



DYNASTY
WORLDWIDE

HIGHER DIMENSIONAL FINANCIAL COUNCIL

HDFC

STANDARD OPERATING PROCEDURES
& GOVERNANCE MANUAL



GOVERNANCE | COMPLIANCE | EXECUTION
WEALTH PRESERVATION. LEGACY PROTECTION. GLOBAL IMPACT.

Our comprehensive welcome package is designed to provide you with all the essential information, resources, and support needed for a smooth and enjoyable living experience.

Here is what the package includes:

1. Welcome Letter

A personalized letter from the management team welcoming residents to the community, and expressing commitment to excellence.

2. Resident Handbook

A detailed guide covering community rules, amenities, maintenance procedures, safety protocols, and important policies to ensure a harmonious living environment.

3. Contact Directory

A list of essential contacts including building management, maintenance team, emergency services, and local utilities.

4. Integration Plan

Our step by step process for transitioning a building from its current management provider into Dynasty's modern, disciplined, high-performance management system.

5. Feedback and Support

Details on how residents can provide feedback, request assistance, or escalate concerns to ensure their voices are heard and needs are met.

Dear Resident,

Welcome to your new home under the Dynasty Worldwide Management Services umbrella, a brand built on precision, discipline, and a relentless commitment to excellence. Our properties are more than buildings; they are curated environments designed to elevate your daily living experience.

At Dynasty Worldwide, we believe luxury is not defined by extravagance alone, it is defined by consistency, professionalism, and the quality of every interaction. From the moment you enter the lobby to the moment you settle into your residence, our goal is to ensure you feel supported, respected, and valued.

Our Promise to You:

We commit to Operational Excellence. Every system, process, and service is engineered for reliability and efficiency.

Transparent Communication You will always know what is happening in your building; no surprises, no confusion.

Safety & Compliance:

We exceed NYC standards to ensure your home is secure, protected, and well maintained.

Modernization & Innovation:

We integrate technology that enhances convenience, security, and service speed.

Respect & Professionalism:

Our staff is trained to deliver service with courtesy, clarity, and accountability.

Your Role in Our Community:

A Dynasty Worldwide property thrives when residents uphold the same values we operate by.

We ask that you:

- **Treat neighbors with respect**
- **Maintain cleanliness in shared spaces**
- **Follow building policies**
- **Communicate promptly and professionally**
- **Report issues early so we can resolve them quickly**

A Culture of Excellence:

Our buildings are known for their elevated culture - clean, quiet, respectful, and community focused. You are now part of that culture, and your presence contributes to the standard we uphold.

Thank you for choosing Dynasty Worldwide. We look forward to providing you with a living experience defined by quality, care, and consistency.

OUR COMMITMENT TO YOU

- **Prompt, professional communication**
- **Efficient maintenance response and follow-through**
- **A clean, safe, and well-managed building environment**
- **Respectful, attentive service from every team member**
- **Transparent operations and consistent support**
- **A luxury-grade resident experience across both brands**

Thank you for choosing to make your home with us. We look forward to serving you with the excellence that defines both the Dynasty Worldwide and RC Elite names.

With warm regards,



**Robert Friedman, Chief Executive Officer / Corporate Broker
Dynasty Worldwide Management Services Ltd. And RC Elite Real
Estate Services Ltd.**

CONTACT DIRECTORY

Management Office

Hours: 9 AM - 5 PM

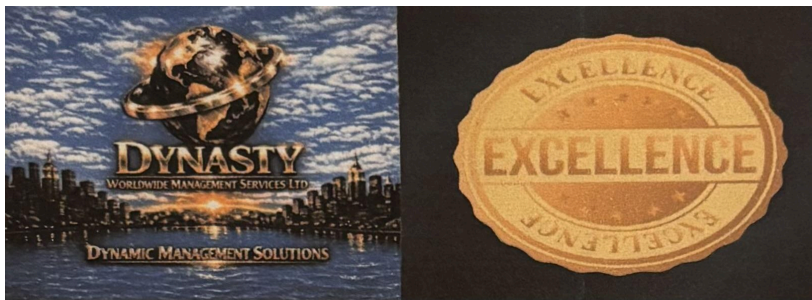
Email: shonagh@dynastypmgmt.com

Phone: 212-207-1110 ex 228 or 229

Emergency Line 24/7

Phone: 212-207-1110 ext:228

Service Requests: shonagh@dynastypmgmt.com



Dear Building Owner, Board Member, or Resident,

It is my privilege to welcome you to Dynasty Worldwide Management Services Ltd., a company founded on excellence, precision, and service. Our mission is to provide the highest quality property management and brokerage services in the industry, ensuring that every building we manage is not only maintained but elevated to its fullest potential.

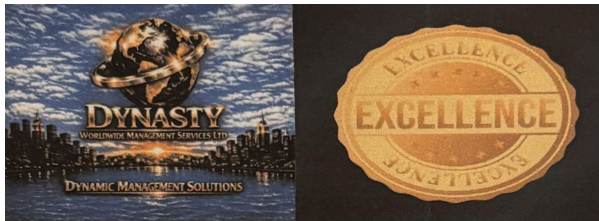
At Dynasty Worldwide, we believe management is not just about maintenance-it is about leadership. From experience and innovation to integrity and accountability, we bring a legacy of excellence to every property we serve.

We don't just manage buildings - we build legacies.

Our team's commitment extends beyond daily operations. We focus on long-term value, sustainability, and professional relationships that keep your property seamless, efficient, and future-ready. Thank you for choosing Dynasty Worldwide as your trusted management partner. We look forward to a relationship defined by professionalism, accountability, and excellence.

Warm regards, Robert S. Friedman

Chief Executive Officer / Corporate Broker, Dynasty Worldwide Management Services Ltd. Excellence. Precision. Service.



Welcome to Dynasty Worldwide Management Services Ltd.

Dear Resident,

We are pleased to welcome you to your building under the management of Dynasty Worldwide Management Services Ltd. Our team is committed to providing responsive service, clear communication, and a well-maintained living environment. Below is an introduction to the members of your management team, along with their roles and contact information.

Building Management Team

**Chief Executive Officer / Corporate Broker, Property Manager
Robert Friedman, Phone /212-207-1110, Ext:228, Cell:
917-733-1547 Email: bsf@dynastywwmgmt.com**

As CEO and Corporate Broker, provides executive leadership, oversees all management operations, and ensures that every building under Dynasty Worldwide is operated with excellence, precision, and accountability. The Property Manager oversees daily building operations, vendor coordination, inspections, and ensures that all services are completed efficiently and professionally.

Building Service Coordinator

**Shonagh Cleary, Phone /212-207-1110 Ext: 229. Email:
shonagh@dynastywwmgmt.com**

The primary point of contact for all service requests, maintenance issues, and building-related questions. She coordinates with supers, vendors, and management to ensure timely follow-up and resolution.

Director of Bookkeeping Services

Name: Tiffany J. Hott, Phone/Ext:212-207-1110, Ext:230

Email:Tiffhott@gmail.com

The Director of Bookkeeping oversees resident accounts, payments, billing, and the setup of your online Rent Café account.

Director of Real Estate Services

Name: Bob Turcotte, Phone Ext: 212-207-1110, Ext: 325,

Email: robert.rcrealty@gmail.com

The Director of Real Estate Services manages brokerage matters, leasing and renting of apartments and sales of Coops, Condominiums and leasing of commercial spaces.

Maintenance/Rent Payments

Residents are encouraged to pay their maintenance or rent through our secure online system: Rent Café Online Portal

Your account will be set up through the Director of Bookkeeping Services, who will provide instructions for activation and login.

If you prefer to mail your payment, checks made out to the HDFC coop may be sent to:

**Dynasty Worldwide Management Services Ltd. Bookkeeping
Department 340 West 55th Street P.O. Box 1C New York, NY
10019**

Dynasty Worldwide Brand

- **Dynasty Worldwide operates under a structured framework of organizational values that guide all building operations, staff conduct, and resident interactions.**

Operational Integrity

- **All procedures, communications, and decisions are executed with accuracy, transparency, and adherence to established protocols.**

Compliance & Regulatory Alignment

We maintain strict compliance with:

- **NYC Housing Maintenance Code**
- **NYC Fire Code**
- **Local Law 55**
- **Local Law 152**
- **Local Law 87**
- **ADA accessibility requirements**
- **EPA and OSHA standards (where applicable)**

Professional Conduct

All staff members are trained to maintain:

- **Clear communication**
- **Proper documentation**
- **Respectful interactions**
- **Timely follow-through**
- **Confidentiality regarding resident information**

Building Standards

We uphold high standards for:

- **Cleanliness**
- **Maintenance**
- **Safety**
- **Preventive inspections**
- **Vendor oversight**

Resident Experience

Our goal is to provide a structured, predictable, and professional living environment supported by efficient systems and responsive management.

RESIDENT LIFESTYLE STANDARDS

To maintain a safe, orderly, and respectful environment, all residents are required to follow the lifestyle standards outlined below.

Conduct Expectations

Residents must:

- **Treat neighbors, staff, and visitors with respect**
- **Avoid disruptive behavior.**
- **Follow all posted building notices.**
- **Maintain compliance with lease terms.**
- **Cooperate with management directives.**

Cleanliness & Hygiene

Residents are responsible for:

- **Keeping their unit in sanitary condition; Properly disposing of household waste**
- **Ensuring no odors, pests, or hazards originate from their unit.**
- **Avoiding clutter in hallways, stairwells, or shared spaces**

Noise Control

Residents must:

- **Keep noise at a reasonable level.**
- **Observe quiet hours from 10:00 PM to 8:00 AM**
- **Avoid loud music or gatherings.**
- **Ensure pets do not create excessive noise.**

Safety & Security

Residents must:

- **Keep apartment doors locked.**
- **Not allowing unknown individuals to enter the building**
- **Report suspicious activity immediately.**
- **Follow all fire safety and evacuation procedures.**

Cooperation with Management

Residents are expected to:

- **Respond to management communications in a timely manner.**
- **Provide access for scheduled inspections or repairs.**
- **Report on maintenance issues promptly.**
- **Maintain updated contact information.**

BUILDING RULES & POLICIES

Noise Policy

- **Quiet hours: 10 PM - 8 AM**
- **No loud music, parties, or disruptive activity**
- **Hallways must always remain quiet.**
- **Repeated violations may result in fines or lease action.**

Cleanliness

Residents must:

- **Dispose of trash in designated areas only.**
- **Not leaving items in hallways or shared areas**
- **Report spills or hazards immediately.**
- **Maintain sanitary conditions within their unit.**

Smoking Policy

- **This is a 100% smoke-free building.**
- **Smoking is prohibited in units, hallways, stairwells, and all shared areas.**
- **Violations may result in fines and lease enforcement.**

Pet Policy

- **Pets must be registered with management.**
- **Vaccination records may be required.**
- **Pets must be leashed in shared areas.**
- **Residents are responsible for noise, cleanliness, and behavior.**

Alterations

Residents may not:

- **Paint, modify, or alter the unit without written approval.**
- **Install appliances or fixtures without authorization.**
- **Make structural changes under any circumstances.**

AMENITY ETIQUETTE

Fitness Center (if Applicable)

Residents must:

- **Wipe down equipment after use.**
- **Not dropping weights**
- **Wear proper attire.**
- **Follow posted rules.**
- **Limit use during peak hours.**

Lounge & Community Spaces (if applicable)

Residents must:

- **Keep noise moderate.**
- **Not hosting private events without approval**
- **Leave spaces clean and organized.**
- **Not removing furniture or equipment**

Package Room (if applicable)

Residents must:

- **Retrieve packages within 24 hours.**
- **Not remove items belonging to others**
- **Report damaged or missing packages immediately.**

SERVICE REQUEST WORKFLOW

Standard Requests

Submit via:

- **Resident Portal**
- **Email**
- **QR Code (if applicable)**

Response times:

- **Non-urgent: 24-48 hours**
- **Urgent: Same day**
- **Emergency: Immediate dispatch**

Emergency Requests

Examples include:

- **Flooding**
- **No heat**
- **Electrical hazards**
- **Security breaches**
- **Residents must call the emergency line immediately.**

Access Requirements

Residents must:

- **Provide access for repairs.**
- **Secure pets during service visits**
- **Follow scheduling instructions.**

COMMUNICATION PROTOCOLS

Management Communication Methods

- **Email for official notices**
- **Text alerts for urgent updates**
- **Posted notices for building-wide changes.**
- **Resident portal for service requests**

Resident Responsibilities

Residents must:

- **Maintain updated contact information.**
- **Respond promptly to management inquiries.**
- **Read all notices and updates.**
- **Follow instructions during emergencies.**

MOVE-IN/MOVE-OUT STANDARDS

Move-In Requirements

Residents must:

- **Schedule moving in at least 7 days in advance.**
- **Provide COI for movers (if required)**
- **Use protective coverings in elevators.**
- **Follow designated moving in hours.**

Move-Out Requirements

Residents must:

- **Return all keys/fobs.**
- **Leave unit broom-clean.**
- **Remove all personal belongings.**
- **Pay any outstanding charges.**
- **Allow final inspection.**

SAFETY & EMERGENCY PROCEDURES

Fire Safety

Residents must:

- **Know evacuation routes.**
- **Not block fire exits**
- **Not tamper with alarms or extinguishers**
- **Follow FDNY instructions.**

Security Protocols

Residents must:

- **Not allow tailgating.**
- **Report on suspicious activity**
- **Keep doors closed and locked.**

Severe Weather

Residents must:

- **Follow building alerts.**
- **Secure balcony items (if applicable)**
- **Expect potential service delays.**

TECHNOLOGY & MODERNIZATION

Dynasty Worldwide integrates:

- **Digital service request tracking**
- **Automated building alerts**
- **Energy-efficient systems**
- **Compliance monitoring**

COMMUNITY CULTURE & EXPECTATIONS

We maintain a building culture built on:

- **Respect**
- **Cleanliness**
- **Professionalism**
- **Cooperation**
- **Pride in the property**
- **Residents are expected to contribute to this environment daily.**

SIGNATURE PAGE (email this page to shonagh@dynastypmgt.com)

I acknowledge receipt of the Dynasty Worldwide Resident Handbook and agree to comply with all policies, standards, and procedures outlined herein.

Resident Name:

Unit Number:

Signature:

Date:

DYNASTY WORLDWIDE MANAGEMENT SERVICES LTD

Maintenance & Repair Request Form

Tenant Information

Full Name:

Building Address:

Unit Number:

Phone Number:

Email Address:

Repair Details

Type of Issue (check one):

- Plumbing**
- Electrical**
- Heating/Cooling**
- Appliance**
- Structural**
- Pest**
- Other**

Location of Issue:

Detailed Description:

Urgency Level:

- Routine**
- Urgent**
- Emergency**
-

Access Permission:

- Yes, management may enter my unit**
- No, contact me first**

Date Submitted:

Tenant Signature:

Management Use Only

Received By:

Assigned To:

Date Received:

Scheduled Date:

Completion Date:

Notes:

Executive Statement for the Resident Survey

At Dynasty Worldwide Management Services Ltd, excellence is not a goal - it is the baseline. Every building we manage is expected to operate at a standard that reflects precision, accountability, and respect for the residents who call it home. This survey is a critical instrument in that mission. Your feedback allows us to strengthen operations, elevate service delivery, and ensure that every decision we make is driven by real resident experience, not assumptions. We do not collect data for the sake of data. We collect it to improve response times, enhance building performance, optimize staff oversight, and deliver a level of management that stands apart in New York City. Your voice directly shapes how we refine systems, correct inefficiencies, and reinforce the quality that defines the Dynasty brand.

BUILDING SERVICES SURVEY

Your feedback helps us strengthen building operations, elevate service delivery, and maintain the highest standards across all Dynasty-managed properties.

- 1. Full Name (optional):**
- 2. Building Address:**
- 3. Unit Number:**
- 4. Length of Residency:**

1. Building Staff & Service Team

Rate each item by checking one star level:

Professionalism of building staff

- ☆
- ☆☆
- ☆☆☆
- ☆☆☆☆☆
- ☆☆☆☆☆☆

Courtesy and respect

- ☆
- ☆☆
- ☆☆☆
- ☆☆☆☆☆
- ☆☆☆☆☆☆

Reliability of service

- ☆
- ☆☆
- ☆☆☆
- ☆☆☆☆☆
- ☆☆☆☆☆☆

Staff visibility and availability

- ☆
- ☆☆
- ☆☆☆
- ☆☆☆☆☆
- ☆☆☆☆☆☆

Knowledge of building systems

- ☆
- ☆☆
- ☆☆☆
- ☆☆☆☆☆
- ☆☆☆☆☆☆

2. Maintenance & Repairs

Ease of submitting requests

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Response time

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Quality of repair work

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Cleanliness after work

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Communication during repairs

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

3. Building Cleanliness & Condition

Lobby & common areas

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Hallways & stairwells

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Elevators

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Trash & recycling

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Exterior condition

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Seasonal maintenance

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

4. Safety & Security

Access control

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Lighting

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Security presence

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Emergency communication

☆
☆☆
☆☆☆
☆☆☆☆
☆☆☆☆☆

Fire safety

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

5. Communication & Management Oversight

Clarity of communication

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Timeliness of updates

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Professionalism of management

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Availability when needed

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

Transparency in operations

☆
☆☆
☆☆☆
☆☆☆☆☆
☆☆☆☆☆☆

6. Amenities & Building Services (if applicable)

Laundry room

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Package handling

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Common spaces

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Community engagement

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Technology systems

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

7. Overall Experience

Overall satisfaction

- ☆
- ☆ ☆
- ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆
- ☆ ☆ ☆ ☆ ☆ ☆

Would you recommend this building

- Yes**
- No**
- Unsure**

8. Open Feedback

What are we doing well:

What can we improve:

Additional comments:

I would like management to contact me Preferred method:

- Email** **Phone** **Contact information:**

MAILING ADDRESS: 340 West 55th Street, P.O. Box 1C New York, N.Y. 10019

EMAIL ADDRESS: Bsf@dynastywwmgmt.com

WEBSITE ADDRESS www.dynastywwmgmt.com

Thank you for taking the time to contribute. Your input is not only valued - it is essential to our commitment to running buildings with integrity, transparency, and uncompromising professionalism. Self Addressed envelope with postage attached.

ENCUESTA SOBRE SERVICIOS DEL EDIFICIO

Sus comentarios nos ayudan a fortalecer las operaciones del edificio, elevar la calidad de la prestación de servicios y mantener los más altos estándares en todas las propiedades gestionadas por Dynasty.

Carta de Bienvenida

Bienvenido a su edificio, administrado con orgullo por Dynasty Worldwide Management Services Ltd. Nuestra misión es ofrecer un entorno seguro, limpio, eficiente y profesional. Este manual describe las políticas del edificio, las expectativas para los residentes y los servicios disponibles.

Información de Contacto

Oficina de Administración:

Correo electrónico:

oficina:

Teléfono:

**Horario de Mantenimiento de Emergencia (24/7): Línea directa:
Superintendente / Personal del Edificio: Nombre:**

Contacto:

Reglas y Regulaciones del Edificio

Ruido

- **Horas de silencio: 10 PM - 8 AM**
- **No se permite música alta, fiestas o disturbios**
- **Sea considerado con sus vecinos al mover muebles o recibir visitas**

- **no se permite almacenar objetos personales en los pasillos**
- **No bloquee salidas de emergencia**
- **Mantenga las áreas comunes limpias y despejadas**

Fumar

- **Prohibido fumar en todas las áreas comunes interiores Siga las políticas específicas del edificio**

Mascotas

- **Todas las mascotas deben registrarse con la administración**
- **Las mascotas deben estar con correa en áreas comunes**
- **Los residentes deben limpiar después de sus mascotas**

Mantenimiento y Reparaciones

Cómo Enviar Solicitudes

Los residentes pueden enviar solicitudes de mantenimiento por:

- **Portal en línea**
- **Correo electrónico**
- **Teléfono**
- **En persona en la oficina de administración**

Reparaciones de Emergencia

Se consideran emergencias:

- **Falta de calefacción**
- **Fugas importantes**
- **Riesgos de incendio**
- **Fallas eléctricas**
- **Problemas de seguridad**

Llame a la Línea de Emergencia 24/7 inmediatamente.

Acceso para Reparaciones

- **Los residentes deben permitir el acceso para reparaciones programadas. Si no puede estar en casa, la administración puede entrar con el aviso correspondiente.**

Servicios del Edificio

Basura y Reciclaje

- **Siga las guías de reciclaje publicadas**
- **Deposite la basura solo en las áreas designadas**
- **No deje basura en los pasillos**

Lavandería

- **Limpie las máquinas después de usarlas**
- **Retire su ropa puntualmente**
- **Informe cualquier mal funcionamiento**

Entrega de Paquetes

- **Los paquetes se registran y almacenan de forma segura**
- **Presente identificación para recogerlos**
- **Las entregas grandes deben programarse**

Seguridad y Protección

Acceso al Edificio

- **No permita la entrada a personas desconocidas**
- **Informe cualquier actividad sospechosa**
- **Reporte llaves o llaveros perdidos**

Incendios y Emergencias

- **Conozca las rutas de evacuación**
- **No bloquee salidas**
- **Siga las instrucciones del personal del edificio**

Mudanzas y Entregas Grandes

- **Todas las mudanzas deben programarse con anticipación**
- **Use los ascensores designados para mudanzas**
- **Proteja las paredes y pisos durante la mudanza**

Renovaciones Dentro del Apartamento

- **Se requiere aprobación previa por escrito**
- **No se permiten trabajos ruidosos fuera del horario permitido**
- **Los contratistas deben estar asegurados y autorizados**

Normas de Convivencia

- **Respeto mutuo entre residentes**
- **Mantener niveles adecuados de limpieza**
- **Cumplir con las reglas del edificio en todo momento**

Información Importante

- **Mantenga su información de contacto actualizada**
- **Revise los avisos del edificio regularmente**
- **Reporte problemas de inmediato**

Confirmación del Residente

- **Reconozco que he recibido, leído y entendido el Manual del Residente. Firma del residente:**

**Me gustaría que la administración se pusiera en contacto conmigo.
Método de contacto preferido:**

Correo electrónico Teléfono Información de contacto:

**DIRECCIÓN POSTAL: 340 West 55th Street, P.O. Box 1C New York, N.Y.
10019**

DIRECCIÓN DE CORREO ELECTRÓNICO: Bsf@dynastywwmgt.com

SITIO WEB: www.dynastywwmgt.com

Gracias por tomarse el tiempo para contribuir. Su aportación no solo es valorada, sino que resulta esencial para nuestro compromiso de gestionar los edificios con integridad, transparencia y un profesionalismo inquebrantable. Incluya un sobre con su dirección y franqueo postal.

DYNASTY WORLDWIDE MANAGEMENT SERVICES LTD

致住户调查的致辞

在 **Dynasty Worldwide Management Services Ltd**, 卓越并非仅仅是一个目标——它是我们的基准。我们所管理的每一栋建筑, 都必须以一种体现严谨、尽责以及对住户(即以此为家的人们)充分尊重的标准来运作。本次问卷调查正是实现这一使命的关键工具。您的反馈将助力我们强化运营管理、提升服务水平, 并确保我们所做出的每一项决策, 皆源于住户的真实体验, 而非基于臆测。我们收集数据绝非为了收集而收集; 我们的目的是为了缩短响应时间、提升建筑设施的运行效能、优化员工管理与监督, 从而提供一种在纽约市独树一帜的物业管理服务。您的心声将直接指引我们如何完善各项制度、纠正低效环节, 并进一步巩固那定义了“**Dynasty**”品牌的卓越品质。

建筑服务调查问卷

您的反馈将帮助我们强化建筑运营管理、提升服务交付水平, 并确保 **Dynasty** 旗下所有管理物业都能始终维持最高的服务标准。

全名(选填):

建筑地址:

单元编号:

居住时长:

住户手册

完整中文版 —— 网站格式

1. 欢迎信

欢迎入住由 **Dynasty Worldwide Management Services Ltd** 自

豪管理的建筑· 我们的使命是为您提供安全、整洁、高效且专业的居住环境。本手册将说明建筑政策、住户责任以及可用的服务。

2. 联系信息

管理办公室:电子邮件:
电话

办公时间:

紧急维修(24/7) :热线电话:

管理员 / 大楼工作人员:姓名:
联系方式

3. 建筑规则与规定

3.1. 噪音

安静时间:晚上**10点**-早上**8点**

• 禁止大声音乐、聚会或扰民行为

搬动家具或接待访客时请体谅邻居

3.2. 走廊与公共区域

禁止在走廊存放个人物品

禁止堵塞消防通道

请保持公共区域清洁、无杂物

3.3. 吸烟

室内公共区域禁止吸烟

请遵守建筑的具体吸烟政策

3.4. 宠物

所有宠物必须向管理处登记

宠物在公共区域必须牵绳

- 住户需自行清理宠物排泄物

4. 维修与报修

4.1. 提交维修请求

住户可通过以下方式提交维修请求:

在线门户

- 电子邮件

- 电话

亲自前往管理办公室

4.2. 紧急维修

以下情况属于紧急维修:

· 无暖气

- 严重漏水

火灾隐患

· 电力故障

安全问题

请立即拨打 24/7 紧急热线

4.3. 维修访问

住户必须允许工作人员进入进行预约维修。如您无法在家,管理处可在

提前通知后进入。

5. 建筑服务

5.1. 垃圾与回收

· 请遵守张贴的回收指南

垃圾必须丢弃在指定区域

禁止垃圾放置在走廊

5.2. 洗衣房

使用后请清洁机器

- 请及时取走衣物

如有设备故障请立即报告

5.3. 包裹递送

包裹将被登记并安全存放

领取包裹需出示身份证件

- 大件物品需提前预约

6. 安全与保安

6.1. 建筑出入

- 不要让陌生人进入建筑

发现可疑行为请立即报告

丢失钥匙或门禁卡必须上报

6.2. 火灾与紧急情况

- 熟悉疏散路线

不要堵塞出口

- 遵循大楼工作人员的指示

7.搬家与大件送货

所有搬家必须提前预约

使用指定的搬运电梯

搬运过程中需保护墙面和地板

8.公寓内部装修

所有装修必须事先获得书面批准

- 噪音施工不得超出允许时间

承包商必须具备保险和许可

9.住户行为规范

住户之间应相互尊重

保持适当的清洁标准

始终遵守建筑规则

10. 重要信息

请保持您的联系信息最新

定期查看建筑公告

发现问题请立即报告

11. 住户确认

本人确认已收到、阅读并理解《住户手册》。住户签名

日期:

我希望管理层能与我联系。首选联系方式:

电子邮件 电话 联系信息:

通讯地址: **340 West 55th Street, P.O. Box 1C New York, N.Y. 10019**

电子邮箱: **Bsf@dynastywwmgt.com**

网站地址: **www.dynastywwmgt.com**

感谢您抽出宝贵时间提供意见。您的反馈不仅备受重视,更是我们秉承诚信、透明及一丝不苟的专业精神来管理楼宇所不可或缺的重要基石。请附上贴有邮票并写好回邮地址的信封。

DYNASTY WORLDWIDE MANAGEMENT SERVICES LTD

Обращение руководства по поводу опроса жильцов

Для компании **Dynasty Worldwide Management Services Ltd** совершенство — это не просто цель, это наша отправная точка. Мы ожидаем, что каждое здание под нашим управлением будет функционировать в соответствии со стандартами, отражающими точность, ответственность и уважение к жильцам, для которых это здание стало домом. Данный опрос является важнейшим инструментом в реализации этой миссии. Ваши отзывы позволяют нам повышать эффективность операционной деятельности, улучшать качество обслуживания и гарантировать, что каждое принимаемое нами решение основывается на реальном опыте жильцов, а не на догадках. Мы собираем данные не ради самих данных. Мы делаем это для того, чтобы сократить время реагирования на запросы, повысить эксплуатационные характеристики зданий, оптимизировать контроль за работой персонала и обеспечить такой уровень управления, который выгодно выделяется на фоне других в Нью-Йорке. Ваш голос напрямую влияет на то, как мы совершенствуем наши системы, устраняем недостатки и укрепляем то качество, которое определяет бренд **Dynasty**.

ОПРОС ПО ВОПРОСАМ ОБСЛУЖИВАНИЯ ЗДАНИЯ

Ваши отзывы помогают нам повышать эффективность эксплуатации зданий, улучшать качество обслуживания и поддерживать высочайшие стандарты на всех объектах, находящихся под управлением компании **Dynasty**.

Полное имя (необязательно):

Адрес здания:

Номер квартиры:

Срок проживания:

РУКОВОДСТВО ДЛЯ РЕЗИДЕНТОВ

Полная русская версия - формат для сайта

1. Приветственное письмо

Добро пожаловать в ваш дом, который с гордостью обслуживается Dynasty Worldwide Management Services Ltd. Наша миссия обеспечить безопасную, чистую, эффективную и профессионально управляемую жилую среду. В этом руководстве изложены правила здания, обязанности резидентов и доступные услуги.

2. Контактная информация

Офис управления: Электронная почта:

работы:

Телефон:

Часы

Аварийное обслуживание (24/7): Горячая линия:

Суперинтендант / Персонал здания: Имя:

Контакт:

3. Правила и нормы здания

3.1. Шум

- **Тихие часы: 22:00 – 08:00**

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- **Запрещена громкая музыка, вечеринки и любые беспокойства**

•

Проявляйте уважение к соседям при перестановке мебели или приёме гостей

3.2 Коридоры и общие зоны

- **Хранение личных вещей в коридорах запрещено**
Запрещено блокировать аварийные выходы

Поддерживайте чистоту и порядок в общих зонах

3.3 Курение

Курение запрещено во всех внутренних общих помещениях

- **Соблюдайте дополнительные правила здания**

3.4 Домашние животные

Все животные должны быть зарегистрированы в офисе управления

- **В общих зонах животные должны быть на поводке**

•

Резиденты обязаны убирать за своими животными

4. Техническое обслуживание и ремонт

4.1. Подача заявок на ремонт

Резиденты могут подавать заявки через:

- **Онлайн-портал**

•

Электронную почту

- **Телефон**

- **Лично в офисе управления**

4.2. Аварийный ремонт

К аварийным ситуациям относятся:

Отсутствие отопления

- **Серьёзные протечки**

- **Пожароопасные ситуации**

- **Электрические неисправности**

- **Проблемы безопасности**

**Немедленно звоните на круглосуточную аварийную
линию.**

4.3. Доступ для ремонта

**Резиденты обязаны предоставить доступ для запланированных работ.
Если вы не можете быть дома,**

**управление может войти с предварительным
уведомлением.**

5. Услуги здания

5.1. Мусор и переработка

- **Соблюдайте размещённые инструкции по
переработке**

Выбрасывайте мусор только в специально отведённых местах

- **Не оставляйте мусор в коридорах**

5.2 Прачечная

Очищайте машины после использования

Своевременно забирайте одежду

Сообщайте о неисправностях

5.3. Доставка посылок

Все посылки регистрируются и хранятся в безопасном месте

- **Для получения предъявляйте удостоверение личности**
- **Крупные доставки должны быть согласованы заранее**

6. Безопасность и охрана

6.1.

Доступ в здание

- **Не впускайте незнакомых людей**
- **Сообщайте о подозрительной активности**
- **Утерянные ключи или брелоки необходимо немедленно сообщить**

6.2 Пожары и чрезвычайные ситуации

- **Ознакомьтесь с путями эвакуации**
- **Не блокируйте выходы**
- **Следуйте указаниям персонала здания**

7. Переезды и крупные доставки

- **Все переезды должны быть согласованы заранее**
- **Используйте назначенный грузовой лифт**

Защитите стены и полы во время переезда

8. Ремонт внутри квартиры

- **Все работы требуют предварительного**
- **письменного одобрения**

**Шумные работы разрешены только в
установленные часы**

**Подрядчики должны иметь страховку и
разрешения**

9. Правила проживания

Проявляйте взаимное уважение

- **Поддерживайте чистоту .**
- **Соблюдайте правила здания в любое время**

10. Важная информация

- Обновляйте свою контактную информацию
- Регулярно проверяйте объявления здания
- Сообщайте о проблемах незамедлительно

11. Подтверждение резидента

Я подтверждаю, что получил(а), прочитал(а) и понял(а)

Руководство для резидентов. Подпись резидента:

Я хотел бы, чтобы со мной связалось руководство. Предпочтительный способ связи:

Электронная почта Телефон Контактная информация:

ПОЧТОВЫЙ АДРЕС: 340 West 55th Street, P.O. Box 1C, New York, N.Y. 10019

АДРЕС ЭЛЕКТРОННОЙ ПОЧТЫ: Bsf@dynastywwmgmt.com

АДРЕС ВЕБ-САЙТА: www.dynastywwmgmt.com

Благодарим вас за то, что уделили время и поделились своим мнением.

Ваш вклад не только высоко ценится — он имеет важнейшее значение для реализации нашего обязательства по управлению зданиями на принципах добросовестности, прозрачности и бескомпромиссного профессионализма.

Прилагается конверт с обратным адресом и почтовой маркой.