

# House Rules



**River Park Cooperative**

**1100 Lore Avenue**

**Wilmington DE 19809**

**Revised November 1, 2019**

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# Emergency and Other Service Phone Numbers

## Management Company—Brandywine Valley Properties

Repairs, maintenance	218-3688
Billing, account information	475-7660
Emergencies	229-6359

## Police, Fire, Ambulance 911

New Castle County Police—non-emergency	573-2800
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## Community Services

Christiana Care Health System	
Christiana Hospital	733-1000
Wilmington Hospital	733-1000
Riverside Campus	764-6120
St. Francis Hospital	421-4100
CONTACT/HOTLINE	761-9100
Mental Health Association in Delaware	764-6833
U.S. Post Office—Edgemoor	762-1832

## Repair Services—Windows, HVAC specifications 475-7660

## River Park Maintenance Office 764-0578

# RIVER PARK COOPERATIVE HOUSE RULES

## Purpose

The Board of Directors is committed to ensuring that River Park Cooperative is a safe and attractive place to live. To that end, all of us have certain rights and all of us have obligations to our neighbors. These House Rules are meant to define our terms and to set common boundary lines that will make our building pleasant and comfortable. The Board of Directors requests that you read the House Rules carefully and abide by them.

House Rules apply to all **residents, visitors and guests**. This is an equitable policy meant to ensure the protection of all residents' rights, comforts and conveniences.

The Board of Directors may revise the House Rules periodically. Questions regarding the rules may be directed to any Board member.

## Security

The security of River Park is a responsibility shared by all residents. Security cameras are in place at each entrance and the rules below apply to all who enter.

1. Be sure all doors are securely closed and locked after you enter or exit the building.
2. Do not leave any door propped open and unattended. This includes the first-floor service door at the rear of the building. If you prop the door open, you must be present at all times until the door is closed again.
3. Do not let anyone into the building unless you know that person is a resident. Reinforce this with your guests.
4. If you choose to give an exterior door key to a family member, friend or contractor, you must give the name and contact information of that person to the Board of Directors. Please limit the number of keys you give to non-residents.
5. A key to your unit must be provided to the Board of Directors for use in case of emergency.

6. If you see strangers in the building or loitering on the grounds or see any suspicious activity, please call 911 immediately.
7. Report any acts of vandalism as soon as possible to the New Castle County Police Department's non-emergency number, 573-2800.
8. You are permitted to use the entry system to allow visitors into the building without going to the front door. Guests should call the three-digit number assigned to your unit. When you answer the call and wish to buzz them in, press 9 and the front door will open. Do not use this system to grant access to delivery personnel, however. You must go to the lobby to pick up your packages or food.
9. It is your responsibility to inform your guests, family members, any contractor, utility technician (e.g. Verizon, Comcast) or repair personnel (e.g., HVAC technician) about these security policies.

## **Common Areas**

To comply with fire regulations, smoking is prohibited in all common areas of River Park Cooperative, which includes the lobby, halls, stairways/fire towers, elevators, laundry/utility rooms, restroom and rear service area. River Park is a non-smoking building.

1. Clean up common areas after contractors, carpet installers, etc.
2. Clean up any debris (mud, leaves or lint) or spills.
3. If you have a live Christmas tree, clean up any fallen needles.
4. Bare feet are not permitted in common areas.

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### **Halls, Stairways/Fire Towers, Lobby**

1. Halls and stairways of the building shall not be obstructed or used for any purpose other than entering or exiting units in the building. Hallways and stairways may not be used to store bicycles, baby carriages or any other objects.
2. No stairway or hall shall be decorated or furnished by any resident in any manner without the prior consent of the Board of Directors and the residents whose unit

entrances might be affected. No welcome mats are permitted in hallways. Individual door decorations are permitted except those with glitter.

3. All transport of furniture and other large objects must be done through the rear service entrance only. Do not move such items through the lobby entrance.
4. Pets must not be walked or carried through the lobby. They must enter and exit through the rear service door or the side doors.
5. Personal objects should not be left in the lobby.
6. Please help us keep the lobby clean and attractive by using the mats to clean dirt and debris from shoes before entering.
7. No one may decorate the lobby without prior consent of the Board of Directors.
8. Children may not play or loiter in the halls, stairways, elevators, laundry rooms or lobby. They may not leave toys or objects in these areas.

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## **Elevators**

The elevators are available for use when moving in or out. Seventy-two (72) hours' notice is required so that pads can be hung in the elevator to protect your furniture as well as the elevator walls. The elevator key must be obtained through the RPC maintenance office.

In case of fire, do **not** use the elevators. For your safety, use only the stairways/fire towers to exit the building. For more information on RPC's fire protection policies and guidance on evacuation, see "In Case of Smoke or Fire" later in this document.

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## Laundry/Utility Rooms

There is a laundry/utility room on each floor with a coin-operated washer and dryer for use by residents only. Please read the list of laundry rules/operating procedures posted in each laundry room.

Laundry facilities may be used from 7 a.m. to 11 p.m. Do not start a wash load after 9:30 p.m., so that washing and drying cycles may be completed by 11 p.m.

Use high-efficiency (HE) detergent in all washers.

1. Do not overload the washer and dryer. Do not wash comforters, pet beds or other bulky items.
2. Be sure all pockets are empty before putting clothes in the washer.
3. Remove clothing from the washer and dryer promptly so that your neighbors will not have to wait to use the equipment. After 15 minutes it is permissible to remove untended laundry.
4. Check the rubber seal around the washer for small items that might have been left behind. Clean the lint trap in front of the dryer after each use.
5. Clean up all spills, whether on the floor or washer or dryer. When using chlorine bleach be very careful. Any spills can discolor the hall carpet. Damages to the hall carpet will be your responsibility.
6. Please keep the door to the laundry/utility room closed. This is a fire regulation.
7. Turn the lights out when you leave the room.
8. Do not use the washer or dryer on floors other than your own, except when the equipment on your floor is out of service.
9. Laundry facilities are for residents only.

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## Trash

A trash chute is located in each laundry/utility room.

1. All trash must be double-bagged in plastic and securely tied before placing it down the trash chute. Nothing goes down the chute unless it is bagged.
2. Do not put empty plastic bags in the trash chute as they can be drawn up the chute and clog the fan. This is a fire hazard. Put them in the trash can provided.
3. Neatly stack newspapers, magazines and junk mail in the rectangular container in the laundry/utility room. Do not put any other trash, including food containers or pizza boxes, in this container.
4. Place loose rinsed cans, glass bottles and plastic bottles in the recycle bin in the laundry/utility room. Do not leave them in plastic bags. Do not put other trash in this container. Styrofoam is NOT recyclable.
5. Trash that is too large for the trash chute should be carried to the first-floor trash room, located to the right of the double doors in the rear service area (where the grocery carts are). This door has a bolt lock for security reasons. Open the bolt to enter the trash room and place the trash in the large plastic rectangular rolling containers. Trash must be in a bag. Do not leave trash on the floor in the trash room. To maintain the security of the building, be sure to **close and re-lock** the trash room door when you leave. Single items like fast food bags and cups should be placed in round containers.
6. Disassemble and flatten all boxes and place them in the first-floor rear service area.
7. Kitty litter must be carried down to the trash room - not placed into the trash chute.
8. Trash company will not take live Christmas trees. You must dispose of them yourself.
9. Make arrangements with maintenance to dispose of tvs, microwaves and other electronics.

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## First-Floor Rear Service Area

The exterior door to this area must be kept closed and locked at all times. For your safety and the security of the building, do not prop this door open and leave it unattended.

Shopping carts are available in this area for use within the building. Return these carts as soon as you are finished with them. Carts must not be left in halls or other common areas.

Be sure all exterior doors are securely closed and locked.



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## **Bicycle Storage**

A locked storage area is available on the first floor for bicycles. Contact the [maintenance office](#) to obtain a key.

## **Individual Units**

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### **Residents**

Residents must acknowledge in writing their willingness to observe all “House Rules.”

Occupancy in units is limited to two persons in a one-bedroom or studio unit, four persons in a two-bedroom unit and five persons in a three-bedroom unit.

Anyone visiting for more than two months is considered an occupant and must submit a residency application to the Admissions Committee and be interviewed. All overnight guests must follow all House Rules.

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### **General Unit Upkeep and Repair**

1. Each unit should be kept in a good state of preservation and cleanliness.
2. Plumbing, electrical and heating/air-conditioning problems within the unit are the responsibility of the unit owner.
3. You must contact the management company and fill out a Contractor Form before any major repairs are made. This is especially important if water or electrical service must be shut off for the contractor to complete repairs.
4. Plumbing problems that cause excessive use of water (e.g. leaking toilet tanks) must be corrected **immediately**.
5. The following items are prohibited in all units: washers and dryers, waterbeds, kerosene and all other combustible-fueled heaters.

6. Outside window guards are not permitted except on the first and second floors. The Board of Directors must first approve the design.
7. No sign, advertisement or illumination shall be inscribed or exposed on or at any window or other part of the building, with the exception of holiday decorations.
8. No shades, awnings, ventilation, heating/air-conditioning units, radio or television antennas/satellite dishes shall be attached to or hung from the exterior of the building or balconies.
9. If draperies/curtains are used at the windows, the linings facing the outside should be either ivory or white.
10. Do not throw anything from the windows, balconies or patio doors.

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## **Insurance**

River Park Cooperative carries insurance for fire and damage to the building structure, including each individual unit. The Master Policy carries a \$2,500 deductible, which is the responsibility of each owner.

River Park's building insurance policy does not cover personal property or liability claims for each unit. Owners must have insurance for personal property and liability and annual proof of a current policy is required.

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## **Sewer System**

The sewer system is equipped to handle only human waste and toilet paper. Any other objects or items put into the system will clog the system. Please do not throw any of these items into the toilet:

Diapers and diaper liners	Paper/cloth towels
Condoms	Kitty litter
Sanitary napkins	Q-tips/cotton balls
Tampons	Cigarette butts
Panty liners/shields	Potting soil
Plastic bags	Bio-degradable wipes

Anyone found in violation will be billed for maintenance and repair of the sewer system.

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## **Balconies and Patios**

1. No cooking device may be used or stored on balconies or patios. This includes the use of any charcoal, propane gas, electric or wood-burning cooking device.
2. Do not sweep or throw dirt or any other substance or object from any balcony or patio.
3. Residents are liable for damage or injury caused by any object that is thrown, falls or is blown from the balconies.
4. Awnings, roll-up shades and screened-in frames are prohibited on patios and balconies.
5. Balconies and patios may not be used for storage of bicycles, exercise equipment, tires, cleaning supplies, large gardening equipment, rolled-up carpeting, boxes or other large items. Balconies may not be carpeted; carpet holds moisture and degrades the concrete.
6. Balconies and patios must not be used to dry or air clothing or bedding, etc.
7. Feeding of birds, squirrels or other animals is prohibited.
8. Flower boxes should be suspended on the inside of balcony railings with the exception of the second-floor front.
9. All condensers must have either a pan under them with a drain line or be elevated on a slab.

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## **Requests for Service or Repairs in Individual Units**

If time permits, maintenance personnel may provide service or repairs in individual units. All requests for service or repairs by River Park maintenance personnel must be made in writing by using the Maintenance Work Order form. This form is available in the mailbox on the maintenance-room door. (The maintenance room is on the first floor, the first door on the right after you come off the elevator.) Fill out the form and place it under the door of the maintenance office. The cost of the service or repair will be charged and billed to the unit owner at the prevailing hourly rate plus the cost of materials. This charge will apply unless the service or repair work required is part of a common-area problem.

Please do not ask maintenance personnel to perform services without completing a Maintenance Work Order form. (NOTE: Arrangements may be made with maintenance personnel to do work outside of regular working hours at a fee negotiated by you and maintenance personnel.)

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## **Noise**

1. Residents and their guests are strictly prohibited from causing loud and disturbing noises 1) within the unit itself, 2) on the balcony or patio, or 3) in parking and common areas.
2. Loud operation of stereos, radios, televisions or musical instruments is prohibited at all times. Musical instruments must not be played before 9 a.m. or after 10 p.m.
3. At least 50 percent of all wood and laminate floors must be covered with carpet or area rugs to prevent unreasonable noise to neighbors above and below.
4. If you plan to install wood/laminate flooring you must apply a layer of the highest-rated sound barrier undercoating before installing the wood/laminate. If the laminate you choose already has a sound-proofing layer attached, you still must add an additional layer of sound proofing, but we will not require that layer to be the highest rated barrier.
5. If theater speakers are used they must be elevated off the floor as not to disturb other residents.

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## Smoking

1. River Park is a smoke-free building.
2. The non-smoking policy does not apply to residents who have predated the policy change date of December 19, 2016. However, smoking related complaints will be resolved at the smoker's expense and will include sealing of any airways that might cause smoke to be distributed to neighboring units. Resolution may also require the purchase of air purifiers for the smoker's unit.

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## Pets

Pets are permitted, subject to the following rules:

1. A non-refundable, one-time pet fee is required for all pets. This fee must be paid upon occupancy or at the time a new pet is acquired. Fees are \$300 for a dog, \$150 for a cat or other pet.
2. No more than one resident animal may be kept in any unit at any time.
3. Pets must be kept under control and should not create a nuisance, e.g., barking dogs.
4. When walking your pet, use rear or side entrances ONLY. At no time should any pet come through the lobby.
5. Pets should be taken directly to the designated park area and must be watched at all times. Immediately clean up pet waste.
6. Pets must be leashed at all times. Dogs, cats and all other animals are not permitted to roam unattended anywhere in the building.
7. Do not board an elevator with your pet if the elevator is already occupied.
8. No pet is to be left unattended on a balcony or patio.
9. Kitty litter must be carried down to the trash room.
10. Any "accident" caused by the pet is the responsibility of the pet's owner and must be cleaned up immediately, especially "puddles" in the elevator.
11. Do not allow pets to soil the landscaped areas next to the building.

12. Owners of animals found to be in violation of any of the above rules or who disturb or annoy (e.g., excessive barking) other residents because of the actions of said animal, will receive a warning by the Board of Directors, followed by the violation fees. The Board reserves the right to force the removal of the pet if the owner is in continuing violation of the House Rules. These rules apply to guest animals as well. The unit resident is held responsible for the behavior of guest animals.
13. No reptiles are permitted in the building.
14. Other pets, e.g., hamsters, guinea pigs, chinchillas, must be kept in CLEAN cages.

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## Moving

You must notify the management company 72 hours before moving in or out of your unit to make sure the first-floor rear service area is clear and allow time for elevator pads to be installed. A key will be provided to lock the padded elevator during the move. DO NOT USE BOTH ELEVATORS. Failure to notify the management company in advance may result in postponement of the move.

1. The hours for moving in or out of the building are 9 a.m. to 8 p.m.
2. A person moving in or out must provide someone to monitor the rear entrance during the move or the door must be closed between each load. It may **not** be left open and unattended—ever.
3. Moves are not permitted through the front entrance or the side/fire tower doors. If furniture or boxes do not fit in the elevators, the unit owner must seek approval from the Board of Directors before attempting to move items through the side doors.
4. Shopping carts are available in the first-floor service area to help you move smaller items. Carts must be returned immediately after use and must never be left in the halls or other common areas.
5. The elevator key must be returned to the River Park maintenance office immediately after use. Failure to return the key will result in a \$250 fine.

## In Case of Smoke or Fire

The fire alarm system is a hard-wired system and includes:

1. Detectors in each unit.
2. Detectors in the common areas (i.e., hallways, lobby, maintenance rooms, fire tower stairways, laundry rooms, boiler and trash rooms).
3. Pull alarm stations at both ends of each floor by the fire tower stairs.

In case of fire, evacuation is done through the fire tower stairs—not the elevators. Leave your unit door unlocked.

If you or someone in your unit is unable to use the stairs, contact a Board member as soon as possible to make special arrangements. Our local fire company—Brandywine Hundred Fire Company—must be informed of all residents who require assistance so that firefighters know their needs and where to find them if evacuation is necessary. Unit Alarms

1. A beeping signal emanating from the detector in a unit indicates that **smoke** is in that unit **only**. If you determine there is no fire, fan the alarm and open the balcony/patio doors to clear the smoke. The detector will shut off automatically after the smoke clears. Contact a Board member after the smoke clears and the detector has shut off. (The main panel in the lobby will continue to emanate a beeping sound indicating in which unit an alarm has occurred. A Board member will reset the panel.)
2. A fire extinguisher is required in each unit. If safe and appropriate, use it. Aim at the base of the fire.
3. If a unit fire has not triggered the automatic alarm system, go to the nearest fire alarm station (located near each stairwell door) and pull the alarm. Leave the building immediately, using the stairs. **DO NOT USE THE ELEVATORS.**

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## General Alarms

1. A loud squawking sound from detectors and alarm bells sounding in the hallway means a fire has been reported in the building. Go immediately to the closest fire tower/ stairway and leave the building. **DO NOT USE THE ELEVATORS.**
2. If there is too much smoke in the hallway and it prevents you from getting to an exit, unlock your door, go to your balcony and stand to one side away from the sliding doors. If possible, grab something white—such as a bed sheet—and hang it over the balcony to alert firefighters that you need assistance there.

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## Fire Drills

1. Periodically, a fire drill may be scheduled in conjunction with Brandywine Hundred Fire Company to test the alarm system and the ability of residents to exit the building. Residents are notified in advance when a fire drill is scheduled.
2. River Park Cooperative maintains a list of residents who need assistance to exit the building in the event of a fire emergency. If you need such help, you must notify an RPC's Board member, who will explain the procedure and gather relevant information to relay to fire officials.

Contact the management company with any questions about the fire alarm system.

## Parking Facilities

Residents must register their vehicles with RPC's parking monitor to receive a resident "RPC" decal. The decal must be displayed on the vehicle in a prominent location, preferably in the left rear passenger window. When a resident changes vehicles (e.g., purchase of a new vehicle), the resident must register the new vehicle with the monitor and obtain a new decal. Resident RPC decals are not transferable to visitor's vehicles.

The speed limit in the parking areas is 10 mph.



The following parking regulations have been established to provide equitable parking privileges for residents.

1. Residents may park one vehicle per licensed resident driver in the main parking area, with a maximum of two vehicles per unit.
2. Each vehicle parked in the main areas must display the resident RPC decal.
3. Resident vehicles without the RPC decal and extra vehicles must be parked in the "Visitor Parking" area, located at the north end of the building just across the bridge.
4. All visitors must park in "Visitor Parking" between the hours of 5 p.m. and 9 a.m.
5. All vehicles parked on the premises must have a valid license plate and be in operating condition. Storage of unused vehicles is prohibited. Any vehicle parked or stored in the same location for more than 72 hours without a valid license plate and in drivable condition will be considered abandoned and will be towed at the owner's expense.
6. No boats or trailers shall be parked or permitted on the premises. No large commercial vehicles shall be permitted on the premises except for incidental deliveries and services.
7. Follow all directional arrows. The main lot is one way.

Any vehicles in violation of these parking regulations are subject to towing or removal at the expense of the owner.

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## **Parking Restrictions**

1. No vehicle may park in fire lanes (marked by yellow lines) at any time. Fire lanes must not be obstructed in any manner at any time.
2. Vehicles must never be parked or left unattended at any front building entrance. However, loading and unloading of passengers is permitted.
3. Parking in the rear of the building is limited to 15 minutes to load and unload. Please park on either side of the driveway, not in the middle. An exception to the 15-minute rule will be made when moving in or out.

4. When parking in front, do not use more than one parking space per vehicle. Park between the lines.
5. Be careful when opening car doors and backing in and out. If you accidentally damage another vehicle, leave your name and phone number so the owner of the damaged vehicle can contact you.
6. Disturbing noises caused by a vehicle—whether that vehicle is moving or stationary—are strictly prohibited.
7. Residents must advise contractors and delivery persons that loading and unloading must be done at the rear entrance only, after which the vehicle must be moved to the “Visitor Parking” area.
8. No car washing, repairing or maintenance is permitted on the premises.
9. Damage to any portion of the premises shall be repaired at the expense of the individual responsible for the damage.

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### **Parking for Residents with Disabilities**

Residents with a physical disability may apply for use of a handicap-designated parking space, available on a first-come, first-served basis. In order to qualify for these parking privileges, the following requirements must be met:

1. The applicant must be a full-time resident of River Park Cooperative.
2. The resident must be a licensed driver and must drive his/her car.
3. The resident must register with the Board of Directors.
4. The resident must submit proof of the state-designated handicap-parking permit.
5. A maximum of one space per unit will be permitted.
6. Handicap-designated parking registration will be reviewed every six months.
7. Residents registered for these parking spots who will be away or will not be driving their car for more than seven days should not leave their cars in handicap-designated spaces.

## **Procedures for Handling the Violation of House Rules**

The following sanctions have been approved by the Board of Directors against any resident or guest found in violation of these House Rules:

1. First violation: Documented warning
2. Second violation: \$50 administrative charge plus cost of repairs, if any;
3. Third offense: \$100 administrative charge plus cost of repairs, if any;
4. Fourth violation: Appropriate legal action.

## **Subletting/Renting Your Unit**

***As of the printing of these House Rules, River Park Cooperative is not permitting the subletting/renting of additional units.***

Those owners who are currently subletting/renting their units must continue to follow the River Park Cooperative procedure. As your unit becomes vacant you must contact the management company to get the Rental Application Package. The Rental Application Package fee is \$15 and contains: Application form (\$50 application fee per adult residing in the unit), a copy of the River Park House Rules and a personal information sheet.

### **Rental Procedure**

1. When the application has been processed and the credit rating has been approved, the Admissions Committee arranges a personal interview with the applicant(s).
2. The Admissions Committee reviews the "House Rules" at the interview with the applicant(s), who must sign that they will abide by the rules.
3. If the applicant(s) is approved by the Admissions Committee, the owner is then notified that the rental arrangements may proceed.

**Residence at River Park is subject to board approval.**

If you use a Realtor for renting your unit you must advise them of our procedure.

## Sales Procedure

Realtors need to be advised of the special requirements for residency at River Park Cooperative. Have your realtor contact the Admissions Committee or a Board Member to make sure all conditions are met by the prospective buyer.

Any shareholder(s) wishing to sell a unit in river Park Cooperative must follow the following procedure:

1. Contact the Admissions Committee and the management company. Admissions will post notices in the entrance way, if requested and the information is supplied. Admissions may also know of prospective buyers. Management will provide a sales package, with all required sales material, at the cost of \$250. Management will update the sales package as needed at no additional cost.
2. When management receives an application, credit and criminal background checks will be done and the Admissions Committee will be notified.
3. The Admissions Committee will set up an interview with the prospective shareholder(s). The Board of Directors must attend the interview and approve the prospective new shareholder.
4. Before or at the time of the interview, the Admissions Committee must be given a copy of the Resale Certificate between the buyer and the seller that must contain the following clauses: a) The sale is subject to approval by the Board of Directors of River Park Cooperative. b) The River Park attorney fee (\$375) will be paid by the buyer, seller or shared by both. The Sales Agreement must contain the two above clauses as well.
5. The Admissions Committee must be given the name of the settlement lawyer and the date, time and place of the settlement.
6. After the interview, the Admissions Committee will notify River Park's attorney. the attorney will prepare the necessary transfer papers.
7. At the time of settlement the seller must produce the original Stock Certificate and the Proprietary Lease. These will be canceled and new ones issued to the buyer.
8. If the seller has a mortgage, the stock certificate will be either in the hands of the seller or (in some of the older mortgages) it must be obtained from the holder of the mortgage.

9. All exterior door keys issued to the seller must be transferred to the buyer at the time of settlement. The owner will be charged \$50 per key at settlement for all keys issued to them. If all keys are transferred at settlement, a refund check will be issued.

## **An Invitation**

The Board of Directors invites your participation and cooperation in helping us maintain River Park Cooperative as an outstanding place to live.

Please feel free to make recommendations for improvements to the Board of Directors in writing (written communications may be put under the board-room door on the first floor or given to any board member) or by joining us at the start of the monthly Board meetings, when time is reserved for resident comment. Board meetings are held at 6:45 p.m. on the third Monday of each month, except August. Meeting dates are posted on the Bulletin Board in the lobby.

## **Committees**

There are several committees on which you might serve. To serve on an RPC committee, contact any member of the Board of Directors. Committees include:

**Events:** Help us plan, advertise and host annual gatherings (including the holiday party and the Memorial Day picnic).

**Housekeeping & Decorating:** Help us keep an eye on River Park's common areas. Report any needed repairs or problems. Help us make decorating decisions. Decorate the lobby for the holiday season.

**Parking:** Help us monitor River Park's parking lot to ensure compliance with RPC rules and address problems that might arise.

**Grounds:** Help us make decisions that keep landscaping attractive.

**Admissions:** Meet with prospective owners and tenants.