is for the peaceful enjoyment and safety of every Shareholder, Resident, and Visitor in our building. In fostering this peaceable community, we ask that all residents be tolerant of the usual degree of noise, aromas, etc. that are generated by daily activities of their neighbors. We acknowledge there are challenges to living in close proximity, both vertically and horizontally. When unusual or unreasonable problems of noise, smoke, and/or other issues do arise between or among neighbors, the following steps should be taken in this order:

- 1) Make an effort to communicate with your neighbor via the Front Desk staff by leaving a note for the resident with your contact information.
DO NOT telephone, ring a doorbell, or knock on someone's door unexpectedly or unannounced.
- 2) If the issue is immediate, communicate with your neighbor via the Front Desk staff by providing:
 - Your name and apartment number.
 - A description of the issue, including the date and time the problem started.
 - The source of the issue suggesting a name and/or apartment number, if identifiable.
 - Any history that might be relevant to the current issue.
 - You may request that the Front Desk staff communicate with the resident responsible for the noise, when known, in order to provide him/her with feedback regarding the volume of voices, TV, instruments, etc. that is being experienced as bothersome.
 - You may also request a follow-up communication from the staff member you are speaking with regarding the outcome of their contact with the resident.

The staff member at the Front Desk, after attempting to address the issue, will enter a summary of the call into the Incident Book. This book is a log of all building incidents and reports from residents regarding quality of life issues, whether caused by building malfunctions or actions of neighbors. Depending on the seriousness of the issue, the staff member may contact Management immediately.

- 3) If the issue is not resolved at the time the complaint is filed, email Enes Radonic, the Resident Manager, at eradonic@masterapts.com with a copy to the Board of Directors, if you wish, MastersBoard@masterapts.com. As a matter of routine policy, Management will contact you and the other resident(s) in an effort to resolve the issue. Management may:
 - Schedule an inspection to assess compliance with House Rules:
 - Enforce the floor covering policy requiring the rule that 80% of the apartment floor must be carpeted.
 - Enforce the requirement that a gasket be installed around the entry door to mitigate odors or smoke.
 - Enforce requirement that the resident purchase an air purifier to mitigate odors or smoke.
 - Prescribe any other appropriate strategies.
 - Schedule a meeting of residents involved to resolve the issue.
 - Levy financial charges if measures specified by House Rules are not currently being followed. Refer to [Charges-Fees-Penalties__2016.09](#) on co-op website.