

City of Madison

[Draft] Apartment Management Plan – Chapter Mifflin

General Management

The property will be managed by a third-party property manager. The property manager will have an office onsite at the property located within the new office space provided on the first floor of the building facing West Washington Avenue. The Owner anticipates all apartments in the building will be fully furnished.

The property manager will be responsible for maintaining the interior and exterior common areas of the Property to keep them in a clean, neat and safe condition free of trash and debris, including regular vacuuming/sweeping of interior hallways, emptying of trash receptacles, changing light bulbs/ballasts and snow and ice removal in accordance with the timelines established by City ordinance. The property manager will also be available 24/7 (at the number provided below) to address tenant calls for emergencies, repairs or other services.

Rules for Tenants

Each tenant will be given and will be required to sign a copy of the building rules and regulations. The property will strictly prohibit excessive noise and other nuisance behavior. If less severe methods are ineffective to deal with a tenants who repeatedly violate the rules and regulations or create a nuisance, the property manager may take appropriate actions to evict tenant in accordance with the provisions of the lease Chapters 704 and 799 of the Wisconsin Statutes, Wisconsin Administrative Code Chapter ATCP 134 and Chapter 32 of the City of Madison Ordinances.

Move-In, Move-Out

How will resident move-in, move-out be managed to be orderly and efficient and to ensure that streets and fire lanes are not blocked?

The property manager will have multiple staff onsite during move-in and move-out periods to coordinate moving and to ensure proper trash removal/disposal, keeping hallways clear and exterior grounds free of trash and debris, and to complete any cleaning, painting or other maintenance necessary to prepare the apartments for the next tenants. Tenants will have assigned move-in/move-out windows at which they can arrive to the property in a personal vehicle. Congestion, trash and damage from move-in/move-out will be minimized by the apartments being fully furnished. All personal belongings will be transported from vehicles staged within the property into the building elevators up to the tenant's unit.

Vehicle and Moped Parking Management

How will vehicles and mopeds be managed to ensure they are only parked in appropriate spaces? Mopeds may not be parked on the terrace, sidewalk, or at bike racks.

The property will include the number of bike and moped stalls required by the City's ordinances. Long-term bike parking spaces are provided in the garage and at Level 1 in dedicated, secured rooms accessed only by tenants. Short-term guest bike parking spaces are provided around the property at grade. The

property will have approximately 80 vehicular parking spaces in the below-grade garage, including spaces specifically dedicated for electric vehicle charging and parking. All tenant and moped/scooter parking is in the dedicated garage below-grade. Signage in the garage will indicate parking spaces. All bike, vehicle, and moped parking areas will be maintained by the property manager as part of its property maintenance duties to ensure vehicles, bikes, and mopeds are only parked in the appropriate spaces.

Trash management

How will the property be maintained in a clean and sanitary condition, free from trash and debris?

Residents use a trash chute and a recycling chute with access at each level to send trash and recyclables to a collection room on Level 1, adjacent to the at-grade driveway on Mifflin Street. There is a compactor at the bottom of each chute. When bins attached to the compactors are full, owner's maintenance staff switches them out for new empty bins. Several bins can be stored in the trash room at a time. At collection times, the service provider stops the truck at or near the entrance on Mifflin Street and wheels the bins a short distance to the collection truck, then back to the collection room. In addition to the trash room at level 1, there is a room dedicated to collection of cardboard for recycling and a battery recycling bin is provided for resident use.

Snow Management

How will snow be cleared from the sidewalks, pedestrian paths, drives, and parking areas, including bicycle parking areas, accessible parking spaces, and access aisles and then moved to an appropriate location?

Snow will be removed from the sidewalk, private drive and exterior parking areas by noon the day after a snowfall. Snow will be deposited in the west side of the rear yard. Excessive snow will be hauled off site. Ice melt will be applied to these areas as needed.

Access

How will access to the building(s) and any common areas, including pools, rooftops, and parking garages, be controlled?

Exterior entrances to the apartments will be secured by a "keyless" card or keypad entry system (the Butterfly system), providing a higher level of security in cases of lost "keys" and changing tenants over time. The main entrances to the building are from West Washington Avenue and West Mifflin Street. There is also access to the building from the pedestrian through-block pathway under the building. Elevators and all amenity areas will be secured and access controlled to prevent unauthorized access to individual resident spaces. During hours other than office hours, the main entrance doors will be locked. All other exterior doors will be secured and locked at all times. The garage is served by a high-speed roll-up door with a long-range RFID reader. Residents with access to the garage for vehicular parking will receive an RFID token for garage access.

Lighting and Security Cameras

Where will lighting and security cameras be located on the property and building(s)? The Madison Police Department recommends lighting and cameras at entrances, exits, in common spaces, and parking lots/garages.

All interior and exterior common areas and entrances will be monitored by iPro security cameras. In addition, there will be security cameras throughout the parking garage and residential corridors. Exterior lighting is located throughout the building to enhance security and lighting on the sidewalks. Exterior lighting will also be located in the soffit over the driveway, as well as under the canopies at the main entrances and the building overhang at the through-block pathway.

24-Hour Contact

Who will be the 24-hour contact for the property with immediate access to security camera footage to share with police as needed? How will police contact them?

Onsite: In the event of an emergency there will be a designated staff member who lives on-site that is responsible for emergency situations that occur outside of business hours. This person will have access to security camera footage in the event the police need access.

Central Office: In the event of an emergency that requires further escalation from the on-site on call staff member, a manager will be on call and report to the property.

Short-Term Delivery and Rideshare Loading

How will short-term deliveries and rideshare loading be accommodated?

All short-term deliveries and rideshare will be encouraged to be picked up and dropped off from the Mifflin Street entrance on the north side of the project. A residential elevator close to that entrance will provide convenient access for residents. The project is continuing to explore adding a loading zone along West Washington in front of the residential lobby and leasing office for mail and package delivery.

Pet Waste Areas

Where are the designated areas for pet relief? How will pet waste be managed to ensure it's properly disposed?

The project will have a dedicated pet run and pet relief area behind the building, accessible from resident amenity areas. The property manager will ensure pet relief bags are stocked for tenant use. Signage will indicate the area.
