

# NOISE DISTURBANCE POLICY

If you ever report a noise disturbance that is disputed by the residents in the unit reported as the source, 3rd party verification will be needed in order for additional steps to be taken by Management. Please see the procedure outlined below for disturbances occurring after 3:30 PM on weekdays or over the weekends:

1) Call emergency maintenance line at [\(215\) 726-4979](tel:2157264979) to put in the disturbance report with the answering service. Leave your name, phone #, unit # and give details of the noise disturbance and if you know the unit where it is coming from, give that information as well. Please also email Diane Holz with Management to inform her that you put in a report so that she can follow up with you.

2) The answering service will patch the call through to the oncall maintenance team member who will then patch the call through to the onsite responders. The onsite responders are owners who live in the building who have volunteered to handle noise and smoke smell disturbance reports since they can respond more promptly to investigate and also since they know the general layout of the building and how noise travels within the building.

3) The onsite responders will enter the unit who called in the complaint to hear how loud the noise is in the unit and to confirm the disturbance. They will also confirm the disturbance source. PLEASE NOTE: If you do not leave your contact information when you call in a disturbance, the onsite responder will not be able to complete the investigation. They have to listen from within the unit of the complainant so that they can confirm that the noises heard are a disturbance and also to confirm the disturbance source. (Sometimes unit reported as source is found to not be the source)

4) The onsite responder will report back to Management their findings so that additional steps can be taken to address / resolve the matter. **Fines will be imposed for confirmed noise disturbances.**

**If no one responds to your complaint for some reason, and the noise disturbance persists after you have called the emergency maintenance line, PLEASE CALL THE POLICE.**

All disturbances occurring during normal business hours (M - F, 8:30 am - 3:30 pm) can be emailed to Diane Holz at [diane@orensbrothers.com](mailto:diane@orensbrothers.com) so

that she may coordinate an investigation by maintenance. If you do not get a prompt response during normal business hours, you can also call in the report to the general maintenance line at [\(215\) 387-0800](tel:2153870800).