

# **Household Manual**

**Residence  
New York, NY**

**(October 2013)**

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## Location

9 East 71st Street, New York, NY 10065

### Location Facts:

Zip Code:	10065
City:	New York
State:	NY [New York]
Counties:	NEW YORK, NY
Multi County:	No
City Alias(es):	New York
Area Code:	212
City Type:	P [Post Office]
Classification:	[Non-Unique]
Time Zone:	Eastern (GMT -05:00)
Observes Day Light Savings:	Yes
Latitude:	40.764253
Longitude:	-73.962466
Elevation:	54 ft
State FIPS:	36
County FIPS:	061
Region:	Northeast
Division:	Middle Atlantic
Intro Date:	2007-06

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## Residence

Custom Residential, Stone Exterior

Residence Facts:

Square Feet: 50,000 +/- sf; 20,000 +/- livable sf

Security/System: Throughout w/SR

Smart Home System: Crestron

Fire/Smoke Alarms: Throughout

CPR Equipment: First Aid/Defibrillator

HVAC: 100 ton Commercial Grade

Elevator: 1 Guest, 1 Staff

Stairway: 3; Main to second floor, Private to 4<sup>th</sup> floor, Fire to all floors

Floors: 8 floors; 6 above with roof, 2 below-

Basement 2: Mechanical

Basement 1: Large Kitchen/Pantry, Wash/Dryer Room, 1 BR apt w LV/Kitchen/Bath, Staff Room (Storage) w/Bath

1<sup>st</sup> Floor: Entry, Foyer, Stairway, 3 Offices, Pantry, Coat Closet, Large Kitchen, 2 Butler Pantries, 4 Bathrooms, Dining Room

2<sup>nd</sup> Floor: Living Room, Library, Small Dining Room & Kitchen, 2 Bathrooms

3<sup>rd</sup> Floor: Master Bedroom, Sitting Room, Master Shower, His/Her Toilets, His/Her Vanities, His/Her Dressing Rooms Closets, Massage Room

4<sup>th</sup> Floor: Gym, Shower/Soaking Tub, 2 Guest Rooms w/Bath

5<sup>th</sup> Floor: Office, 2 Guest Suites w/Baths, Mechanical, Storage

6<sup>th</sup> Floor: Den, Kitchen, Bath, Mechanical, Storage, Balcony

Roof: Prior Garden Area ; Skylight in middle.

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## **Residents**

Principal: Mr. Jeffrey E. Epstein

Staff: Lynn and JoJo Fontanilla, husband and wife couple, serving as Executive Housekeeper and Driver

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**Principal Preferences**  
**(to be added to as determined)**

**Boundaries**

For all private service provided for individuals, it is important to establish and maintain boundaries for the staff.

The Principal enjoys his privacy when working, entertaining, or relaxing while in residence. Unless requested, he does not desire to have staff in his presence. When the Principal enters a room in which staff is also in, staff is to allow him his privacy. When serving the Principal, staff is to be quite, prompt, courteous, and exit as soon as possible.

**Communication**

The Principal will initiate communication when he desires, otherwise staff is not to. Therefore, staff is not to engage the Principal in conversation or listen in on Principal's conversation with others. When the Principal does initiate a request or makes a comment, staff response is to be:

1. Yes, Sir.
2. My Pleasure, Sir.
3. Answer his question specifically, ended by Sir.

Staff is not to engage Principal's guests in conversation or listen to guests' conversation residence. When Principal's guests make a request or comment to staff, staff response is to be:

1. Yes Sir, Yes Ma'm.
2. My Pleasure Sir, Ma'm.
3. Answer the guest's question specifically, ended by Sir or Ma'm.

When staff needs to communicate with the Principal day to day, communication is to be initiated via his Personal or Executive Assistant, unless otherwise initiated by the Principal.

When staff needs to communicate to the Principal when he is with guests or on the telephone regarding something urgent or important for him to know at the time

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### **Temperature in Residence**

While in residence the Principal prefers the temperature of the residence to be cool, 60 degrees F in the master bedroom to 72 degrees F throughout the residence.

### **Sound in Residence**

The Principal prefers silence throughout the residence.

### **Lighting in Residence**

The Principal prefers the entry lights (on medium), foyer lights, first floor stairway lights to be on while he is in residence as well as the lights in dining room, first floor kitchen, living room, master bedroom, and sixth floor den area when he is to use them. If he is not to use them or not using them, the lights should be turned off. Lights are to be checked throughout the residence in the evening before staff retires and turned off in any areas not being used by the Principal.

### **Fragrance in Residence**

The Principal prefers no fragrance in the air circulated throughout the residence.

### **Flowers in Residence**

Principal prefers no flowers or if any minimal arrangement on the dining room table tropical in nature.

### **Housekeeping**

Before Principal arrives in Residence, Principal prefers the residence to be clean to the highest standard.

### **Clothing**

Principal prefers to dress in nice sweat suits usually or jeans and sports shirts.

### **Culinary**

Principal enjoys a wide variety of healthy food served in casual style usually.

Preferences include:

Breakfast: special flax muffin, Fiji water cold, French pressed illy medium roast coffee (freshly ground).

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Lunch: often skips, but does like snacks throughout the day.

Snacks include finger sandwiches, sushi, and freshly baked Nestle Toll House chocolate chip cookies (to be detailed and revised possibly per recent medical checkup).

Tea: often likes tea, Teavana Earl Grey Crème preferred.

Drink: sometimes likes special ginger drink (existing recipe to be attached).

Dinner: includes steak, hamburgers, chicken parmesan, seafood, fresh vegetables steamed, and Sheppard's pie.

### **Entertainment**

Entertainment includes having friends over for meals in the dining room or appetizers in the living room, watching movies in his movie room, going out to movies, going over to friends for meals, going to the MET, etc.

### **Maintenance**

Principal prefers maintenance of residence to be performed at highest professional level with to highest standards by licensed on site mechanical engineer. Major maintenance for any systems, interior or exterior is to be performed while he is not in residence.

### **Grounds**

Principal prefers grounds in the front of and in the back of the residence to be maintained to the highest standard on regular basis, usually to be performed by the driver and/or the mechanical engineer.

### **Travel & Transportation**

Principal prefers to set his own schedule, communicates it to his executive assistant to distribute and update to staff. Travel arrangements to be made by his Executive Assistant.

Principal usually prefers to be transported in his own vehicles-jets, helicopter or boats - by his own drivers and pilots/captains. Sometimes Principal prefers to fly commercially.

Principal prefers that all vehicles, jets, helicopters, and boats to be maintained to the highest standards.

Principal prefers Fiji water and candy on his vehicles while being transported. Principal prefers finger food snacks with Fiji water in his jets while being transported.

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## **Safety & Security**

Principal prefers to reside in a safe environment with all required systems to insure such and to travel safely in well maintained vehicles, jets, helicopters or boats.

Principal does not require personal security in residence or during travel to or from.

## **Guest, Elder, Child, Animal Care**

Principal has no elders, children or pets to care for.

Principal prefers all guests to be taken care of to the highest standard.

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## Staff

Total Number: 4

Positions: Executive Housekeeper, Housekeeper, Driver/Errands, Maintenance/Grounds

Executive Housekeeper- Lynn Fontanilla, Wife of JoJo Fontanilla; lives onsite; serving 21<sup>st</sup> year.

Housekeeper- [REDACTED], Sister of [REDACTED]; lives offsite; serving since March, 2013.

Driver- JoJo Fontanilla, Husband of Lynn; lives onsite; serving 21st year.

Maintenance/Grounds- Rich Barnett, (certified in commercial mechanical; lives offsite; serving 18th year.

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## Staff Duties

Executive Housekeeper- Lynn is the executive housekeeper for the entire residence. She also prepares and/or provides Principal's meals, does laundry, ironing, purchases groceries and toiletries for Principal, valet, butler, light maintenance.

Housekeeper- [REDACTED] assists Lynn with housekeeping at residence; housekeeper for Principal's Guests offsite at 301 E 66<sup>th</sup> Street suites.

Driver/Errands, Serving- JoJo drives for Principal and Guests upon request in NYC area, runs any errand, serves at table upon request.

Maintenance/Grounds- Rich Barnett, (certified in commercial mechanical) oversees and maintains all areas including custom 100 ton commercial grade HVAC system, security system, fire, electrical, plumbing, smart home and entertainment systems, and appliances. He performs all possible personally. Set up systems on all properties and oversees with quarterly inspection.

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## Staff Schedules

Housekeeping/Culinary/Laundry: [REDACTED] Lynn is full time with two days off taking. [REDACTED] is full time, splitting time between 301 E. 66<sup>th</sup> and residence to assist with Lynn with housekeeping.

Maintenance/Grounds: Rich is full time with two days off on the weekends.

Driving/Errands: JoJo is full time with two days off.

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## **Vendors**

(existing list to be attached when printed)

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## **Areas to be Maintained**

Administration

Housekeeping

Clothing

Culinary

Entertainment

Maintenance

Grounds

Travel & Transportation

Safety & Security

Guest, Elder, Children, Pet Care

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## **Administration**

Legal: Darren Pendycke, General Counsel

Residence Insurances/Taxes/Fees: Mr. Rich Kahn, Chief Financial Officer

Human Resources: Mr. Rich Kahn, Chief Financial Officer.

Payroll: Mr. Rich Kahn, Chief Financial Officer

Residence Systems: Mr. Rich Barnett, Chief Maintenance Engineer.

Principal Related Purchases: Lynn Fontanilla, Mr. Rich Barnett to certain amount.

Household/Grounds Related Purchases: Lynn, Mr. Rich Barnett to certain amount.

Vendor Approval/Payment: Lynn Fontanilla, Mr. Rich Barnett to certain amount.  
Mr. Rich Kahn, Chief Financial Officer, for larger amounts.

Note: Everything above is reviewed by Principal.

Areas to be managed and maintained:

1. Principal Preferences and Service in Residence
2. Residence Guest Preferences and Service
3. Residence Condition
4. Residence Standard of Service in all Areas
5. Residence Staff
6. Residence Vendors
7. Residence Budget
8. Residence Special Projects
9. Residence Inventory
10. Other areas at Principal's request

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## Housekeeping

### Zones

For efficient and effective housekeeping, the residence has been divided into zones. These zones are to be cleaned one after another during the week to insure the highest standards are achieved. One to two days are to be allotted to clean each zone and the zones are part of the Daily Schedule for Housekeeping. Daily, Weekly, Six Month, and Annual Schedules for Housekeeping are to be followed to insure these high standards are consistently maintained. All schedules are to be adjusted to accommodate the Principal when he is in residence. Lynn and Tess will perform the housekeeping. Vendors for deep cleaning will be selected, approved, and contracted with for cleaning and maintaining drapes, rugs, carpets, flooring, windows, furniture, art, etc.

Other areas are to be addressed separately and are to each be cleaned during a separate day in addition to the zones cleaned weekly. These other areas include laundry, clothes & shoes, glassware and silverware, walls and ledges, staircases and books, drapes, rugs, inside of windows, outside of windows, and any other items or areas not covered by the zone cleaning.

The zones are as follows:

Zone B2 - Second Level Basement

Zone B1 - First Level Basement

Zone 1 - First Floor, Front of House, Back of House

Zone 2 - Second Floor

Zone 3 - Third Floor

Zone 4 - Fourth Floor

Zone 5 - Fifth Floor

Zone 6 - Sixth Floor, Balcony

Zone 7 - Roof

**For all zones** housekeeping is to include (but extends to whatever is required): picking up items that do not belong, straightening up the items in the zones (including eyeglasses, pillows, lampshades, pictures, and portraits), dusting, cleaning all surfaces, replenishing items, and vacuuming. Any items needing repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

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## **Zone Descriptions**

### **Zone B2 – Second Level Basement**

Zone B2 includes the mechanical room (maintained by Rich Barnett, Chief Mechanical Engineer over maintenance and grounds).

### **Zone B1 – First Level Basement**

Zone B1 includes the exit area, the laundry room, the staff room, the kitchen, the hallway.

### **Zone 1 - First Floor**

Zone 1 includes the front door area, entry, foyer, stairs to second floor, security office with bathroom and closet, guest waiting room with closet, oval office with bathroom and closet, two bathrooms, dining room, butler pantries, kitchen with large attached pantry, hallway from kitchen to elevator, cabinets along hallway with items, fire stairs area, pantry (first aid), coat closet, elevator area, back door area.

### **Zone 2 – Second Floor**

Zone 2 includes the living room, library, hallway, adjacent small dining room & kitchen, 2 bathrooms, and fire stairs area.

### **Zone 3- Third Floor**

Zone 3 includes the master bedroom, sitting room, master shower, his/her toilets, his/her vanities, his/her dressing rooms closets, massage room.

### **Zone 4 - Fourth Floor**

Zone 4 includes the gym, shower/soaking tub, 2 guest rooms w/baths.

### **Zone 5- Fifth Floor**

Zone 5 includes the office, 2 guest suites w/baths, mechanical, and storage.

### **Zone 6 – Sixth Floor**

Zone 6 includes the den, balcony, kitchen, bath, hallway, mechanical, and storage.

### **Zone 7- Roof**

Zone 7 includes the open roof area.

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**The other areas are as follows:**

**Laundry**

Laundry is to be addressed as required when Principal is in residence when the time is appropriate. The most needed items are to be laundered as required, in the evening if necessary. Items that can wait are to be done when the Principal leaves the residence. What cannot be done while the Principal is in residence is to be done all at once as a separate day(s) of work from any zone or other cleaning. Bed linens, towels, kitchen linens, etc., are to be washed, dried, and ironed, and placed in their proper places. Items requiring dry cleaning are sent out same day or otherwise as needed. Any items requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

**Clothes and Shoes**

Clothes and shoe care are to be addressed as required when Principal is in residence when the time is appropriate. The most needed items are to be taken care of daily, in the evening if necessary. Items that can wait are to be done when the Principal leaves the residence. What cannot be done while the Principal is in residence is to be done all at once as a separate day(s) of work from any zone or other cleaning. Clothes are to be inspected, washed, dried, and ironed, and placed in their proper place weekly. Clothes requiring dry cleaning are to be sent out same day or otherwise as needed. Any clothing items requiring repair or replacement are to be noted and reported immediately. Shoes are to be cleaned, polished and returned to their proper place weekly. Any shoes requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

**Glassware and Silverware**

Glassware and Silverware as well as any other glass or silver items located in the residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All glassware is to be inspected weekly and cleaned if used. All silverware is to be inspected weekly and cleaned if used . Any items requiring repair or replacement are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

**Walls and Ledges**

Walls and ledges throughout the entire residence are to be addressed when the Principal is not in residence on a separate day of work(s) from any zone or other cleaning. All walls and ledges are to be inspected and cleaned weekly. Any walls and ledges requiring repair are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

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### **Inside of Windows and Doors**

Inside of all windows and doors throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All of the windows and doors are to be inspected and cleaned weekly. Any window or door requiring repair are to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Outside of Windows**

Outside of Windows throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. Inspection and cleaning is to be done by an approved vendor at before the Principal is in residence monthly.

### **Books**

All books throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All books are to be inspected and dusted every six months. Any attention required for any book is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Elevators and Staircases**

Elevators and staircases throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. All elevators and staircases are to be inspected, dusted, cleaned, and vacuumed weekly. Approved vendors will assist as required. Anything requiring repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

### **Drapes, Blinds, and Rugs**

Drapes, Blinds, and Rugs throughout the entire residence are to be addressed when the Principal is not in residence on a separate day(s) of work from any zone or other cleaning. Drapes and sheers are to be inspected weekly. Drapes are to be dry cleaned annually and sheers every six months by an approved vendor. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences. Blinds are to be inspected, dusted, cleaned, and vacuumed weekly. Approved vendors will assist as required. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences. Rugs are to be inspected, vacuumed weekly, and cleaned annually. Approved vendors will assist as required. Anything needing repair is to be noted and reported immediately in writing (email will suffice) to the Director of Residences.

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## **Basic Room Cleaning Guidelines**

In general all rooms to be cleaned left to right, top to bottom, inside to out.

Steps for most rooms:

Remove all things not belonging in the room.

Remove all items temporarily to be removed necessary for dusting, cleaning, vacuuming.

Remove garbage from containers and containers fro cleaning.

Dust tops of items, ceilings, fans, lamp shades, light bulbs, mirrors, etc., with ostrich feather duster.

Dust and/or polishing furniture with furniture polish and polishing cloth, and/or ostrich feather duster.

Clean glass tops and mirrors with glass cleaner and cleaning cloth.

Wipe down moldings, doors, windows with call purpose cleaner and cleaning cloth.

Check drapes, hooks/blinds; make certain hanging/working properly.

Replenish items for room, straightening up, and plumping pillows.

Set all clocks to proper time.

Clean and /or vacuum the floor.

Spray air neutralizer for odors.

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## **Bathroom Cleaning Guidelines**

Remove any items that do not belong.

Remove all robes, rugs, towels, washcloths, mats, to be washed.

Empty the garbage, keep containers out of room until room is cleaned.

Sweep/vacuum the floor with electric broom or vacuum cleaner.

Dust all high objects, ceiling, tops of mirrors, vanities, light bulbs, cabinets, etc. with an ostrich feather duster.

Wipe down all molding, doors, and windows with all purpose cleaner and cleaning cloth.

Clean mirrors with glass cleaner/paper towel- top to bottom.

Clean sink/vanities with all purpose cleaner and brush/sponge- top to bottom.

Clean tub with bathroom cleaner and brush/sponge- top to bottom.

Clean toilet with toilet bowl cleaner using toilet brush; squirt and clean under rim; clean lid, bowl, sides, front, back, base, floor; polish handle; check flushing.

Restock toiletries, including tissues, toilet paper, etc., fold toilet paper in "V".

Clean floor with mop using ammonia based cleaner and hot water; mop over after with clean, warm water.

Replace all robes, rugs, towels, washcloths, mats, with clean ones. Make certain all hung, folded, and placed properly .

Replace garbage containers.

Spray air neutralizer for odors.

Look over to make certain all is as it should be.

## **Bedroom Cleaning Guideline**

Remove any items that do not belong.

Remove any items necessary for cleaning.

Remove and empty garbage containers.

Clean under the bed with electric broom, dust mop, or vacuum cleaner.

Make bed with fresh linens and clean mattress protector.

Dust all pictures, lamp shades and light bulbs (replace light bulbs), blinds, etc., with ostrich feather duster.

Dust and/or polish all furniture with ostrich feather duster/furniture polish and polishing cloth.

Clean mirrors and glass tops with paper towels and glass cleaner.

Wipe down all walls, doors, and light switches with all purpose cleaner and cleaning cloth.

Clean telephone, remote control, radio; make certain all work with disinfectant cleaner and paper towel.

Set alarm clock correctly.

Close windows if open.

Make certain drapes hang properly, check hooks, and any blinds work properly.

Replace all items removed for cleaning.

Vacuum and replace garbage containers.

Spray air neutralizer.

Look over to make certain all is as it should be.

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## **Living Room Cleaning Guidelines**

Remove any items that do not belong.

Remove any items temporarily necessary for cleaning.

Remove and empty garbage containers.

Straighten items up.

Dust all furniture, and pictures, lamp shades and light bulbs (replace light bulbs), blinds, etc., with ostrich feather duster.

Clean mirrors and glass tops with paper towels and glass cleaner.

Wipe down all walls, doors, and light switches with all purpose cleaner and cleaning cloth.

Clean telephone, remote control, radio with disinfectant cleaner and paper towel; make certain all work.

Set clock correctly.

Make certain drapes hang properly, check hooks.

Replace all items removed for cleaning.

Plump pillows.

Vacuum and replace garbage containers.

Spray air neutralizer.

Look over to make certain all is as it should be.

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## **Daily Housekeeping Schedule - When Principal is not in Residence**

To be performed by Executive Housekeeper, Housekeeper when available, and Vendor as Approved.

### **Morning Graces**

Check telephone and email messages.

Make certain the appropriate security turned off or on.

Have front of house outside door hosed down and checked for garbage, etc. If to snow, make sure salt is put down for ice. Have snow and ice scraped. Turn snow melting on.

Have outside back of the house checked for garbage, etc., and cleaned up if necessary.

Walk through residence and check each room and area.

Turn on appropriate lights. Check for burnt out lights.

Open appropriate drapes or blinds.

Pick up items not belonging in areas.

Straighten up any items out of place, including pictures, paintings, rugs, etc.

Puff pillows.

Make certain all clocks are on correct time.

Have any live plants checked and have watered if necessary.

Note anything that needs to be repaired, replaced, or secured and report.

Be aware of items missing, out of place, stains, rips, leaks, drips, unusual smells and report.

### **Zone Cleaning of One Zone for the Day or Cleaning of Another Area**

Zone cleaning is to begin with Zone 1 and proceed to Zone 6 every day or two depending how much cleaning is required for the specific zone, then proceed to B1. If the roof is being used, the cleaning will proceed to it Zone 7 before proceeding to clean other areas.. If not, the cleaning of the other areas is to begin.

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## **Evening Graces**

Check telephone and email messages.

Make certain the appropriate security is turned on or off.

Have front of house outside door hosed down and checked for garbage, etc. If to snow, make sure salt is put down for ice. If iced, have scrapped asap.

Have outside back of the house checked for garbage, etc., and cleaned up if necessary.

Turn off appropriate lights.

Close appropriate drapes or blinds.

Pick up items not belonging in areas.

Straighten up any items out of place, including pictures, paintings, rugs, etc.

Puff pillows.

Make certain all clocks are on correct time.

Note anything that needs to be repaired, replaced, or secured and report.

Be aware of items missing, out of place, stains, rips, leaks, drips, unusual smells and report.

## **Before the Principal Arrives in Residence**

Beginning three days before the Principal arrives in residence, all zone cleaning and the cleaning of other areas are to stop. The entire residence is to be given a once over cleaning. All things are to be placed in their proper order.

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## **Daily Housekeeping Schedule - When the Principal is in Residence**

To be performed by the Executive Housekeeper and the Housekeeper.

When the Principal is in residence, serving him and his guests is to be the first priority. All housecleaning and laundry, etc., is to be adjusted to accommodate him and any guests and is to be performed at the most appropriate times to insure the best service and the least disturbance. All zone cleaning and the cleaning of other areas are to be discontinued until he has left the residence.

**Bathrooms:** In those being used, pick up all items that do not belong. Sweep floor. Clean the toilet, the sink, the shower and/or bath used. Clean the mirrors. Shine the faucets, toilet paper holder, towel rack, toothbrush holder, door handles. Fold the toilet paper in a "V". Arrange or replace needed items such as soap, shampoo, tissues, toilet paper, fresh towels and bath cloths. Clean the floor as needed. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Bedrooms:** In those being used, pick up any items that do not belong. Close all windows and sheers if open. Make all beds as needed. Neaten all personal belongings. Straighten all throw pillows. Clean all mirrors. On the Third floor and any other floors used.

**Furniture:** In areas being used, clean, dust, shine tables, chairs, and plump cushions.

**Glass:** In areas used, clean glass doors and tables as needed. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Dishes/Dishwasher:** Wash dishes, use dishwasher if needed. Do not wash fine china, crystal glassware, silver, hand painted dining ware in the dish washer. If you are not certain, do not wash the item in the dish washer. On the First floor and any other floors used.

**Kitchen:** In kitchens being used, clean the sink and countertops (underneath items too). Clean the microwave oven. Clean smudges off of cabinets, refrigerator doors, light switches and doors. On the First floor and any other floors used.

**Vacuum:** In areas used, vacuum. Comb any tassels in areas used. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Sinks and drains:** In areas used remove any deposits, clean and shine. First floor, Second floor, Third floor, and any other floors used.

**Garbage:** In areas used, empty, spray with Lysol, replace bag, and wipe off. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

**Clocks:** Check time and date. On the First floor, Second floor, Third floor, Sixth floor used and any other floors used.

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## **Weekly Housekeeping Schedule - Only When the Principal is not in Residence**

The cleaning of zones and other areas is to begin at the first of the week and proceed daily one right after another after the Principal leaves the residence and is to discontinue before he arrives in residence.

Zone B1 - First Level Basement

Zone 1 - First Floor, Front of House, Back of House

Zone 2 - Second Floor

Zone 3 - Third Floor

Zone 4 - Fourth Floor

Zone 5 - Fifth Floor

Zone 6 - Sixth Floor, Balcony

Zone 7 – Roof

Laundry

Clothes and Shoes

Glassware and Silverware

Walls and Ledges

Inside of Windows and Doors

Outside of Windows

Elevators and Staircases

Books

Drapes, Blinds, and Rugs

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## **Six Months Schedule**

To be begun in May and in November completed as soon after only when Principal is not in residence.

Rotate seasonal clothing. Dry clean items if necessary.

Wash mattress covers and launder any blankets.

Take all books down from shelves and clean.

Clean upholstery and throw pillows.

Dry clean sheers.

Inventory all dishware, crockery, silverware, glassware, linens, towels, etc.

Have chimneys inspected, cleaned and repaired in October

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## **Annual Schedule**

Steam clean all carpets and rugs applicable, have specialty rugs cleaned professionally.

Have all portraits professionally cleaned.

Dry clean drapes.

Dry clean bedcovers.

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## **Clothing**

### **Staff**

When the Principal is not in residence performing their duties, staff may dress casually but neatly in clean clothes. Khaki pants with white blouses or shirts are preferred.

When the Principal is in residence and/or with guests, male staff are to be dressed in suits with ties, and ladies are to be dressed in black pants, and white blouses shirts.

Staff is at all times to be dressed neatly in clean clothes, even while performing duties requiring manual labor.

### **Principal**

While in residence Principal often prefers to dress in his favorite casual attire depending on the situation.

The Principal's clothing is to be maintained by the Executive Housekeeper. She is to wash, dry, iron, fold all clothes on site and places them in their proper location in his master bedroom dressing drawers or in the closets.

The Principal's dressing room, with all drawers and closets are to be maintained by the Executive Housekeeper.

Clothes:

Underclothes (sizes, brands, colors to be attached)

Socks (sizes, brands, colors to be attached)

Pants (sizes, brands, colors to be attached)

Shirts (sizes, brands, colors to be attached)

Belts (sizes, brands, colors to be attached)

Shoes (sizes, brands, colors to be attached)

Coats (sizes, brands, colors to be attached)

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## **Clothing Care**

All clothes to be inspected for wear as cleaned.

Wash, dry, and fold as needed.

Dry clean as needed.

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## **Culinary**

The Principal while in residence prefers to eat in, seldom going out.

### **Checklists, and Service, and Recipes:**

First Floor Refrigerator Stock List (exists and to be attached when printed)

Daily AM Checklist (exists and to be attached when printed)

Daily Midday Checklist (exists and to be attached when printed)

Daily Evening Checklist (exists and to be attached when printed)

Coffee Service Morning and Afternoon (exists and to be attached when printed)

Muffin Recipe (exists and to be attached when printed)

Ginger Drink Recipe (exists and to be attached when printed)

## **Without Guests**

### **Breakfast:**

Principal's Breakfast is to be served on a silver platter at 6:30 am in the dining room or on the sixth floor. The tray is to be prepared with:

J.E. Muffin warmed in microwave served on plate  
French Press Coffee ( 7 scoops freshly ground) Coffee?  
Knife, fork, butter knife  
Butter ("I Cannot Believe Its Not Butter")  
Coffee Cup, warmed  
Sugar  
Fat Free ½ and ½, warmed  
Tall glass of chilled FIJI bottled water  
Linen Napkin

### **Light Snacks: Always have on hand.**

Light snacks both cold and at room temperature, including finger foods such as small sandwiches and items such as home baked fresh chocolate chip cookies, are daily to be left in the refrigerator or under a glass cover on the counter as the food requires.

### **Lunch: By Principal's request.**

If the Principal has lunch, food served for lunch will depend on the Principal's appetite for the day. Often he will prefer food from a restaurant close by. Once delivered, it is to be warmed up and presented wherever he desires at table in the dining room, or brought to him in any other room on a silver tray, with silver appropriate silverware, with a linen napkin.

### **Dinner: By Principal's request.**

If the Principal has dinner, food served for lunch will depend on the Principal's appetite for the day. Often he will prefer food from a restaurant close by. Once delivered, it is to be warmed up and presented wherever he desires with the requisite settings and silverware.

**Note: Any leftovers kept are to be stored in covered, sealable containers, not on plates with plastic wrap or aluminum foil.**

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## **With Guests**

### **General**

Know date, time, and location of meal.

Know names and number of guests.

Know preferences, dislikes and allergies of guests before hand.

### **Table Setting** (photos to be added)

Table to be set before guests arrive.

Linen place setting

Two fork two knives – real silver

Main plate (not chins) with server, linen napkin folded in middle

Black napkins for those guests wearing black

Dessert fork and spoon – real silver

Water and drink glass

### **Seating**

All guests to be escorted to seats.

Remove unnecessary seats beforehand.

Appropriateness

Do select meals appropriate for event.

### **Timing**

Meal must be timed for Principal's guests.

Select meals that can meet prep or cook time required of meal.

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## **.Breakfast, Lunch, and Dinner:**

### **Menu and Preparation**

Depending on the situation:

Sometimes the Principal will bring his Cook from France to the residence prepare meals for all served by the cook and staff.

Sometimes, the Principal will ask the Executive Housekeeper to prepare and serve a light meal.

Sometimes, the Principal will ask the Executive Housekeeper to order food from outside restaurants he prefers, and heated up, and served to all by her and/or JoJo.

### **Kitchen Protocol**

All non kitchen staff are not to be in the kitchen while staff are preparing serving and cleaning up.

### **Style**

Depending on Principal styles include:

American Plated

French

Buffet to side of table

Large portions in the middle of table

**Servers** (dressed formally black pants, white shirts)

For Principal only one server is usually required.

With guests, two servers are usually required.

### **Cook/Chef**

Food preparation is performed usually by the executive housekeeper. Often food is ordered from restaurant. Sometimes Principal's cook from France is flown in to plan and prepare meals for those involving important guests.

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**Grocery Stores purchased from:**

Citarella  
1313 Third Avenue at 75th Street  
New York, NY 10021 212/874/

[REDACTED] end\_of\_the\_skype\_highlighting end\_of\_the\_skype\_highlighting end\_of\_the\_skyp  
e highlighting  
[REDACTED]

Dean and DeLuca  
1150 Madison Avenue  
New York, NY 10028

( [REDACTED]  
[REDACTED]

[Get directions](#)

Sushi ,cookiesend\_of\_the\_skype\_highlighting

Graces Marketplace  
1237 3rd Avenue  
New York, NY 10021

[REDACTED]  
[REDACTED]

**Restaurants ordered from:**

Caravaggio Ristorante  
23 E. 74 Street,  
New York, NY 10021

[REDACTED]  
[REDACTED]

Steak

Emack & Bolios  
1564 1st Ave  
New York

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[REDACTED]

oreo/deep purple cow – pickup only

Pick a Bagel  
1475 2nd Ave  
Manhattan, NY 10021

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Saint Ambroeus  
1000 Madison Avenue,  
New York, NY 10021

[REDACTED]  
Muffin mix

Scalinatella  
201 E 61st St,  
New York, NY 10065  
[REDACTED] begin\_of\_the\_skype\_highlighting  
Chicken Parmesan



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## **Entertainment**

While in residence, the Principal prefers to have his guests visit him. Most of his entertainment is casual in style; often involves meals being served; in small groups; and usually in the dining room and sometimes in the living room.

### **In the Dining Room**

#### **Seating**

- 1, Principal always is to be seated at the end chair, next to his telephone stand.
2. Guests are to be seated to his left and right of the Principal. The Guest of Honor is always seated to left of the Principal.

#### **Settings**

Table cloth - to be rotated

Linen place settings

Linen napkins (white)

Plate chargers (dinner)

Casual or China plate ware w/bread dishes

Casual or fine glassware

Silverware

Salt & Pepper

Appropriate condiments

#### **Servers:**

One to two servers depending on number of guests dressed formally.

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## **Maintenance**

### **Maintenance Staff**

Mr. Richard Barnett, Certified & Licensed Mechanical Engineer.

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## Maintenance Systems

The residence has extensive mechanical and electrical equipment such as ventilation, lighting, power systems, fire systems, and security systems, which are controlled and monitored by the residence's BMS – Building Maintenance System. These systems are to be maintained as required to insure the highest standards are achieved. Each zone has Daily, Weekly, Six Month, and/or Annual Schedules to be followed to insure these high standards are consistently maintained. All schedules are to be adjusted to accommodate the Principal when he is in residence. The Maintenance Supervisor will perform the maintenance and use Approved Vendors for additional assistance when required.

The systems are as follows:

Refrigeration Chillers

Cooling Towers

Main Air Handlers

Pumps P1-P7

Air Handlers AC - 5,6,7,8,10,11,13,16,17

Hot Water Heating Reheating

Steam Reduction Station

Fire Safety System

Sewage Ejector System

Emergency Generator

Domestic- Hot and Cold Water System

Chemical Treatment System

Control System, HVAC System

Elevator

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Bathroom and Kitchen Exhaust Fans

Snow Melt Controller  
Fire Place Draft Inducers

Lutron Lighting System

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## Refrigeration Chillers

### Daily Schedule

1. Check Chilled Water in, out and temperature pressure.
2. Check condenser water in, out and temperature pressure.
3. Check refrigerant pressure, high/suction.

### Weekly Schedule

1. Check oil level compression.
2. Check refrigerant charge.

### Monthly Schedule

1. Clean multi-stack, condenser high efficiency strainer.

### Quarterly Schedule

1. Check tightness of electrical connections.
2. Check compression unloaders.
3. Check flow switched and safety circuits.
4. Perform refrigerant leak tests.
5. Check high pressure relief valve.
6. Check thermostatic expansive valve (TXV).

### Six Months Schedule

1. Perform amperage readings.
2. Check refrigerant moisture level.
3. Clean carrier.

### Annual Schedule

1. Clean condenser tubes.
2. Change condenser head gasket.
3. Change filter dryer.
4. Perform oil sample analysis ( see owner's manual section one)

### Five year Schedule

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1. Eddy current test.

When Needed - Add oil.

### **Cooling Towers**

#### Daily Schedule

1. Check Condenser water temperature in and out; 10 Degrees Delta supply and return.
2. Check fan speed operation; fast and slow.
3. Check fill valve operation.
4. Check sump and water condition.
5. Open drain valve sump to blow down deposits that form in the sump.

#### Weekly Schedule

1. Check remote sump suction screen.

#### Quarterly Schedule

1. Tighten fan belts.

#### Six Months Schedule

1. Replace belts.

Note: See Operating and Maintenance Industries in owner's manual, section two. Proper chemical treatment is very important to keep the tower and chiller running trouble free.

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## **Main Air Handlers**

Daily Schedule (checked from the Building Maintenance System and fan unit four times a day; remotely and at 9 E)

1. Check fan discharge temperature.
2. Check fan humidity level return/supply.
3. Check that all set point on all controls are being maintained.
4. Check all chilled water pressure across coil supply and return.
5. Check zone temperatures.

### Weekly Schedule

1. Blow down zone inlet strainer and reheat control valves on AC1, AC2, AC 3.
2. Check belts.

### Quarterly Schedule

1. Change Filters.

### Six Months

1. Clean zone re heat coils via pressure washing all coils, cooling, heating, and reheat zones.
2. Change fan belts.
3. Grease bearings.

Note: See Trane Maintenance CLCH- 2, page 4 for maintenance procedures. See section three owner's manual for all checklists.

## **Nortech Humidifiers**

### Daily Schedule

1. Check discharge and return humidity levels, BMS.
2. Check Nortech unit at fan for proper digital display.
3. Check unit for alarms.

### As Needed

1. Change humidifier cylinder about three times a year as needed. The unit will send an alarm.

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## **Pumps P1 – P7**

P1, P2, P3 - Cooling Tower pumps  
P4, P5- Chilled Water pumps  
P6, P7- Re Heat, Hot Water Pumps

### Daily Schedule

1. Check pump pressure supply return.
2. Check pump seal for leaks (floor has leak detection).

### Weekly Schedule

1. Check for bearing noise/seal ware.
2. Check pump gland for leaks in pump seals.

### Monthly Schedule

1. Test for levels (by clarity chemical) in closed loop and open loop water systems, heating and chilled water.

### Annual Schedule

1. Grease pump motor bearings, pump bearings.

Note: Rebuild pumps as needed (we average two per year); send out to Argo General pump to re-machine all internal parts and seals.

## **Domestic Hot Water**

### Daily Schedule

1. Check Patterson Kelly Hot Water Heaters, Supply Temperature.
2. Check Bell & Gosset recirculation pumps.
3. Check steam control valves to heater.
4. Check pressure relief valve for water leaks.

### As Needed

1. Add oil to Bell and Gossett pumps (every two to three months).

## **Domestic Cold Water, Constant Pressure System**

### Daily Schedule

1. Check pump operation.
2. Check system pressure.
3. Check area for leaks.

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## **Air Handlers**

AC 5, 6, 8, 10, 13, 16, 17

AC 5 - 5<sup>th</sup> floor staff living room.

AC 6 - bed room stair

AC 8 - 6<sup>th</sup> floor movie room

AC 10- security office

AC 13- laundry

AC 16- Cellar area pressing/garbage room

AC 17- 505 south bed room g. max office

Note: Same maintenance as AC1-4; see owner's manual, section 3, page 4.

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## **Hot Water Re-Heat System**

Bell & Gossett

HX1, HX2 – heat exchanges

Note: for maintenance check service manual next page; control set points and system from Landis BMS System, building office; Landis steam valve controls steam pressure to heat exchanger, see Siemens SKA Electronic Valve Actuator.

## **Heating System**

### Daily Schedule

1. Check Supply and return temperature form BMS and unit on SC – level.
2. Check reheat pump discharge pump pressure 120 psi.
3. Check water make up PRV. For usage if valve is moist and wet. Make sure it is ni use showing link in system.

### Weekly Schedule

1. Check and open heat exchange shell; to blow down valve; condensate- if steam comes out, there is a leak.

### Monthly Schedule

1. Clarify water and check corrosion inhibitor levels in system.
2. Check steam inlets valves for proper operation at BMS and heat exchanger.

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## Steam Reduction System

### Overall:

1. Check high pressure steam service.
2. Check medium pressure steam service.
3. Check low pressure steam service.
4. Check high pressure condensate.
5. Check Pressure reducing valves. Spence
6. Check Pressure reducing control piolets. Spence
7. Check Steam traps.
8. Check Condensate recovery tank.
9. Check bolted flanges with gaskets.
10. Check steam heaters/ monthly readings Con ED needs access, will call in advance.

### Daily Schedule

1. Checking high (180 pse), medium (45 pse) and low (5-7 pse) pressure readings.
2. Check steam reduction station for leaks and condensate system.
3. Check condensate traps and tank for steam passing.

### Weekly Schedule

1. Check Con Edison meter readings.

**NOTE: DO NOT WORK ON HIGH PRESSURE SYSTEM WITHOUT PROPER CON EDISON STREET SHUT DOWN. CON EDISON STEAM EMERGENCY 1-**

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## **Fire Safety System**

### Daily Schedule

1. Check fire command station 1<sup>st</sup> bldg office daily.

### Monthly Schedule

1. Check main fire pump.
2. Check sprinkler pump.
3. Check hall hose cabinet.
4. Check outside Siamese connection.
5. Check roof manifold.
6. Inspect Stand Pipe Sprinkler per NYC law.
7. Check fire exit.
8. Fill out stand pipe and sprinkler inspection log for New York Fire Dept.

### Six Month Schedule

1. Inspect kitchen ansul system.
2. Clean smoke alarms throughout the entire residence,

### Annual Schedule

1. Clean fire reserve tank.
2. Check smoke alarms.

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## **Sewage Ejector**

Location: sub cellar, downstairs, left side.

### Daily Schedule

Check daily for proper operation.

### Weekly Schedule

1. Check controls weekly, lift floats, see if pumps are out.

### Monthly schedule

1. Treat with Citrus solution sump treatment- Clorox bleach.

**NOTE: IF NOT MAINTAINED PROPERLY, WILL FLOOD!**

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## **Emergency Generator**

1. Location above 6<sup>th</sup> floor fan room.
2. Check control panel.
3. Check NICAD battery rack system.

### Weekly Schedule

1. Check operation.
2. Check battery bank.

### When Needed

1. Check oil every 200 hours.

**Note: Refer to white electrical manual for complete preventative maintenance in bldg. office.**

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## **Domestic Hot and Cold Water System**

Overall:

1. Check control pressure pump.
2. Check hot water heater.
3. Check electrical back up hot water heater.
4. Check bathroom, high medium, low pressure piping and shut off valves with pressure gauges.

### Domestic Hot Water System

1. Check Patterson Kelly hot water heaters supply temperature.
2. Check Bell & Gossett recirculation pumps.
3. Check steam control valve to heater.
4. Check pressure relief valve for water leaks.

As Needed

1. Add oil to Bell and Gossett pumps (every 2 to 3 months).

### Domestic Cold Water (Constant Pressure) System

1. Check pump operation.
2. Check system pressure.
3. Check area leaks.

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## **Chemical Treatment System**

For condenser/cooling tower, chilled water system, heating hot water, and re heat.

### Daily Schedule

1. Check flow of condenser water to chemical feed cylinders.
2. Check solids floating in the water.
3. Check conductivity - ppm range – 500 ppm over 1000 ppm.
4. Blow down system from sump drain.
5. Check supply and return to chemical feed system in sump.

### Weekly Schedule

1. Clean inlet strainer to chemical feed system.

### Monthly Schedule

1. Clarity water to test all systems for proper chemical levels, condensing, chilled water, and heating hot water.

**NOTE: DO NOT HANLDE ANY CHEMICAL WITHOUT PROPER KNOWLEDGE AND LICENSE. REFER TO MATERIAL SAFETY DATA SHEETS!**

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## **Elevator (Otis)**

### Annual Schedule

1. Have elevator inspection performed.

As needed:

1. Make any necessary repairs.

### **In case of break down:**

1. Contact Otis at [REDACTED] and give operator acct number #GU163758 when the main passenger elevator shuts down or breaks, even though Otis is notified automatically via a R.E.M. call and will send a repairman out.
2. Reset the elevator from the basement (SC level) elevator room to attempt to quickly remove any passenger stuck in it by:
  - opening main panel Elevonir 401 with key
  - opening the small door to the processor card
  - pressing tiny red button on the processor card
  - or throw back the knife switch to "off" and then back to "on".
3. If unsuccessful, wait on Otis repairman.

**Note: Emergency Number:** [REDACTED]

**Acct #: GU163758**

**Address: Otis Elevator Company, 521 5<sup>th</sup> Ave., NY, NY 10175**

**Main number:** [REDACTED].

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## **Bathroom & Kitchen Exhaust Fans**

### Quarterly Schedule

1. Check EF-5: 3<sup>rd</sup> Floor Bathroom.
2. Check EF-8: 1<sup>st</sup> & 2<sup>nd</sup> Floor Bathroom.
3. Check EF-7: 5<sup>th</sup> Floor Bathroom.
4. Check EF-10: 3<sup>rd</sup> Floor Master Bath.
5. Check EF-13: 4<sup>th</sup> Floor Bathroom South.
6. Check EF-14: 4<sup>th</sup> Bathroom North.
7. Check Sub Cellar Exhaust Fan.
8. Check Emergency Generator Exhaust Fan.

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EFTA01083616

## **Snow Melting Controller**

### Annual Schedule

1. Check sensor. Sensor is on roof, 7<sup>th</sup> Floor.
2. Check settings.

### Seasonal Settings:

1. Winter- Automatic
2. Summer- Standby
3. Fall- Standby
4. Spring- Standby

**Note: Use “Manual” setting if system does not melt snow properly.**

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## **Fire Place Draft Inducer**

### Seasonal Schedule

1. Check for room 128 Formal Dining Room on the 6<sup>th</sup> floor.
2. Check for room 212 Library on the 6th floor.
3. Check for room 205 Drawing Room on the 5<sup>th</sup> floor.

**Note: Wood fires are burnt in residence when temperature below 40 degrees F. outside.**

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## **Lutron Lighting System**

As needed:

1. Make any repairs.

**Note: Consider replacing with Savant System, which integrates with Apple products.**

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## **Grounds**

Grounds are minimal because of residence's city location on street.

### **Areas**

**Front of residence:** sidewalk, doorways for service and main door, steps for service and main door.

To be cleaned each day by hose, broom, or blower.

**Back of Residence:** gated basement level.

To be inspected weekly and cleaned as needed by pressure wash, broom, or blower.

## Travel and Transportation

### Air

The Principal flies into and departs the city either on one of his private jets or on a commercial jet depending on the situation.

#### Private Airports

##### Teterboro

Address: 111 Industrial Ave, Teterboro, NJ 07608

Code: TEB

Elevation: 8' 10" (2.70 m)

Phone: [REDACTED] begin\_of\_the\_skype\_highlighting [REDACTED] FREE

Atlantic Terminal end\_of\_the\_skype\_highlighting

##### Islip

Address: 100 Arrival Ave, Ronkonkoma, NY 11779

Code: ISP

Elevation: 99' (30 m)

Phone: [REDACTED] begin\_of\_the\_skype\_highlighting [REDACTED] FREE

Hawthorne Terminal end\_of\_the\_skype\_highlighting

##### Jet G4

Tail 212JE

Pilot: Larry

Cell: [REDACTED]

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## Vehicles

The Principal usually has his designated driver, JoJo, pick him up and drop him off to and from the airport and any destinations within the city.

Cadillac Escalade, Black #385

Bentley, Brown # 304

## Garage

Icon

210 E 65th St

New York, NY

begin\_of\_the\_skype\_highlighting  FREE

## Drivers:

Jojo, Janusz, Mark, Jenifer

## Driver Requirements

All drivers must provide copy of driver's license and have garage registration completed by Residence person (JoJo).

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## Safety and Security

### Principal

Principal does not require personal security while in residence or during transportation or travel.

### Residence

The residence is equipped with state of the art security systems, fire and smoke alarms.

Staff is to be trained and certification maintained in CPR.

First aid kits are on site along with a defibulator.

First aid manual to be maintained onsite.

Fire extinguishers on site and checked annually.

Fires escape plan (to be created and attached when printed out)

Emergency numbers (to be attached when printed out)

Principal's safe room to be inspected quarterly to insure all systems are working.

### Closest Hospital: Lenox Hill Hospital

100 E 77th St New York [REDACTED]

begin\_of\_the\_skype\_highlighting [www.lenoxhillhospital.org](http://www.lenoxhillhospital.org)



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### Closest Police Station: New York City Police Department: 19th Precinct

153 E 67th St New York [REDACTED]

begin\_of\_the\_skype\_highlighting [www.nyc.gov](http://www.nyc.gov)

end\_of\_the\_skype\_highlighting

### Closest Fire Station: New York City Fire Department

750 Main St, New York, NY 10044

Get directions [REDACTED] begin\_of\_the\_skype\_highlighting

www.end\_of\_the\_skype\_highlightingnyc.gov

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## **Guest, Elder, Children, Animal Care**

Principal has no elders, children or pets to care for.

Principal prefers all guests to be taken care of to the highest standard.

### **Guest Protocols**

All guests are to be scheduled by name, date, and time of arrival. If a meal is to be involved it is to be noted in the schedule distributed by email.

All guests are to be personally greeted upon arrival at the main entrance, assisted with any coats or items, and either seated or taken into area designated to meet with Principal.

All arrivals of guests are to be announced immediately to Principal by email, text, note on tray if he is busy, or verbally if he is not busy.

All guests are to be asked if they care for something to drink if they are required to wait on joining the Principal, and checked on regularly.

All guests are to be personally escorted in joining Principal.

All guests are to be personally assisted upon leaving with coats or items and shown to the door personally.

Guests are not allowed to take any photographs of the residence.