

University Tower Condominium Association

Handbook for Owners and Residents

2014

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**University Tower Condominium Association
Board of Directors 2014**

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Members at Large:

Buddy Brackfield
Steve Cook
Mark Haste
John Holmes

Management Company Information

Morris Property Management, Inc. has been hired by the Condominium Association to collect monthly fees and manage the building.

MPMI is a Nashville based company that was founded in 1969 by Harold F. Morris. It is one of the oldest and most successful management firms in the state of Tennessee. MPMI became an Associa® Member Company in 2004 and has experienced outstanding growth since that time. Associa® is a national company with unprecedented volume in Association Management.

Our Morris Property Management Representative is Sue Joe Allan. Her email address is sallan@morrisproperty.com.

The local MPMI address is:
9041 Executive Park Drive, Suite 122
Knoxville, TN 37923

The office phone is (865) 692-0930
The office fax is (865) 692-0950
*Emergency After-hours Pager: (865) 417-0127

If you have any building or fee related questions please contact Morris Property Management for assistance.

Please notify Morris Property Management immediately if your unit is sold.

*There is a \$35 fee for after-hour pages that are construed as “nonemergency”. Situations that are deemed as a nonemergency are: locking self out of building/unit, cannot locate vehicle, etc. If your life is in danger; please dial 911 and not the pager.

Maintenance Fee and Collection Policy

Monthly maintenance fees are due on the 1st day of the month. They are collected and recorded by Morris Property Management, Inc. Your payment should be mailed to the following address:

University Tower Condominium Association
P.O. Box 62884
Dept. 440
Phoenix, AZ 85082-2884

If you have received a payment booklet please send the coupon along with your check. If you own more than one unit, send a separate check for each unit to insure proper posting of your payment.

If you have not yet received a payment booklet send your payment and include your unit # on your check. The monthly fee is based on the size of your unit. If you don't know the amount, contact MPMI at (865) 692-0930 and they can help you.

A monthly late fee of \$35 will be assessed on the 30th.

Liens will be filed on accounts that remain delinquent and will be turned over to legal representation for collection.

Rules and Regulations

1. No parking of baby carriages, playpens, bicycles, chairs, vehicles or toys is allowed in any common area.
2. Any personal items left for more than one day in the common areas including but not limited to the hallways, lobby, stairwells, back deck, front pull-thru, pool area, etc. will be discarded without attempting to find the owner.
3. No smoking in any common area including hallways, stairwells, elevators and the pool area.
4. Horseplay of any kind is prohibited in the common areas.
5. Quiet hours are from 11:00 PM to 8:00 AM. Please respect your neighbors. Loud, boisterous conduct, nuisance barking by pets, loud music or other similar disruptions is an infringement of the right of all residents to have reasonable peace and quiet and therefore is prohibited at any time.
6. Use of all fireworks or firearms of any kind is strictly prohibited.
7. Gas and charcoal grills and fire pits are prohibited by order of the Fire Marshall. Electric grills have been provided for the use of all tenants.
8. Exterior doors should not be left open at any time for safety and fire reasons.
9. All federal, state, & local laws and ordinances apply to residents, guests and owners.
10. All common areas such as the pool, back deck, elevators, hallways, stairwells are to be left clean and clutter free.
11. Contractors or owners are responsible for removal of discarded materials or scraps (carpets, heat pumps, cabinets, mattresses, etc) from the University Tower property. These are not to be left in the parking garage unit and are not to be put in or around the household trash dumpster. Do not leave furniture or other large items by the dumpster as the city does not pick up these items. Call Goodwill or Salvation Army for large item pick-up.
12. The trash chute is for small household trash only. Large objects will clog up the chute. Please be considerate and take any large bags and/or boxes to the basement level and place directly in the collection dumpster.
13. All rubbish, trash or garbage should be regularly removed from the premises and not allowed to accumulate.
14. For sale or for rent signs are prohibited except for the space on the community bulletin board located in the lobby across from the elevators and are for University Tower only.
15. All acts of vandalism (destruction of common property, graffiti, etc) will be prosecuted and fines attached.
16. New owners and tenants are required to register with the onsite building manager, provide a key and contact information.
17. Owners and residents are responsible for the actions of guests while in any common area or within any area of the University Tower.
18. The Board of Directors for the UTCOA must approve all exterior modifications and interior plumbing and electrical changes. All requests must be made in writing.
19. For uniformity and the esthetic look of the building, all window treatments must be white on the outside of the building.
20. See also: Air Conditioner, Key, Parking and Pet Policies and Pool Rules and Regulations.

Onsite management has the authority to enforce the rules and regulations approved by the Board of Directors and those in the Master Deed.

Air Conditioner Policy

Each unit has an individual in-wall air conditioner/heater. The proper care and maintenance is the responsibility of the owner.

Air conditioners should be serviced annually to insure proper operation. If you are replacing an old or nonfunctioning unit it must be replaced with a **non-condensation unit**. These units do not drip water on the exterior of the building.

If you have not had your air conditioner inspected lately you should do so immediately to avoid damage to the exterior of the building. Damage to the exterior of the building caused by your air conditioner is your responsibility.

Owners may use a vendor of their choosing.

Phillip Shetley (865-441-8453) has a supply of reconditioned heat & air conditioning units.

Key Policy

All owners are required to provide the onsite manager with a key to their unit. The keys are secured in a lock box with a non-unit identifying numbering system. Access to any unit is limited to emergency response, pest control, and necessary building maintenance and management.

Failure to provide a key could result in extensive damage to your unit and others in the event of a water leak or other emergency. Please familiarize yourself with your responsibility for damage to other units as a result of problems arising from your unit.

Under no circumstance will onsite Management permit access to any unit without proper identification. There will be no exceptions.

Please have your new tenants register with the onsite manager so he can assist them if necessary.

If you or your tenant has lost their key and the onsite manager is available he will assist with entry to the unit. Proper identification must be presented. A deposit may be required. The key must be replaced as soon as possible.

Locking yourself out is not an emergency. If the onsite manager is not available you must contact the owner of your unit to gain access.

Parking Policy

The front parking belongs to the UTCOA. Parking in that lot is free and on a first come, first served basis by issued permit only. Tenants and owners can acquire a parking decal from the onsite building manager. Proof of residency is required. The decal is to be placed on the back of your rearview mirror where it can be seen from the front of your vehicle. As parking space is very limited in this lot a permit is required. Please ask your guests to park on the street or in the parking garage.

The parking garage is privately owned and requires a fee to park there. In addition to daily fees (see yellow pay boxes) semi-annual and annual parking permits may be purchased from the owner of the garage, see signage for contact information.

University Tower is not responsible for any lost, damaged or stolen vehicles or property. Please lock your vehicle for your own safety.

Unauthorized vehicles, in the front lot, will be towed at the owner's expense. This includes vehicles parked in the handicap space without a handicap tag, vehicles not in a proper parking space, vehicles with no parking permit and vehicles left in the front drive though for longer than necessary to load/unload. If your car is towed, contact Sutherland Avenue Wrecker Service at 865-525-0597.

The onsite manager can provide you with a temporary permit if required. (i.e.: driving a different car or rental vehicle, parents in town, etc.)

All acts of vandalism will be prosecuted.

The parking spaces are intended for common sized motor vehicles such as passenger cars, vans or light trucks. Do not park junk or inoperable vehicles, heavy trucks, moving vans or mobile homes in the spaces provided.

Never park such that the drive-through is obstructed and would impede emergency vehicles access to the building. Your vehicle will be towed, no exceptions!

The onsite manager and management company have the authority to enforce the rules approved by the Board of Directors for University Tower Condominium Owners Association.

Pest Control

Cook's Pest Control is provided by the condominium association and is scheduled on a monthly basis. Cook's treats the halls and common areas. If you or your tenant experiences a pest problem, please notify MPMI or the onsite manager immediately for additional treatment. Onsite manager accompanies the Pest Control Technician to each unit.

Please advise your tenants of the problems that promote pest in the units and the community. Examples are excessive garbage, dirty dishes left in sinks, pet droppings, pet urine and a general unclean unit. Reducing the number of these types of problem areas will result in a cleaner environment that pests do not inhabit.

Pet Policy

1. All pets must be on leash and not allowed to roam freely in common areas; halls, patio area, parking area, stairwells, laundry room, etc.
2. Pet owners must clean up after their pets immediately.
3. No pet/animals are allowed in the pool or pool deck area at any time.
4. Only dogs, cats, birds and other common house pets weighing less than 10 pounds may be kept in any unit. Exotic pets such as snakes, spiders, large birds, iguanas, rats, anything poisonous, etc. are prohibited.
5. Pets must not cause a noise nuisance.
6. Aggressive behavior will not be tolerated.
7. Please use the Dog Walk area and Pet Sanitation Station on the west side of the front parking lot. Clean up THOROUGHLY and place waste into receptacle provided.
8. Violators will be fined up to \$100 per occurrence per pet.

Pool and Patio Rules & Regulations

Only University Tower Owners and Residents may use the pool and patio area.

1. All persons using the pool or pool area do so at their own risk. University Tower is not responsible for lost or damaged personal property.
2. Personal property left at the pool may be discarded without attempt to find the owner.
3. Limit guests to two (2) per resident.
4. An adult must accompany all persons under the age of 14 years old. The adult must remain with an underage person at all times while in the pool area.
5. Only proper swim attire may be used while in the pool. No nudity, jeans or “cutoffs”.
6. The owner will be held responsible for all actions of their guests or tenants.
7. Skin diving equipment, inner tubes, double floats and face equipment are not permitted in the pool.
8. Abusive language will not be tolerated.
9. Running, pushing or horseplay is not allowed.
10. No diving allowed! Swim at your own risk!
11. No “pool parties” allowed other than planned community parties.
12. No glass containers are allowed in the pool area.
13. Clean up your trash and dispose of properly.
14. Chairs are not to be placed in the pool. This may damage the pool liner.
15. Only plastic outdoor chairs may be used in the pool area. Please stack chairs when you are finished using them.
16. No pets are permitted in the pool or pool area.
- 17. ALCOHOL and DRUGS are not permitted in the pool/patio area.**
18. Electric grills, picnic tables and chairs are provided for all residents to use. Clean grills after each use and remove all food scrapes and trash.
19. Respect other guests and private residences on the first level adjacent to the pool area.

Pool Hours of Operation are 10:00 AM to 10:00 PM.

Vendor List

The following vendors have provided services to University Tower.
Any vendor you choose including these are at your own discretion.

David Harrison	Onsite Manager	865-521-8355
Comcast Cable	Cable/internet service	865-971-7100
FM George	Key and Lock	865-522-0841
Glass Doctor	Glass repair	865-577-7726
Cooks Pest Control	Pest control	865-688-1800
KUB	Electricity, water, sewer	865-524-2911
Phillip Shetley	Air conditioner service	865-441-8453
Morris Property Management	Property Management	865-692-0930
PTAC 4 Less	Replacement air conditioner	865-546-2255

Other important phone numbers:

Onsite Manager Office	David Harrison	865-521-8355
Onsite Office fax		865-521-8356
City of Knoxville Revenue Office	City tax	865-215-2084
Knox County Trustee	County tax	865-215-2305
Register of Deeds	Deed questions	865-215-2330
Property Assessor	Property value questions	865-215-2360
Knoxville Police Dept	Animal Control	865-215-8639
Knoxville Police Dept	Drug/Crime Hotline	865-215-7212
Knoxville emergency		911