

**THE SPIRES**

**RESIDENT'S HANDBOOK**

(Last amended: December 8, 2004)

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SECTION I

THE SPIRES

GENERAL INFORMATION

## **I. GENERAL INFORMATION**

### **A. WELCOME TO THE SPIRES**

The Spires is a 40 story high rise condominium adjacent to the Texas Medical Center and Hermann Park. The Spires is bounded on the south by Holcombe Boulevard, on the west by the Ronald McDonald House, on the north by Brays Bayou and on the east by Hermann Park. The Spires consists of 230 individually owned residence units, an attached multi-level garage with individually owned parking spaces, individually owned basement level storage areas, recreational facilities including tennis and racquetball courts, a fitness center with dry and steam saunas, a swimming pool, party and conference facilities, and a Service Center that houses a variety of conveniences.

The building was developed by Campeau Corporation, the developer of Houston's Bayou Bend Towers. The architect was Henry Wang and the builder was Manhattan Construction. The first resident moved into The Spires on October 15, 1983. Since September of 1984, the operation of The Spires has been directed by the owners through a Board of Directors. In 1996, revised Articles of Incorporation, Declaration of Condominium and By-Laws were adopted by the homeowners' association.

### **B. MISSION STATEMENT FOR THE SPIRES BOARD OF DIRECTORS**

#### **1. Who we are**

We are an association of homeowners who desire to live in a neighborhood where quality of life, enhancement of significant investment, limited public access, privacy, and availability of services and amenities are important. We recognize that we are governed by the Declaration of Condominium, By-Laws, and Rules and Regulations of the Association.

#### **2. What we believe**

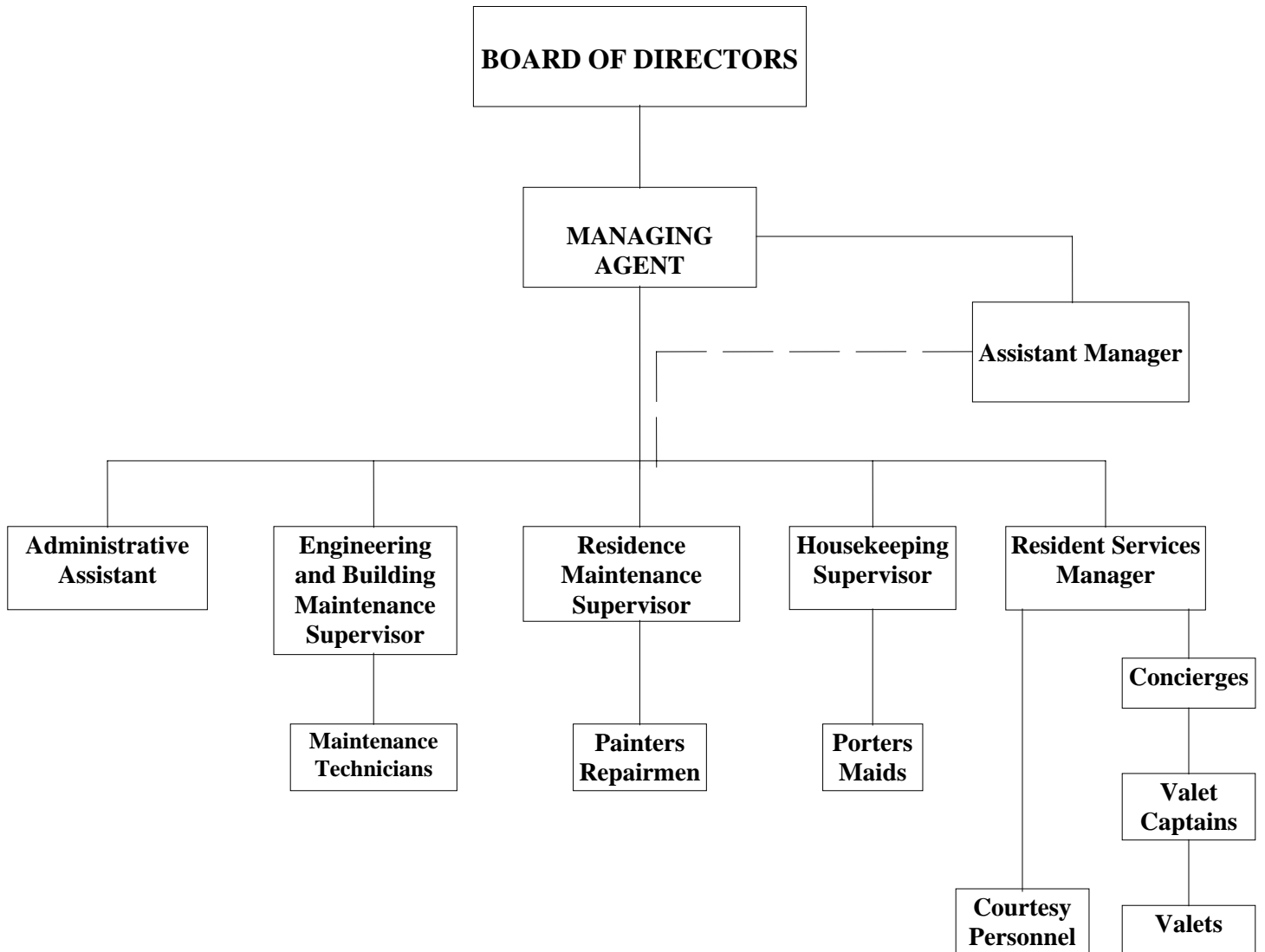
That within the guidelines of our constituent documents, we operate democratically as a form of government. We have common interests which must recognize the diversity of our residents and their requirements. We must respect each other's interests and maintain facilities, services and amenities which are common to the wide variety of interests which make up our high rise condominium community.

#### **3. Therefore, we resolve to**

- Maintain and preserve the property and facilities within our budget in accordance with the constituent documents in order to protect and maintain the investments of homeowners.
- Provide services and amenities for the common areas and individual dwellings in order to preserve, protect, and improve the quality of life of the diverse residents.
- Provide common social and cultural activities as desired by the majority of residents.
- Fulfill fiduciary responsibilities by developing and monitoring the annual budget as provided in the constituent documents and to maintain our operations within our financial resources.

## C. ORGANIZATION

Residents of The Spires enjoy the services of a friendly, professional staff who take care of many of the day-to-day tasks associated with high rise living. Part of the monthly Common Expense Fee covers the costs of the staff and their services.



## D. BUILDING MANAGEMENT

The Spires has a full time Managing Agent. The Managing Agent, along with his management team, manages the staff and conducts the business of the Association as set forth in Article III, Sections 3.8 and 3.9 of the Declaration of Condominium. All employees report to the Managing Agent. The Managing Agent reports to the Board of Directors.

The Management Office handles all requests for engineering and residence maintenance services, moving arrangements, special housekeeping needs, party and conference facilities reservations, security problems and requirements for additional Valets or Concierges.

The Management Office also maintains a Lost and Found for personal items left unattended in the common areas. Found items can be taken to the Management Office to be placed in the Lost and Found. Contact the Management Office at 713-799-2500 regarding lost items.

The Management Office is located on the first floor of The Spires, in Unit 106. The Managing Agent and Management Office can be reached Monday through Friday between 8:00AM and 5:00PM at 713-799-2500. At all other times, contact the Front Concierge Desk at 713-799-2501.

## **E. ENGINEERING, BUILDING AND RESIDENCE MAINTENANCE**

### **1. Engineering and Building Maintenance**

The operation and maintenance of major equipment and building systems are the responsibility of the Engineering and Building Maintenance staff. They operate the central air conditioning system, maintain the common areas, the garage and the grounds, clean the pool and fountain, and operate the pool, pond and fountain equipment.

The Engineering and Building Maintenance Supervisor directs the Maintenance Technicians. The Engineering staff can be contacted through the Management Office at 713-799-2500 between 8:00AM and 5:00PM, Monday through Friday. The Engineering staff is on call for emergencies 24 hours a day, seven days a week through the Front Concierge Desk at 713-799-2501.

### **2. Residence Maintenance Service**

The Management makes available, at additional cost, a Residence Maintenance Service which includes repair and installation of appliances and cable or phone jacks, painting, plumbing repair, shampooing carpets, copying unit keys and other select services. Additional information and scheduling of services can be obtained by calling 713-799-2505 between 8:00AM and 5:00PM, Monday through Friday.

Residence Maintenance Services are charged at an hourly rate, with a minimum charge of one-half hour. Contact the Management Office for the current hourly rate. Residents are also charged for parts and supplies needed to complete requested jobs.

The Residence Maintenance staff provides periodic filter changes and a general maintenance check of the air handlers inside each residence unit, at no charge to residents. This service is mandatory and residents are notified before service is performed. To accommodate residents with special needs, the Building Maintenance staff will work with residents to arrange a time to perform this service.

Properly operating smoke detectors are the responsibility of the resident. However, due to the importance of early fire detection, the building maintenance staff may, without an obligation to, test and, if necessary, repair or replace, at the resident's expense, the battery operated smoke detectors in the residence units each time the air conditioner filters are changed.

Properly operating toilets are the responsibility of the resident. However, due to the risk of excessive costs to the Association caused by constantly running water, the building maintenance staff may, without an obligation to, check and, if necessary, repair and replace, at the resident's expense, the toilets, or parts of the toilets, in the residence units each time the air conditioner filters are changed.

## **F. HOUSEKEEPING**

Housekeeping employees clean the common areas of the building, the grounds, and the garage. The Head of Housekeeping supervises the housekeeping staff. Housekeeping personnel are in the building each day of the week. For common area housekeeping services, call 713-799-2504 between 8:00AM and 5:00PM Monday through Friday. After hours, common area housekeeping services may be obtained by calling the Front Concierge Desk at 713-799-2501.

## **G. RESIDENT SERVICES**

The Spires adheres to a strict **No Tipping Policy** for all employees. Instead, residents are given the opportunity each December to contribute to the Annual Holiday Fund. Proceeds from the Fund are distributed among The Spires' employees at the end of each calendar year.

### **1. Concierge Duties**

The Concierge is the person who greets you in the lobby and is usually stationed behind the Front Desk. The Concierge is responsible for:

- Greeting persons as they enter the building
- Directing Valets
- Directing Courtesy Officers
- Monitoring emergency and property surveillance systems
- Implementing emergency procedures
- Taking messages
- Directing deliveries to the proper residence unit

The Front Concierge Desk may be reached at any time by calling 713-799-2501.

### **2. Valet Duties**

The Valet is the person who greets you at the Front Lobby and Garage Entry doors. The Valet is responsible for:

- Parking and retrieving cars
- Carrying packages and dry cleaning
- Delivering groceries
- Assisting the Concierge during emergency situations
- Escorting delivery persons to residence units as needed

The Valet Desk may be reached at any time by calling 713-799-2502.

### **3. Courtesy Officer Duties**

The Courtesy Officer is the person who greets you at the entry gate and is usually stationed in the gate house. The Courtesy Officer is responsible for:

- Greeting persons who come onto the property
- Monitoring and logging the entering and departing traffic
- Inspecting the property periodically

## **H. BUILDING SURVEILLANCE AND MONITORING**

The Association, its directors, officers, managers, employees and agents do not provide security and are not insurers or guarantors of any resident's security. While the Association does operate many systems for the benefit of the building and residents (i.e. whether for fire protection, access control, patrol or surveillance equipment, monitoring devices, closed circuit camera systems, and the like), no representation is made that any such systems will prevent loss by fire, smoke, burglary, theft, assault, hold-up, or otherwise; or that such systems will provide the detection or protection for which such systems are designed or intended.

## **I. UTILITIES**

### **1. Electricity**

Electricity is available from a variety of power companies. You must arrange for this service personally and you will be billed directly by the company you select.

### **2. Heat**

Your residence unit is heated by electricity. The cost is reflected in your electric bill.

### **3. Water**

The cost of municipal water service is included in the monthly Common Expense Fee. **Report all leaks immediately** to avoid excessive costs and prevent water damage to your residence unit and your neighbors' residence units.

### **4. Air Conditioning**

The air conditioning systems in the residence units cool using chilled water that is circulated throughout the building by the central plant equipment. Although the Building Maintenance staff provides a periodic general maintenance check and air conditioner filter change, as described in Section I: GENERAL INFORMATION; Part E2: Residence Maintenance Service, it is the resident's responsibility to have the air conditioning unit inspected and serviced periodically.

## **5. Telephone**

Local and long distance telephone service is available from a variety of companies. You must arrange for these services personally and you will be billed directly by the company(ies) you select.

## **6. Cable Television**

Basic cable television service is provided to all residence units. If you wish to add optional services, you must make such arrangements personally and you will be billed directly by the company you select.

## **7. Internet**

Internet access is not provided to residence units. Dial-up, DSL and broadband cable internet services are available to residents of The Spires through a variety of companies. If you wish to acquire internet access, you must make such arrangements personally and you will be billed directly by the company you select.

# **J. CONVENIENCES**

## **1. Newspapers**

The Houston Chronicle and all other newspapers are delivered to residence unit doors. You must contact the newspaper(s) personally to make delivery arrangements. The phone number for the Houston Chronicle is 713-220-7211. The phone number for The New York Times is 800-NYTIMES. The phone number for The Wall Street Journal is 800-369-2834.

For your convenience, a newspaper vending machine containing The Houston Chronicle is located in the Service Center on the first floor of The Spires.

## **2. Dry Cleaning Service**

Dry cleaning services are available in the Service Center on the first floor of The Spires, with morning and evening hours Monday through Friday and morning hours on Saturday. The phone number for the dry cleaning service office is 713-797-0454 (Mobile #: 832-875-0245).

### **3. Vending Machines**

Vending machines containing sodas and snacks are located on the B-1 level.

### **4. ATM Machine**

An ATM machine is available in the Service Center on the first floor of The Spires.

### **5. Copy Machine**

A pay-per-page copy machine is available in the Service Center on the first floor of The Spires. Contact the Management Office for the current rate.

### **6. Fax Machine**

A fax machine is available, during business hours, in the Management Office in Unit 106. The fax number is 713-799-2304. Contact the Management Office for current rates.

## **K. STORAGE**

Storage lockers are located in storage rooms on basement levels B-1 and B-2. Each storage locker is deeded as a Limited Common Element appurtenant to a specific unit. The key to the storage rooms is kept at the Front Concierge Desk. When you need to enter a B-1 or B-2 level storage room, contact the Front Concierge Desk for access. Each resident is responsible for providing a padlock for his/her storage locker.

For proper storage requirements and procedures, see THE SPIRES RULES AND REGULATIONS; Section F: B-1 AND B-2 LEVEL STORAGE AREAS.

## **L. THE SPIRES' INSURANCE**

The Spires' insurance policies may, from time to time, provide certain coverages for owners and/or residents. In the event of a claim, any and all deductibles are the responsibility of the claimant. Copies of the building insurance policies may be obtained from the Management Office. Residents are welcome and encouraged to contact the Management Office to learn more about The Spires' insurance.

## **M. GUESTS**

Guests will be welcomed upon their arrival. Please help us make a good impression on your guests by advising the Front Concierge Desk at 713-799-2501 of the names of the individuals you are expecting and when you expect them to arrive, and advising the Concierge whether you want your guests to wait in the

lobby or to be directed to your residence unit, or if applicable, another common area of the building such as a party or conference facility.

You can monitor the arrival of your guests by tuning your television to channel 16.

Unless the Front Concierge Desk has been authorized by a resident to admit a specific guest into the building, that guest may not be allowed beyond the lobby doors.

For guest parking procedures, see THE SPIRES RULES AND REGULATIONS; Section K: GUESTS.

## **N. TRASH DISPOSAL**

A trash disposal room is located on each floor of the building. For proper trash disposal procedures, see THE SPIRES RULES AND REGULATIONS; Section O: TRASH DISPOSAL.

## **O. KEY CONTROL**

The Management Office keeps a duplicate of your residence unit key in a Safe Box in the Management Office. It will be released for three purposes only:

**Emergency:** As stated in Article I, Section 1.1(k) of the Declaration of Condominium, an emergency is defined as “. . . any circumstances necessitating or making reasonably advisable prompt action for the purpose of avoiding (or seeking to mitigate the effects of) bodily injury or death or property loss or damage exceeding \$500.00.” This includes fire, water, electrical, and medical emergency access. After office hours and on weekends, the Concierge on duty will have access to the Safe Box by breaking into an Emergency Only glass case, where a copy of the Safe Box key is kept.

**Service Calls Authorized By You:** The Spires Residence Services and Maintenance personnel will be allowed to enter a residence unit when so authorized by a resident.

**Lost Keys/Locked Out Residents:** If the Safe Box is accessed as a result of a resident being locked out of his/her residence unit, a \$10.00 charge will be assessed to the resident.

## **P. THE SPIRES VOICE**

The Spires Board of Directors and Management Office direct the periodic publication of The Spires Voice, the community newsletter. The Spires Voice is published six to seven times per year, on average, and distributed to residence unit doors. The contents of the newsletter vary from issue to issue, but typically include community news and events, updates on community projects, letters from residents, welcome to new residents, and other items that may be of special interest to residents.

## **Q. ADDITIONAL INFORMATION**

Additional information about The Spires is available online through The Spires' web site at <http://www.thespires.org>. This information may include the roster of the Board of Directors, contact

phone numbers for Spires management and staff, the Articles of Incorporation, the Declaration of Condominium, the By-Laws, the Rules and Regulations, the Resident's Handbook, blank Spires forms, blank party and conference room contracts, the most recent Spires Voice newsletter, calendars of upcoming events, and other information as may be posted from time to time.

Additional information is also available to unit owners (i.e. members of the Association) by calling the Management Office at 713-799-2500 between the hours of 8:00AM and 5:00PM Monday through Friday. This information includes:

- The Spires Budget
- The Spires Ten Year Plan
- Current financial statements
- Property insurance policies

Other information is available to all residents (i.e. owners and tenants) by calling the Management Office at 713-799-2500 between the hours of 8:00AM and 5:00PM Monday through Friday. This information includes:

- Rosters of the Board of Directors and Committees
- Additional copies of The Spires forms and party and conference room contracts
- Additional copies of the Articles of Incorporation, Declaration of Condominium, By-Laws and Resident's Handbook. *Due to the cost of producing these large documents, a nominal fee may be charged for replacement copies.*
- Additional copies of The Spires newsletter, *The Spires Voice*
- Fire evacuation plan and staff procedures for emergency management

## **R. THE SPIRES WEB SITE**

The Spires may, without obligation to, maintain a web site. The Spires' web site is located at URL: <http://www.thespires.org>. A variety of Spires-related information is available through the web site as described in Section I: GENERAL INFORMATION; Part Q: ADDITIONAL INFORMATION, paragraph 1.

**SECTION II**

**THE SPIRES**

**EMERGENCY ACTION PLAN**

## **II. EMERGENCY ACTION PLAN**

### **A. FIRE DETECTION AND SUPPRESSION EQUIPMENT**

The Spires is equipped with an early warning fire alarm system. Detection devices include smoke detectors located in the common areas and hallway of each residence unit, heat sensors located in the kitchen of each residence unit, and manual fire alarm pull stations located near each stairwell exit.

Suppression equipment includes sprinklers on the B-1 and B-2 basement levels and in the plant area, and fire hoses and fire extinguishers located in the fire hose cabinets on each floor.

Other emergency equipment in The Spires includes an elevator override system that recalls all elevators to the ground floor upon activation of the alarm system, an emergency generator that powers emergency lighting, one elevator and the fire pump, and a public address system equipped with an alarm tone to alert residents of emergency situations and a speaker through which Management and/or the Fire Department can inform residents of the status of emergency and non-emergency situations.

Residents should consider purchasing a general purpose fire extinguisher for use in their residence units.

### **B. PREVENTION AND PERSONAL SAFETY**

**It is important that the Managing Agent and Front Concierge Desk personnel are aware of all handicapped residents and guests. This information is required by the Fire Department during an emergency. Please, keep Management informed.**

Know the location of all emergency exits and exit stairwells. They are your evacuation route in an emergency.

Know the location of all manual fire alarm pull stations. They are your means of reporting a fire to The Spires Management.

Make certain that all battery-operated smoke detectors in your unit are in working order.

All residents who smoke or allow smoking in their residence units are advised to install smoke detectors in each room.

Fully extinguish all cigarettes before disposal. Do not leave lit cigarettes unattended.

Make certain that all electrical appliances are turned off and unplugged when not in use.

Make certain that stoves and ovens are turned off when not in use.

Do not overload electrical outlets. Make certain that extension cords match or exceed the size and type of cord supplied with an appliance. Check cords periodically for wear and replace when necessary.

Keep hallways, corridors, stairwells and all other common areas free of debris at all times. Report obstructions to the Managing Agent immediately.

Bedroom doors should remain closed while sleeping. Closed doors allow protection from heat and smoke and can provide additional escape time.

If you have a fire extinguisher in your residence unit, check it periodically to assure that it is charged and ready for use.

## C. GENERAL RECOMMENDATIONS

In any emergency situation, it is important to remain calm and use common sense. Always use your best judgment and act in the interest of safety.

In an emergency situation, call 911. Whenever the situation allows, also notify the Front Concierge Desk at 713-799-2501. If you require assistance in an evacuation, notify the Front Concierge Desk.

In the event of an evacuation:

- Do not waste time gathering valuables.
- Exit via the exit stairwells.
- Do not go to the roof unless instructed by a fireman.
- **DO NOT USE THE ELEVATORS UNLESS INSTRUCTED BY A FIREMAN.**
- Once you have left the building, do not re-enter until authorized by the Fire Department.

In the event of a fire:

- Touch all doors with the back of your hand before opening – if the door is hot, do not open!
- Since smoke rises, crawling is the safest mode for traveling through smoke-filled areas.
- When possible, close all doors behind you as you leave.
- Exit via the exit stairwells.
- Do not go to the roof unless instructed by a fireman.
- **DO NOT USE THE ELEVATORS UNLESS INSTRUCTED BY A FIREMAN.**
- Once you have left the building, do not re-enter until authorized by the Fire Department.

## D. EMERGENCY PROCEDURES

If you see smoke, flames, smell something burning or hear a smoke or fire alarm:

- Call 911.
- If possible, inform the Front Concierge Desk by calling 713-799-2501.
- Pull the nearest manual fire alarm station to activate the building fire alarm system.
- If in your judgment it is possible and poses no personal threat to do so, try to extinguish the fire.
- If in your judgment the fire is too large, close any doors that you safely can to isolate the fire.
- Evacuate to a predetermined area via the exit stairwells.
- Do not go to the roof unless instructed by a fireman.
- **DO NOT USE THE ELEVATORS UNLESS INSTRUCTED BY A FIREMAN.**
- Once you have left the building, do not re-enter until authorized by the Fire Department.

If you smell a peculiar or unfamiliar odor:

- Call the Front Concierge Desk at 713-799-2501 immediately.

If you hear the building's fire alarm tone:

- Close all doors and windows to help isolate and control the spread of fire and smoke.
- Listen for instructions and status reports via the public address system.
- Report any changes in conditions to the Fire Department and Front Concierge Desk.
- If the fire or smoke is on your floor, if directed to do so by Management or the Fire Department, or if in your judgment it is appropriate, immediately proceed to the nearest accessible exit stairwell and evacuate the building.
- Do not go to the roof unless instructed by a fireman.
- **DO NOT USE THE ELEVATORS UNLESS INSTRUCTED BY A FIREMAN.**
- Once you have left the building, do not re-enter until authorized by the Fire Department.

If evacuation from your unit is not possible because of smoke, fire or for any other reason:

- Call 911. If possible, also inform the Front Concierge Desk at 713-799-2501 of your location.
- If possible, isolate yourself in a room with a window.
- Place a damp cloth under the door to try to keep smoke from entering.
- Attempt to identify your location by hanging visible material in the window or from the balcony.
- If there is smoke in the room, place a damp cloth over your face and keep low.

If a bomb threat is received:

- Call 911. If possible, notify the Front Concierge Desk at 713-799-2501.
- Do not use radios or cell phones because of the possibility of detonating electrical blasting caps with radio transmissions.
- Partial or total evacuation of the building may be necessary. Pay close attention to announcements on the public address system for status reports and evacuation instructions. If instructed to do so, or if in your judgment it is appropriate, evacuate the building immediately.

## **E. SEVERE WEATHER**

In preparation for severe weather:

- Plan a route to safety should you need to leave the premises. Remember to allow extra time for evacuation to accommodate peak evacuation traffic. Notify the Front Concierge Desk if you intend to leave.
- Plan for your family's safety. Know how to contact family members. Inventory your property for insurance and tax purposes and store the list in a safe place. Review your insurance policies and coverage.
- Acquire emergency supplies such as a transistor radio, flashlights or battery-operated lanterns with fresh batteries, canned nonperishable foods, pet food, containers of drinking water, extra batteries, waterproof tarpaulins, a first aid kit, and extra household supplies.
- Acquire a hurricane tracking chart each year. These are available through the local newspapers and television stations and at many local grocery stores. Read the information carefully and follow any recommendations.

In the event of a severe weather or hurricane watch:

- Monitor storm reports on radio, television, or the internet.
- Refill prescriptions.
- Fill cars with gasoline.

- Check and restock emergency supplies.
- Check and restock pet prescriptions, pet food and water, and other pet supplies.

In the event of a severe weather or hurricane warning:

- Monitor storm reports on radio, television, or the internet.
- Clear furniture and other items away from windows and window sills.
- Remove furniture, plants and other items from balconies.
- Cover indoor valuables with tarpaulins.
- Draw curtains across windows to help protect from flying objects and glass.
- Clean and fill bathtubs, pots and pans with fresh water, in the event the water supply is interrupted or contaminated.
- Store valuables and personal papers in a safe place.
- Turn off and unplug electrical appliances.
- Take cover away from windows. If possible, move to the core of the building or to an exit stairwell.

## **F. MEDICAL EMERGENCIES**

Call 911. If possible, contact the Front Concierge Desk at 713-799-2501 and inform them that you have called an ambulance. An Automatic External Defibrillator (AED) is available at the Front Concierge Desk.

## **G. NON-EMERGENCY SITUATIONS**

Non-emergency situations such as a power outage, interruption in water service, or similar circumstances usually cause no imminent danger to residents. Residents should be prepared for non-emergency situations by acquiring materials such as flashlights or battery-operated lanterns with fresh batteries, transistor radios, containers of drinking water, extra batteries and a multipurpose fire extinguisher.

Should you decide to vacate the premises during such situations, contact the Management Agent or the Front Concierge Desk before you leave.

In the event of a prolonged power failure, severe water leak, toxic chemical spill, or other circumstance where the safety of residents may be threatened, evacuation of the building will be ordered. The public address system will be used to inform residents of circumstances and evacuation procedures. If the public address system is unavailable or nonfunctioning, Management will, whenever possible, facilitate door to door notification of residents.

SECTION III-IV

THE SPIRES

THE SPIRES TELEPHONE NUMBERS  
OTHER HELPFUL NUMBERS

### **III. THE SPIRES TELEPHONE NUMBERS**

Managing Agent & Management Office	713-799-2500
Front Concierge Desk	713-799-2501
Valet Station	713-799-2502
Garage Entry Desk	713-799-2503
Housekeeping Department	713-799-2504
Maintenance/Resident Services	713-799-2505
Engineering Department	713-799-2506

### **IV. OTHER HELPFUL NUMBERS (listed alphabetically; updated 8/03)**

#### **A. GENERAL**

Ambulance (Emergency)	911
Ambulance (Non-emergency)	713-222-3434
Fire (Emergency)	911
Police (Emergency)	911
Police (Non-emergency)	713-222-3131
High Rise Cleaners (Located on first floor of The Spires)	713-797-0454
Mobile:	832-875-0245
Mayor's Office	713-247-2200
Freed-Montrose Branch of the Houston Public Library (4100 Montrose)	713-284-1958
Weather Line	713-529-4444

#### **B. GROCERY STORES**

Kroger (3300 Montrose Boulevard – Open 24 hours)	713-526-7865
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Kroger (1990 Old Spanish Trail – Open 24 hours)	713-791-1464
Randall’s Flagship (3131 West Holcombe – Open 24 hours)	713-349-2150
Rice Epicurean Market (2617 West Holcombe at Kirby Drive)	713-664-8649
Whole Foods (4004 Bellaire Boulevard)	713-667-4090

### **C. HOSPITALS**

Ben Taub General Hospital (1504 Taub Loop)	713-873-2000
Hermann Hospital (6411 Fannin)	713-704-4000
The Methodist Hospital (6565 Fannin)	713-790-3311
M.D. Anderson Cancer Center (1515 Holcombe Boulevard)	713-792-2121
Park Plaza Hospital (1313 Hermann Drive)	713-285-1000
The Shriners’ Hospital for Children (6977 Main)	713-797-1616
St. Luke’s Episcopal Hospital (6720 Bertner)	713-791-2011
Texas Children’s Hospital (6621 Fannin)	713-770-1000
Veterans’ Administration Hospital (2002 Holcombe Boulevard)	713-791-1414

### **D. MAIL/PACKAGE DELIVERY SERVICE**

Airborne Express	800-247-2676
DHL	800-225-5345
Federal Express	800-463-3339
UPS	800-742-5877
U.S. Post Office (Medical Center Station, 7205 Alameda Road)	713-842-1489

### **E. ENTERTAINMENT**

Hermann Park Golf Course (6201 Golf Course Drive)	713-526-0077
Hermann Park Stables (13551 Lew Briggs Rd)	713-433-7669

Miller Outdoor Theater (100 Concert Drive)	713-284-8352
MinuteMaid Park (501 Crawford)	713-259-8500
Reliant Park (1 Reliant Park)	832-667-1400
Six Flags – Astroworld (Loop 610 South at Fannin)	713-799-1234

## **F. MUSEUMS**

The Children’s Museum (1500 Binz)	713-522-1138
Contemporary Arts Museum (5216 Montrose Boulevard)	713-284-8250
Holocaust Museum Houston (5401 Caroline)	713-942-8000
Houston Zoological Gardens (1513 Outer Belt Drive)	713-533-6500
Museum of Fine Arts (1001 Bissonnet at Main)	713-639-7300
Museum of Health and Medical Science (1515 Hermann Drive)	713-521-1515
Museum of Natural Science (1 Hermann Circle Drive)	713-639-4600
Burke Baker Planetarium	713-639-4600
Cockrell Butterfly Center	713-639-4600
Wortham IMAX Theater	713-639-4600
The Menil Collection (1515 Sul Ross)	713-525-9400

## **G. NEWSPAPER DELIVERY**

Houston Chronicle (Circulation)	713-220-7211
New York Times	800-698-4637
Wall Street Journal	800-369-2834

## **H. PHARMACIES**

Doyles’ Pharmacy (1717 Sunset Boulevard)	713-526-1771
CVS (6011 Kirby Drive)	713-522-3983
CVS (7900 South Main Street)	713-660-8934

CVS (2266 West Holcombe Boulevard)	713-218-2180
Jack's Apothecary (5445 Alameda Road)	713-528-1994
Walgreen's (3317 Montrose Boulevard)	713-520-7777
Walgreen's (5313 Kelvin)	713-529-5331

## **I. UTILITIES**

Reliant/CenterPoint Energy	713-207-7777
SBC	800-464-7928
Time Warner Communications	713-462-9000

## V. FORMS

### SECTION V

#### THE SPIRES

#### FORMS

## A. AUTOMOBILE/MOTORCYCLE REGISTRATION

Date: \_\_\_\_\_ Parking Space Number(s): \_\_\_\_\_

Resident's Name(s): \_\_\_\_\_

Unit Number: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Name(s) of Driver(s): \_\_\_\_\_ Office Phone: \_\_\_\_\_

\_\_\_\_\_ Office Phone: \_\_\_\_\_

\_\_\_\_\_ Office Phone: \_\_\_\_\_

\_\_\_\_\_ Office Phone: \_\_\_\_\_

\_\_\_\_\_ Office Phone: \_\_\_\_\_

\_\_\_\_\_ Office Phone: \_\_\_\_\_

Number of Automobiles: \_\_\_\_\_ Number of Motorcycles: \_\_\_\_\_

Automobile/Motorcycle #1:

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Color	Year	Make	Model	License Number
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Automobile/Motorcycle #2 (If applicable):

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Color	Year	Make	Model	License Number
-------	------	------	-------	----------------

Automobile/Motorcycle #3 (If applicable):

---

Color	Year	Make	Model	License Number
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Automobile/Motorcycle #4 (If applicable):

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Color	Year	Make	Model	License Number
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Please complete this form and return it to the Management Office. Your parking sticker(s) may be obtained from the Front Concierge Desk.

**RESIDENTS MUST PARK IN THEIR ASSIGNED SPACES. ILLEGALLY PARKED VEHICLES OR VEHICLES IN VIOLATION OF THE RULES ARE SUBJECT TO TOW, IN ACCORDANCE WITH TEXAS TOWING STATUTES, AND AT THE OWNER'S EXPENSE.**

## B. BICYCLE REGISTRATION

Date: \_\_\_\_\_ Parking Space Number(s): \_\_\_\_\_

Resident's Name(s): \_\_\_\_\_

Unit Number: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Bicycle #1:

---

Color	Make	Model	Serial Number
-------	------	-------	---------------

Bicycle #2 (If applicable):

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Color	Make	Model	Serial Number
-------	------	-------	---------------

Bicycle #3 (If applicable):

---

Color	Make	Model	Serial Number
-------	------	-------	---------------

Bicycle #4 (If applicable):

---

Color	Make	Model	Serial Number
-------	------	-------	---------------

Please complete this form and return it to the Management Office. Bicycle registration stickers may be obtained from the Management Office.

**BICYCLES MAY BE PARKED IN DESIGNATED AREAS ONLY. ILLEGALLY PARKED BICYCLES OR BICYCLES PARKED IN VIOLATION OF THE RULES ARE SUBJECT TO REMOVAL, AT THE OWNER'S EXPENSE.**

## C. PET REGISTRATION

Resident's Name(s): \_\_\_\_\_

Unit Number: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Number of Pets: \_\_\_\_\_

Type of Pet #1: \_\_\_\_\_ Type of Pet #2: \_\_\_\_\_

Pet's Name: \_\_\_\_\_ Pet's Name: \_\_\_\_\_

Sex: \_\_\_\_\_ Sex: \_\_\_\_\_

Color: \_\_\_\_\_ Color: \_\_\_\_\_

Breed: \_\_\_\_\_ Breed: \_\_\_\_\_

Height: \_\_\_\_\_ Height: \_\_\_\_\_

Weight : \_\_\_\_\_ Weight: \_\_\_\_\_

Breed's average adult weight: \_\_\_\_\_ Breed's average adult weight: \_\_\_\_\_

Veterinarian's Name: \_\_\_\_\_

Clinic Name: \_\_\_\_\_

Clinic Telephone Number: \_\_\_\_\_

Clinic Address: \_\_\_\_\_

Clinic City, State and Zip: \_\_\_\_\_

Copy of vaccination certification submitted to Management Office on: \_\_\_\_\_

Expiration date of current vaccination certification: \_\_\_\_\_

I acknowledge that I have received a copy of The Spires Rules and Regulations Section J: PETS. I further acknowledge that I have read these rules in their entirety and that I fully understand and shall abide by the rules and regulations as they have been set forth.

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Managing Agent

\_\_\_\_\_  
Date

**D. AUTHORIZATION FOR NON-RESIDENTS TO ACCESS RESIDENCE UNIT**

Date: \_\_\_\_\_

Resident's Name(s) (Printed): \_\_\_\_\_

Resident's Signature(s): \_\_\_\_\_  
 \_\_\_\_\_

Unit Number: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
 Office Phone: \_\_\_\_\_

I authorize you to allow the following person(s) to enter my residence unit during the period of time indicated below. I accept full responsibility for his/her actions while on The Spires property.

Re: Authorized Person(s)

Name	Will enter from/to, on (date)	Comments	Resident's Initials
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

If authorization is called in on emergency basis, Concierge/Management, please enter information below:

Re: Authorized Person(s)

Name	To enter from/to, on (date)	Comments
_____	_____	_____
Name of Caller	Date/Time of Call	Concierge's/Managing Agent's Initials
_____	_____	_____
Name of Caller	Date/Time of Call	Concierge's/Managing Agent's Initials
_____	_____	_____
Name of Caller	Date/Time of Call	Concierge's/Managing Agent's Initials

**E. AUTHORIZATION FOR SPIRES PERSONNEL TO ACCESS RESIDENCE UNIT**

\_\_\_\_\_ I hereby grant access to designated agents of The Spires for the purpose of performing requested service/maintenance work in my Residence Unit. I hereby release The Spires Association, its agents and employees, from any claim of any nature, including negligence, arising from the performance of the requested work. Further, I hereby indemnify The Spires Association its agents and employees, from any claim of any nature, including negligence, asserted by any person arising from the performance of the requested work. Finally, I acknowledge that The Spires Association makes no warranty of any nature, expressed or implied, with regard to the performance or results of the service, or materials furnished.

\_\_\_\_\_ I **DO NOT** grant access to my Residence Unit to any agents (Spires or otherwise) except for emergency purposes only.

Once completed, this form will be kept on file for all future requested service calls. Changes in authorization to access units must be made by the resident in writing by replacing the Management Office copy of this form with a new form. Additional copies of this form can be obtained from the Management Office or The Spires web site.

\_\_\_\_\_  
Signature of Resident(s)

\_\_\_\_\_  
Unit Number

\_\_\_\_\_  
Printed Name of Resident(s)

\_\_\_\_\_  
Date

## F. IN-RESIDENCE EVENT FORM

Resident's Name(s): \_\_\_\_\_ Unit #: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Date of Function: \_\_\_\_\_

Time of Function: From \_\_\_\_\_ AM/PM To: \_\_\_\_\_ AM/PM

Purpose of Function: \_\_\_\_\_

Party Coordinator's Name (if different from above): \_\_\_\_\_

Coordinator's Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Number of guests anticipated: \_\_\_\_\_ Number of cars anticipated: \_\_\_\_\_

Name of Caterer: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

Other Deliveries: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

\_\_\_\_\_ Arrival Time: \_\_\_\_\_

Special Requests: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I acknowledge that I have received a copy of The Spires Rules and Regulations Section N: Parties and Events; Part 1: In-Residence Event Rules. I further acknowledge that I have read the rules in their entirety and that I fully understand and shall abide by the rules and regulations as they have been set forth.

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Managing Agent

\_\_\_\_\_  
Date

## G. THE PARLOR CONTRACT

Resident's Name(s): \_\_\_\_\_ Unit #: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Date of Function: \_\_\_\_\_

Time of Function: From \_\_\_\_\_ AM/PM To: \_\_\_\_\_ AM/PM

Purpose of Function: \_\_\_\_\_

Party Coordinator's Name (if different from above): \_\_\_\_\_

Coordinator's Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Number of guests anticipated: \_\_\_\_\_ Number of cars anticipated: \_\_\_\_\_

Will alcoholic beverages be served? Yes No Will minors be present? Yes No

If minors will be present, name of chaperone(s): \_\_\_\_\_

Name of Caterer: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

Other Deliveries: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

\_\_\_\_\_ Arrival Time: \_\_\_\_\_

Special Requests: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### **To Be Completed By Front Desk Or Management Office**

Condition of area before function: \_\_\_\_\_

\_\_\_\_\_

Name of Concierge/Management Representative: \_\_\_\_\_

Condition of area after function: \_\_\_\_\_

\_\_\_\_\_

Name of Concierge/Management Representative: \_\_\_\_\_

Valet Charges: Number of Valets: \_\_\_\_\_ Number of Hours: \_\_\_\_\_ Total Charges: \$ \_\_\_\_\_

Housekeeping Charges: \$ \_\_\_\_\_ For: \_\_\_\_\_

Other Charges: \$ \_\_\_\_\_ For: \_\_\_\_\_

**TOTAL DUE:** \$ \_\_\_\_\_ Date Billed: \_\_\_\_\_

Signature of Management Representative: \_\_\_\_\_

I acknowledge that I have received a copy of The Spires Rules and Regulations Section N: Parties and Events; Part 2: The Parlor Rules. I further acknowledge that I have read the rules in their entirety and that I fully understand and shall abide by the rules and regulations as they have been set forth.

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Managing Agent

\_\_\_\_\_  
Date

## H. TERRACE ROOM CONTRACT

Resident's Name(s): \_\_\_\_\_ Unit #: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Date of Function: \_\_\_\_\_

Time of Function: From \_\_\_\_\_ AM/PM To: \_\_\_\_\_ AM/PM

Purpose of Function: \_\_\_\_\_

Party Coordinator's Name (if different from above): \_\_\_\_\_

Coordinator's Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Number of guests anticipated: \_\_\_\_\_ Number of cars anticipated: \_\_\_\_\_

Will alcoholic beverages be served? Yes No Will minors be present? Yes No

If minors will be present, name of chaperone(s): \_\_\_\_\_

Name of Caterer: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

Other Deliveries: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

\_\_\_\_\_ Arrival Time: \_\_\_\_\_

Special Requests: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### **To Be Completed By Front Desk Or Management Office**

Condition of area before function: \_\_\_\_\_

Name of Concierge/Management Representative: \_\_\_\_\_

Condition of area after function: \_\_\_\_\_

Name of Concierge/Management Representative: \_\_\_\_\_

Valet Charges: Number of Valets: \_\_\_\_\_ Number of Hours: \_\_\_\_\_ Total Charges: \$ \_\_\_\_\_

Housekeeping Charges: \$ \_\_\_\_\_ For: \_\_\_\_\_

Other Charges: \$ \_\_\_\_\_ For: \_\_\_\_\_

**TOTAL DUE:** \$ \_\_\_\_\_ Date Billed: \_\_\_\_\_

Signature of Management Representative: \_\_\_\_\_

I acknowledge that I have received a copy of The Spires Rules and Regulations Section N: Parties and Events; Part 3: The Terrace Room Rules. I further acknowledge that I have read the rules in their entirety and that I fully understand and shall abide by the rules and regulations as they have been set forth.

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Managing Agent

\_\_\_\_\_  
Date

# I. CONFERENCE ROOM CONTRACT

Resident's Name(s): \_\_\_\_\_ Unit #: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Office Phone: \_\_\_\_\_

Date of Function: \_\_\_\_\_

Time of Function: From \_\_\_\_\_ AM/PM To: \_\_\_\_\_ AM/PM

Purpose of Function: \_\_\_\_\_

Event Coordinator's Name (if different from above): \_\_\_\_\_

Coordinator's Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Number of guests anticipated: \_\_\_\_\_ Number of cars anticipated: \_\_\_\_\_

Will alcoholic beverages be served? Yes No Will minors be present? Yes No

If minors will be present, name of chaperone(s): \_\_\_\_\_

Name of Caterer: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

Other Deliveries: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

\_\_\_\_\_ Arrival Time: \_\_\_\_\_

Special Requests: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **To Be Completed By Front Desk Or Management Office**

Condition of area before function: \_\_\_\_\_

\_\_\_\_\_

Name of Concierge/Management Representative: \_\_\_\_\_

Condition of area after function: \_\_\_\_\_

\_\_\_\_\_

Name of Concierge/Management Representative: \_\_\_\_\_

Valet Charges: Number of Valets: \_\_\_\_\_ Number of Hours: \_\_\_\_\_ Total Charges: \$ \_\_\_\_\_

Housekeeping Charges: \$ \_\_\_\_\_ For: \_\_\_\_\_

Other Charges: \$ \_\_\_\_\_ For: \_\_\_\_\_

**TOTAL DUE:** \$ \_\_\_\_\_ Date Billed: \_\_\_\_\_

Signature of Management Representative: \_\_\_\_\_

I acknowledge that I have received a copy of The Spires Rules and Regulations Section N: Parties and Events; Part 4: Conference Room Rules. I further acknowledge that I have read the rules in their entirety and that I fully understand and shall abide by the rules and regulations as they have been set forth.

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Managing Agent

\_\_\_\_\_  
Date