

The Riverwalk

Condominiums



WELCOME PAMPHLET

Welcome to your new home. This booklet is designed to answer the most commonly asked questions, offer advice and assistance on the association's rules and regulations. Please also visit our website for up-to-date notifications, forms, etc. at www.riverwalkcondo.com.

AIR CONDITIONING:

You own an air conditioning compressor on the roof of the building. The unit needs to be serviced once a year usually in the springtime to assure proper operation. The useful life of the compressor is typically 15 years.

ALTERATIONS/IMPROVEMENTS:

Written notification is **required** for any improvements (i.e. tile removal, wood floor installation, carpet removal, etc.). Alteration form is located on our website and at the back of the Rules and Regulations. Please contact/submit all paperwork to Connie Pratt at 847-296-1941 x43 or connie@hanlinmail.com. Connie will reply in writing with association specifications and procedure.

****Owners are requested to contact Hanlin when replacing carpet or other flooring. There are water lines in the floor which will require careful placement of carpet tack down strips.****

APPROVED CONTRACTORS:

Please contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com. The association has a list of approved contractors that have insurance certificates on file in our office and on our website (under FAQ). Residents can use any contractor of their choosing, proof of liability insurance should be obtained by you as part of any agreement prior to work starting.

ASSESSMENTS:

Are due on the first of the month. Electronic (ACH) deposit of your assessment is available, please contact your bookkeeper Odette Zakowski at 847-296-1941 x27 or Odette@hanlinmail.com.

A late fee is charged on the 10th of the month. The late fee is \$25.00.

BAR-B-QUE:

Only gas bar-b-que's are allowed. Please review the rules and regulations.

CABLE TV:

The building is wired for cable TV. Comcast is the provider for Des Plaines. 1-800 COMCAST.

CARPET CLEANING:

Only portable mount carpet cleaning is approved. Truck mount systems leave a security risk because common area doors are left open to run the line from the condominium to the truck. Service lines also cannot be passed over the railing of the balcony to the truck.

CARPET REPLACEMENT:

Written notification is required. Connie Pratt 847-296-1941 x43. connie@hanlinmail.com.

Connie will reply in writing with association specifications and procedure.

Owners are requested to contact Hanlin when replacing carpet. There are water lines in the floor which will require careful placement of carpet tack down strips.

DELIVERIES:

FEDEX, etc: Sometimes the delivery person will leave a package in the lobby or place at your unit door. The association is not responsible for any personal deliveries. The association suggests that you have the package sent to your place of business or request the help of a neighbor in accepting your package.

Appliances, moving in, etc - Please order the elevator pads and obtain the elevator key (\$50.00 refundable deposit) from Hanlin. Consult your rules and regulations for hours and protocol.

545 Building - All larger deliveries/moving in must enter through the lobby.

555 Building - All larger deliveries/moving in must enter from the rear of the building.

DOOR TO CONDOMINIUM UNIT:

This door is the property of the unit owner for repair and replacement.

Written notification is required. Connie Pratt 847-296-1941 x43. connie@hanlinmail.com.

Connie will reply in writing with association specifications and procedure.

ELEVATOR PADS:

48 hour notification is needed for elevator pads to be put up. Please contact Hanlin Management 847-296-194. Consult your rules and regulations for hours and protocol.

ELECTRIC METER:

Your meter is located in the electric room and residents do not have access.

Please contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com.

ELECTRIC SERVICE:

Our area uses ComEd for electric service, 1-800 EDISON1.

EMERGENCIES:

During office hours: 847-296-1941 then press zero for the operator.

AFTER BUSINESS HOURS: 708-533-4187

GARAGE DOOR REMOTE:

The remote control is the property of the unit owner. Repair/replacement is through Northwest Automatic Door 847 692-5151.

GARBAGE ROOM:

The garbage or trash room is located on the first floor and is accessible to all owners.

GAS SERVICE (NATURAL):

The association receives and pays the natural gas bill for the association which is part of your assessment fee.

HEATING:

You have an air handler controlled by your thermostat for heat. In addition, hot water circulating in the floor is supplied by the association and covered in your assessment payment. If are experiencing any issues with your heat please contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com.

INTERCOM SYSTEM

Located in the lobby's vestibule is your association's intercom system. Please contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com with the number you wish to have linked with this service. To allow entry into the building press the number six on your phones keypad.

KEY (Lobby):

Extra high security keys are available.

An extra key requires a deposit of \$50.00 and is refunded when the key is returned.

A lost key has a non-refundable fee of \$50.00

MEETINGS:

The Board of Directors meets quarterly. Notices are posted in the lobby's bulletin board and website.

MOVING IN:

See deliveries. Consult your rules and regulations for more on hours and protocol.

NOISE:

No resident will play or allow to be played any musical instruments, radios, television, phonograph or the like between the hours of 10:00 p.m. to 8:00 a.m. at a noise level which may or will disturb or annoy any other resident (this includes balcony's).

Please Note: No loud talking or radio playing when residents or their guests leave the building to go to their cars in the parking lots. This is especially important during the warmer months when people keep their windows open. Remember, spicy conversation can be heard on the 5th floor as well as if you were standing next to the person. The acoustics of the parking lot echo up and to surrounding buildings.

NOTIFICATIONS:

Notifications of information/upcoming events will be posted on the association's bulletin board (located in the lobby) and on the website (www.riverwalkcondo.com).

Email Notification

The Association is providing unit owners an email notification service

Emails will be sent to all participants as a blind copy contact to protect their information. All information provided will only be used to notify unit owners of association business/notifications.

At no time will it be sold or used as a means of solicitation.

Please email info@riverwalkcondo.com with your Name, building, and unit number to be added to Email list.

PARKING:

All owners' vehicles parking in the garage or outside must have a valid parking permit place on the upper left hand side (driver side) of the rear windshield. Please contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com ([forms are located online](#)).

GUEST PARKING/Overnight Parking:

Unit owners are provided with two guest parking placards. An additional/replacement placard can be purchased by contacting Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com (forms are located online) .

Front Guest Parking

- No placard is required when parking in the front guest parking spots.
- **There is no overnight parking (1:00 a.m. – 6 a.m.)**

Back Guest Parking

- **Placards will be required for overnight parking only.**
- Overnight parking for guest is allowed at the back parking lots. Guests will be required to display placards when staying overnight (Overnight parking starts 11 pm.).

Please consult your Rules and Regulations for further parking/towing guidelines.

PETS:

The keeping of household pets (defined as only cats, lizards, fish, or birds) by unit owners is permitted. No more than four cats per unit are allowed. Please consult section 10 in your Rules & Regulations for more information.

RECYCLING:

Riverwalk recycles. The container is located in the trash room and is clearly labeled.

RENTING:

The owners have approved a no rental amendment as a result renting is not permitted..

ROOF ACCESS:

The roof is locked. Twenty four hour notice is needed, please contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com.

SALE OF YOUR UNIT:

Written notification of your intent to sell must be provided to Hanlin Management Hank Kolak 847-296-1941 x60 or hank@hanlinmail.com.

SATELLITE DISH:

Written notification is required. Contact Connie Pratt at 847-296-1941 x43 or connie@hanlinmail.com. Connie will reply in writing with association specifications and procedure.

SECURITY:

Cameras: Please be advised that Security Cameras have been installed in the building for your protection. Please contact Connie Pratt (847-296-1941 x43 or at connie@hanlinmail.com) if you need to view any footage.

Entrance Doors: To protect all our residents please do not open any doors for individual you do not know.

TILE (FLOOR) INSTALLATION:

Written notification is required. Connie Pratt 847-296-1941 x43 at connie@hanlinmail.com.
Connie will reply in writing with association specifications and procedure.

TRASH CHUTE:

The chute is for the convenience of the owners. Owners are requested to use a plastic garbage bag suitable for trash. The bag must remain intact when it lands in the trash room, which is why flimsy grocery store bags are unacceptable. Bags too large to easily fit into the trash chute must be walked down to the garbage room and deposited inside the dumpster. Pizza boxes and other boxes must be broken down and brought to the garbage room to prevent clogging of the chutes.

VIOLATION NOTICE (SEND/RECEIVED):

Send – Written notification of a violation is required to be submitted to Hanlin in writing. All notifications should be submitted to Connie Pratt at Hanlin Management 847-296-1941 x43 or connie@hanlinmail.com. For your convenience a blank copy of the violation form is located on the back of the Rules and Regulations booklet as well as online.

Received - Take the time to review and then respond to Connie Pratt at Hanlin Management. . You have received the violation because Connie received a complaint in writing. Now we need to hear your side of the story in writing. Just follow the directions which will be included with the violation notice.

WATER TURNOFF:

Planned Maintenance: You have shut offs under plumbing fixtures. Depending on prior maintenance performed, these shutoffs could be “frozen”. Never force these shutoffs.
Contact Bell Adams at Hanlin Management 847-296-1941 x59 or bell@hanlinmail.com for proper procedure to turn off the water in your tier.

WINDOWS:

The window frame and glass is the property of the unit owner for repair and replacement. Written notification is required. Connie Pratt 847-296-1941 x43. connie@hanlinmail.com.
Connie will reply in writing with association specifications and procedure.

WOOD FLOOR INSTALLATION:

Written notification is required. Connie Pratt 847-296-1941 x43. connie@hanlinmail.com.
Connie will reply in writing with association specifications and procedure.

NOTES:

**080 HANLIN MANAGEMENT DEPARTMENT AND PERSONNEL
RIVERWALK CONDOMINIUM ASSOCIATION**

Updated 02-21-2012

REAL ESTATE SALES INFO

LUCY WELLS

Phone: 847-296-1941 x45

Fax: 847-296-1847

lucy@hanlinmail.com

Workdays: Monday thru Friday

Hours: 9:00am to 5:00pm

CONTRACTS - BIDDING - PROPOSALS

LYNN BROWN

PHONE: 847-296-1941 x57

FAX: 847-296-9629

lynn.brown@hanlinmail.com

In Office Hours: Monday thru Thursday

Hours: 9:00am to 3:00pm

CORRESPONDENCE

CONNIE PRATT

PHONE: 847-296-1941 x43

FAX: 847-296-9629

connie.pratt@hanlinmail.com

In Office Workdays: Tuesday thru Friday

Hours: 9:00am to 3:00pm

BUILDING MAINTENANCE

ANN HILL

PHONE: 847-296-1941 x32

FAX: 847-296-9629

ann.hill@hanlinmail.com

Workdays: Monday thru Friday

Hours: 9:00am to 5:00pm

BOOKKEEPING

ODETTE ZAKOWSKI

Phone: 847-296-1941 x27

Fax: 847-296-9629

odette@hanlinmail.com

Workdays: Monday thru Friday

Hours: 9:00am to 5:00pm

CUSTOMER SERVICE

BELL ADAMS

PHONE: 847-296-1941 x59

FAX: 847-296-9629

bell.adams@hanlinmail.com

In Office Hours: Monday thru Friday

Hours: 9:00am to 3:00pm

RECEPIONIST - OPERATOR

MARY KRYNSKI

PHONE: 847-296-1941 x0

FAX: 847-296-9629

mary@hanlinmail.com

Workdays: Monday thru Friday

Hours: 9:00am to 5:00pm

MEETING PLANNING

BARBARA KOSMOWSKI

PHONE: 847-296-1941 x22

FAX: 847-296-9629

barbara@hanlinmail.com

Workdays: Monday thru Friday

Hours: 9:00am to 5:00pm

SENIOR PROPERTY MANAGER

HANK KOLAK

PHONE: 847-296-1941 x60

FAX: 847-296-9629

hank.kolak@hanlinmail.com

Workdays: Monday thru Thursday

Hours: 9:00am to 5:00pm