

Memorandum

To: All Residents of One Hanson Place

From: Anthony Milstein

Date: July 24, 2014

RE: ONE HANSON PLACE, NOISE COMPLAINT PROTOCOL

Over the last few weeks, I have received several noise complaints from residents of One Hanson Place. In response to these complaints, I would like to lay out a protocol for residents to follow when there is an inter-apartment noise dispute. I hope that this will help resolve these issues amicably, avoiding direct confrontation between residents. The process is as follows:

1. Call the front desk and tell the concierge on duty that there is an unreasonable level of noise coming from a neighbor's apartment. Be specific and say, "It's from apartment 14Q and the noise is right above my child's bedroom." The concierge will call the apartment that is the source of the noise, inform the resident(s) of the complaint and ask them to try to reduce the noise level.
2. Wait half an hour to see if the noise lessens. If it does not, call the concierge again and ask him to call the offending apartment again. Please do not call the concierge every five minutes as he has other responsibilities. Further, constant calls to the apartment that is the source of the noise will likely not resolve the problem, and could actually make it worse. Repeat this process on an as-needed basis.
3. If the noise does not lessen within a day or two of the initial call to the concierge, and it becomes an ongoing problem, please contact me to discuss possible next steps, including, but not limited to, mediation and enforcement of the 80% floor coverage rule.

We ask everyone to be mindful of their fellow residents' sensitivities and do their best to maintain peace so that One Hanson Place remains a pleasant place to live.