



**Mount  
Sinai  
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**Real Estate Services**  
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## **Apartment and Neighborhood Reference Guide**

Welcome to 310 East 24<sup>th</sup> Street. This Apartment and Neighborhood Reference Guide has been prepared for your use. It includes important and useful information. You and others who will occupy your home should become familiar with the information in this guide.

We wish you much success with your career and happiness in your new home!

Apartment and Neighborhood  
Reference Guide

*for*

310 E. 24<sup>th</sup> Street

New York, New York 10010

[View Map](#)

**310 East 24<sup>th</sup> Street  
New York, New York 10010**

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**310 East 24<sup>th</sup> Street  
New York, New York 10010**

Corporate Director of Tenant Services..... 646-605-4960  
E-mail address:  
[Fay.Robertson@mountsinai.org](mailto:Fay.Robertson@mountsinai.org)

General Manager, Rose Associates.....212-359-9706  
E-mail address: [jschofield@rosenyc.com](mailto:jschofield@rosenyc.com)

Property Manager.....646-605-4969  
E-mail address:  
[Fredalyn.Vargas@mountsinai.org](mailto:Fredalyn.Vargas@mountsinai.org)

Facility Property Manager .....212-659-9707  
[E-mail address:dslay@rosenyc.com](mailto:E-mail address:dslay@rosenyc.com)

Facility Property Manager on call for emergencies.....800-862-1674

Superintendent.....Office Tel: 212-725-3522  
Cellular Tel: 929-237-8944  
E-mail address: [simon.odessky@mountsinai.org](mailto:simon.odessky@mountsinai.org); [mestny@hotmail.com](mailto:mestny@hotmail.com)

Laundry Room.....Open 24 hours a day/ 7 days a week

Telephone/Cable TV & Internet Installation

RCN.....[janet.mcgibbons@rcn.net](mailto:janet.mcgibbons@rcn.net) or 646-772-4472

Spectrum .....[www.spectrum.com](http://www.spectrum.com) or 844-287-8405

Verizon.....[www.verizon.com](http://www.verizon.com) or 888-363-4808

Verizon.....[www.fios.verizon.com](http://www.fios.verizon.com) 877-913-8913

U.S. Post Office..... 149 East 23<sup>rd</sup> Street  
New York, NY 10010  
ASK-USPS 800-275-8777  
Monday – Friday 9:00 AM – 7:00 PM

United Parcel Service.....The UPS Store  
388 2<sup>nd</sup> Avenue, New York, NY 10010  
Telephone: 212-375-8292  
[Store5472@theupsstore.com](mailto:Store5472@theupsstore.com)

Local Police Precinct..... 13<sup>th</sup> Precinct  
230 East 21<sup>st</sup> Street, New York, NY 10010  
Telephone: 212-477-7411

## BUILDING MANAGEMENT AND SUPPORT SERVICES

The Department of Real Estate Services is located on the second floor of 150 East 42<sup>nd</sup> Street, Suite 2A, New York, NY 10017.

The Corporate Director of Tenant Services and the General Manager for Rose Associates can be reached Monday through Friday from 8:30 AM to 4:30 PM.

The Property Manager of 310 E. 24<sup>th</sup> Street can be reached in the Real Estate Office, Monday through Friday from 9:30 AM to 5:30 PM at 646-605-4969 or [Fredalyn.Vargas@mountsinai.org](mailto:Fredalyn.Vargas@mountsinai.org). The Facility Property Manager can be reached from 9:00am to 5:00pm at 212-659-9707 or [dslay@rosenyc.com](mailto:dslay@rosenyc.com). For **emergencies after business hours only**, the Facility Property Manager on call can be reached at 800-862-1674.

The Superintendent and the building staff will be available to service your apartment needs for all necessary repairs during business hours, Monday through Friday from 8:00 AM to 4:00 PM. Service requests are to be submitted at <http://buildinglink.com>. Shortly after move-in, you will be sent an e-mail with your username and temporary password with which to create your account. General maintenance services will be performed Monday through Friday during normal business hours. The Superintendent may be reached by office phone at 212-725-3522 or by cellular phone 929-237-8944.

Only in an emergency or by a written authorization will any building personnel enter your apartment when you are not at home. "**Permission to Enter**" can be included in the service request completed at [BuildingLink](#).

### SECURITY

Security is a priority for all hospital housing. Therefore, we request that you follow these basic procedures:

1. Each apartment has been designed with security in mind. The apartment entrance door is provided with two locks. Both locks should be used at all times. When you only "slam lock" your door, you are not engaging the deadbolt which must be locked with a key from the outside. Please lock both deadbolts whether you are in or out of your apartment. If you decide to change these locks, please note that pursuant to NYC Administrative Code 27-2043 and NYS Multiple Dwelling Law§ 51-c, the Superintendent must be given keys immediately for emergency access only. Failure to provide us with a copy of the new key will slow us down when responding to an emergency and prevent us from giving you the best possible service.
2. The building's interior and exterior lobby doors are locked at all times 24 hours a day, 7 days a week. Please use your current building key for both doors in order to enter the building. The intercom system to allow your visitors to enter the building is linked to the telephone number you provide to the Superintendent when you move in. If your phone number changes, please be sure to inform the Superintendent so that he can update the system. If you are not expecting visitors or a delivery, please **DO NOT GIVE ACCESS** to anyone you do not know.

3. Please provide access for your domestic employees and guests. Access will not be provided by the Superintendent or building staff and no keys will be accepted by building staff for distribution.
4. Safeguard the keys to your apartment and be very selective when issuing keys to another person. If your key is lost or misplaced, building staff will assist you to gain access to your apartment Monday through Friday from 8:00 AM - 4:00 PM. At other times, you are required to call a locksmith to provide access to your apartment at your own expense. If your lock is drilled out and changed, a copy of the new keys must be provided to the Superintendent for emergency access only, pursuant to NYC Administrative Code 27-2043 and NYS Multiple Dwelling Law § 51-c. Failure to provide us with a copy of the new key will slow us down when responding to an emergency and prevent us from giving you the best possible service.
5. Please make arrangements for someone to be at home when deliveries are expected. The Superintendent will not accept deliveries.
6. If you plan to be away for any period of time please make sure that you suspend your newspaper delivery and/or other subscriptions and notify building management where you can be reached in case of an emergency.

The Superintendent may ask you several times to identify yourself as a resident before being able to remember your name and face as there are almost a hundred residents in the building. All visitors and guests will be required to identify themselves when requested by building staff. These procedures have been designed to enhance your safety and require your cooperation to be effective. For your added safety there are eight cameras throughout the building recording 24 hours a day, 7 days a week.

### **FIRE SAFETY**

The building has six stories above ground and one story below ground. The building is classified as "combustible" or "non-fireproof." A "combustible" or "non-fireproof" building has structural components (such as wood) that will burn if exposed to fire and can contribute to the spread of the fire. In such buildings, the fire can spread inside the building walls to other apartments and floors, in addition to the flame, heat and smoke that can be generated by the burning of the contents of the building.

The building has sprinklers in the basement Compactor Room, Laundry Room and Shop. The building does not have a fire alarm pull station or public address system. **In the event of a fire, call 911 or the Manhattan Fire Department Dispatcher at (212) 999-2222 and the Superintendent at 929-237-8944.**

The means of egress are:

<b>Types of Egress</b>	<b>Identification</b>	<b>Location</b>	<b>Leads To</b>
Enclosed Interior Stairs	<b>A</b>	Building West Side	Roof to lobby
Enclosed Interior Stairs	<b>B</b>	Building East Side	Roof, lobby, basement

Each tenant is provided with a Fire Safety Plan at Occupancy Agreement signing that provides general information regarding evacuation and fire prevention measures.

### **RESIDENTIAL APARTMENT SMOKE DETECTORS**

The smoke detectors are designed to produce an audible alarm within the apartment when sensing smoke. The smoke detector does not notify the Superintendent or Fire Department. Please call the Fire Department as well as the Superintendent **immediately** if you have a fire or smoke condition.

The smoke detector should be tested at least once a month and batteries changed once a year unless the replacement battery is the 10-year lithium battery recently mandated by law for smoke detectors when a replacement battery is necessary. A great way to remember to change the batteries is to do so at the same time you change your clocks for Daylight Savings Time in the Spring or Standard Time in the Fall. You are responsible for the maintenance and repair of the alarms installed in the apartment and for replacing any and all alarms that are stolen, removed, missing or become inoperable during your occupancy.

### **SUSTAINABILITY**

In 2007 the Hospital embarked on an environmental initiative called "Let's Go Green," to promote a healthier environment and help conserve natural resources. Sustainability is an important part of our building management operations. One of the simplest, most immediate ways you can each contribute is by conserving energy and recycling. Stop the waste of valuable resources by reporting leaking faucets, toilet, A/C or heat problems in a timely manner.

The New York City Recycling Law, originally enacted in 1989 as Local Law 19, mandates recycling in NYC by residents, agencies, institutions, and businesses. It is very important that you comply with the sanitation laws because the problem of non-compliance with the recycling rules is becoming a tremendous burden on our City and all of its citizens. As a tenant you play an active role in ensuring that we fulfill our environmental responsibilities and meet regulatory requirements. We urge you to help us and the City of New York in its recycling efforts.

## REFUSE DISPOSAL

Located on each floor is a refuse closet that gives access to a garbage compactor chute. There are containers in the basement Laundry Room to place all recyclable materials. The refuse closet is open 24 hours a day, 7 days a week. All food / household waste items deposited in the compactor chute should be in tied garbage bags.

Syringes and lancets should be properly disposed of in the Hospital's designated sharps containers. However, we realize that on occasion our residents may forget and leave lancets or syringes in their lab coat pockets. Therefore, for your convenience and the safety of our building staff, we provide a sharps container in the basement laundry room. For the safety of our employees, please **do not** dispose of these items in the garbage or in the recyclable containers.

Pursuant to NYC Administrative Code 16-120 mattresses and box springs for disposal must be fully contained within a plastic bag. Plastic bags can be purchased at most home improvement, hardware or department stores.

Any large or bulk items for disposal should be brought to the basement for expeditious removal. **Do not throw bulk items, e.g. bed frames, down the chute; they can endanger staff members and damage the chute.**

**Do not leave household waste, recyclables or bulk garbage such as mattresses and boxsprings, in the corridor, outside the compactor chute, in the stairwells, or in any common area of the building.**

## RECYCLING PROGRAM

In compliance with NYC regulations regarding recycling we provide four containers in the basement Laundry Room, for your recyclable materials: plastic, metal and glass together, cardboard / paper separately. Recyclable items are also collected from the Trash Chute room on each floor. The building staff will empty the containers on a regular basis for the weekly pick-up by the NYC Sanitation Department.

### **Paper & Cardboard**

This includes soft-cover books, telephone books, newspapers, magazines, catalogs, junk mail/flyers, paper bags, and cardboard from product packaging. Place your corrugated cardboard, flattened and neatly stacked, in the designated area near the recycling container.

### **Metal, Glass, Plastic, and Cartons (emptied and rinsed)**

This includes metal cans, aluminum foil wrap and trays, metal caps and lids, household metal; glass bottles and jars; plastic bottles, jugs, jars, caps, and lids, rigid plastic containers, consumer packaging, and housewares; food and beverage cartons and drink boxes and aseptic packaging.



**Electronics** (e.g. computers, TV sets, printers, scanners, cameras, etc)

To dispose of your electronics legally and responsibly please take advantage of take-back, reuse and recycling programs. The following website provides additional information regarding recycling: <http://www1.nyc.gov/assets/dsny/zerowaste/residents/recycling.shtml>

There are also special programs to dispose of cell phones and accessories, rechargeable batteries, plastic batteries, and auto products.

**Please bring your recyclable items to the basement.** Do not throw them away in the regular trash. The NYC Department of Sanitation does not collect the trash when recyclables are mixed with the regular garbage.

Any items not listed above should be collected in plastic garbage bags, tied tightly and deposited in the refuse closet.

For the complete list of what to recycle and what is non-recyclable trash, please go to the web page: <http://www1.nyc.gov/assets/dsny/about/laws/recycling-laws-for-residents.shtml>.

**BICYCLE STORAGE**

The building is not equipped with a bicycle storage room. Bicycles are to be stored within your apartment, not in hallways, stairwells or other common areas of the building. Bicycle storage is also available for a nominal fee in neighborhood parking garages that can be located via the internet.

**LAUNDRY FACILITY**

A common laundry room is provided in the basement for your use. All washers and dryers are provided and serviced by a contracted vendor. The laundry machines operate by use of a replenishable debit card. There is a card dispensing machine in the laundry room that you can use to purchase new cards or replenish existing ones. The laundry facilities are solely for the use of the building’s residents. The laundry room is open daily 24 hours a day, 7 days a week. Please report any non-functioning machines by contacting the vendor at the phone number or website posted.

**DRY CLEANING/ LAUNDRY SERVICES**

The following unaffiliated companies provide all aspects of dry cleaning and laundering. There is no charge for pick up or delivery.

Fancy Dry Cleaners & Tailors	254 Third Avenue	212-982-2007
Absolute Cleaners	390 Second Avenue	212-254-4020
Elegant Cleaners & Tailors	168 East 24 <sup>th</sup> Street	212-254-4089

**EXTERMINATOR SERVICE**

This service is provided at no charge by a contracted vendor. The various public areas, basement rooms and other building operation rooms are routinely serviced. We encourage you to have this service performed in your apartment on a regular basis. However, it is your

responsibility to notify us immediately of any conditions in your apartment that require additional attention.

The building is serviced once a month, on the first Friday. By the preceding Monday, if your apartment requires service, please complete a work request at <http://buildinglink.com> to give permission to enter if no one will be home to provide access, or complete an Extermination Service Request form obtained from the counter in the Lobby.

## **MAINTENANCE AND REPAIR SERVICES**

**BuildingLink** is a computerized work order tracking system that helps us better manage the building and respond to your requests for services in a timely manner. You can enter requests for repairs in your apartment and track the progress of those requests through completion. You will receive an automated e-mail confirmation response to your work order request. An email alert will be sent when the work is completed.

You can submit work requests to <http://buildinglink.com> on your home computer or smart phone. You can also use the computer workstation located before the elevator in the building lobby.

Building management will use BuildingLink to e-mail you about major repairs affecting multiple apartments or other general notices to the tenants.

For emergency repairs, please call the Superintendent **immediately**. An emergency is defined as a gas odor, flood or fire. Call 911 or the Fire Department Dispatcher at 212-999-2222 as well as the Superintendent if you have a fire.

## **ELEVATOR SERVICE**

The building have only one passenger elevator. Moves and deliveries are allowed seven days a week and must be communicated to the Building Superintendent prior to the planned move or delivery date. We ask that you be considerate of your neighbors and complete your move as efficiently as possible so the elevator can be quickly restored to passenger use. Please release the elevator between trips so that other tenants are able to utilize it.

## **PETS**

The building is pet friendly. If you would like to have a pet reside in your apartment, please submit a letter requesting authorization to your Property Manager, Fredalyn Vargas, at [Fredalyn.Vargas@mountsinai.org](mailto:Fredalyn.Vargas@mountsinai.org). Include details about your pet including the type, breed, age, weight and height as well as a recent photograph. If your pet request is approved you will be required to sign a Pet Rider to your Occupancy Agreement. To ensure the safety of building staff who may need to access your apartment in response to a service request you submitted with permission to enter, or as a result of an emergency, please lock away in a bedroom or gated area, any dogs kept as a pet in the apartment.

## **SMOKING POLICY**

The individual apartments and the building are designated no smoking premises. Tenants and Occupants residing in the building under a prior Occupancy or Lease Agreement will not be immediately subject to the No-smoking Policy. As current Occupants and Tenants move out, or enter into new Agreements, the smoke-free building policy will become effective for their apartment. Smoking is not permitted within 20 feet from the main entrance and all building exits.

## **ENCLOSED BACK PATIO**

The enclosed back patio is for the use of the building's tenants. It is accessible via the door in the basement. The key used to open the building's front door will allow you to re-enter the building via that basement door. Pets are welcome. Please clean up after your pet and never leave your pet unattended.

Please be mindful of your noise level when on the patio. Please help to keep the area neat and discard your refuse in the designated containers provided in the laundry room.

## **TELEPHONE/ CABLE TV & INTERNET**

The building offers access to RCN, Spectrum and Verizon telephone, cable television, Fios television and internet services. The contact information is provided on page two. Please contact them directly to make arrangements for service.

## **YOUR APARTMENT**

### **ELECTRIC METER/BILLING**

Electricity in your apartment is provided by Con Edison. Please contact Con Edison at 800-752-6633 to open an account in your name when you move in. The meter for each apartment is located in the basement. Con Edison reads the meter each month and bills you directly for the electricity service used. You are responsible for paying the monthly bills in a timely manner to prevent the electricity service from being turned off.

### **INTERCOM SYSTEM**

The intercom system that allows your visitors to enter the building is linked to the telephone number you provided to the Superintendent when you moved in. If your phone number changes, please be sure to inform the Superintendent so that he can update the system.

Your visitors can search for you by apartment number, using the A and Z buttons on the dialing panel located to the right of the exterior door. Once the correct apartment number is displayed, the visitor presses the "Call" button and the system will dial the telephone number you provided. The guest may also enter the directory code on the keypad to place the call.

If you wish to grant your visitor access into the building, dial the number "9." A steady tone means that the door lock is being released; you can then end the call. Your visitor will have

10 seconds from the time he/she opens the exterior door to open the interior door and enter the building. If you do not want to grant access to the caller, you can simply hang up and end the call.

If you are not expecting visitors or a delivery, please **DO NOT GIVE ACCESS** to anyone you do not know.

### **HEATING, VENTILATION AND AIR CONDITIONING (HVAC)**

Your heating is provided by the steam radiators. Air conditioning units are provided and installed in the wall sleeves under the living room and bedroom windows. To maximize efficiency of the unit, it must be serviced prior to the start of the cooling season. During this time building management may request access to your unit in order to clean or replace the filters as needed.

Pursuant to NYC Administrative Code, the building provides heat from October 1<sup>st</sup> through May 31<sup>st</sup> of every year. Under this law, between the hours of 6:00 a.m. and 10:00 p.m., whenever the outside temperature falls below 55 degrees Fahrenheit, we must maintain a temperature in your apartment of at least 68 degrees Fahrenheit. Also, between 10:00 p.m. and 6:00 a.m., we must keep your apartment at a minimum of 55 degrees Fahrenheit, when the outside temperature is below 40 degrees Fahrenheit. The amount of heat provided is regulated by a thermostat in the basement for the entire building, not by individual apartments.

In order to maintain maximum efficiency of the heating and cooling units we recommend you keep the areas around the radiator clear of any items. Do not close any radiator valves yourself. The condensate collected can leak, damaging not just your apartment and belongings, but also your neighbors.'

### **BALCONY**

Each apartment above the first floor has a balcony that is separated from the neighboring apartment by a vertical half-wall. For your safety and security, keep the balcony door locked when not in use. Also, be considerate of your neighbors and keep noise levels to a minimum.

Please do not use your balcony space to collect or store items that should be disposed of. Keep the area neat and clean.

### **CARE OF YOUR WOOD FLOORS**

To maintain your wood parquet floor, use a mop with water or mild household floor cleanser.

You are reminded to cover 80% of the floor area in the living room and bedroom with carpeting or rugs. Please do everything possible to diminish the transmission of sound and noise that may travel from apartment to apartment. Failure to do so may result in noise complaints from your neighbors.

## **ALTERATIONS**

In accordance with your Occupancy Agreement no resident is permitted to make any alteration or improvement to his/her apartment without the prior written approval of the Landlord. Unauthorized work will not be permitted.

## **DECORATING**

Your apartment has been painted with Benjamin Moore Bone White paint. The bathroom, kitchen, all doors, window trims, wood baseboards, shelves, and closet doors are painted in semi-gloss for durability. All other areas are painted in a flat color. At your request, we will repaint your apartment in Bone White every three years at no cost to you.

Should you change the color or install wall coverings, you will be responsible to restore the apartment to the condition that it was in when you first occupied it. Otherwise the cost of such restoration will be deducted from your security deposit. Pictures may be hung by placing a small strip of adhesive tape on the wall, then driving a picture hook into the wall through the center of the tape. Do not use stick-on picture hangers, Molly screws or hollow wall fasteners.

Each apartment is equipped with new light bulbs. It is your responsibility to supply and replace burned out bulbs in your apartment. If you request us to supply the bulbs, there may be a subsequent charge. If you need help to install the replacement bulbs, please submit a service request at <http://buildinglink.com>. If you remove and replace any standard existing lighting fixture, please be sure to return them to the Superintendent and obtain a receipt. If you do not have a receipt, you may be held responsible for the replacement.

## **ADDITIONAL APPLIANCES**

Neither the wiring nor the plumbing in the building is designed to support additional appliances in your apartment. Residents are not permitted to install dishwashers, clothes washing machines, clothes dryers, freezers, air conditioners or other major appliances without written consent from the Landlord. You will be held responsible for damages to the landlord's property resulting from unauthorized installation and use of such appliances. You may also be liable for damages to your neighbors' property.

## **BE A GOOD NEIGHBOR**

All residents are entitled to the quiet enjoyment of their apartment. All residents must, therefore, be responsible for the actions of their families and guests within the apartment and balcony as well as in the building's common areas. Unreasonable noise and playing of any musical instruments, exercise equipment, stereo, radio or TV in such a manner as to disturb or annoy other residents is prohibited, particularly between the hours of 10:00 PM and 8:00 AM.

## **RENTER'S INSURANCE**

All residents are asked to obtain Renter's Insurance pursuant to the terms of your Occupancy Agreement. Failure to secure insurance within 30 days from the commencement of your Occupancy Agreement is an indication that you have chosen to self-insure for personal injury and property damage or loss. As an example, if someone in your household inadvertently leaves a faucet running, it could result in severe water damage not only to your personal property and the landlord's property, but your neighbor's as well. You would be liable for damages and could be the defendant in a lawsuit. Renter's Insurance can provide coverage for such losses, cover legal fees for defense and protect your personal assets. It is something you must have.

**SCHOOL & CHILD CARE RESOURCES BY MSBI**

<p><i>Elementary, Middle &amp; High Schools: Enrollment &amp; Admission Procedures</i> <b>NYC Department of Education</b></p> <p><a href="http://schools.nyc.gov/Offices/default.htm">http://schools.nyc.gov/Offices/default.htm</a>: Offers links to find public schools, determine school zones &amp; regions.</p>	<p><i>Child Care Centers</i></p> <p><b>Cardinal Spellman Early Learn</b></p> <p>137 East 2nd St., New York, NY 10009 (212) 677-7766</p>
<p><b>The independent guide to NYC public schools.</b> <a href="http://www.isaagny.org/">http://www.isaagny.org/</a></p>	<p><b>Nazareth Nursery Montessori School</b> 216 W. 15<sup>th</sup> St., NY, NY 10011 (212) 243-1881</p>
<p><b>Advocates for Children of New York</b> <a href="http://www.insideschools.org">www.insideschools.org</a> 72 Fifth Avenue, 6<sup>th</sup> floor, NY, NY 10011</p>	
<p>WatchMeGrow Anywhere <a href="https://watchmegrow.com/">https://watchmegrow.com/</a> (800) 483-5597 Mon-Fri 6am-5pm PST</p>	<p><b>14<sup>th</sup> Street YM-YWHA of Educational Alliance</b></p> <p>344 E 14<sup>th</sup> St, New York, NY 10003 (212)780-0800; <a href="http://www.14streety.org/">http://www.14streety.org/</a></p>
<p><i>After School Programs:</i> 120 W. 76<sup>th</sup> Street, New York NY 10023 (212) 371-8604 <a href="https://www.ipsnyc.org/">https://www.ipsnyc.org/</a> Offers links to education information via “Residents and “Education” tabs</p>	<p><b>East Village Tots</b> <b>297 E. 10<sup>th</sup> St., NY, NY 10009</b> <b>(212) 982-8701</b></p>
<p><a href="http://www.nyc.gov/html/dycd/html/home/home.shtml">http://www.nyc.gov/html/dycd/html/home/home.shtml</a></p> <p>Offers link to Department of Youth &amp; Community Development and related resources.</p>	<p><b>Manhattan Kids Club</b></p> <p>315-317 Avenue C, New York, NY 10003 (212) 533-1977</p>
<p><b>Disclaimer:</b> The companies listed above are not affiliated with the Hospital in any way. This list is for informational purposes only. The Hospital makes no representation as to the accuracy of the information provided by these companies.</p>	