



## **POR Orientation Handbook**

rev. 7/27/17

Welcome to the POR community. To help you get acquainted with our building and our operations, we have compiled this orientation handbook as a quick-reference guide. Here you will find information on the basics--the most important things you need to know as you move in and get settled. **This document does not take the place of the large binder of documents you should have received from the previous owner of your condo or from our property management firm.** Those "Condo Docs" are subdivided into 16 different sections. While it's not necessary to read everything in those 16 sections, we suggest you take the time to read and understand the section titled, "**Rules and Regulations**".

While your condo docs binder should have everything up-to-date (assuming you got it from our property management firm), there is also a current copy of everything on our POR Association web site.

### **POR Governance**

The Point On the River is a condominium association, incorporated as a legal entity under the State of Wisconsin statute 703. Since we have both Residential and Commercial properties in our building, we have the following structure of governance:

- The Residential Committee (RC) has three residential owners
- The Commercial Committee (CC) has two commercial owners
- The Board is comprised of two owners from the RC and one owner from the CC.

### **Property Management Firm—Prospect Management Company (PMC)**

The day-to-day maintenance and general operations of the POR are accomplished by a property management firm hired by the POR Association. Our property management firm is [Prospect Management Company](#) (PMC).

The Front Desk of the POR is manned both by employees from PMC (Concierges) and by security officers from another firm (Securitas). The Front Desk personnel are the gatekeepers to the building and are here to help! They do a wide range of tasks for residents including:

- Serving as liaison between Residents and Management
- Assisting with packages and deliveries
- Coordinating guests, visitors, vendors, and contractors
- Monitoring video surveillance and security footage
- Making reservations for the amenity rooms

### PMC Management and Front Desk Personnel:

- Katie Pederson – Community Manager (PMC)
- PMC Resident Services Representative (Monday--Sunday 7:00am--4:00pm)  
*E-mail the Front Desk at: [por@pmcwi.com](mailto:por@pmcwi.com)*
- 2<sup>nd</sup> Shift Concierge weekdays and weekends (Securitas)

### Front Desk Hours:

- 1st Shift: 7:00am to 4:00pm (7 days a week)
- 2nd Shift: 4:00pm to 11:00pm (7 days a week)
- 3rd Shift: 11:00pm to 7:00am (**Friday and Saturday nights only, from Memorial Day through Labor Day**)

### Important numbers to consider putting into your cell phone:

- Front Desk land line: 414-273-8096
- Front Desk cell phone: 414-588-1394
- Emergency Maintenance\*\*:  
414-540-0004
- Prospect Management main office: 414-540-0004
- Maintenance and Remodeling Services: 414-434-4111

\*\* Please be aware that if you have an emergency maintenance situation and call this number, you may be charged for the service if the problem is a homeowner and not an Association responsibility.

### Keys Every Resident Needs

Each condo unit has two keys: the door to your unit and your mailbox that is located on the second floor lobby behind the front desk.

If you have a deeded internal storage closet, or you are renting one of our internal storage closets, you will need a key for that as well. Storage units in the garage do not come with locks—you are required to provide your own.

## **FOBs**

Along with your keys you will receive a key fob. You will need this fob to access the exterior doors and to go from a stairwell to a floor. There are also fob swipes at different areas of the building as a security measure. Unless you are used to taking your keys everywhere you may find yourself unable to get to a floor (through a stairwell) or into the building.

If you lose your fob or need additional fobs for guests or service workers, please see the Front Desk staff. The cost is \$25. Please make your check out to the Point on the River Condominiums.

## **DoorKing**

If you are ever locked out of the building and don't have your fob, no need to worry! Located inside the front vestibule of the Main Lobby entrance area you will find our DoorKing entry callbox. The DoorKing allows for residents to remotely unlock the front doors for guests or visitors, or in the event that you may not have your fob, through the use of your cell phone. To use the DoorKing system, follow these steps:

### If you lock yourself out:

1. Press the "A" or "Z" buttons scrolling through the resident directory until you find your name.
2. Press the "Call" button.
3. The DoorKing system will call the cell phone linked your name (hope it's the cell phone on you!)
4. Answer the incoming call to your cell phone
5. Press the number "9" on your cell phone key pad
6. The front doors and the 2<sup>nd</sup> Floor glass lobby door will unlock and remain unlocked for 90 seconds
7. (Please keep in mind this only gets you into the building, not your own unit if you don't have your condo key).

### To let in a guest:

1. Your guest will need to find your name and presses the "Call" button
2. Your phone will ring
3. Answer your phone
4. Confirm it is your guest or someone you know
5. Press the number "9" on your keypad
6. The front doors and the 2<sup>nd</sup> floor glass lobby door will unlock and remain unlocked for 90 seconds

If you are not currently registered in the DoorKing system, or if you are unsure, please contact the Front Desk for assistance.

## **Parking**

*(see IV. A. Vehicles, Parking, Towing, Garage, page 3 of the Rules and Regulations)*

We are fortunate to have a heated, secure parking garage. To help you get the best use of this space we suggest the following:

Keep your speed below **10mph** and pay attention to the mirrors alerting you of other cars in the parking garage.

Cars leaving the garage usually have the right-of-way but use common sense on a case-by-case basis. Mornings and early evenings are the busiest times in the garage as residents go to and from work or school.

To help you keep your parking spot clean and dry, there is a rack on the wall in the center of the garage by the double doors. The rack holds a push broom, squeegee and a dustpan. Be aware that there are no trash containers in the garage.

Please shut the garage door every time you enter the garage—even if there is someone behind you. Please ensure the door is actually closing before proceeding up the ramp.

Always do the same when leaving the garage. If there is more than one car leaving at the same time, **the last driver out is responsible to close the garage door.**

Security cameras are located at the garage entrance. Being new to this building, you may forget to close the garage door behind you. **Please note that the association will grant you a single warning; after that a fine can be assessed to your unit for failure to close the garage door.**

Please report any lost or malfunctioning garage door opener (GDO) to the front desk staff so a new one can be ordered and the lost device deactivated. There are temporary GDO at the front desk to use until you receive your new device. The cost to replace a GDO is \$35. Please make your check out to the Point on the River Condominiums.

For your convenience the POR keeps a battery jumper and air compressor available for auto emergencies. You may request these items at the Front Desk.

## **Pets**

*(see IV. B. Animals/Pets, page 5 of the Rules and Regulations)*

If you have any pets, please register them at the Front Desk by filling out the **Pet Registration form**. Our concierge or management team will be able to assist you in this process.

Registering your pet helps to ensure their safety in the event of an emergency, helps to return a pet that may have escaped accidentally and alerts building staff that a pet is in your unit.

All dogs must be leashed and be in your complete control when outside of your unit.

There is a small park (Triangle Park) located on the corner of Seeboth and 1<sup>st</sup> place where residents take their dogs for potty breaks. There is also a wood chip area that is an approved dog waste area across from the garage door entrance. There is a trash receptacle for bagged waste behind this area. Bagged waste may also be put into the dumpster in the main trash room on the first floor.

All planting beds on the property including the river walk are off limits to pets.

Accidents do happen, especially in a new environment, so please be prepared to clean up after your pet if they don't make it out of the building.

Cat litter may only be disposed by securely bagging (or double-bagging) it and **walking it down to the first floor trash room**. Nobody wants a "cat litter bomb" coming down the trash chutes to explode on impact! (The smell is awful.)

## **Trash**

*(see IV. H. Trash, Recycling and Waste, page 13 of the Rules and Regulations)*

Every move generates a lot of extra trash. There are trash rooms on each floor with trash chutes that empty on the first floor into dumpsters.

All trash must be securely bagged before being disposed of in the trash chutes.

Recyclables need to be walked down to the First Floor. Recycling dumpsters are located in the parking garage just outside of the North and South Elevator Lobbies.

**ALL** cardboard boxes must be broken down flat, placed into a recycling dumpster and packing material disposed of separately. Failure to completely break down a box for recycling can result in a \$30 fine.

Large items such as furniture can be disposed of by scheduling a pick-up order with 1-800-GOT-JUNK, which offers an affordable and convenient pick-up and disposal service.

## Security Cameras

The POR uses 12 security cameras to ensure incidents are captured and recorded on a centralized system for analysis as needed. The locations are:

1. North end, facing the Riverwalk.
2. Two high-res cameras overlooking the boat docks.
3. South resident entrance entry vestibule.
4. North resident entry vestibule.
5. 1<sup>st</sup> floor lobby.
6. 2<sup>nd</sup> floor concierge lobby.
7. 2<sup>nd</sup> floor commercial (storage closets) hallway.
8. South delivery hallway, facing up the ramp.
9. South delivery hallway, facing outside.
10. South garage area, facing the pet area and parking area.
11. Garage door, viewing up.
12. Garage door, viewing down.



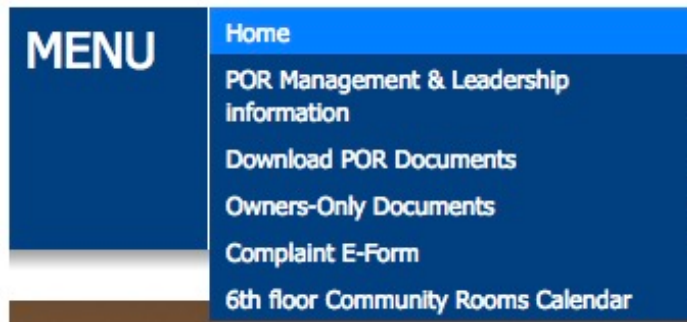
## **POR Facebook Group**

The Point on the River also has its own Facebook Discussion Group. This group is a closed group, only open to residents of the POR, and cites a code of behavior and conduct when you choose to become a member of the group.

If you are interested in joining the group, please email the front desk at [POR@pmcwi.com](mailto:POR@pmcwi.com).

## **Official POR Web Site**

The Point On The River owns a web site that is maintained by the Association owners. The menu of options is shown below. The web site is: [www.thepointontheriver.org](http://www.thepointontheriver.org)



## **POR Mass-Texting Service**

The Residential Committee has researched and authorized **mass texting as a means for sending building or safety alerts to the POR residents.**

Texting residents will allow us to contact more people instantly and keep the community informed of urgent or time-sensitive matters.

Examples of what we use this service for:

- Urgent life or safety issues that may arise
- Notification of neighborhood safety issues, i.e. Car break-ins, vandalism, etc.
- Garage door disabled
- Reminder on garage floor cleanings
- Fire alarm testing
- Power outage or disruption in services
- Unexpected events that impact the building

**NOTE:** We cannot put you on the registered list for texting. You have to do this yourself. It's called "**Opting-In**" (you can opt-out at any time). Here's how you Opt-In two easy steps:

- 1 Send a text using this "short-code": **33222**
- 2 make your message: **por** (CAPS are optional)

That's it! If you're successful, you should get this text acknowledgment:

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*You have successfully subscribed to the POR's mass-texting service. This service will only be used for messages related to urgent matters.*  
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All alerts from the POR Association will begin with the words: **POR ALERT:**

It's important to note that **E-mail remains the primary form of communication from PMC and the Board to owners and residents.** Please check your E-mail on a regular basis to ensure you're getting routine POR announcements.

If you have any questions about this new service, please check with the Front Desk.