



Handbook Highlights

All owners, residents, and, if selling/renting your property, all real estate agents/property managers you hire need to know and follow the entire Quapaw Tower Handbook. Ignorance of the rules included in the Handbook will not relieve you of fines. If in doubt, look it up. If still unsure, please contact Jones Aur or a Board Member.

Locate the entire Handbook and other pertinent information on Quapaw Tower's website.

<https://quapawtower.communitysite.com/>

1. Moves and Deliveries (p. 8)

- All moves must be scheduled with Jones Aur in advance, including elevator access. An elevator usage form (Exhibit H) must be completed prior to any move-in/move-out.
- Moving hours are Monday through Friday from 8 am – 4 pm. There is a fee for Saturday moves and must be done between 9 am – 2 pm.
- All moves and large deliveries are made through the back-gate entrance on Ferry Street. It is the **resident's responsibility** to ensure that the exterior door is not propped open or left unattended.
- Smaller deliveries that do not require the service elevator should also be obtained on Ferry Street.
- Prior to any move or large delivery, it is the **resident's responsibility** to provide Jones Aur with a copy of the vendor's certificate of insurance (COI) with one million of Liability Insurance and \$500,000 of Worker's Comp insurance, and Quapaw Tower and Jones Aur listed as certificate holders. (Exhibit K)
- Do not start move or delivery until halls have been covered with proper moving mats.
- It is the vendor's responsibility to remove all cardboard, plastic, skids, etc. from the property. It is not to be thrown in Quapaw Tower's trash bins.

2. Remodels (p.18)

- No remodel should begin without advanced notification to Jones Aur, without providing all required documents to Jones Aur (Exhibit A, B and K), without all necessary permits, **and** without Board approval.
- Work hours for the remodel are Monday through Friday from 8 am to 4 pm.
- Contractors need to park on Ferry Street and sign in at the front desk before they start work for the day. The service elevator must be reserved in advance.
- All debris must be removed by the Contractor from the site and not thrown in Quapaw Tower's trash bins.



3. Trash and Recycling (p.8)

- Only **small, bagged** garbage can be dropped through the trash chute. No glass should be thrown down the chute. A separate glass recycling container is in the dumpster area.
 - Break down (flatten) all cardboard boxes before putting in the dumpsters.
 - No loose plastic bags or bagged recycle is allowed in the recycle bin. For more on what **can and cannot** be recycled, please see the Waste Management website.
<https://www.wm.com/us/en/recycle-right>
4. Building Quiet hours are from 10 pm to 8 am on Sunday through Thursday and midnight to 8 am on Friday and Saturday. (p. 19)
 5. A key or code for each unit must be kept on file in the Quapaw office. (p. 10)
 6. Do not open the exterior doors for anyone that you do not recognize to be a resident. (p. 10)
Ask who they are here to see. It may be a new neighbor.
 7. Never prop open doors to the outside, stairwells and lobbies. (p. 10)
 8. In addition to being responsible for damages to your own unit, the owner is responsible for damages they cause to another unit or common area. (p. 15)
 9. If you get locked out of your unit after the building maintenance team's core hours, you will be charged for the maintenance cost. (p. 15)
 10. Unless an emergency, water shut-off for repairs for plumbing is on the first Monday of the month beginning at 9 am. (p. 15)
 11. Throwing cigarette butts or sweeping debris (with or without water) from balconies is strictly prohibited. (p. 18)
 12. Anything visible above balcony railings, including sunshades, must be approved by the Board. (p.18)
 13. Smoking is prohibited in all interior general common elements of the building and at the pool (p. 18)
 14. Quapaw Tower has a no-pet policy. (p. 18)
 15. Arkansas State Department of Health regulations prohibit glass containers of any kind in the pool area. (Exhibit G)
 16. Residents **must** accompany guests while the guests are at the pool. (Exhibit G)

Living in a high rise is different than living in your own house. What you do in your condo may affect others. Please be a courteous neighbor and help make Quapaw Tower a wonderful place to live. It will be good for your soul and good for your pocketbook, if you ever decide to sell.