



## IMPORTANT INFORMATION (“NEED TO KNOW”) FOR THE OWNERS OF BRIARGLEN

Dear Association of Owners for the Briarglen, Inc.

On Behalf of the Board of Directors for the Association of Owners for the Briarglen, Inc. (hereinafter “Briarglen”), Moarefi Management Solutions (MMS) (hereinafter “MMS”) is pleased to provide the Owners with the following important information and/or policy changes.

**Property Management Hours of Operation in Both Lobby Towers** – MMS will have a presence in both towers daily. Generally, the South Tower Lobby will be occupied by a Property Manager with hours of operation between 8:00 a.m. and 8:00 p.m., Monday through Sunday.

**Janitorial Services** will have a presence in both towers Monday through Friday and is primarily responsible for the cleanliness of the common areas and limited common areas.

**Owner Assistance** – janitorial staffs are limited to working within the common area and/or limited common area and are ***not*** allowed to enter anyone’s unit but for the following reason(s): to change out-of-reach light bulbs that would require a ladder and to change the batteries in an out-of-reach smoke detector. Briarglen does not provide the light bulbs or batteries. As such, each Owner is required to supply these materials. The only thing that is required of each Owner is to provide the materials, if applicable, and to provide at least 24 hour notice of your request for service. The only exception to this rule is the light bulb for each Owner’s storage area as these areas are considered to be limited common elements. Therefore, the Briarglen is responsible for providing the bulbs and changing them as they burn out. Also, please note that this service can only be performed during the hours that the staffs are on property. Additionally, the staff will need to be granted access to the Owner’s unit and/or the storage area.

**Concierge or Other Personal Services** – The Briarglen does ***not*** provide concierge or other personal services to the Owners or Residents of the Briarglen. Additionally, MMS, and all of their employees, are strictly prohibited from providing concierge or other personal services to the Owners and Residents of the Briarglen. All Owners and Residents of the Briarglen should refrain from asking employees MMS to provide any such service.

**Deliveries** – Packages delivered during regular business hours to either lobby will be available for the Owners to pick up at anytime. The procedure for notifying Owners that a package was delivered is as follows: the Manager and/or Attendant will notify the recipient via email, if MMS has an email address on file, or via telephone, if MMS has no email address on file, indicating that a package has arrived and is available to be picked up unless other arrangements are made to secure the package.

Also see “Telephone Entry System – Parcel or Special Delivery” below.

**Move In/Move Out/Furniture Delivery/Removal** – Owners and/or Residents moving in or out of the Briarglen need to provide 48 hour notice to MMS. Owners and/or Residents may email their request to [info@thebriarglen.com](mailto:info@thebriarglen.com) Owner and/or Resident's unit number, date and estimated time of move so that MMS can properly plan for this event. There are several things that require attention and need to be adequately prepared for such as placing elevator pads in the appropriate elevator, arranging for elevator access, keys and appropriate garage access. These same requirements hold true for Owners and/or Residents taking delivery of furniture or other large objects or are having them removed. Please reference the **BG Moving Policy for Deposit Requirements**.

**Lost and Found** – Any items found on the property that appear to have been misplaced should be taken to a MMS representative during regular business hours. Any item found will be locked up in the office until someone claims that item or subsequently retrieves that item.

### **Telephone Entry System –**

- **Owners** – Each Owner has been assigned their own unique personal Smart Code. You may enter any door with a keypad by using the 4 digit code assigned to you. Please do not share your Smart Code with guests or vendors.
- **Visitors** – Each Owner's name and phone number are programmed into the lobby and garage call boxes. Visitors can gain access by:
  - Pressing the ^ key on the keypad to locate the Owner's last name (listed in alphabetical order).
  - A 4 digit number will be displayed next to the Owner's name.
  - The visitor enters the 4 digit code. (This number is random and is not associated the Owner's unit number or Smart Code.)
  - Once entered, the system will dial the Owner's phone number so that the Visitor's identity can be verified.
  - Once the Visitor's identity is verified, the Owner can press "9" on their phone to allow access.
- **Special Events** – MMS can assign Owners a temporary code for special events (e.g., parties). All requests should be submitted to MMS during regular business hours and at least 72 hours in advance of the event to ensure programming.
- **Realtors** – Owners and/or Listing Agents will need to request a temporary code to be assigned to the listing agent of any unit which is for sale or lease. This code can then be confidentially distributed to a buyer's agent and/or a realtor to allow access to the building. All temporary codes assigned to the listing agent will expire 30 days from being assigned to the agent. The agent will be required to request a new code on or before the expiration date. All requests should be submitted to MMS during regular business hours and at least 72 hours in advance to ensure programming.
- **Briarglen Vendors** – Each vendor requiring access to the property to perform Briarglen property maintenance or repairs will receive a unique code.
- **Unit Owner Vendors** – Owners granting access to their unit, during regular business hours, to outside third-party vendors requiring a key to enter their unit will need to provide 24 hour notice to Horizon. Each vendor will be required to sign in and provide proper identification before obtaining a key. Vendors must return the key prior to leaving the property. Owners may email their request to [info@thebriarglen.com](mailto:info@thebriarglen.com) with the vendor's name and Owner's unit number.
- **Vendor Roof Access** – Please note that there is a key to the roof door access in a lock box at the top of the stairwell in the South Tower that will allow access to the roof for certain vendors (e.g., air conditioning repairmen). The code to unlock the box is 1-2-3-4-5. When providing a vendor access to the roof, please advise them to secure the key in the box after opening the

door. Also advise them to prop the door open when on the roof and secure the door closed before leaving.

- **Housekeeping** – Each housekeeper requiring access to the property will receive a unique code. Owners should not give their housekeeper their Smart Code to gain entry. Owners may email their request to [info@thebriarglen.com](mailto:info@thebriarglen.com) with the housekeeper's name and Owner's unit number. **Also, please note that all Unit Owners will need to provide their housekeeper a key to gain entry to their unit.**
- **Patios & Pool Area** – Residents and their guests are welcome to use the patios and pool area for their enjoyment. However, please note that as a courtesy to others, each resident and/or their guests should take extra care to clean up after themselves before leaving.
- **Parcel or Special Delivery** – All regular and routine delivery services (e.g., UPS, USPS and FedEx) have been granted access to the Briarglen using their unique code. Any deliveries made before or after regular business hours may require delivery personnel to contact the owner directly as described in the "Visitors" section above and the Owner will need to meet them in the lobby to receive packages. Delivery personnel have been instructed that they are not allowed to walk the building unattended. Any package that is undeliverable should be delivered the next day during regular business hours.

**Community Website** – The property website link is <http://www.thebriarglen.com> and you should register as soon as possible.

*Upon your first visit to the site click on Login, then Request Login and you will then register for site access. After we confirm your access you will click on Login, then Resident Login to access the site.* There are several instructional videos to help you become familiar with the property found at Resources and then Instructional Videos. The website is designed specifically for Briarglen and is feature rich, including message boards, contact information, association documents, maintenance request forms, frequently asked questions, news bulletins and calendars just to name a few. The website will also be used as a primary method of communication between the Owners and Horizon.

## **BRIARGLEN POLICIES & PROCEDURES SUMMARY**

Note: This summary is based on The Briarglen Condominium Information Statement, hereinafter referred to as "condo documents", furnished to each owner at their time of purchase. It is not intended to be all-inclusive, but rather to address frequently asked questions and concerns. Please refer questions or suggestions to MMS Management or a member of the Briarglen Board of Directors.

**Unit Management Access** – Owner's should consider providing management with a key to their unit in case of emergencies. Any key provided to management will be secured and used to gain access in an emergency (e.g., water leak). Management has already obtained many of the owner's keys but does not have every owner's key. To determine whether management has your key, please visit prosperity manager during regular lobby hours.

### **Emergencies/Fire Alarms –**

- All residents must exit the building using the fire stairs until an "all clear" has been given that the building is safe to re-enter.
- Only the fire department may turn off and re-set the fire alarm once activated. Please do not call management for information during an alarm event. Exit the building.
- During fire alarms, elevators should be avoided and reserved strictly for fire department use.
- If you are unable to use the fire stairs or require assistance, the Fire Marshall recommends that you not attempt to exit the building but should remain in the hallways closest to the stairwell on your floor and call 911 and advise the 911 operator of your location (e.g., 5<sup>th</sup> floor, South

Tower). If smoke enters the hallway, enter the stairwell closest to you and call 911 to notify the operator of your new location.

- Fire extinguishers are located on each floor near the trash chute and in 3 locations on each parking level.

#### **Water Emergencies -**

- Please report any leaks, toilet or bathtub overflows, etc. immediately to MMS Management.
- Hot & cold water master cutoff valves for each apartment are located above the washer and dryer. Verify the location in your apartment before needing to use them, and confirm that they are in working condition.
- Toilet and sink/lavatory cutoff valves are located on the wall behind each fixture.
- In case of a sprinkler discharge, please note that the water cutoff valves in your apartment do not control sprinklers. The sprinkler cutoff valve is located in the fire stairwell closest to your unit. We have been advised by our fire alarm and sprinkler maintenance and monitoring provider that management must notify the monitoring company before attempting to shut of the water supply to the sprinklers and it is only upon their authorization that we can attempt to shut of the water and only at their direction.
- Owners are responsible for damages caused by leaks, overflows, etc. whose source is within their apartment, and not part of the building water piping common to multiple units.

#### **Owner Maintenance -**

- Owners are responsible for maintenance of appliances, fixtures, fittings, plumbing, heating/air conditioning, electrical, security, and sprinkler systems installed for the sole use of their apartment. Common use systems or those used by multiple units are maintained by the Briarglen. Examples: 1) Sprinklers serving only your apartment are your responsibility to maintain, but repairs should be scheduled through MMS to ensure conformity to building norms. 2) Water heaters, located on the roof, serve multiple units and are maintained by the Briarglen.
- Storage units- Hallway storage closets are considered limited common areas. Painting and general maintenance of floors and walls shall be by the owner. However, specialty light bulbs will be furnished and replaced as needed by the Briarglen.

#### **Pets -**

- Owners and Residents who keep or maintain pets must be responsible pet owners and not allow their pets to interfere with the rights of other Owners or Residents or disturb another Owner's or Resident's quiet and peaceful enjoyment of his or her Unit or Common Elements. All pets must be kept on a leash or otherwise contained and be under the control of their owner while on the common area. No pet shall be allowed to run loose within the common area.

#### **Utilities -**

- Water bills are a common-meter expense, paid by the Briarglen through your monthly HOA fees. Owners are encouraged to practice conservation to minimize costs to everyone.
- Television - The Briarglen's contract with Comcast pays for basic cable in each unit through your HOA fees. Owners may contract with other companies for cable or satellite reception, but cannot be credited for unused Comcast services.
- Electricity, phone, and security services may be obtained from any provider. Gas is not available in individual apartment units.

**Window Washing -**

- The Briarglen provides exterior window washing services twice yearly. Please remove plants and furniture from balconies to allow window washers access to all windows.

**Trash -**

- All trash must be bagged and tied prior to dropping it in the chute on each floor.
- Trash that is too large, or which cannot be bagged and tied, should be left at the trash can outside the trash room on level 2.
- Please follow the instructions posted at each trash chute.

**MMS Management Team List of Management Contacts****The Briarglen**

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