[redacted] #208

[redacted]

Welcome to the Residences at City Center!

We hope you find this information helpful as you settle into your new home

- Prospect Management/Homeowner Services, 414-540-0004, is our management company and can answer many of your questions. The Homeowners Portal can be accessed at www.portal.pmcwi.com. Prospect can assist if necessary. It is very user-friendly and is extremely valuable for verifying personal information and managing your HOA dues payments. (If you choose to use a coupon book or automatic withdrawal through your bank, make sure to allow enough time for the payment to be received by the first day of each month. A $50 late fee is automatically added on the 10th of the month.) General information is occasionally sent out from 4rescityctr@gmail.com.
  (RESIDENCES at City CENTER)

- The New Berlin website is www.newberlin.org. The police Non-Emergency number is 262-782-6640.

- A bulletin board near the mailboxes in the 15295 building has general information, including how to reserve the Community Room. The Community Room WI-FI is ATTd83Tc8s, password is Res15295. There is a laminated instruction sheet nearby for the TV.

- The Fitness Center is available for use by all adult residents; rules are posted.

- Access to your individual heating and air conditioning units may be through a neighboring unit. Contact Homeowner Services to verify this. The Association provides a new furnace filter twice a year; a notice is sent out in advance. Do not keep anything in your furnace area as it restricts air flow.

- Additives in the toilet tanks are not recommended. Plumbing problems are the responsibility of the owner.

- This is a no smoking property. Smoking is not permitted within the buildings, on balconies, patios, or in parking garages.

- Dogs must be walked to the far west edge of the property to relieve themselves.

- No grilling or other heat sources are permitted on balconies or patios of the 15295 building nor within 10 feet of this building. Direct piped natural gas grills are permitted for the townhomes and the 15271 building.

- There is a trash room on the parking level of 15295 and chutes are located on each floor of that building. Bag and tie garbage securely to keep the chutes clean and free from odor. Residents in 15271 should take trash directly to the trash room on the parking level. Recycling should be placed in a separate bin in each building. Cardboard boxes should be flattened. Our trash carrier is Advanced Disposal. For the 15295 building, trash is picked up on Monday and Thursday and recycling on Tuesday and Thursday. For the 15271 building, trash is collected on Monday and recycling on Tuesday. For the townhomes, trash and recycling are picked up on Monday. Holidays and emergencies can affect this schedule. To have a large item collected, please call 262-367-6040 to arrange this service.

- Pads are available which must be hung in the elevator in the 15295 building to protect it from damage while moving or delivery/removal of large items. Please contact Homeowner Services at least 2 business days in advance of need.

- Storage is not permitted in front of cars in the parking garages. The only exception is a personal shopping cart or wagon.

- It is recommended, for safety reasons, not to place welcome mats or rugs in the hallway. No hooks, nails or screws can be affixed in the hallway or to any exterior surfaces on balconies or patios.

- To purchase or repair a garage door opener, contact Homeowner Services to get the recommended model/code information kept on file. If you wish to change the handle for your front door, please call Homeowner Services to request the brand and model number. Locks may be changed but must be keyed to accept our master key for use in case of a medical, fire, or other emergency. Replacement keys are provided by Homeowner Services for a cost of $5.

- HOA board meetings are held monthly, posted on the bulletin board, and are open to owners. The Annual Meeting for Owners is held in November and information packets will be sent prior to the meeting.

- The Condo Bylaws, Rules and Regulations, and other documents contain official information and must be retained by each owner and transferred upon sale of property.