



***Condo Owner  
& Residents'  
Handbook***

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Residents,

This Condo Owner/Resident's Manual was authored so you are informed about the rules, regulations, and procedures of Valley Forge Towers South Condominium. This is an abbreviation of the Condo documents, not a substitution.

Also included is contact information relevant to safety and services that pertain to the inside and outside of your unit.

Please review this manual carefully and store it in a readily accessible location for future reference, copies should be printed for residents who are not owners.

Lastly, civility to residents and staff is of utmost importance. Verified rude, threatening or violent speech or actions by any resident will be subject to fines issued to the condo owners and/or criminal prosecution.

Contact the Management Office at [manager@VFTSouth.com](mailto:manager@VFTSouth.com) or 610-783-0810 if you have any questions.

Sincerely,

Valley Forge Towers South Condominium Council

**Responsibilities of Valley Forge Towers South Condominium**

- Common Areas of the 1000 building
- Exterior Garage Units numbered 1-80
- Mall Area that borders Commercial Spaces 102-121

**Responsibilities of Valley Forge Towers Community Association**

- The perimeter of the campus, including the Towers Club
- Perimeter Security
- Landscaping/Snow Removal

## Quick Reference Contact Information

South Tower Security . . . . .	610-783-0810
West Tower Security . . . . .	610-783-7230
Upper Merion Police . . . . .	610-265-3232
King of Prussia Fire Department . . . . .	610-265-2600
Emergency . . . . .	911
South Tower Management Office . . . . .	610-783-0810 manager@vftsouth.com
Towers Club/Community Association . . . . .	610-783-9970
West Tower Management Office . . . . .	610-783-7230
North Tower Management Office . . . . .	610-783-5335
Comcast/Xfinity Cable . . . . .	855-638-2855 xfinity.com
Jamison Towing . . . . .	610-270-9999
Rambler . . . . .	610-354-8899/610-613-2349(Saturday)
Trans Net . . . . .	215-542-7433

## **Fire Procedure**

It is imperative that you take all alarms/notifications seriously. Take note of the stairwells, as the elevators may be locked during an emergency, and the stairwells will be your only means of exit; If there is a smoke alarm emanating from your unit, there will be an attempt to contact the resident before a building-wide alarm/notification is announced. If there is a fire in a common area, and an alarm is pulled, there will be a building-wide alarm/notification.

## **Escape Plan**

### **If there is a fire in your unit**

- Use a fire extinguisher
- Contain the fire in the room it is in
- Call 911 and give dispatch your unit number and the exact issue
- Exit your unit, place the evacuation placard on the outside doorknob, do not lock the door.
- Pull the nearest fire alarm
- Notify security
- Exit the building using a stairwell DO NOT USE ELEVATORS

### **If there is a fire in the building (Alarm/Notification)**

- Touch the door handle, if warm or hot, stay inside call 911 and give the dispatcher your unit number, place a damp towel the length of the door and open a window for ventilation
- If the doorknob is not hot, open the door slowly
- Place evacuation placard on the outside doorknob
- Exit the building using a stairwell DO NOT USE ELEVATORS
- If you are unable to use the stairs, be sure your name and unit number are on file in the office, as the first responders will arrange an escort.

## **Common Areas**

The building entrances, lobby, corridors, elevators, stairs, sidewalks, and parking area are considered common areas. NO DEROGATORY, THREATENING, OR OFFENSIVE LANGUAGE WILL BE TOLERATED. Verified infractions will result in a fine to the condo owner. (this applies to residents, visitors, and contractors)

The common areas are solely designed for ingress and egress from the units, these areas shall not be obstructed by personnel or objects, nor shall children be allowed to play in these areas.

## **Balcony/Terrace Regulations**

No items shall be hung, shaken, or thrown from the balcony or windows; this includes cigarettes. Violations will result in a fine to the condo owners. The balcony area shall not be modified to detract from the buildings outside appearance. There shall be no food preparation equipment on the balconies of any unit. As per our structural engineer's recommendation, no astro turf or water absorbing carpeting is allowed on balconies. Balcony flooring modifications must first be approved by Council in writing.

## General Instruction

- Anyone in a common area is required to be appropriately dressed.
- No shopping carts are permitted through the front doors of the lobby (there is an exception for motorized wheelchairs.)
- Residents are required to sign up for the Notifi system, this system allows for notification of packages/deliveries (a mobile phone number or email is required.)
- Any large items that are delivered by personnel other than USPS, UPS, or FEDEX are to enter the building via the freight elevator, you must schedule with management to confirm there are no conflicts with others using the freight elevator, this will be accessible between 8:30 AM to 5:00 PM Monday to Friday. Priority is given to move in/out.
- One spot is designated at the A entrance and the B entrance for parking of mobility assistance appliances, such as motorized wheelchairs, regular wheelchairs or scooters. These appliances may not be parked in the lobby or in hallways of the main entrance.
  - Spots will be used on a first come/first served basis. NO more than one vehicle can be parked at one time.
  - This policy accommodation is a courtesy and may be rescinded at any time. VFTS is not responsible for any loss or damage to the appliances/vehicles.
- Electric vehicles may not be charged in garages.
- All condo owners must carry Liability Insurance and proof of that insurance must be on file in the office.
- Bulk trash pick up is offered four times a year without cost. Guidelines and procedures are outlined on Page 15.

## Unit Restrictions

No noise (this includes music, television, door slamming) vibrations (this includes exercise or washing/drying machines) nor shall any odors emanate from a unit that would reasonably interfere with the comfort of any other resident. Verified instances of violations by the security team will result in a fine to the condo owner.

- Motorized appliances shall be used between the hours of 8:00am and 10:00pm. Quiet hours are from 10:00pm to 8:00am.
- To prevent disturbing your neighbors below, 90% of all flooring in the units (excluding the kitchen, bathroom and laundry areas) are to be covered by carpeting and or padding. Other flooring options must be soundproofed and verified by management of the noise reduction capabilities prior to installation.
- Each unit shall be furnished with washing/drying machines, no laundry shall be dried or hung outside of the unit.
- All items inside each unit shall be used in accordance with its intended usage and shall comply with all government laws associated with the item, any damage to the building that results from misuse will be the responsibility of the condo owner.
- Exercise equipment must have adequate soundproofing.
- With the exception of ingress and egress all unit doors are to remain closed; this also applies to windows and balcony doors when the HVAC system is in operation.
- A condo owner may identify their unit with a nameplate, religious ornaments may be mounted on the doorframe, door and holiday decorations may also be mounted on the door, all must be approved by Council.
- Water and electricity shall not be used in unreasonable quantities. The condo owner causing such excess will be charged the overage costs.
- With the exception of items used for ordinary household purposes, no unit is allowed to have any flammable, combustible, or hazardous material.



- Garage type or public sales of personal property are strictly prohibited anywhere within the confines of the 1000 South Tower Building. No advertising of any kind will be placed that would solicit or induce the general public or professional buyers to enter the building in order to transact business or to make purchases. This does not preclude the sale of a single item on a one to one basis.
- The Association requires that unit owners with operating chimneys to have their chimneys inspected by a third party by July 1, each calendar year, whose inspection results and conclusions be provided to the Association office/manager within 30 days of the inspection. The obligation for the inspection and cost of the inspection is to be borne by the unit owner.

## **Construction In Units**

- Any alterations that change the ceiling/floor plan of a unit must first be approved by council.
- Any kitchen or bathroom upgrades must first be approved by council.
- Contractors must supply a Certificate of Insurance for no less than 1 million dollars to the management office prior to any work being performed. Construction/renovation or similar noise making activity are limited to the hours of 8:30 AM-5:00 PM Monday to Friday (Verified instances of violations by the security team will result in a fine to the condo owner)
- Contractors must remove accumulated trash to a site off VFTS grounds or condo owners will be billed.
- Any building or common area damage will be assessed to the condo owner.
- For any renovations being done in the building, owners must submit a permit application with the code enforcement office in Upper Merion Township. Their direct phone number is 610-205-8508. New carpeting and new paint do not require permits, however almost any other scope of work will need permits. For any questions regarding the requirements for the permits, you can call the phone number listed above. VFTS will also sign off on any permit applications submitted to Upper Merion Township as an acknowledgement that renovations will be taking place in a particular unit and that the renovations need to be in compliance with the building code.

## **Carts**

Shopping carts and luggage carts for loan are located in the closet to the right of the B exit. Carts can be loaded at the A or B entrances. Carts must be returned within an hour for other residents' use.

## Pet Policy

### This is a NO PET building.

However, service animals are permitted. Service animals are defined by the ADA as: Animals that are individually trained to do work or perform tasks for people with disabilities. Examples are as follows:

- Guide dogs for sight-impaired
- Alert dogs for hearing-impaired
- Dogs who push/pull wheelchairs
- Alerting/protecting a person prone to medical issues. Service animals are working animals, not pets.

The work or task the animal has been trained to provide must be directly related to the person's disability. Documentation verifying the animal is a Service animal must be submitted to the management office.

Service animals are different than Emotional Support Animals. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. However, in accordance with the federal Fair Housing Act, the Association is required to permit service/emotional support animals if proper documentation/ verification is provided.

The presence of any service/emotional support animal shall not interfere or disturb the comfort of any resident or damage property. The ESA can be removed if the animal causes disturbances, injury to others, damage to property or if there is irrefutable evidence against the condo owner's needs for the animal.

Non-approved animals will result in a weekly fine to the condo owner and/or are subject to removal. Any approved animals in the building must be listed at the Guard desk.

**PLEASE NOTE** - Before an animal is admitted to the building, Owners of a service animal(s) and/or ESA (emotional support animals) must complete a reasonable accommodation form with the management office and provide a letter from a health care professional documenting the animal is a support animal or ESA. All appropriate documentation on licenses, vaccines, etc., must be on file in the office. Montgomery County requires annual licenses, or lifetime licenses are available if the dog is tattooed/microchipped.

Once those documents are provided to the management office they will be presented to the VFTS condo association for approval.

Dogs cannot be walked in the parking lot or grassy mediums between car parking spaces. They need to be walked in the designated areas around the perimeter of the property. Doggie stations are located throughout that area and owners are responsible for picking up after their dog, otherwise fines will be imposed from the VFT Club Association.

## Additional Information

**Bulletin Boards:** Bulletin boards are located in the mail room. One bulletin board is reserved for VFTS Council business. Postings, including Towers Club activities, approved by Management will be displayed on the remaining boards for one month.

**Complaints:** Complaints about non compliance of rules by residents or guests can be made to the Manager at [Manager@vftsouth.com](mailto:Manager@vftsouth.com).

**Telephone Directory/Guest Entry:** Guests wishing entry will find a call box to the left of the main entrance. Each unit is assigned a 4 digit number listed by name. The guest enters that number and residents will receive a phone call. Press "5" for front doors to unlock for your guest. Remember, channel 1979 allows residents to view who is in the lobby area at the front door. All guests are required to sign in.

**Work Orders:** May be submitted 24 hours a day via email.

- [manager@VFTSouth.com](mailto:manager@VFTSouth.com) or
- 610-783-0810

**Extermination:** There is a current contract for extermination of the common areas. Requests for routine extermination of units can be made via the management office. This service does not include treatment for bed bugs or flying insects.

**Unit Flooding:** Floods that are emanating from the main water pipe or appliance can be stopped by turning off the main water valve, please familiarize yourself with its location, and notify the management office if flooding occurs.

**Parking Stickers:** Parking stickers may be obtained from the management office, place in the rear window.

**Physically Disabled Parking:** Parking is provided for the physically disabled who have the appropriate license plates or properly displayed placards. All other vehicles parked in these spaces will be ticketed and or towed.

**Insurance:** The Condominium Association provides fire, casualty, and liability insurance for the common areas. The premiums for this insurance are covered by the monthly common area assessments. Your condo owner's policy must provide for fire, casualty, liability and any items in your individual unit and stored areas. Third party should also be covered. Proof of Homeowner's Insurance must be filed in the office annually.

**Community Mail Boxes (cubbies):** The community mail boxes are located in the mailroom. Your box is above your unit number. These boxes are generally for messaging between Council/management office and you, there is no solicitation allowed.

Mass distribution in cubbies must be approved by the Council President unless placed in envelopes. One group, ORT, has continuing approval.

**Package Deliveries:** Packages will be delivered to Room 108. Access to room 108 is with your fob. We have Amazon Hub lockers for secure delivery. You will need email to be notified when a package has been delivered. Shelves are available for large packages and for residents without email.

**Keys:** Units with original door locks must purchase keys from the management office and they may take up to 30 days to arrive. If door locks have been changed, please consider leaving a key in the office for emergency entrance. If emergency access is necessary, unit owners are responsible for repair or replacement of the door. Any updates to a door locking system such as a lock box or keypad, must conform with the surrounding décor and color scheme

**US Mail:** The mailroom is in the lobby area on the 1st floor.

Your mailing address is 10+3digit unit number or 1+4digit unit number, Valley Forge Circle, King of Prussia, PA 19406.

The closest post office is located at 620 Allendale Road unit 125 King of Prussia, PA 19406 610-337-9823.

**Resale of Units:** Please contact the management office prior to signing the agreement of sale or lease as certain procedures must be followed prior to completion of sale. Acknowledgment of a pending sale must be submitted to the office. If an agent is showing your unit please submit an extra key to the office.

**SEPTA:** Bus #125 is the stop closest to the building, it is adjacent to the “A” corridor the schedule can be viewed at SEPTA.org.

**Television/Cable:** If there are any questions with your cable service, contact xfinity.com or 855-638-2855. Tell the agent that ours is a bulk account.

**Security:** There is a guard on duty 24 hours, 7 days at 610-783-0810.

- Security’s sole objective is to protect persons and property in the building
- Do not let unknown people into the building
- Keep your unit doors closed, and locked
- Call 911 if you suspect a crime is being committed
- Have USPS hold your mail if you go on an extended vacation
- Notify management or security of non-functioning locks, or lights
- Notify management or security of solicitors

**Towers Club:** For access, you must obtain your Identacard from the Towers Club (4000 Valley Forge Circle) or call 610-783-9970. Club rules and regulations may be obtained at the club management office.

**Towers Club Rental:** There is a suite available for rental by condo owners for private events. Please see the Club manager for rental rates and available dates.

**Air Conditioner Special Notice:** To prevent damage to the compressor, do not operate the air conditioner when the outdoor temperature is under 55 degrees Fahrenheit, the unit owner will be responsible for repair costs.

**Seasonal Residents/Extended Vacation:** Please inform the management office of your forwarding address and telephone number, these will be used for emergency purposes. The management office also has a key safe accessible to management and security. In an emergency, the Council has the authority to enter your unit, if there is no key, you will be responsible for any damage to the door/frame.

**Washer Mixing Valve:** To prevent water damage, unless the washer is being used, the mixer valve must be kept in the “off” position.

**Monthly Maintenance Fees:** Maintenance fees are due on the 1st of each month, any payment received after the 15th will be accessed a late fee. You can either pay the maintenance fee via the coupon book or electronically through automatic withdrawal from a bank account.

**Trash Disposal:** The trash chute shall be used between the hours of 8:00AM to 10:00PM. Please take note of the recycle bins for both glass and plastics.

- Do not leave bags of trash in the trash room
- All recyclables must be rinsed
- Paper has a separate bin
- Cardboard is to be placed on the floor under the paper recycling box
- Boxes must be broken down and flattened
- Food stained boxes, such as pizza boxes are not recyclable. Please rip the boxes into smaller pieces and dispose of them in plastic trash bags with other refuse.
- Include eggshells in trash. DO NOT put eggshells through the garbage disposal.

**Bulk Item Disposal:** Bulk item disposal will be available to VFTS residents at no cost, four times a year. Everything will go to a landfill. Procedures include:

- Call the office to make a reservation. Office staff must keep track because of limited storage space in the basement. Reservations will be on a first come, first serve basis.
- The freight elevator will be available for two days prior to the pickup. No move ins/outs will be scheduled on those days. Access to the basement is only via the freight elevator and by key. The guard or maintenance staff have keys.
- Owners are responsible for transporting items to the basement. Hand trucks are available. Staff may help if they are available.
- This is a new service and procedures and schedules are subject to change.



- **Acceptable Standard Bulk Items**
  - **Furniture Items** - sofas and love seats must be wrapped in clear plastic
  - **Mattresses** - must be wrapped in clear plastic
  - **Bed Frames** - must be wrapped in clear plastic
  - **Carpet and Padding** - must be rolled and tied with tape or string into 4 foot sections. Each section no heavier than 50 pounds
  - **Cardboard** - must be flattened and bundled, not exceeding 4x4 and less than 50 pounds
  - **Storm Doors and Windows** - must have glass broken out of the frame and placed in hard container or small box. Box should be taped well and marked “broken glass”
  - **Paint Cans** - Fill paint can with kitty litter or sand to solidify prior to disposal
- **Unacceptable Bulk Items**
  - Asbestos
  - Construction Debris Including concrete, rocks, cement 55-gallon drums
  - Tires
  - Items containing Freon Freezers, Fridges, Air
  - Conditioners, Dehumidifiers
  - Free-Flowing Liquids
  - Lead Based Paint
  - Any types of Oil Chemicals Flammables
  - Automobile Parts
  - Medical Waste, Radioactive Materials, Large Batteries.
  - Hazardous Waste

**Move in/out:** All move in/out must be scheduled and approved by the management office. No moving will take place on weekends or holidays.

- Only the freight elevator will be used for moving and there is a rental fee.
- A deposit of \$750 is required to ensure no damage is done to the building or cleanup required
- The moving crew/unit owner is responsible for keeping the carpet and halls of the common area damage free from the elevator to the unit
- There is a courtesy box pickup for the 1st week after your move in, the boxes must be “broken down” and arrangements will be made for pickup by VFTS staff

**Medical Emergencies:** Always dial 911. If possible, notify security at 610-783-0810 so the freight elevator can be reserved and waiting.

**Emergency Maintenance:** Emergency maintenance will be performed after hours and on weekends for the following issues:

- Water leaks
- Electricity (power) outages
- Heating/Cooling failures
- Call Security at 610-783-0810

## Power Outage Tips

Severe storms and windy conditions are more and more common. Generally, when the Towers lose power it is in conjunction with the entire King of Prussia Area, so stores, restaurants, banks, etc. are also unavailable. We suggest you be prepared. For more information check out Power Outages | Ready.gov

### Be Ready

- Talk to your medical professional for alternatives if you have a medical device or medication that needs refrigeration.
- Have a battery operated fan, a battery operated radio, a battery operated light source and lots of spare batteries.
- Have non- perishable foods such as crackers, canned meat or fish, peanut butter, protein bars and a hand held can opener.
- Keep some ice on hand.
- Keep your cell phone charged

### During the Outage

- Unplug electronics or appliances that are not protected from power surges.
- Keep the refrigerator and freezer doors closed. A refrigerator will keep food cold for about 4 hours and the freezer will keep temperatures below 40 degrees for about 48 hours.

### At the Towers

- We have an emergency generator with LIMITED power. Halls will be dimly lit.
- The freight elevator is available.
- There is one outlet in each hall that will have power. These are for emergency needs only! There are residents who are on oxygen or need medical devices powered. Cell phone access is very important, but residents will need to limit charging time, so everyone has some access.
- PLEASE contact the front desk only for urgent needs. We need to keep the lines open for emergencies.
- The PA system is on the supplemental power source and urgent messages will be announced over the PA.

**If the Clubhouse has power, it will remain open until power is restored. There is a refrigerator and ice machine on the premises.**

**Let's all stay safe and help each other out.**

