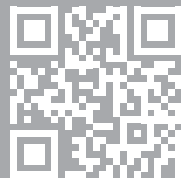


*The* HARMONY



NEW YORK

RESIDENT HANDBOOK



# The HARMONY



## WELCOME TO THE HARMONY HANDBOOK!

If you've been living here for years, if you just moved in today, or if you fit in somewhere in between, this handbook has been designed for you.

We created The Harmony Handbook to provide you with a resource containing useful information about many aspects of living here at The Harmony.

Please note, this handbook does not replace the House Rules that you received when you closed on your apartment. In the case of any disparities between our handbook and the House Rules, please comply with and utilize the information contained in the House Rules.

It is our hope that you will find this handbook a useful tool that you will go to time and time again. In order to stay current, we will update content on a regular basis and will continue to develop new content for the handbook as needs and requests arise.

We welcome your feedback at [\*\*handbook@theharmonynyc.com\*\*](mailto:handbook@theharmonynyc.com)

Please feel free to reach out to us with your comments and suggestions.



# HISTORY & BACKGROUND

**YEAR BUILT:** 1981

**APARTMENTS:** 276

**FLOORS:** 27

**TYPE:** Condop

*A condop is a building that contains both co-op and condo units. Typically, it is a mixed-use condo building whose retail spaces are individual condo units and whose residential apartments are co-ops. Each co-op resident owns shares in a corporation, which in turn owns the entire residential portion of the building as one condo. For shareholders of The Harmony, the rules are pretty much the same as a co-op. Still, this is an interesting fact, of which many in the building are not aware.*

**ARCHITECT:** PHILIP BIRNBAUM

The Harmony occupies the former site of the Colonial Theater, which was built in 1904 and later became the Hampden's Theatre and then the Harkness Theater. The theater closed in 1977 and was razed later that year.

Originally built as One Harkness Plaza in 1981, the building became a condop in 1985 and was renamed The Harmony in the 1990s.

The Harmony has an L-shape and is wrapped around 1881 Broadway. It has a large through-block arcade, The David Rubenstein Atrium. Current tenants include The Harmony Westside Cleaners and Rosa Mexicano. Amenities for residents include 24-hour concierge, Community Room, Package Room, Storage and Bike Storage.



# THE HARMONY BOARD

*[This is an informal and informational description of the roles and responsibilities of our co-op board and is not intended to legally define roles or responsibilities.]*

The Harmony Co-op Board has 7 board members. Board members serve in non-paying positions and are elected annually.

The role of the co-op board is to represent the shareholders by making key decisions in the best interest of the shareholders. The board reports to the membership on issues and communicates to members about the policies it originates, approves, and revises.

Board elections are held every 12 months. Our next co-op board election is on June 13, 2023. If you are a shareholder interested in running for the co-op board, please contact Maria. Auletta@fsresidential.com or Rose.Mercado@fsresidential.com for more information.

**Below is a listing of current board members and their contact information.**

PRESIDENT Harry Heching | hheching@dwpv.com

VICE PRESIDENT Lei Huang | lhuang@related.com

SECRETARY Allison Rosson | allison.r@theharmonynyc.com

TREASURER Alessandro Piccolo | alexpiccolo@gmail.com

DIRECTOR Jonathan Adelsberg | jadelsberg@herrick.com

DIRECTOR Neil Goldstein | ngoldstein@leechtishman.com

DIRECTOR Patrick Finnegan | patrick.m.finnegan@gmail.com

**The co-op board has the following standing committees:**

COMMUNICATIONS / QUALITY OF LIFE COMMITTEE  
qol@theharmonynyc.com

FINANCE COMMITTEE

BUILDING COMMITTEE



# THE HARMONY STAFF

The Harmony Staff is composed of a Resident Manager, Doormen, Porters and Handymen (maintenance workers) all here to assist shareholders with their daily needs.

The Resident Manager lives on-property and is responsible for the day-to-day operations of the building. They ensure that safety and security procedures are strictly followed by all personnel. An alert and observant staff can prevent accidents, thefts, vandalism, and other potential problems.

## RESIDENT MANAGER

Joseph Ljekocevic | Josephrm61W62@gmail.com

Phone: 646-659-9530

Doormen, Porters and Handymen can be reached at the Front Desk

Phone: 212-757-2322

## CONCIERGE DOOR ATTENDANT

Jhon Martinez - Head Doorman

Gerard Aristel

Manny Barberry

Mason Lulanaj

John Ocampo

Aaron Taveras

Nelson Torres

## PORTERS

Porters are typically responsible for the cleanliness of the building. They collect garbage and empty all trash receptacles and assist the Resident Manager / Handymen with any work orders around the building.

## HANDYMEN

The Handyman performs repairs throughout the building and in apartments as the need arises. If there are questions regarding the responsibility of repairs, the Handyman will report to the Managing Agent (First Service) before performing any repairs.



# FIRST SERVICE RESIDENTIAL

First Service Residential is our property management company. They are here to assist with guidance regarding procedures involved in maintaining and improving your apartment. Things like forms for outside contractors, certificates of insurance, permit application forms (all detailed later in this handbook) fall under the responsibility of First Service.

## **First Service contacts for our building:**

### **VICE PRESIDENT, NEW DEVELOPMENT**

Maria Auletta

Direct Dial: 212-324-9637

Email: [Maria.Auletta@fsresidential.com](mailto:Maria.Auletta@fsresidential.com)

### **ASSISTANT PROPERTY MANAGER**

Rose Mercado

Phone: 212-634-8922

Email: [rose.mercado@fsresidential.com](mailto:rose.mercado@fsresidential.com)

### **MAIN CONTACT**

Customer Care Center (24/7): 212-634-8911

Telephone: 212-634-8900

Fax: 212-634-3946

### **SENIOR VICE PRESIDENT**

Tom Padilla

Phone: 212-634-8905

Email: [tom.padilla@fsresidential.com](mailto:tom.padilla@fsresidential.com)



# FIRST SERVICE RESIDENT WEB PORTAL

All shareholders have access to the First Service Resident Web Portal. The portal contains useful information, forms, and correspondence as well as your billing and other financial information.

**URL TO ACCESS THE FIRST SERVICE RESIDENT PORTAL:**

**<https://theharmony.connectresident.com>**

If you do not have a login and password, please contact the First Service Management (on previous page) to obtain your credentials.





# FORMS & FORMALITIES FOR IMPROVING YOUR APARTMENT

Navigating through the processes as you improve your apartment can seem daunting at times, but once you know how things are done, they become much easier. The following pages contain links and QR codes to all PDFs of the required forms as well as descriptions of where these forms are required. In addition, our representatives from First Service will be available to assist should you have any questions.

**Our handbook will cover the following areas:**

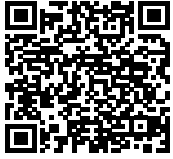
ALTERATION RULES, REGULATIONS | ALTERATION AGREEMENT

COMMUNITY ROOM LICENSE AGREEMENT

CERTIFICATE OF INSURANCE SAMPLE – FOR DELIVERIES, MOVE-IN/OUT

APARTMENT REFINANCING / PURCHASE & SUBLET APPLICATIONS





# ALTERATION AGREEMENT

## WHEN IS THIS REQUIRED?

An Alteration Agreement is needed when a tenant wants to make changes to their leased space. It outlines the terms and conditions of the alterations and protects both the landlord and the tenant's interests. For questions regarding whether or not you require an alteration agreement for your specific project, please contact the First Service Residential contacts below.

## WHO SHOULD IT BE SENT TO?

Tenants should send the request to the building management.

### **First Service Residential contacts:**

Rose Mercado | [rose.mercado@fsresidential.com](mailto:rose.mercado@fsresidential.com)

Maria Auletta | [maria.auletta@fsresidential.com](mailto:maria.auletta@fsresidential.com)

## ARE THERE OTHER REQUIREMENTS?

In addition to the Alteration Agreement request, tenants will need to provide relevant documents such as copies of the lease agreement, necessary permits or licenses and payment of required fees. (In some instances, moving pipes and/or electrical will require a Building Permit from NYC.)

## WHAT HAPPENS NEXT?

After receiving the alteration agreement request and necessary supporting relevant documents, the First Service building management team will review the proposed alterations to ensure they comply with building codes and do not interfere with other tenants or the structural integrity of the building. If any additional information or permits are needed, the building management team will reach out to the tenant. Once everything is in order, the Alteration Agreement will be approved and the tenant will be able to proceed with the proposed changes to their leased space.

## HOW LONG DOES THIS TAKE?

The duration for this process can range from 1 to 3 months, depending on the magnitude of the project.



# CERTIFICATES OF INSURANCE

## WHAT IS COI AND WHY IS IT REQUIRED?

A certificate of insurance (COI) is needed for a tenant to provide proof of insurance coverage to the building and management for third parties working in your apartment, movers and delivery persons. This is necessary to protect both parties in case of any unforeseen incidents or damages that may occur on the property. The Certificate of Insurance should list the building and management as an additional insured and provide details on the type and amount of insurance coverage.

## WHAT IS THE PROCESS?

Sample COI form along with information such as the certificate holder, additional insurance, workers compensation, and contact details should be provided to the delivery service. (downloadable forms are available in the QR codes below) Once completed, tenants are required to send the COI request to building management along with the desired delivery date for the First Service team to review and approve. Delivery dates should be confirmed with The Harmony front desk as well.

## WHO SHOULD IT BE SENT TO?

Tenants should send the request to the building management.

### **First Service Residential contacts:**

Rose Mercado | [rose.mercado@fsresidential.com](mailto:rose.mercado@fsresidential.com)

Maria Auletta | [maria.auletta@fsresidential.com](mailto:maria.auletta@fsresidential.com)

## WHAT ADDITIONAL THINGS ARE NEEDED?

Confirm the delivery date and time with building management and the Harmony front desk

## WHAT HAPPENS NEXT?

After receiving the certificate of insurance and the requested date/time for delivery, or work in your unit, the building management team will review the document for completeness and confirm availability for the requested date/time.

The timeframe for this process can vary from a few days to several weeks

**There are no fees associated with the COI**



# COMMUNITY ROOM LICENSE AGREEMENT

## WHAT IS THE REQUIREMENT?

A Playroom/Community Room License Agreement is needed for a Resident to have exclusive use of the Community Room or playroom in the building when holding events in the room. The form (QR code and link follow later on this page) outlines the terms and conditions for use of the space, including fees, scheduling, and liability.

Resident get togethers ie: card games and book clubs - all among residents of The Harmony, **do not** require agreements. If you are uncertain as to whether or not you require this form, please contact First Service Residential via email (below).

## ONCE THE FORM IS COMPLETED, WHO SHOULD THIS BE SENT TO?

Tenants should send the request to the building management – First Service Residential contacts:

Rose Mercado | [rose.mercado@fsresidential.com](mailto:rose.mercado@fsresidential.com)

Maria Auletta | [maria.auletta@fsresidential.com](mailto:maria.auletta@fsresidential.com)

## WHAT HAPPENS NEXT?

After completing the form, the building management team will review the request to confirm availability. Once all requirements are met, the Community Room reservation will be approved.

Please plan ahead whenever possible as this process can vary from a few days to several weeks.



# APARTMENT REFINANCING FORM

If you are refinancing your mortgage, you must submit an application for Board approval. The application can be completed online directly.

<https://ny.eapplytoday.com/applications/initiateapplication.aspx>





## LIVING IN THE HARMONY (A - Z)

Please note, this handbook does not replace the house rules that you received when you closed on your apartment. In the case of any disparities between our handbook and the House Rules, please comply with and utilize the information contained in the House Rules. The House Rules follow later in this handbook.

### AWAY LONG TERM

If your unit is vacant, or if you plan on being away for an extended period of time, especially during the extremely cold / hot temperatures, in order to prevent damage to flooring or other natural materials, it is recommended to keep your HVAC unit at a minimum of 60 degrees from October 1st to May 31st and 70 degrees during the warmer months.

### BICYCLE ROOM

There are two bicycle storage areas in the building. If you are interested in acquiring a spot, please contact the Front Desk for more information. It is possible there might be a waiting list for the bicycle room. Approved bicycles require an ID tag obtained from the front desk.

### COMMUNITY ROOM

Our Community Room is a great place to read a book, meet in small groups with friends, study, or play a game of ping pong. The room is equipped with two flat screen TV's, wifi and usb ports

To find the Community Room, turn left when exiting the building, and proceed past the Rubenstein Atrium Door. You will see a logo for our building on the door. You will need a key fob to unlock the door. Key fobs are available to each shareholder from the Front Desk. If you do not have a key fob, the Doormen will unlock the door for you.

For larger, organized gatherings, shareholders can reserve the Community Room for a fee. Links to download the forms as well as pricing information can be found in this guide. Simply search for Community Room License Agreement for more information.

### CONSTRUCTION OR REPAIR WORK

Construction or repair work can only take place on **weekdays between the hours of 9:30am and 4:00pm**. More details regarding this policy can be found in your House Rules.



# LIVING IN THE HARMONY (A - Z)

## CONTINUED

### FIRE SAFETY

Each January, our managing agent will send every resident the annual safety notices, which include: Fire Safety Guides, Window Guard Notices and Lead Paint Notices. We urge all residents to carefully review and familiarize themselves with the fire safety plan and guidelines as they will make a difference in an emergency situation. Please go to URL, or scan QR code for a copy. All Residents should have the Fire Safety Guide posted to the back of their door. If you need another sticker, please ask your managing agent.

<http://theharmonynyc.com/assets/files/The-HarmonyFireSafetyGuide.pdf>



### GARBAGE - RECYCLING - SORTING AND REMOVAL

All normal garbage should be bagged before being put down the chute. Anything plastic/glass should be rinsed and deposited in the blue recycle bin.

Do not leave or stack any large boxes or discard other large items in the trash room, especially if they are blocking the door. Boxes should be broken down before being left in the trash room. Do not discard boxes, hangers, cat litter, etc. down the trash chute. Cat litter should be bagged and left in the trash room by the compactor chute for pick-up by the building staff.

Please do not leave garbage on the floor of the trash room or open pizza boxes containing leftover food as this will attract unwanted pests.

For larger items, we ask that you call the Front Desk and a staff member will assist you with removing these large items.

### INSURANCE REQUIREMENTS

As a requirement in your by-laws and proprietary lease, you are required to have homeowners insurance for your apartment.



# LIVING IN THE HARMONY (A - Z)

## CONTINUED

### KEYS

The Front Desk typically will have an emergency copy in the event there is a need to access your unit in your absence or if you forget to take your keys with you when you leave your apartment. This key can also be made available to cleaning personnel or other workers while you are away, provided you give written permission to the Doormen. Feel free to check with the Front Desk to see if they have a key on hand.

If you have not received a mailbox key, please see the Front Desk for assistance.

### LAUNDRY

The laundry room is located on level C. To get there, you can either take the first elevator on the left (when you are facing the elevators) to level C. Or you can go to the lobby and walk down the stairs located to the right of the farthest right elevator.

To use the laundry you need to obtain a card for payment. There is a vending machine across from the laundry room where you can obtain the card. You can pay for the laundry card with credit card only. For more information, you can go to <https://hercnet.com>

**Laundry facilities are open from 7am - 11pm, 7 days a week.**

More official rules and regulations regarding the laundry can be found in your building rules.

### MAIL & PACKAGE ROOM

Mailboxes are provided for normal postal delivery; non-postal deliveries and packages will be held by the Front Desk. The Doormen can only accept deliveries for residents of the building. Please notify the Front Desk in advance if you are expecting perishable deliveries so the necessary arrangements can be made to deliver these items to the unit directly.

### PEST CONTROL

The Building has an outside exterminator who is contracted to service the common areas on a bi-weekly basis. If you need services in your apartment, please let the Front Desk know so that you can be added to the schedule.



# LIVING IN THE HARMONY (A - Z)

## CONTINUED

### PET POLICY

Pet policy is outlined in the House Rules. Please note that we are a pet friendly coop.

#### *Problems with:*

#### HVAC

Each Shareholder is responsible for the maintenance of their individual PTAC units in their apartment. If you have issues, the Resident Manager can help with an approved vendor for service.

#### MAINTENANCE

For general maintenance of your unit for issues like clogged toilets, etc. please email or leave a message with the Front Desk and the maintenance staff will coordinate access/repair.

### SCHEDULING YOUR MOVE

All move-in-out's must be scheduled with the Front Desk at least 7-10 days before your scheduled move. Move in/out's are only allowed Monday - Friday 9:00 am-4pm. No move in/out will be done between noon-1pm. You must be completed by 4:00pm with your move.

### SECURITY SYSTEMS

The Harmony has security cameras in common areas with the exception of hallways and stairwells. There are exterior cameras as well.

### SERVICE ELEVATOR

The service elevator is primarily used for move in/out and construction only. Please coordinate any specific uses of this elevator with the Front Desk.





# LIVING IN THE HARMONY (A - Z)

## CONTINUED

### SMOKING POLICY

The Harmony has a strict no smoking policy. For specifics, please see the House Rules

### SPECTRUM

Our building has pre-negotiated a volume discount with Spectrum which is included in your monthly bill. To make changes or to add features or service to your plan, please contact Spectrum at 855.366.7132, or visit <https://www.spectrum.com/>, or you can download the Spectrum app.

### STORAGE ROOM

The building has storage lockers available for purchase. There is a monthly license fee which will be added to the respective owners common charge bill, as a separate line item for storage. Note: There may be a waiting list for the Storage Room.

### SUBLET POLICY

In the House Rules



# NEIGHBORHOOD RESOURCES

*Our nearest hospital is:*

## **MOUNT SINAI WEST - EMERGENCY ROOM**

Phone: 212-523-6800

428 West 59th Street (between 9th & 10th Avenues)

Note: Columbus Avenue becomes 9th Avenue when you cross over 60th Street

Main Entrance: 1000 10th Avenue – New York NY 10019

(between 58th and 59th Streets) – 212-523-4000

## **POLICE STATION: 20TH PRECINCT**

Phone: 212-580-6411

120 West 82nd Street (between Columbus & Amsterdam Avenues)

New York NY 10024

## **FIRE HOUSE**

131 Amsterdam Avenue (between 65th & 66th Streets)

New York NY 10023

[www.Engine40Ladder35.com](http://www.Engine40Ladder35.com)

## **UNITED STATES POSTAL SERVICE**

*No Local phone #*

27 West 60th Street (between Broadway and Columbus Avenue)

New York NY 10023

Hours: Monday – Friday (9:00am – 5:30 pm)

Closed: Saturday & Sunday

[www.Tools.USPS.com](http://www.Tools.USPS.com) --- (800-275-8777)

## **UNITED STATES POSTAL SERVICE**

Phone: 212-362-1697

178 Columbus Avenue (Southwest Corner of Columbus Avenue & 68th Street)

New York NY 10023

Hours: Monday – Friday (8:00am – 7:00 pm)

Saturday (9:00am – 4:00pm) Sunday: Closed

[www.Tools.USPS.com](http://www.Tools.USPS.com)

Phone: 800-275-8777



# THANK YOU

To the Communications/Quality of Life Committee for creating this handbook:

**Allison Rosson**

**Bill Rosson**

**Jon Lesser**

**Monte Friedman**

**Nancy Simonson**

**Shelly Lipton**

Thank you to our additional writers and editors who worked on pulling this all together:

**Dileep Sharma**

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**Karishma Tandon**

**Nancy Simonson**

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We look forward to your suggestions and input.

Please email us at [handbook@theharmonynyc.com](mailto:handbook@theharmonynyc.com).

