

QUESTIONS FREQUENTLY ASKED AND INFORMATION

Important Phone Numbers	Town Shores – Office	727-345-9491
	Signal 88	727-501-6273
	Non-Emergency Gulfport Police	727-582-6177
	Gulfport Building Department	727-893-1020

- 1) You have a plumbing problem who do I call? Call Protech 727-392-3936. Protech knows the building and knows who is responsible for what.
- 2) What if I call some other plumber first? If you call another plumber first and you find out there is part of the plumbing the building is responsible for and we need to get Protech in. You will be responsible for the costs of the other plumber.
- 3) I have been told they need to shut the water off in my unit to repair something in my kitchen or bath. How do I have the water turned off? It is the owner's responsibility to call Masters and tell them the date the plumber is coming and roughly the time they will be here. Masters maintenance will come down and turn the water off. They will come down between 8-4 Monday-Friday. They need 48 hours' notice. There will be a \$25.00 charge from Masters for them coming down and turning the water on and off. The unit owner is also responsible for posting in the elevator as well as on the bulletin board in the lobby the date, time frame and stack that will be closed down 48 hours prior.
- 4) What do I do if a solicitor comes to my door? Call Gulfport Police as solicitors are not allowed on Town Shores property. Do not call a board member. You should also call Town Shores and report the solicitor to the Master's office.
- 5) You see one of the contacted service providers (landscaping, janitorial services, laundry, elevator, etc.) not doing something you think they should be doing. Do not confront the contracted service provider. Contact a board member and give them the specifics; date, time name of service provider, what the action or lack of was, etc. (in writing please) The board will contact the service provider. Without specifics there is not much we can do. If a contracted service provider does something additional that you indicated needed to be done and results in an additional charge, you could be held responsible for the additional fee.
- 6) The temperature in the pool does not seem to its normal temperature or is cold. Call Masters and report it. A board member does not need to be contacted to call Masters. Do not assume someone else may have called. It is better for Masters to get more than one call about the pool temperature than none at all. We are pool 2.
- 7) My family is coming to visit and wants to bring their new puppy/dog/cat. No. This is a no pet building. Service and emotional support animals are allowed with the proper paperwork and documentation which must be presented to the board 24 hours prior to arrival. On-line services are not acceptable. This also applies to visitors with animals. Any animal in the building without the proper paperwork and documentation will be subject to a \$100.00/day fine charged to the unit owner.

- 8) What garbage can be sent down the garbage chute? Our chutes were shut down previously for some time due to improper disposal of trash, i.e., sending glass down the chute, paint cans, not putting trash in strong enough bags and bags tearing apart as they are going down the chute. When the elevator was down in May we reopened the chutes. At the present time they remain open, but these chutes are for household trash only. No glass. All garbage must be in a strong, sturdy trash bag and tied. A flimsy Walmart, Winn Dixie, Publix, etc. shopping bags are not acceptable. Trash bags tearing open in the trash chute results in attracting bugs, rodents, etc. not to mention can cause odors. We are aware of 5 buildings that have shut their chutes permanently. We would like to avoid that with the help of all owners and tenants.
- 9) I have family members coming to town and will be staying in my unit but I will not be there. If an owner is not going to be present, the Guest Permission Slip must be filled out and submitted to the board 24 hours prior to arrival. Failure to do so can result in a fine of \$100/day to the unit owner. Guest Permission Slip is attached as well as on the Town Shores Website under the Jamison Building.
- 10) I have locked myself out of my unit what do I do? We strongly suggest you either hide a key, put a lock box or key pad on your door or give a key to a year-round neighbor. Yes, the board has a key for emergency purposes. If a board member has to come let you into the unit, there will be a \$25.00 charge. Board members cannot let a non-unit owner into a unit without written permission from the unit owner.
- 11) You see something that appears to be a violation of the rules; visiting pets, people under 55 coming and going from a unit for an extended period of time, someone you have never seen before coming up to laundry room or using second floor bath, someone dragging leaking trash down the catwalk and not cleaning it up, etc. what do I do? Document in writing and provide to a board member. We need documentation; date time, occurrence and if possible, a photo. Without detailed documentation there is not much we can do. Photos say more than words.
- 12) You have been living by yourself and now decide you need a roommate, or your girlfriend/boyfriend or soon to be husband/wife is going to be moving in. Do I need to do anything? Yes, you must submit the paperwork for new owner approval documents. This includes a background check and an interview (Documents are on the website)
- 13) Can I let someone else use my carport spot? Yes, but it must only be for a unit owner in the Jamison Building. A permission to use another unit's assigned parking space must be filled out.
- 14) The electric in your unit goes off or the elevator is down who do I contact? A Board Member
- 15) Where do I find the rules, regulations, guest permission forma, parking spot forms, etc.? On the Town Shores Website and scroll down to the Jamison Building.
www.townshorescommunity.com

REMEMBER THIS IS OUR HOME.... WE ALL NEED TO WORK TOGETHER