

Preface

The North Shore Towers and Country Club Board of Directors understands that both new and long time residents alike may have questions concerning our wonderful community.

It is our hope that this reference booklet will provide you with valuable guideline information and prove beneficial towards optimizing your enjoyment of the many benefits and amenities our community offers.

A special thank you goes to the subcommittee of the House and Grounds Committee for their research and assistance in preparing this guide.

We also want to thank the Management and Maintenance offices for their cooperation in helping gather the necessary facts and regulations that make this reference authentic and reliable.

If you are a new neighbor, we welcome you to your new home. If you are a long time resident, you already understand the fortune of being a member of one of New York City's most unique communities.

Please keep this booklet in a place that is accessible to you, so that you can have immediate answers and solutions to many of your concerns.

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Introduction

North Shore Towers and Country Club is a Cooperative Apartment Complex situated on approximately 110 acres within the New York City limits on the Queens/Nassau County border. The site is the highest point in Queens County, being approximately 230 feet above sea level. An elected 9 member Board of Directors represents the ownership, which is responsible for the business affairs of the facility.

The 3 buildings on the property each contain 33 floors of apartments including the penthouse floor and amount to 1,844 units in total. The buildings are connected by the Arcade, which is approximately $\frac{1}{4}$ mile in length. Commercial and Professional spaces are located along the Arcade, including a branch of Chase Bank, a 470 seat movie theater, restaurant, supermarket, fruit market, beauty parlor, day spa, dry cleaning establishment and drug store, among others.

The Towers Country Club is located on the Arcade level under Building 1. Towers Country Club is a not-for-profit Corporation whose sole owner is the NST Co-op. Membership is restricted to "Residents Only" upon application and payment of an annual fee. Amenities include an 18-hole championship golf course, 5 lighted Har-Tru tennis courts, indoor and outdoor

swimming pools, whirlpool, steam rooms, saunas and fitness facilities.

Also included are men's and women's card rooms, locker facilities, and banquet facilities. The Club maintains a very active social agenda year round.

Your 24-hour a day, 7 days a week security begins at the East and West Gates where computer assisted security officers identify and screen visitors and vendors. Notifications are then forwarded to central dispatch, patrol and supervisory personnel via a computer network and two-way radio systems. Stationary, foot and motor patrol posts cover the entire complex.

Security and building personnel also coordinate to provide on-going inspections of all fire equipment located at the site and to identify and correct potentially dangerous conditions. Frequent, scheduled meetings are held with Fire and Police Department personnel and neighboring private security officers to ensure all pertinent information and guidelines remain current .

Building Maintenance personnel come under the direction of the General Superintendent and Director of Special Services. Each building is assigned its own Superintendent, around the clock concierge and doormen, porters, handymen and trade mechanics which service all 3 buildings in common areas and are available to

shareholders for necessary repairs through a computerized work order system.

Each building is serviced by 3 low-rise and 3 high-rise elevators as well as a lobby service elevator and 3 garage elevators. A total of 24 elevators provide service for residents and maintenance staff in all 3 buildings.

At the heart of North Shore Towers is its Total Energy Plant. Utilizing six 2,000 horsepower diesel powered generators that can supply a total of 7,500 kilowatts of power, the uniquely designed plant supplies the 3 buildings with electricity, hot water, heat, and air conditioning. The units are co-generators, which means they simultaneously supply free steam for use in heating all of the hot water needed for the 1,844 apartments while they generate the electricity.

In addition, all of the heating and cooling equipment and circulating pumps needed for the 3 buildings are located in the Central Plant. There are four 700 horsepower auxiliary boilers for use during colder weather. The air conditioning chillers are rated at a combined total of 4,000 tons. Both the generators and boilers can alternate fuels between #2 oil and natural gas, providing greater flexibility and economy.

The Chief Engineer is in charge of the operation and maintenance of the Total Energy Plant along with a crew of ten.

Five members of the crew perform maintenance and repairs during the day while the other five operate the plant in shifts, 24 hours a day, 365 days a year. The plant has an excellent record with very few service interruptions over the last 30 years and the staff is committed to maintaining it in top running condition.

Parking for 265 autos is available above ground in the Visitor's Parking Lots and continue along 2 miles of paved roadway within the grounds. Underground parking space for approximately 2,500 autos is located on 3 levels, accessible through entrances in front of each building and at the rear of Building 3. Elevators and stairways permit garage entry for pedestrians at the front of each building.

The New York City Transportation Authority provides daily express bus service to and from Manhattan. This service is augmented by our own courtesy bus which transports residents to local shopping centers and other points on a daily basis.

The Charles H. Greenthal Management Corp. provides comprehensive management services with an on-site staff of 9. Greenthal Management, the largest privately owned Real Estate Management Company in the metropolitan area, is charged with the administration of all of the day-to-day activity of North Shore Towers and Country Club and oversees all of the business affairs of the Co-op with an annual budget of approximately \$37 million

and the Country Club, with an annual budget of approximately 2.7 million. The Charles H. Greenthal Management and Sales Offices are located on The Arcade Level of Building 2.

Living in a Co-Op

If like many of our residents you are a former homeowner, co-op living will be a new experience. NORTH SHORE TOWERS AND COUNTRY CLUB IS AN OPERATING CO-OP. A CO-OP is a corporation. As the purchaser of a co-op apartment, you own a pre-determined number of shares in the corporation. The corporation grants you, the shareholder, a proprietary lease. The number of shares you own is based on the size and location of your apartment.

The proprietary lease, which each shareholder signs, is valid until September 20, 2050. This lease may be extended by a vote of the shareholders. Your proprietary lease (a summary of which can be found on page 194 of the offering plan) will be in effect as long as maintenance payments are made when due (on the first day of the month) and you abide by the terms of the proprietary lease. As in any corporation, cash flow is essential. The life and health of the corporation is dependent on each resident's prompt payment. A **Late Fee** will be imposed if maintenance payment is not received by the 15th of the month.

Your maintenance payments include:

- Real Estate taxes
- Heat and air conditioning
- Hot water and cooking gas
- Management fees
- Mortgage payments for buildings
- Landscaping
- Security
- Building maintenance of common areas

You, the Shareholder, are responsible for:

- The cost of interior repairs to your apartment. (See section starting on page 22 of this guide.)
- Electricity (as billed by the co-op and included in your monthly statement. Please note that your electricity comes from North Shore Towers own power plant. In fact, we had electricity in 2003 when every other community in the Northeast was in the dark.)

Your Maintenance Payments Can Be Made By:

- Regular mail
- Mail Slot - located at the Management Office
- Automatic Electronic Transfer (Authorization for Automatic Transfer Sample Form can be found on page 10). This program was introduced in 1993 and is a quick and easy way of paying your maintenance. The benefits and convenience of this service include assurance that your maintenance is paid timely on or about the fifth of the month, your maintenance is paid if you are out of town, postage fees are saved, and late fees are avoided.

Electronic Maintenance Bill Payment

AUTHORIZATION

Name of Depositor: _____
(Please print name as shown on bank account)

Building Number/Apartment: _____

Banking Institution: _____

Bank Address: _____
Address of Bank or Branch where account is maintained)

Account Number: _____

Check One Box: Checking* Savings

****Please Attach a Voided Check for Verification Of Bank Data***

The above named Depositor hereby authorizes North Shore Towers Apartments, Inc. to initiate electronic credits to the above account. The Depository Bank is authorized and instructed to honor all such credits. The Depository Bank shall have no duty to inquire as to the propriety of any such credit, notwithstanding the amount and/or the frequency of any such credit.

This authority is to remain in full force and effect until North Shore Towers Apartments, Inc. and Depository Bank have received written notification from the undersigned of its termination. Such written termination is to be received so as to afford North Shore Towers Apartments, Inc. and Depository Bank a reasonable opportunity to act.

Authorized Signature of Depositor

Date

SAMPLE FORM

This form may be obtained from The Management Office

Insurance

Liability insurance of no less than \$500,000 is required of all purchasers closing title after January 20, 2005. Further, evidence of such coverage together with proof of payment of the first year's premium is required at closing. **It is strongly recommended that all residents maintain adequate insurance coverage for the reasons described below.**

Your Personal Property

Your personal property such as carpeting, wallpaper, improvements, betterments, fixtures, furniture, clothes, electronics and other personal items are insurable under your own Homeowner's (Renter's) policy. That coverage may also provide for additional living expenses outside of your apartment. Damages to property of this nature should be reported to your insurance company. If it is determined that the damage is the responsibility of another (a neighbor or the Apartment Corporation), your company will subrogate (sue on your behalf) against the responsible party, possibly making a recovery of payments and reimbursing you for your deductible. In this process, you avoid taking action against another, only to learn at a later time that the damages may not have been their legal responsibility.

Please be aware that Management does not make the decision of who is liable. The Apartment Corporation's insurance company makes these decisions without intervention by the Board or Management.

Our insurance policies cover the property of "North Shore Towers". In almost all cases the Apartment Corporation's carrier will not cover the property of the resident.

Your Liability

As a resident, you are liable for any personal injury and/or damages of other residents if you are held to be negligent. If you cause the overflow of a sink, a bathtub or any other plumbing equipment, the Apartment Corporation is generally not liable. You could also be liable if you cause a fire which results in damage to the property of the Apartment Corporation or other residents, or injuries as a result of your negligence. Your Proprietary Lease and Offering Plan may be reviewed for specifics

If you feel that you may be responsible for damages (including property of the Apartment Corporation), we strongly suggest that you report the incident to your insurance company immediately. Failure to provide prompt notice may enable your insurance company to avoid paying any and all claims. If you do not carry insurance, you may be held personally liable for any damages you cause.

Your Household Help, Hired Contractors or Others Employed by You

If you hire any of the above, you may be subject to the Workers Compensation Law of New York State. You must consult with your own insurance representative to ascertain if you are insured, and if not, how to obtain insurance and what your responsibilities may be.

The Apartment Corporation requires a Certificate of Insurance evidencing Liability and Workers Compensation insurance from contractors working on the premises. However, some residents incorrectly hire contractors and do not inform management. Without insurance, these contractors may become your "legal employees" and you may be held responsible for any

damages or personal injuries they may cause themselves or others.

If you hire an employee of North Shore Towers Apartments, Inc. to do work for you on his or her own time, that employee may legally become your employee. He or she will not be considered an employee of the Apartment Corporation when performing services on their time, and being paid by you.

There are several other insurance issues that are addressed in the Proprietary Lease and Offering Plan. Insurable Interest in Property, Waiver of Subrogation, Indemnity, Damages to Apartments and Buildings are just some of the areas of concern. We urge you to read these sections.

As always, Management, to the best of their ability, will address questions in this or any other area surrounding your residency at North Shore Towers and Country Club. However, we highly recommend that you seek competent professional advice, in order to properly structure your insurance coverage.

Board of Directors & Committees

As in any corporation, an elected Board of Directors governs our co-op. The directors determine the cash requirements, maintenance charges, financing requirements and services necessary to operate North Shore Towers and Country Club. The following committees, made-up of volunteer co-op shareholders, function as advisors to the Board:

- CAPITAL IMPROVEMENTS / LONG RANGE PLANNING
- COUNTRY CLUB
- FINANCE
- HOUSE AND GROUNDS
- LEGAL
- POLITICAL ACTION
- PUBLICITY AND MARKETING

From time to time, the chairperson of a committee (who is a Board Director) may form sub-committees to research a specific project. Service on a committee is voluntary. Committee members are selected by the committee chairperson for the expertise they possess in a field that relates to a specific committee.

An election for positions on the Board of Directors is held annually in June. Neither Board nor committee members receive compensation for their service to the community.

Security

The Security Office is located on the Arcade level in building 3. Each building has a uniformed doorman and concierge on duty seven days a week from 8 A.M. to Midnight. From Midnight until 8:00 A.M., a uniformed security guard is on duty in each building. Telephone stickers with the number of the Security Office (718-423-7990) are available.

Emergency Procedures

In an emergency you should call 911 first, then call the security office at (718) 423-7990. In that way, security personnel will be prepared for the arrival of ambulances and any other emergency equipment that might be required. In addition, our security staff is equipped with and trained in the use of defibrillators.

Your updated emergency information form should be filed with the building concierge (Resident Emergency Contact Information Sheet can be obtained at The Management Office). In addition, a set of keys to your apartment should be given to the security office. The Security Department will maintain the keys in a secure and confidential manner and will only use your keys in extreme emergencies. You may also ask a neighbor to hold your key, however, both the Security Department and the

concierge desk should be provided with that person's name and phone number.

Fire Safety

"New York City Fire Regulations require all shareholders and unit owners, as well as any subtenants, to affix to the inside of the front door of their apartment a fire safety notice. In the event that said notice is not affixed to the front door and the cooperative receives a violation, or sustains any other damage as a result of the failure of the occupant to have said sign affixed thereon, any fees, fines, expenses, or damages, resulting from the failure to attach said fire safety notice shall be paid by the shareholder/unit owner/occupant." This notice can be obtained from the Security Department. A sample copy can be found on the following page.

FIRE SAFETY NOTICE

IN THE EVENT OF FIRE, STAY CALM. NOTIFY THE FIRE DEPARTMENT AND FOLLOW THE DIRECTIONS OF FIRE DEPARTMENT PERSONNEL. IF YOU MUST TAKE IMMEDIATE ACTION, USE YOUR JUDGEMENT AS TO THE SAFEST COURSE OF ACTION, GUIDED BY THE FOLLOWING INFORMATION.

YOU ARE IN A NON-COMBUSTIBLE (FIREPROOF) BUILDING

If The Fire Is In Your Apartment

- Close the door to the room where the fire is and leave the apartment.
- Make sure EVERYONE leaves the apartment with you.
- Take your keys.
- Close, but do not lock, apartment door.
- Alert people on your floor by knocking on their doors on your way to the exit.
- Use the nearest stairwell to leave the building.
- **DO NOT USE THE ELEVATOR.**
- Call 911 once you reach a safe location. Do not assume the fire has been reported unless firefighters are on the scene.
- Meet the members of your household at a pre-determined location outside the building. Notify the firefighters if anyone is unaccounted for.

If The Fire Is Not In Your Apartment

- Stay inside your apartment unless conditions become dangerous and listen for instruction from firefighters.
- If you must exit your apartment, first feel the apartment door and doorknob for heat. If they are not hot, open the door slightly and check the hallway for smoke, heat or fire.
- If you can safely exit your apartment, follow the instruction above for a fire in your apartment.
- Seal the doors to your apartment with towels or sheets, and seal air ducts or other openings where smoke may enter.
- Open windows a few inches unless the flames and smoke are coming from below.
- Do not break any windows.
- If conditions in the apartment appear life-threatening, open a window and wave a towel or sheet to attract the attention of the firefighters.
- If smoke conditions worsen before help arrives, get down on the floor and take short breaths through your nose. If possible, retreat to a balcony or terrace away from the source of the smoke, heat or fire.

Passive Entry Gate System

North Shore Towers utilizes a passive entry gate system, where a small electronic tag affixed to the inside lower right side of the vehicle windshield will automatically open the gate from the left entry lane of the East Gate. Any resident who wishes to utilize this system must file an agreement along with a refundable deposit of \$25.00 (payable by check) per tag to the Security Office. Tags are only issued for each resident vehicle that has a permanent space assignment. The process of programming and installation should require no more than 15 minutes. There is a \$25.00 replacement cost if the electronic tag is lost.

Residents choosing not to participate in this optional program can still enter the property through the "guest" lane on the right side of the East Gate gatehouse.

Please find a sample of the Passive Entry System Tag Agreement on the following page. A copy of this form may be obtained at the Security Office.

PASSIVE ENTRY SYSTEM TAG AGREEMENT.

AGREEMENT made this ____ day of _____, 200__, between NORTH SHORE TOWERS APARTMENTS INCORPORATED (hereinafter referred to as "Owner") with offices c/o Charles H. Greenthal & Co., 272-40 Grand Central Parkway, Floral Park, New York 11005, and _____, residing at _____ Grand Central Parkway (Apt. _____) (hereinafter referred to as "Resident"), Floral Park, New York 11005.

WITNESSETH:

Whereas, the Owner has installed a Passive Entry System for ingress to NORTH SHORE TOWERS; and

Whereas, Resident would like a Passive Entry System Tag (hereinafter referred to as "PEST") for the personal use of Resident; and

Whereas, the parties agree to be bound by the terms and conditions of this agreement.

NOW, THEREFORE, in consideration of the mutual covenants hereinafter exchanged and other good and valuable consideration, the parties agree as follows :

1. That Owner shall make available to Resident a PEST to be used by Resident solely for the vehicle described as follows:

MAKE _____ MODEL _____
YEAR _____ COLOR _____ LICENSE PLATE _____

2. Resident agrees that the PEST will only be used in connection with the above described vehicle and no other vehicle.

3. Resident shall pay to Owner a refundable security deposit in the sum of Twenty-Five and no/00(\$25.00) dollars for PEST, which will be refunded at the time that Resident returns PEST to Management.

4. That in the event Resident loses P.E.S.T. Resident will be able to obtain replacement PEST at a cost of Twenty-Five and no/00 (\$25.00), which is non-refundable.

5. Resident agrees to be bound by any rules and regulations established by Owner with regard to the parking of vehicles and the use of the PEST.

NORTH SHORE TOWERS APARTMENTS INCORPORATED

By _____

GLEN KOTOWSKI- General Manager

Resident.

(5/05)

SAMPLE FORM

This form may be obtained from the Security office

Parking

Due to the limited amount of spaces, residents may not use the Visitor Parking Lots. Parking stickers for assigned spaces are available in the Management Office. Please note that one sticker will be issued per parking space. Replacement sticker charge is \$10.00 if the old sticker is not returned.

Parking Regulations

In order to expedite the loading and unloading of passengers and packages and to maintain the free flow of vehicular and pedestrian traffic through the building circles, the Co-Op Board of Directors has approved the following regulations;

1. No unattended vehicles will be permitted in the building circles. The operator must remain with the vehicle. Please be considerate of your neighbors and "DO NOT" blow your car horn to gain someone's attention.
2. A vehicle must never park, even temporarily, on the pedestrian walkway to the garage elevator or in front of the handicap ramp.
3. The curb space opposite each building has been designated as a 15 minute parking zone. These spaces are indicated by

WHITE lines. This 15 minute parking zone can be used by residents and visitors.

4. The 15-minute zone does not include the handicapped spaces.
5. A non-resident cannot own or rent a parking space at North Shore Towers.

VEHICLES IN VIOLATION OF THE ABOVE REGULATIONS WILL BE SUBJECT TO STICKER AND TOW AT OWNER EXPENSE.

Parking Garage

The parking garage has 3 levels and each individual parking space is marked alphabetically and numerically on the concrete column adjacent to your parking space. For reasons of safety, headlights should be turned on while driving in the garage. There is direct access from the street to each level of the garage. The first level may be reached from the front of each building. Direct access to levels 1, 2 and 3 are behind Building 3. If someone has inadvertently parked in your designated parking space, please notify Security immediately. All three garage levels are patrolled 24 hours a day 7 days a week. In addition, there is an emergency call box near the elevator at each level. If the elevator is out of order, a call to Security will enable you to be transported to your building at street level. Please Drive Slowly And Obey All Posted Directions.

Delivery/Vendor Procedures

In order to accommodate all residents, expedite deliveries and services, and still maintain a high level of security at North Shore Towers and Country Club, the following delivery system was established:

- Residents expecting a delivery, service, repairmen or removal of furniture, should notify Management at (718) 631-1941 between 9:00 A.M. to 5:00 P.M., Monday to Friday at least 24 hours in advance of such activity to determine elevator availability. Assignments will be scheduled subject to elevator availability. If the Management Office is closed, call the Security Office at 718-423-7990 with the information.
- Deliveries, etc., must be scheduled between 8:00 A.M. to 5:30 P.M., Monday through Saturday. No deliveries will be accepted on Sundays, Holidays or after 5:30 P.M. All delivery trucks or vans must use the West Delivery Gate.
- No furniture or bulk items will be permitted through the lobbies.
- A resident must have a representative present to accept deliveries. Concierge can not accept deliveries on behalf of residents.

- Only U.P.S. deliveries will be held at the Concierge Desk for pickup.

Move-Ins/Move-Outs

Access to the truck tunnel and elevator availability must be coordinated *as soon as possible* through the Management Office Monday through Friday from 9:00 A.M. to 5:00 P.M. by calling 718-631-1941. Move Ins/Move Outs must be scheduled between the hours of 8:00 A.M. to 5:30 P.M., Monday through Saturday. In addition, all movers must be insured and a certificate of insurance **must be provided to the Management Office**. Call the Management Office for insurance details.

- Move-In Deposit \$250.00 refundable
- Move-Out Deposit \$250.00 refundable
- Building Protection Fee \$100 each move-in/move out
(Non-refundable)

Arcade Etiquette

Please be considerate of our neighbors.

No Smoking

No Barefeet

No Skateboards

No Food or Drink

No Jogging

No Animals

Please wear attire appropriate for public display.

Maintenance

In regard to making repairs, shareholders must either make an appointment with the Central Maintenance Department @ (718) 224-9502 or use an insured outside contractor to remedy the problem. Call the Management Office for insurance details. If problems are deemed to be compromising the integrity of North Shore Towers, the necessary repairs will be made by North Shore Towers and charged to the Shareholder. The Central Maintenance Office is located at the Arcade level of Building 2.

Maintenance Services Available to Residents

The general rule of thumb governing repair responsibility used at North Shore Towers is:

- **Shareholders are responsible for the area contained within the walls, ceilings, and floors of their apartments, and any damage and/or repairs arising there from.**

In addition, should a resident use an outside contractor for repairs, the resident must first notify Management @ 718-423-3335. The contractor is **required** to provide North Shore Towers with an insurance certificate that indemnifies both North Shore Towers Apartments Inc. and Charles H. Greenthal Management, Inc., as "additionally insured" prior to the commencement of work.

The following is a specific repair list of the most common repair items that are experienced at North Shore Towers and for which residents are charged.

Plumbing:

The following are charged to residents; stoppages at toilets, sinks, showers, basins, and standpipes; leak repairs at faucets, drain pipes, showerheads, sink stoppers, sinks, toilets; or any other plumbing fixtures within the walls; resets on toilets where no flange repair is required. In most cases, the building is responsible for repair and/or replacement of the original plumbing located behind the wall.

Electrical:

The following are charged to residents; repair or replacement of outlets, switches, light fixtures, wiring after the circuit breaker panel. In most cases, the building is responsible for the electrical meter and the wiring up to the circuit breaker panel.

Verticons (Air Conditioning/Heat Units):

The following are charged to residents; the replacement of filters and/or repair of thermostats, motor, fan blades, housing

and face plates. In most cases, the building is responsible for piping within the verticon unit.

Appliances:

Any repairs of appliances are charged to residents. However, it is strongly recommended that the resident use a manufacturer certified person for repair of their appliances so that the manufacturers warranty remains in effect. In most cases, if an appliance is repaired or worked on by an unauthorized repair person the terms of the warranty will become void. Please be advised, the building handymen are not certified by any appliance manufacturers.

Carpentry:

The following are charged to residents; repair of doors, locks, wood flooring, sheetrock, and cabinets. In most cases, repairs due to leaks are the responsibility of the building or the party responsible for the leak.

Painting:

Touch up due to neglect or fault of a resident is charged to the resident. Damage caused by leaks in another apartment will be charged to the resident responsible. In most cases, the building is responsible for any painting or spackling that is a result of a building problem.

Listed below are some maintenance tips:

- ✓ Do make an appointment to have the verticon filters changed (twice per year)
- ✓ Compactor room - Please insert plastic garbage bags down the chute. (Don't use paper bags)
- ✓ Please report all leaks (faucets, toilets, etc.). Let's conserve water!
- ✓ Please do not leave your apartment when any appliance is in operation. It is a dangerous practice and you are responsible for the cost of any damages that may occur.
- ✓ Please check your vehicles and ensure that no fluids are leaking on your garage spot.

Alterations

When a resident decides to use an outside contractor for alterations and/or repairs, the resident must notify Management @ (718) 423-3335 to schedule the work. The contractor is required to provide North Shore Towers with an insurance certificate that indemnifies both North Shore Towers Apartments, Inc. and Charles H. Greenthal Management, Inc. and must show evidence of General Liability Insurance with a limit of \$1,000,000/Occurance, \$2,000,000/General Aggregate and a Certificate of Insurance evidencing Workers Compensation. An

inspection of the renovation will be performed upon completion to confirm that it matches the design that was submitted. This is for your protection as well as your neighbor's.

Apartment renovations are classified in two categories; minor or major alterations.

Minor Alterations and/or Decorative Improvements

All decorative improvements such as painting, wallpaper, carpet, floor and window treatment installation and interior decorating, etc. must be approved prior to the commencement of work. In most cases, this work requires a non-refundable \$100 deposit for each 30 days, for building protection and reservation of the elevator. Additionally, a certificate of insurance form is required from the contractor. Call the Management Office for insurance details. Although these types of alterations do not require an alteration agreement, the resident is responsible for assuring that their contractor of choice abides by the rules of the co-op and the rules and regulations of all governmental agencies. For example, all outside painters are required to comply with NYC Lead Paint codes, which became effective 6/1/99.

Major Alterations

Renovation/demolition of existing structure, including but not limited to reconfiguration of living space, kitchen, bathroom, installation or repair of plumbing or electric, is governed by an Alteration Agreement which can be obtained at the Management Office, located at the Arcade level of Building 2.

Terrace Improvements

Terrace improvements which include removal and/or replacement of existing indoor/outdoor carpeting or tiling, require a brief written description of the scope of work. If tiling is to be done on terraces, it must be outdoor quality, as indoor tile can freeze and become loose. Nothing must impede drainage or affect the structure of the building. Terrace improvements also require proof of insurance from the contractor. Call the Management Office for details.

Heating and Air Conditioning

The following information will assist you in understanding the operation of the air conditioning/heating unit which is known as the verticon unit.

The temperature of the air blowing from each unit is variable. The temperature is adjusted in the central plant

according to outside conditions. In accordance with the law, North Shore Towers provides heat from October 1st thru May 31st each year.

When the fan is turned on, warm air during heating season or cool air during cooling season will blow into the room at low, medium or high speeds. The higher the fan speed, the greater the volume of cool or heated air that blows through the room. When the fan is turned off, the entire unit is shut-off; neither warm nor cool air will enter the room from the unit. Here is how the unit operates:

For Heat:

1. Set the fan at desired speed.
2. Turn the thermostat knob to the right (up).

Warm air will start to blow at a set point (temperature) on the dial. The blowing air can be heard and also felt if the hand is placed in front of the grill. The fan will automatically shut off when the room is heated to the set temperature on the dial. If more heat is desired, continue to turn the knob to the right. Although the air coming from the unit will be no warmer, the fan will remain on until the warmer temperature in the room is reached.

For Air Conditioning:

The principle is the same as for heat. Now, the thermostat knob is turned to the left (down) to reach the temperature at which the fan will start to blow cool air. As the knob is moved downward, the fan will continue to blow until the lower set temperature is reached.

You must service the unit by changing the filter a minimum of twice a year, preferably in the Spring and Fall. This will keep your units in top performance. Maintenance will replace the filters for a nominal charge.

Compactor Rooms

The compactor room has two blue plastic recycling bins located within. The tall bin is used for bottles and cans and the square bin is used for newspapers. The following are the house rules pertaining to the use of the compactor rooms;

- All wet debris must be securely wrapped or bagged in a small package size to fit easily into the hopper panel.

- All debris must be completely drip-free before it leaves the apartment; it should be in a drip proof container and carried to the chute carefully.

- The debris should be placed in the flue hopper so that it will drop into the chute for disposal.
- Newspapers, magazines and heavy cardboard should not be stuffed into the hopper opening; they should be placed in the recycling bin on the floor.
- Bottles or cans should not to be dropped down the chute; they should be placed in the recycling bin on the floor of the compactor room.
- Cartons, boxes, crates, sticks of wood or other solid matter must NEVER be stuffed in the hopper opening. Small items of this nature should be left in a neat pile on the floor of the compactor room.
- Under no circumstances should carpet sweepings, naphthalene, camphor balls or flakes, floor scrapings, plastic wrappings or coverings, oil soaked rags, empty paint cans, aerosol cans or other flammable, explosive, or highly combustible substances be thrown in the chute.

- At no time should lit cigarettes or cigar stubs be thrown in the chute.
- Vacuum cleaner bags should never be emptied into the chute. Such dust, dirt, etc., should be securely wrapped in a tied bag or package and then placed through the hopper door panel into the chute.
- Nothing containing even the slightest amount of food should be left on the Compactor Room floor or between the Chute Door and the flapper (the metal protection plate that hangs just behind the chute door).
- If you have a large quantity of garbage, divide it into several bags and dispose of them down the chute.
- All large cartons should be flattened before being placed against the wall in the compactor room.
- Bulky items such as carpeting, cabinets, furniture, contractor's debris, etc., must be removed by the contractors. If necessary, building personnel will remove the items at the expense of the shareholder.

- No refuse of any sort may be left in the hallways or the stairwells. For disposal of items that do not easily fit into the Compactor Room, call the Concierge.
- Nothing is to be placed in the tall bin except clean bottles, clean metal cans, and clean aluminum foil pans.
- The square bin is designated for newspapers, magazines and catalogs.

Compactor Room Safety Reminders

- Open door, step inside, close door behind you.
- Open chute door, insert garbage, push downward until bag falls into chute.
- Close chute before opening door to exit.

The Maintenance Office should be notified of any drippings or moist refuse appearing on the closet floor or in the corridors so that a service employee can be promptly sent to remedy the problem. Should you have any questions about compactor use, call your Concierge. Please report any violation or abuse of compactor room rules to the Maintenance Office (718) 224-9502.

Lobby Carts

For our resident's convenience, each lobby is equipped with several supermarket type lobby carts, one dumpster tub and one rolling clothes rack. Please provide your name and apartment # to the doorman when taking a cart. After use, it is imperative that the carts be returned immediately for use by others. The carts should be placed in the elevator and sent to the lobby, and the concierge notified. Anyone riding in the elevator is requested to remove the cart and notify the doorman, who will return it to the storage area. If the cart is found on any floor in the building, please notify the concierge. Carts can only be used for packages.

Terraces

Terraces must be maintained in an attractive manner. Cooking, drying clothes and storing unsightly materials are not permitted. Any items placed on the terrace must be secured or removed when wind conditions require and whenever the premises will be unoccupied for long periods (Snow Birds). Audio volume should be maintained at a level that will not disturb neighboring residents. Approved screened enclosures (see Maintenance Office for specifications) are permitted.

Pets

A "NO PET" policy was instituted at the inception of the co-op at North Shore Towers. Those residents who had pets at that time were permitted to keep them. There are, however, regulations regarding those pets. The following regulations will be strictly enforced including visiting pets:

- Pets must be registered with Security.
- Deceased pets may not be replaced.
- Pets must be leashed at all times.
- The only areas in which dogs are permitted to run free are in the dog runs located at the rear of the Visitor's Parking Lot. Any violation of this rule should be reported to Security who will act accordingly.
- The pet owner is responsible for cleaning up after any "accident" that occurs in the public areas. Residents are requested to report all violations of this rule. The pet owner will be billed for any clean-up and repair costs. Pet owners who do not follow these regulations may be subject to legal action.

A BARKING DOG OR A DOG WHO IS A NUISANCE IN ANY WAY WILL NOT BE TOLERATED.

HOUSE RULES

- (1) The public halls and stairways of the Buildings shall not be obstructed or used for any purpose other than ingress to and egress from the apartments in the Buildings. The fire towers shall not be obstructed in any way.
- (2) No patient, client, customer or invitee of any doctor or other person who has offices or other commercial space in the Buildings shall be permitted to wait in the lobby.
- (3) Children shall not play in the public halls, courts, stairways, fire towers or elevators and shall not be permitted on the roof unless accompanied by a responsible adult.
- (4) No public hall above the ground floor of the Buildings shall be decorated or furnished by any Lessee in any manner without the prior consent of all of the Lessees to whose apartments such hall serves as a means of ingress and egress. In the event of disagreement among such Lessees, the Board of Directors shall decide.

- (5) No Lessee shall make or permit any disturbing noises in the Buildings or do or permit anything to be done therein which will interfere with the rights, comfort or convenience of other Lessees. No Lessee shall play upon or suffer to play upon any musical instrument or permit to be operated a phonograph or a radio or television loud speaker in such Lessee's apartment between the hours of 10:00 o'clock p.m. and the following 8:00 o'clock a.m. if the same shall disturb or annoy other occupants of the Buildings. No construction or repair work or other installation involving noise shall be conducted in any apartment except on weekdays (not including legal holidays) and only between the hours of 9:00 a.m. and 5:00 p.m.
- (6) No article shall be placed in the halls or on the staircase landings or fire towers, nor shall anything be hung or shaken from the doors, windows, terraces or balconies or placed upon the window sills of the Buildings.
- (7) No awnings, window air-conditioning units or ventilators shall be used in or about the Buildings except such as shall have been expressly approved by the Lessor or the managing

agent, nor shall anything be projected out of any window of the Buildings without similar approval.

- (8) No sign, notice, advertisement or illumination shall be inscribed or exposed on or at any window or other part of the Buildings, except such as shall have been approved in writing by the Lessor or the Managing Agent.
- (9) Resolved, to accept the amendment to house rule #9 recommended by the Legal Committee as follows: "No personal property of any kind, including, but not limited to bicycles, tricycles, scooters, baby carriages, wheelchairs, walkers or shopping carts, shall be allowed to stand or remain unattended in the Arcade or public halls."
- (10) Messengers and trades people shall use such means of ingress and egress as shall be designated by the Lessor.
- (11) Kitchen supplies, market goods and packages of every kind are to be delivered only through the service elevator to the apartments when such elevator is in operation.

- (12) Trunks and heavy baggage shall be taken in or out of the Buildings through the service entrance.
- (13) Garbage and refuse from the apartments shall be disposed of only at such times and in such manner as the Superintendent or the Managing Agent of the Buildings may direct.
- (14) Water closets and other water apparatus in the Buildings shall not be used for any purposes other than those for which they were constructed, nor shall any sweepings, rubbish, rags or any other article be thrown into the water closets. The cost of repairing any damage resulting from the misuse of any water closets or other apparatus shall be paid for by the Lessee in whose apartment it shall have been caused.
- (15) No Lessee shall send any employee of the Lessor out of the Buildings on any private business of a Lessee.
- (16) No bird or animal shall be kept or harbored in the Buildings unless the same in each instance be expressly permitted in

writing by the Lessor; such permission shall be revocable by the Lessor. In no event shall dogs be permitted on elevators or in any of the public portions of the Buildings unless carried or on leash. No pigeons or other birds or animals shall be fed from the window sills, terraces, balconies, or in the yard, court spaces or other public portions of the Buildings, or on the sidewalks or streets adjacent to the Buildings.

- (17) No radio or television aerial shall be attached to or hung from the exterior of the Buildings without prior written approval of the Lessor or the Managing Agent.
- (18) No vehicle belonging to a Lessee or to a member of the family or guest, subtenant or employee of a Lessee shall be parked in such manner as to impede or prevent ready access to any entrance of the Buildings by another vehicle.
- (19) The Lessee shall use the available laundry facilities only upon such days and during such hours as may be designated by the Lessor or the managing agent.

- (20) The Lessor shall have the right from time to time to curtail or relocate any space devoted to storage or laundry purposes.

- (21) Unless expressly authorized by the Board of Directors in each case, the floors of each apartment must be covered with rugs or carpeting or equally effective noise-reducing material, to the extent of at least 80% of the floor area of each room excepting only kitchens, pantries, bathrooms, maid's rooms, closets, and foyer.

- (22) No group tour or exhibition of any apartment or its contents shall be conducted, nor shall any auction sale be held in any apartment without the consent of the Lessor or its managing agent.

- (23) The Lessee shall keep the windows of the apartment clean. In case of refusal or neglect of the Lessee during 10 days after notice in writing from the Lessor or the Managing Agent to clean the windows, such cleaning may be done by the Lessor, which shall have the right, by its officers or authorized agents, to enter the apartment for the purpose and to charge the cost of such cleaning to the Lessee.

- (24) Complaints regarding the service of the Buildings shall be made in writing to the Managing Agent of the Lessor.
- (25) Any consent or approval given under these House Rules by the Lessor shall be revocable at any time.
- (26) The Lessee will abide by all the arrangements made by the Lessor with the garage operator, if any, with regard to the garage and the driveways thereto.
- (27) All rules pertaining to compactor chutes and equipment shall be followed (see compact room section, pg. 30).
- (28) No Lessee shall install any plantings on the terrace, balcony or roof without the prior written approval of the Lessor. Plantings shall be contained in boxes of wood lined with metal or other material impervious to dampness and standing on supports at least two inches above the terrace floor, balcony or roof space, and if adjoining a wall, at least three inches from such wall. Suitable weep holes shall be provided in the boxes to draw off water. In special locations, such as a corner abutting a parapet wall, plantings may be contained in masonry or hollow tile walls which shall

be at least three inches from the parapet and flashing, with the floor of drainage tiles and suitable weep holes at the sides to draw off water. It shall be the responsibility of the Lessee to maintain the containers in good condition, and the drainage tiles and weep holes in operating condition.

(29) The agents of the Lessor, and any contractor or workman authorized by the Lessor, may enter any apartment at any reasonable hour of the day for the purpose of inspecting such apartment to ascertain whether measures are necessary or desirable to control or exterminate any vermin, insects or other pests and for the purpose of taking such measures as may be necessary to control or exterminate any such vermin, insects or other pests. If the Lessor takes measures to control or exterminate carpet beetles, the cost thereof shall be payable by the Lessee, as additional rent.

(30) At all times that the Lessee's automobile, or the automobile of any other person occupying a parking space as permitted by this lease, is parked at the Property, the Lessee shall keep said automobile completely locked and all of the

windows thereof closed and shall remove the ignition, trunk and gasoline tank keys therefrom.

- (31) A car owned or leased by the Lessee (if the Lessee is a resident of the Buildings) or any member of the Lessee's family who resides in the apartment may not be parked in any guest parking space at the property. If this provision is violated, any such car may be towed away, or may be caused to be towed away, by the Lessor at the sole cost and expense of the Lessee, which cost and expense shall become due and payable as additional rent under the proprietary lease of the Lessee.
- (32) These House Rules may be added to, amended or repealed at any time by resolution of the Board of Directors of the Lessor.
- (33) Smoking is prohibited in what is now known as the Courtyard.

Towers Country Club

Towers Country Club is an exclusive multi-faceted leisure facility located on the premises of North Shore Towers. Membership in the Club is available only to residents of North Shore Towers. There are 4 major levels of membership: Social, General, Tennis and Golf. Tennis and Golf members have all the privileges of General members.

The Club's Health Spa and Exercise Facility is state-of-the-art. The Club opens at 6:00 A.M. for the convenience of those members who would like to exercise and work out before going to work. Club Members may choose from over 30 exercise and fitness classes per week. These include Step Classes, Calisthenics, Aerobics, Aquacize, Yoga and others. The Club features Stairmasters, Treadmills, Lifecycles, Rowing Machines, Cybex Weight Training Equipment, and much more. There is a professional trainer on duty during all hours of operation to oversee the use of the facility, assist members with machines, and answer any questions that may arise. One-on-One Personal Training sessions are available on a private basis by appointment only. The Club features five heated indoor and outdoor pools fully staffed with trained and certified Lifeguards on duty at all times when the pools are open.

One of the highlights of the Club is the beautifully conditioned and challenging 18-Hole Golf Course. It is professionally maintained by a very talented Groundskeeper who, along with his staff of personnel, keeps the course in top-notch condition. The unique design and quality of the course has prompted us to host many outstanding competitions and championships. The Golf-Pro and the Assistant Golf-Pro run a fully equipped Pro Shop. Golf shoes, clubs, and clothing are some of the many items available for sale in the Pro Shop. In addition, private lessons for beginners or those looking to improve their game are available by appointment with the Pro and Assistant Pro. The Towers Men's Golf Club and the Towers Ladies Golf Association host a wide variety of tournaments, competitions, and social events throughout each season.

Towers Country Club also features a comprehensive tennis facility and program. The tennis facility consists of five lighted courts. The courts are fully staffed, and staff members are usually available as a fill-partner for members looking for a game. The starter is also available to assist with any questions or problems that may arise during the course of play. In addition, the Club has a Tennis-Pro who conducts clinics, holiday tournaments and is available for lessons by appointment only.

Throughout the year, The Towers Country Club sponsors a wide variety of social events (i.e. dinner dances and entertainment). The Club welcomes all members and their guests to participate in these events.

The Towers Country Club is located on The Arcade Level of Building 1.

Please refer to the Country Club Booklet for rules and regulations. Club hours are listed in the TCC Handbook. Membership guidelines are on the following pages.

TOWERS COUNTRY CLUB

Dear Member:

Pursuant to the Offering Plan, By-Laws, Proprietary Lease, and Rules adopted by the Board of Directors, membership in the recreation facilities (Towers Country Club) is only available to those residents whose primary residence in the State of New York is North Shore Towers.

As a new resident, or first time member, you are required within thirty (30) days of your application for membership to the Towers Country Club to submit appropriate documentation confirming that North Shore Towers is your primary New York State residence. Until such time as the documentation has been produced and verified by management your membership is probationary. A sampling of documents to be produced, which would substantiate residency, is as follows:

1. Redacted Federal Income Tax Returns with Schedule that lists deductions for home ownership.
2. Redacted New York State/New York City Income Tax Returns with Schedule that lists deductions for home ownership.
3. Driver's License.
4. Motor Vehicle Registration
5. Voter Registration
6. Utility bills.
7. Other documents filed with a public agency.

Management reserves the right to require more than one form of documentation.

In the event that the documentation is not produced within thirty (30) days, your membership will be suspended until such time as the documentation is provided and verified.

Pro-Rate Information for a Membership at Towers Country Club

- Pro-Rate memberships apply to ***FIRST TIME MEMBERS ONLY***.
- When you take occupancy at North Shore Towers and if you wish to become a member of the Country Club (with the exception of a House membership), you are then entitled to a Pro-Rate for the 1ST year you join.
- Mandatory members are entitled to a pro-rate on their tennis or golf membership for the 1ST year if they wish to upgrade.
- This is a ***ONE TIME*** offer.
- For more information please call the Country Club and ask about the specific policy information. (718) 428-5030

Thank you very much for your cooperation, and we look forward to you having a wonderful season at the Towers Country Club.

Admission to Membership

1. Term of Membership

Membership is on an annual basis running January 1st through December 31st.

2. Eligibility for Membership

Only residents of North Shore Towers are eligible to become members of the Club.

3. Application for Membership

Each individual applying for membership at the Club shall complete and sign a membership application. Proof of residency and/or age shall be requested by the Club prior to joining. All members must have a photo ID taken.

4. Membership is Not Transferable

Any member allowing the use of his/her Membership Card to a non-member for the use of club facilities shall be in violation of these Rules and Regulations and shall be subject to immediate sanction including termination of membership.

5. Reservation of Rights

The Club reserves the right to make, at any time and from time to time, such changes in the classes and categories of Membership and Membership fees, rights, and obligations pertaining to each class and category of membership as the Club deems necessary or any other change affecting the use of the Club facilities.

6. Refunds/Credits

Refunds: Refunds of membership dues will be issued only to members who no longer reside at North Shore Towers, and will be pro-rated to the date the residency has terminated.

Credits: A member who is unable to use the club facilities due to serious illness or injury occurring early in the year

(prior to May 15th) will be eligible for a credit which can be applied towards dues for the following year or years. A golf or tennis member seeking a credit will have the option of terminating membership for the current year or downgrading to a general or house membership. A general member seeking a credit may terminate or downgrade to a house membership. Any credit will be pro-rated, as determined by the Country Club, and will not exceed 50% of the unexpired portion of the annual dues. If a member who has been granted a credit wishes to reinstate the original membership during the same year, the credit will be cancelled.

Under no circumstances can a person joining as a member (other than a person who has become a resident during the current year) receive any discount or pro-ration of the annual dues, regardless of the date on which such person is joining as a member.

This policy shall in no event authorize the termination of a general membership or a downgrade to a house membership by a person required to be a general member under the terms of the North Shore Towers proprietary lease.

North Shore Towers Courtesy Bus Schedule

Monday

9:45 A.M.	Local Shopping, Fortunoff and Roosevelt Field
11:00 A.M.	Local Shopping, Pickup at Stores, Return to Towers
1:00 P.M.	Local Shopping, Pickup at Stores, Return to Towers
2:20 P.M.	Pickup at Roosevelt Field and Fortunoff, Return to Towers
3:00 P.M.	Pickup Local Shopping, Return to Towers

Tuesday

9:45 A.M.	Local Shopping, Macy's and Great Neck
11:00 A.M.	Local Shopping, Pickup at Stores, Return to Towers
1:00 P.M.	Local Shopping, Pickup at Stores, Return to Towers
1:45 P.M.	Macy's and Great Neck
2:00 P.M.	Pickup Macy's and Great Neck, Return to Towers
3:00 P.M.	Pickup Local Shopping, Return to Towers
4:00 P.M.	Pickup Macy's and Great Neck, Return to Towers

Wednesday

9:45 A.M.	Local Shopping, Garden City and Roosevelt Field
11:00 A.M.	Local Shopping, Pickup at Stores, Return to Towers
1:00 P.M.	Local Shopping, Pickup at Stores, Return to Towers
2:15 P.M.	Pickup at Garden City and Roosevelt Field, Return to Towers
3:00 P.M.	Pickup Local Shopping, Return to Towers

Thursday

9:45 A.M. Local Shopping, Macy's and Great Neck
11:00 A.M. Local Shopping, Pickup at Stores, Return to Towers
1:00 P.M. Local Shopping, Pickup at Stores, Return to Towers
1:45 P.M. Macy's and Great Neck
2:00 P.M. Pickup Macy's and Great Neck, Return to Towers
3:00 P.M. Pickup Local Shopping, Return to Towers
4:00 P.M. Pickup Macy's and Great Neck, Return to Towers

Friday

9:45 A.M. Local Shopping, Miracle Mile - Manhasset
11:00 A.M. Local Shopping, Pickup at Stores, Return to Towers
1:00 P.M. Local Shopping, Pickup at Stores, Return to Towers
2:20 P.M. Pickup at Miracle Mile - Manhasset, Return to Towers
3:00 P.M. Pickup Local Shopping, Return to Towers

Important North Shore Towers Phone Numbers

Charles H. Greenthal Management Office	718.423.3335
Charles H. Greenthal Property Sales Office	718.423.3130
Security Office	718.423.7990
Central Maintenance Office	718.224.9502
Deliveries/Move-In/Move Out	718.631.1941
Lobby 1 Concierge	718.224.6611
Lobby 2 Concierge	718.224.0597
Lobby 3 Concierge	718.229.6543
Towers Country Club	718.428.5030
<u>Other Numbers</u>	
Floral Park Post Office	516.616.5184
Ollie's Taxi	718.229.5454
Time Warner Cable	718.358.0900
Verizon Phone	718.890.1550

Emergency Phone Numbers

North Shore Towers Security	718.423.7990
Police/Fire Emergency	911
NYC Non-Emergency	311
105 th Precinct	718.776.9090
Fire Department	718.847.6600
L.I.J. Hospital	718.470.7710
North Shore Hospital	516.562.0100
Glen Oaks Ambulance	718.347.1600

Arcade Vendors

Advanced Hearing Center	516.484.0811
Charles H. Greenthal Property Sales	718.423.3130
Countess Travel	718.224.1775
Honest Ballot Association	718.279.8683
J.P. Morgan Chase Bank	718.423.4342
La Mont Gallery	718.746.3910
New Yorker Contractors	718.224.1800
North Shore Dental	718.225.0500
NST Cinema	718.229.7702
NST Valet	718.229.2227
Pouran's Med Spa/Boutique	718.225.4100
Pouran's Salon	718.423-8800
Pro Shop	718-279-1848
Studio 4	718.224.0417
Three Towers Associates	718.423.2044
Towers Auto Care	718.225.1178
Tower Drugs	718.631.9300
Towers Fruit Market	718.225.4498
Towers Restaurant	718.279.1472
Towers Supermarket	718.428.7998
Very Impressive Presents	718.225.6606