

Dear Condominium Unit Owner:

Please be aware of your responsibilities when leasing your unit by consulting the Condo Declarations and Rules and Regulations of your Association. As a unit owner you are responsible for handling all issues regarding the leasing of your unit since the lease is between you and the tenant, **we do not manage the individual units**. This includes forwarding any pertinent notifications received from the Property Manager and Kass Management that may affect the building, the unit or your tenant (**ALL COMMUNICATION MUST BE BETWEEN UNIT OWNER AND KASS MANAGEMENT**).

Kass Management will need the following from you in order to confirm your move in/out:

- A Copy of the lease
- Incoming Resident Information Form (completed by the new tenant).
- Copy of current homeowner's COI.
- Pay the processing fee on www.homewisedocs.com
- Move-out and move-in fees and deposits, if applicable (these checks **MUST** come from you as the unit owner and you can make arrangements with your tenant to be reimbursed if you so desire.
Please note:
 - Moves will not be scheduled or approved if the fees and deposit checks **are not from the unit owner**.
 - All move fees or deposits must be received by **Kass Management 1 week before move date or your move may not be approved**.
- You must contact Kass Management regarding arranging your tenants moves. (please consult the rules & regulations to confirm if the move dates and times that are being requested confirm to your Association rules). **MOVES MUST BE REQUESTED BY OWNERS IN WRITING**.
- You must provide your tenant with a copy of the Rules & Regulations and confirmation of their receipt should be requested.

For any questions pertaining to moves and move procedures or to forward completed requested documents, forms, fees/deposits, or move requests please contact **the condo coordinator team/Kass Management** at the following: condocoordinator@kassmanagement.com

IMPORTANT: Please be advised that moves of any kind cannot be confirmed until Kass Management has a copy of all of the following: ***Current Signed Lease, Incoming Resident Information Form, COI, all move fees and deposits and any other paperwork as required by your Association (please reference your buildings Decs/Bylaws/Rules and Regulations for outlined requirements)***

Please note: this is for your protection as you, the unit owner, **may be fined by your Association if any move is reported before approval is received from Management** as put forth by the Rules & Regulations and Condo Declarations and ByLaws are not adhered to.

Regarding updating of intercom and mailbox tags:



KASS

Management Services Inc.

Real Estate Investment Services

- Intercom and Mailbox tags are requested from a 3rd party vendor for updating on **the Friday of the week Kass Management receives completed Incoming Resident Forms.**
- Turnaround time for updating of **intercom is usually within the week of request mailbox tags take between 2-3 weeks for updating** as they are done offsite.
- Copies of building keys can be requested and picked up from the **Kass Management office M-F 9-5pm and 10-3pm Saturday once approval has been received** from one of the members of the office staff. **PLEASE DO NOT STOP BY THE OFFICE HOPING TO PICK UP KEYS WITHOUT APPROVAL.** Most times keys (especially with high security keys) need to be requested and picked up from the locksmith and are not always immediately available onsite.
- Payment arrangement for keys/fobs requested need to be received in order to issue keys. **WE DO NOT ACCEPT CASH** as a form of payment. Checks or money orders made payable to your Association in which your unit is located or by logging on to www.kassmanagement.com and choosing the **"PAY ONLINE"** tab at the top of the homepage to access our electronic payment option. Key/remote/fob fees can also be added to your units account to withdrawn with the next monthly assessment payment if confirmed that your unit is currently enrolled in our Auto Debit Program-if interested in enrolling please forward a completed enrollment form to your building's Property Manager or any office staff member for processing. Forms can also be requested from your Property Member or from our website: www.kassmanagement.com.
- Kass Management does not have copies nor do we handle requests for copies of unit entry keys or keys to unit mailboxes. This will need to be coordinated between the unit owner and a licensed locksmith if original copies cannot be produced.
- Updates and requests regarding the building and unit will be sent to all unit owners via email notifications, posted onsite-when time allows, and usps mail (please refer to your building's Decs and By Laws as to what type of communications this is mandatory of). **IT IS THE UNIT OWNER'S RESPONSIBILITY TO FORWARD ALL NOTIFICATIONS THAT MAY EFFECT THEIR TENANT. The Association and Management will not be held responsible for any situation your tenant is affected by due to not receiving proper notification.**

For any questions regarding intercom, mailbox tags or requests for keys please contact the **Condo Coordinator Team/Kass Management** at the following: condocoordinator@kassmanagement.com

The following is important contact information for Kass Management:

General Office Phone Line: 773-975-7234

Office Fax: 773-935-4608

Hours of Operation: M-F 9am-5pm, Sat. 10am-3pm

After hours Emergency Answering Service: 773-907-2511

***IMPORTANT* PLEASE ONLY USE THIS NUMBER FOR EMERGENCIES AFTER OUR ABOVE NOTED HOURS OF OPERATION.**

➤ *Calls will be noted and addressed by your Property Manager within 24-48hrs.*

Thank you for your cooperation-Kass Management Services, Inc