



Management: (718) 423-3335
Property Sales: (718) 423-3130
NSTowers.com



EASY LIVING REFERENCE GUIDE

COURTESY OF



AKAM

TABLE OF CONTENTS

Introduction.....	3-7	Arcade Etiquette.....	15
Living in a Co-op; NST Portal.....	5	Pets.....	15
Maintenance Payments.....	6	Maintenance	15
Automatic Transfer Information.....	7	Maintenance Services.....	16-20
Insurance.....	8	Alterations.....	17
Board of Directors & Committees.....	9	Terrace Improvements.....	17
Security.....	9	Heating & Air Conditioning.....	18
Emergency Procedures.....	10	Compactor Rooms.....	19-20
No Smoking Policy.....	10	Lobby Carts.....	20
Fire Safety.....	10	Terraces.....	20
Fire Safety Notice.....	11	House Rules.....	21-25
Passive Entry Gate System.....	11	Towers Country Club	25-26
Passive Entry System Tag Agreement Form..	12	Membership Information.....	25
Parking.....	13	Admission to Membership.....	25-26
Parking Regulations.....	13	North Shore Towers Courtesy Bus.....	26
Parking Garage.....	14	Important Phone Numbers.....	27
Delivery/Vendor Procedures.....	14	North Shore Towers Clubs.....	28
Move In's/Move Out's.....	15		

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. A 9-member Board of Directors, consisting of 8 elected members and 1 Sponsor member, 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 1 mile in length. Commercial and Professional spaces are located along the Arcade including:

460 Seat Movie Theater	New York Contractors	Tower Fruit & Flower Market
Audiologist	Golf Pro Shop	Towers on the Green Catering
AKAM Management Company	NST Valet Dry Cleaners	Towers Productions
AKAM Property Sales	NST Car Spa Pouran’s Boutique	Towers Restaurant
Chase Bank	Pouran’s Salon	Towers Supermarket
Laundromat	Pouran’s Spa	Two Public Lounges
Library	Tower Drug Store	VIP Restaurant

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 Private Members & Sponsored Guest 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, locker facilities and a fully equipped fitness center.

The club also includes both men's and women's card rooms and a banquet facility serving meals and hosting country club events. The Club maintains a very active social agenda year-round.

Security begins at the East and West Gates where security officers identify and screen visitors and vendors entering the property. Notifications are then forwarded to central dispatch, patrol and supervisory personnel via a computer network and Communication Systems. Uniformed security personnel patrol the entire complex on both foot and in vehicles.

Building Maintenance personnel come under the direction of the General Superintendent and Director of Special Services. Each building is assigned its own Superintendent, Concierge and Doorman. Porters, handymen and trade mechanics which service all 3 buildings and common areas are available 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, large natural gas fired diesel engine generators that can supply over 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 that simultaneously supply free steam for use in heating all the water needed for the 1,844 apartments while also generating our electricity.

In addition, all the heating and cooling equipment and circulating pumps needed for the 3 buildings are in the Central Plant.

The Chief Engineer is responsible for the operation and maintenance of the Total Energy Plant. A crew of ten mechanics and technicians perform maintenance and repairs 24 hours a day, 365 days a year.

Parking for 265 autos is available above ground in the Visitor's Parking Lot. 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 daily stops.

Akam provides comprehensive management services with an on-site staff of 9. Akam, the largest privately owned Real Estate Management Company in the metropolitan area, is charged with the administration of day-to-day activity of North Shore Towers and Country Club and oversees all of the business affairs of the Co-op. The Akam Management and Property 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. As a cooperative, North Shore Towers and Country Club is also 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.

NORTH SHORE TOWERS PORTAL & BUILDING LINK

As a resident, you can access our own portal, www.NSTresidents.com where you will be able to view upcoming events, check package deliveries, schedule maintenance appointments and access various documents such as Board Resolutions and letters from the Board President and our General Manager. New residents are required to call the Management Office (718) 423-3335, to receive log-in credentials, including a username and password. New residents will also be required to use email to create a Building Link account which will allow for the easy access to Management & Maintenance services.

YOUR MAINTENANCE PAYMENTS INCLUDE:

- Real Estate taxes
- Heat and air conditioning
- Hot water and cooking gas
- Management fee
- 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.
- Electricity (as billed by the co-op and included in your monthly statement.
Please note that your electricity comes from North Shore Towers power plant. In fact, we had electricity in 2003 when every other community in the Northeast was in the dark, also in 2011 during Hurricane Irene and 2012 during Hurricane Sandy)
- Homeowners Insurance
- Cable, Internet, and Phone (Spectrum is our provider) Mandatory Country Club Fee

YOUR MAINTENANCE PAYMENTS CAN BE MADE BY:

- Regular Mail
- Mail Slot – located at the Management Office
- Automatic Electronic Transfer

Please visit www.clickpay.com or call 1-800-533-7901, option 1, for further information

ATTENTION SHAREHOLDERS:

ONLINE MONTHLY PAYMENTS & E-BILLING

Dear Shareholder,

As the preferred way of making maintenance payments, you make your payments online through our business partner, ClickPay. Set up recurring payments or make one-time monthly payments for FREE when you pay by echeck (ACH) from your checking or savings account. Credit card payments are also accepted for an additional service fee of 2.95%.

Simply visit the web address below and follow the instructions listed.

WWW.CLICKPAY.COM/AKAM

1. Select New York and then click register to create your online profile.
2. Link your unit using the account number found on your statement.
3. Add your Payment Option (E-Check for FREE or Credit Card for a fee).
4. Set up Automatic Payments or click Pay Now to make a one-time payment.

RESIDENT SUPPORT

If you have questions regarding how to register or how to use any of the online payment features, please contact ClickPay through one of the following.

Online: www.clickpay.com/help
Email support@clickpay.com
Phone: (800) 533-7901 (Option 1)

INSURANCE

Liability insurance is required of all purchasers. 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 action against another, only to learn at a later time that the damages may not have been their legal responsibility.

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 additional information.

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 damage 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 that you provide 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 Board empowers committees, made-up of volunteer, co-op shareholders, function as advisors to the Board each year. Be on the lookout and get involved.

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

SECURITY

The Security Office is located on the Arcade level in Building Three. 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 on request.

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 any 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 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.

NO SMOKING POLICY

A "No Smoking" amendment to the Proprietary Lease was successfully passed by Shareholders voting in favor of a proposed amendment, making North Shore Towers a smoke free community.

The amendment states; "Effective January 1, 2017, the Lessee nor anyone else occupying or visiting Shareholders apartments shall not be permitted to smoke any cigarettes, cigars, pipes or other substance in the apartment, terrace or balcony". Designated areas in front of the garage elevator kiosk towards the roadway between the kiosk and bus stop in the front of all three buildings.

FIRE SAFETY

"New York City Fire Regulations require all shareholders and unit owners, as well as any sub-tenants, 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, YOU ARE IN A NON-COMBUSTIBLE (FIREPROOF) BUILDING. NOTIFY THE FIRE DEPARTMENT AND FOLLOW THE DIRECTIONS OF FIRE DEPARTMENT PERSONNEL. IF YOU MUST TAKE IMMEDIATE ACTION, USE YOUR JUDGMENT AS TO THE SAFEST COURSE OF ACTION, GUIDED BY THE FOLLOWING INFORMATION;

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 fire-fighters 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, right side of the vehicle windshield will automatically open the gate from the left entry lane of the East Gate. 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. 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.

PARKING STICKER / ACCESS

TAG INFORMATION SHEET

Last Name: _____

First Name: _____

Parking Spot(s) #: _____ Level: _____

Indicate If Person Owns or Sublets Spot(s): _____

If Sublets a Spot From Who? _____

Building #: _____ Apt #: _____

Home Phone #: _____

Cell Phone: _____

Make/Model of Vehicle: _____

Year of Vehicle: _____

Color of Vehicle: _____

License Plate #: _____

State of Registration: _____

Does Resident Have Emergency Keys on File? _____

Office Use Only

Parking Sticker #: _____

Access Tag #: _____

Installed on Vehicle By: _____ Date: _____

Data Entry By: _____ Date: _____

PARKING

Due to the limited amount of spaces, residents may not use the Visitor Parking Lots.

Residents requiring parking space additional to their designated space may contact AKAM Property Sales, (718) 423-3130 or communicate through Building Link, for assistance with securing a parking space sub-let from one of our residents.

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; 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.

1. A vehicle must never park, even temporarily, on the pedestrian walkway to the garage elevator or in front of the handicap ramp.
2. The curb space opposite each building has been identified with signage, indicating time limits as follows;
 - a. 30 Minute Parking Zone, indicated by GREEN lines. These spaces may be used by residents and visitors.
 - b. 3 Hour Handicap Zone, indicated by BLUE lines. These spaces may be used by residents and visitors.
 - c. 3 Hour Visitor Zone. These spaces may be used by visitors only.
3. 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’S EXPENSE.

OVERNIGHT PARKING POLICY

To reduce overcrowding, no overnight parking of any vehicles will be permitted in the Visitor’s Parking Lot between the hours of 3 a.m. and 7 a.m. Any person requesting permission to park overnight will be required to obtain a pass from the Security.

Department who will then designate an alternate parking space. A nightly fee of \$10 will be charged for each vehicle parked overnight. Each resident apartment is eligible to receive three (3) passes per month at no charge. Violators of this policy will be subject to a sticker and/or towing of their vehicle off the property at the owner’s expense.

PARKING GARAGE

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:

1. Residents expecting a delivery, service, repairmen or removal of furniture, should notify Management through Building Link or at (718) 423-3335 between 9:00 A.M. and 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.
2. 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.
3. No furniture or bulk items will be permitted through the lobbies.
4. A resident must have a representative present to accept deliveries.
5. Only U.P.S./FedEx 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 718-423-3335 or scheduling through Building Link. 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 prior to the move. Call the Management Office for insurance details.

ARCADE ETIQUETTE

Please be considerate of others while walking in the Arcade by adhering to the following simple rules; No Smoking. No bare feet. No Skateboards. No Food or Drink (spilled or dropped food causes a slipping hazard). No Jogging No Animals.

Please wear attire appropriate for public display.

PETS

A “No Pet” policy is in effect for residents of North Shore Towers, including visiting pets, except as permitted by law, such as service dogs and documented comfort animals. Prior to moving in, new residents are required to sign a Pet Rider, acknowledging that violation of this policy will be in violation of their Proprietary Lease.

MAINTENANCE

Regarding repairs, Shareholders must either make an appointment with the Central Maintenance Department through Building Link or @ (718) 224-9502 or use an insured outside contractor to remedy the problem. 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. Both the Central Maintenance Office and Management Office are located at the Arcade level of Building 2.

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

Shareholders are responsible for the area contained within the 4 walls, ceilings, and floors of their apartments, As well as maintenance of Heating/Cooling Units (Verticons) 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 or through Building Link. The contractor is required to provide North Shore Towers with an insurance certificate that indemnifies both North Shore Towers Apartments Incorporated and AKAM Management, Corp., as “additionally insured” prior to the commencement of work.

LISTED BELOW ARE SOME GENERAL MAINTENANCE TIPS:

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 damage that may occur.
Please check your vehicles and ensure that no fluids are leaking on your garage spot.
Don't forget to change your smoke alarm and carbon monoxide detector batteries.
We recommend that you change your rubber washing machine hose to the improved stainless-steel type.
Fire Safety Notice should be posted on the inside surface of the main entrance door of your apartment.

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 stand-pipes; leak repairs at faucets, drainpipes, shower heads, 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.

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 manufacturer's 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 either 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.

ALTERATIONS

When a resident decides to use an outside contractor for alterations and/or repairs, the resident must notify Management through Building Link or @ (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 AKAM Management, Inc.

TERRACE IMPROVEMENTS

In accordance with New York City's "Façade Inspection Safety Program" (FISP), previously known as Local Law 11, installation or replacement of indoor/outdoor carpeting or tiling on terrace surfaces is not permitted. In addition, glass and plexiglass enclosures on terraces are not permitted by law.

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, magazines, catalogs and cardboard. Shredded paper is to be disposed of in a sealed bag and placed in the Square Bin. 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 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 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 and clean metal cans. 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 at (718) 224-9502 or through Building Link.

LOBBY CARTS

For our resident's convenience, each lobby is equipped with several supermarket type lobby carts, two tubs and two rolling clothes racks. 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 should 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 (Snowbirds). Audio volume should be maintained at a level that will not disturb neighboring residents. Screened enclosures that were installed prior to October 2, 2011 and certified as structurally sound (see Maintenance Office for specifications) are permitted.

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.
3. 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.
4. 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 loudspeaker 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.
5. 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 windowsills of the buildings.
6. 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.
7. 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.
8. "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."
9. Messengers and trades people shall use such means of ingress and egress as designated by the Lessor.
10. 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.
11. Trunks and heavy baggage shall be taken in or out of the buildings through the service entrance.
12. 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.
13. 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.
14. No Lessee shall send any employee of the Lessor out of the buildings on any private business of a Lessee.
15. 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 windowsills, 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.

16. 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.
17. 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.
18. 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.
19. The Lessor shall have the right from time to time to curtail or relocate any space devoted to storage or laundry purposes.
20. 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.
21. 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.
22. 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.
23. Complaints regarding the service of the buildings shall be made in writing to the Managing Agent of the Lessor.
24. Any consent or approval given under these House Rules by the Lessor shall be revocable at any time.
25. The Lessee will abide by all the arrangements made by the Lessor with the garage operator, if any, regarding the garage and the driveways thereto.
26. All rules pertaining to compactor chutes and equipment shall be followed (see compact room section, pg. 19).
27. 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.
28. 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.
 29. 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.
 30. These House Rules may be added to, amended, or repealed at any time by resolution of the Board of Directors of the Lessor.
 31. Effective February 19, 1999 the following Satellite Dish Policy was put into effect for all

NORTH SHORE TOWERS RESIDENTS:

- i Satellite dishes can only be installed on the terrace.
 - ii Shareholder or occupant must pay Co-op for repairs to terrace when dish is removed.
 - iii Work can only be performed by a reputable company, approved by Management, and licensed with a warranty stating that the satellite dish can withstand a wind gust of 120 mph.
 - iv The installation company must furnish certificates of insurance both liability PI & PD and workman's compensation statutory. The certificate shall name both North Shore Towers, Inc. and AKAM as additional insured.
 - v The cooperative has the right at any time to cause the dish to be removed if it is a safety and/or health hazard and the Co-op shall be authorized to make an annual inspection.
32. Smoking is prohibited in what is now known as the Courtyard.
 33. As used in this Rule, "Employee" shall mean an individual employed for the benefit of a resident, with or without compensation, or performing any service for the benefit of or at the request of a resident. Employees include, but are not limited to, craftsmen, cleaning people, plumbers, painters, nurses, health aides and home care attendants.
 - i. Employees shall not use cell phones in the Arcade, lobbies, or elevators, except in an emergency.
 - ii. Employees shall not congregate or loiter in the Arcade or use the Arcade for exercise walking
 - iii. Employees are not permitted to use the seating in the Arcade or lobbies. Eating or drinking in the lobbies by Employees is not permitted.
 - iv. Seating in the lounges, garden and Country Club is primarily for the benefit of residents. Employees shall yield seating to residents and Country Club members if other seating is

not available.

v. Employees shall be respectful of all other people on the premises of North Shore Towers.

vi. Employees shall also be subject to and shall comply with all applicable House Rules.

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 and sponsored guests. There are 3 major levels of membership: General, Tennis and Golf. Tennis and Golf members have all the privileges of General members.

GYM & HEALTH CLUB

The Club's Health Spa and Exercise Facility is state-of-the-art. The Club is open 7 days a week, for the convenience of those members who would like to exercise and work out before going to work. Club Members may choose from over 50 exercise and fitness classes per week. These include, Zumba, Aerobics, Aquatics, Body Sculpting, Yoga, Pilates Reformer and many more. The Club features Top of the line cardio machines, Pelotons, Rowing Machines, Lifecycles and Cybex Weight Training Equipment. 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.

GOLF

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 Gulfport 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.

TENNIS

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 Tennison who conducts clinics, holiday tournaments and is available for lessons by appointment only. A ball machine is also available for extra practice.

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.

** Mandatory General membership is required for all new residents.

VIP ROOM GUEST POLICY

Entry to the Towers Country Club VIP Room is exclusive to Club Members and their guests. It is important to note that Club Members will be required to provide identification designating them as a paid member of the Country Club and that non-members will be denied entry if not in the accompaniment of a Club Member in good standing.

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

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 and sponsored guests 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 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 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 canceled.

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 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

Contact the Central Maintenance Office on Building Link

Call (718) 224-9502 Mon – Fri 8AM – 4:30PM

To schedule, reservations will be on a first come first serve basis.

IMPORTANT NORTH SHORE TOWERS PHONE NUMBERS

AKAM Management Office	(718) 423-3335
AKAM Property Sales Office	(718) 423-3130

Security Office	(718) 423-7990
Central Maintenance Office	(718) 224-9502
Deliveries/Move-In/Move Out	(718) 423-3335
Lobby 1 Concierge	(718) 224-6611
Lobby 2 Concierge	(718) 224-0597
Lobby 3 Concierge	(718) 229-6543
Towers Country Club	(718) 428-5030

Other Numbers	
Floral Park Post Office	(516) 437-6621
Ollie's Taxi	(516) 326-9090
Spectrum	(833) 697-7328
Verizon Phone	(718) 890-1550

Emergency Phone Numbers	
North Shore Towers Security	(718) 423-7990
Police/Fire Emergency	911
NYC Non-Emergency	311
105th Precinct	(718) 776-9090
Fire Department	(718) 847-6600
L.I.J. Hospital	(516) 470-7710
North Shore Hospital Manhasset	(516) 562-0100
Glen Oaks Ambulance	(718) 347-1600

Arcade Vendors	
Advanced Hearing Center	(516) 484-0811
Better Balance	(718) 229-1166
Chase Bank	(718) 423-4342
Adam Finkelstein, Attorney at Law	(212) 252-0300
Dr. Donald Feinsod (Dermatologist)	(347) 408-4646
Golf Pro Shop	(718) 279-1848
New Yorker Contractors	(718) 224-1800
North Shore Podiatry, PC	(718) 229-1144
NST Cinema	(718) 229-7702
NST Valet	(718) 229-2227
Pouran's Boutique	(718) 423-8989
Pouran's Salon	(718) 423-8800
Pouran's Spa	(718) 225-4100
Prime Computer Solutions	(516) 359-4664
Studio 4 Art Studio	(718) 224-0417
Three Towers Associates	(718) 423-2044
North Shore Towers Car Spa	(718) 279-1314
Towers Drugs	(718) 631-9300
Towers Fruit Market	(718) 225-4498
Towers On The Green	(718) 819-8228
Towers Productions	(516) 241-8390
Towers Restaurant	(718) 819-8228
Towers Supermarket	(718) 428-7998
VIP Club Restaurant	(718) 428-3812

NST CLUBS

Bridge Club

Lynn Weiss 718.279.1005

Camera Club

Leo Tujack 347.408.4377

Canasta (Men & Women)

Marilyn Salzman 516.852.1400

Chess Mates

Richard Domash 347.235.0933 | tr88d@aol.com

Garden Club

Robert Bader 718.224.7208 | willyllobet@aol.com

Hadassah Migdal (including Yiddish & Book Group)

Eva Kessner 718.631.7637 | evakess@nyc.rr.com

Knitting Club

Judy Ross 347.235.4509

Library

Concetta Sapienza 646.419.0245

Men's Club

Toby Horowitz 718.819.8246 | tmhmgt@yahoo.com

Poker / Gin

Steve Auerbach 917.434.4822

University Club

Shirley Wershba 347.408.4270

University Book Club

Phyllis Epstein 347.836.8911

Couples Club

Marty Kantorowitz 516.822.6915

Women's Club

Roberta Gould 718.224.4388 | Gloria Beck 718.229.1773

Women's Club Movie Group

Chickie Kaufman 718.819.8176

Backgammon

Rose Thompson 347.408.4867 or 617.429.2066

Pickleball

Rhonda Schorr rhondalschorr@gmail.com

Upstanders

Meryl Levy 347.235.4413



For additional information please contact Management
Phone: (718) 423-3335
NSTowers.com



AKAM