

LONDON TERRACE

Towers News

VOL. XI NO. 3

SEPTEMBER 2003

Simple Ways to Save Energy

Ways to Save Energy in the Kitchen

Dishwashers

- A dishwasher uses more energy to dry dishes than to wash them. If your dishwasher doesn't have an automatic air-dry switch, turn off the control knob after the final rinse and prop the door open to let moisture escape.

- When purchasing a dishwasher, look for energy saving features such as a short wash cycle. Shorter washing cycles, with fewer rinses, save water and water-heating energy.

- Use your dishwasher only for full loads. Be sure your dishwasher is full, but not overloaded when you turn it on. Improper loading can result in poorly cleaned dishes that need to be rewashed.

Refrigerators

- Do you have the right size unit? Too big is too expensive. A 12-cubic-foot unit is sufficient for one or two people; a 14-16-cubic-foot unit for three or four people.

- How old is your unit? Compared to a new refrigerator, it can cost two times as much to run a 10 year old unit and three times as much to run a 20 year old unit. It's a combination of age and size that determines cost and savings. For example, if you have a new 14 cubic-foot refrigerator, it can cost about 25 percent of what it costs to run an old 16 cubic-foot model.

- Whichever model you choose, keep it operating efficiently. Clean refrigerator coils twice a year, more often if you have pets. Condenser coils are located at the bottom or rear of your refrigerator. If they are allowed to accumulate dust and dirt as much as 25 percent more energy is required to maintain proper temperature. Make sure the rubber gasket on the door provides a tight seal.

- Keep your refrigerator filled for the most economical operation. Less cold air is lost when the door is opened in a filled refrigerator because the food helps retain the cold.

- Adjust refrigerator settings to 37° F - 40° F and freezer settings to 0° F - 5° F. To check the temperature of your refrigerator or freezer, place an outdoor or refrigeration thermometer on the middle shelf or in the center overnight. In the morning, adjust the settings if necessary and check it again until correct.



**The way we use energy affects
our environment...and the
Cooperative's bottom line.**

- Allow foods to partially cool before placing them in the refrigerator. It takes more energy to cool hot food. For added savings, cover foods and liquids. The moisture that is released by uncovered containers increases energy use during the refrigerator's defrost cycle.

- Install your dishwasher away from your refrigerator. The dishwasher's heat and moisture make the refrigerator work harder. Keep your refrigerator away from other heat sources such as direct sunlight.

- Select a refrigerator with a freezer on top. A side-by-side unit uses up to 20 percent more energy. The Energy Guide label will help you choose the most efficient model.

- Going away for a while? You might consider turning your refrigerator off while you're away. Refrigerators are large users of energy, turning them off can result in substantial savings. Remember to leave the door open and place a box of baking soda in the refrigerator to keep it smelling fresh.

Water

- Turn off the hot water when shaving or rinsing dishes.

- Repair leaky faucets--Regardless of how you heat your water, you're pouring money down the drain!

Ways to Save Energy With Cooking

- Cover pots and pans with tight-fitting covers. Trapped steam allows the food to cook faster.

- Use pots and pans with flat bottoms and match pan size to the size of the electric surface unit. If a pan is too big or has a warped bottom, food won't cook evenly. Energy is wasted if the pan is too small.

- Use a microwave or convection oven instead of a conventional oven whenever possible. Microwave ovens use about one-third and convection ovens about two-thirds of the energy used by conventional ovens to cook the same amount of food.

- Use portable appliances for specialized cooking tasks. Appliances such as toaster ovens and slow cookers use less energy.

- Don't preheat the oven. It isn't necessary to preheat the oven except for food requiring high temperatures and slow cooking times.

- Cook by time and temperature. Don't open the oven door to peek at cooking food. The temperature drops 25° F to 30° F each time the oven door is opened.

- Make use of the oven's leftover heat. Your oven retains heat for 15 to 30 minutes after it is turned off. Use that free heat to warm up desserts, rolls or freshen crackers and cookies.

- Glass and ceramic pans retain heat better than metal pans. Lower the baking temperature 25° F when using glass and ceramic pans.

- Use the self-cleaning oven feature only when really necessary. Start the self-cleaning cycle right after cooking while the oven is still hot. Less energy will be required to reach cleaning temperature.

Dear Fellow Shareholders,

By the time you get this newsletter, we are hopeful that the exterior limestone renovation project will be completed. We have removed the (probably forty years of) paint, restored much of the old limestone, replaced much of the deteriorated stone, repointed the entire facade, recaulked all of the windows and doors, added granite trim in areas at the street level and powerwashed it the entire lower two floors. While it doesn't look new, I think we can all agree that the buildings look more reminiscent of the original buildings.

We are in the process of restoring the brass trim around the 465/470 buildings both above and below the windows.

And, shortly, we will begin the replacement of the signage on the commercial spaces with uniform signage. **Amelia Trader (410)** has been tirelessly working hard to find the right look, the right coloration, the right lettering and the right vendor for this project. The Board thanks her and you will, too!

One last thing...the City, as you know, has once again changed the recycling requirements to include plastic once again. Please do your best to comply with the regulations as the City is issuing summonses in record numbers if recyclables are found mixed in with the regular trash. Without having separate maintenance elevators, our porters spend a great deal of time collecting, sorting and disposing of trash. It makes things so much more difficult, costs the cooperative (and you) more and earns you the wrath of your neighbors if you don't pay attention to the rules regarding trash. Leaving bags of trash and large items in the stairwells is not only a violation of house rules and disrespectful of your neighbors but subjects us to Fire Code fines as well. Please call the office if you need assistance with large or multiple items...or walk it down to the basement.

Hope you are having a nice summer.

Yours very truly,



Nancy Frawley, President
LTT Board of Directors

Keeping an Eye Out Residents' Role in Building Security

New Yorkers have always been vigilant in keeping themselves and their apartments as secure as possible. Our lobby attendants are traditionally the first line of defense in controlling the cadre of visitors, residents, building staff and delivery people that routinely enter a building each day. But, especially in the aftermath of September 11th, building owners, managing agents and residents can no longer be complacent that an appropriate level of security is being provided. And how does one keep their building reasonably secure without installing the technological equivalent of Fort Knox?

Awareness and Common Sense

For starters, say security experts, a little common sense and some basic safety skills and training are required. Simply put, resident shareholders and unit owners must be aware of their surroundings and be on the lookout for anything out of the ordinary.

One of the most crucial elements is limiting access to the building and to your apartment. Control to whom you give your keys. Keep a list of who has keys. If you have a housekeeper, children, friends or relatives who have keys, and the keys are not returned when you want them, the locks should be changed. If you suspect there is a duplicate key around or one has been made, the locks should be changed.

Be cautious about screening prospective visitors or delivery personnel. Don't just take someone's word that they are who they say they are...particularly if they are not expected.

Screen All Visitors

One of the common ruses to gain entry to an apartment is to pretend to be an authorized person, such as a repairman, for example. When the lobby attendant calls up to your apartment, don't routinely just allow someone to enter the building if you're not expecting a delivery. Ask who it is. If you're unsure, do not admit them.

When the lobby attendant rings a prospective delivery person or vendor in, make sure you question what the delivery is, who the package is from, and ask for the person's name and proper identification before you allow them access to your apartment. And check back with the doorman or security guard to make sure the delivery person has left the building and is no longer on the premises. Don't confront a suspicious person. Leave those details to others.

Be careful letting people into the building. A lobby attendant is only as good as the person allowing access. It's always better to have the lobby attendant look at the person that they're dealing with and be able to verify the visitor's identity. He is there specifically to restrict access to unauthorized persons and one of their tasks is to accept deliveries and packages from vendors or FedEx or UPS personnel.

On the Front Lines

The lobby attendant is the one who accepts the delivery of all packages. They know who should be there and who shouldn't be there. They know what times things are supposed to happen. Those are the things that can make their job and everybody's security better.



Published quarterly for LONDON TERRACE TOWERS, INC. under the direction of the Board of Directors. Comments, suggestions and news for publication are welcome. To submit material, contact Edward Maichin or bring it to the Management Office. We reserve the right to edit, accept or reject submissions.

Contact Edward Maichin at: d1maichin@aol.com

Nancy Frawley (405)
President

Allen Maniker (405)
Vice President

Scott Koniecko (410)
Secretary

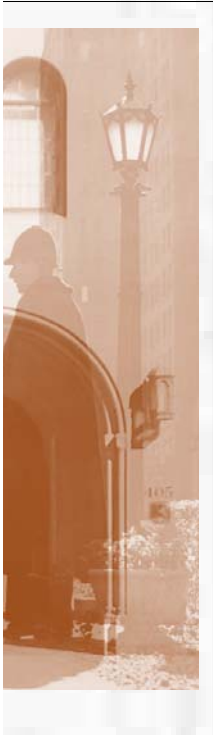
Stephen Sylvester (470)
Treasurer

Thomas Arbuckle (465)
Resident Member

Steven Engel (465)
Resident Member

The doorman becomes familiar with the residents' patterns and habits, and they will know when a shareholder is on vacation or will be out of town or on a business trip for two weeks. The resident can help by providing information on their whereabouts and that of their guests to the Management Office who then gives the information to the lobby attendant. In that way, the building can be kept as secure as possible.

The lobby attendant knows our residents. They know your kids. After a couple of years, they know who your regular visitors are. They know when grandma is coming by. Familiarity doesn't breed contempt. It breeds safety.



Seal Off Unauthorized Entry

It is also your responsibility to make sure that your front door has proper locks. It's never a good idea to leave your door unlocked while you run that small errand or do your laundry.

Technology Helps

Technology helps the lobby attendant. We have cameras installed in each residential and freight elevator, each laundry room and lobbies. For instance, the 405 lobby attendant can see the 410 lobby and vice versa.

Lobby Log Book

As we look for ways to streamline operations as well as improve communications, we have focused on front desk operations. Each lobby has a Log Book. It acts as a security tool and a tracking medium to enable that lobby attendant to capture signatures from guests, delivery personnel, contractors or anyone that enters or exits the premises, while at the same time still being able to monitor who is in the building. The Log Book records package deliveries, pickups, key requests and any pertinent event that happens during their shift.

What Can You Do?

Be observant. If you see someone carrying a package and something looks amiss, question it or report it to the lobby attendant. If you see someone in your hallway that looks suspicious, call the lobby attendant. If you hear strange noises coming from a neighbor's apartment, call the lobby attendant. If you smell smoke in the basement or on your floor at 2 or 3 in the morning, just don't ignore it because it's not your problem. It just could become your problem.

Real Estate Taxes and Politics

The Action Committee for Reasonable Real Estate Taxes was formed in early 1990 to seek an equitable property tax structure for New York City. At the time, Cooperative owners were told that resolving the tax inequity problem was impossible. Thirteen years later, homeowners in New York City cooperatives and condominiums still pay more than their fair share of property taxes. However, considerable progress has been made.

Since fiscal 1996, a twice-extended program of property tax abatements for homeowners in New York City cooperatives has provided a billion dollars of tax relief through 17.5% abatements of taxes on buildings where assessments average \$15,000 or more per apartment, and 25% abatements on buildings with lower assessed values. The abatement program will remain in force through June 30, 2004. And the crusade continues. Following are excerpts of Chairman Martin Karp's report to the January 28, 2002, meeting of the Action Committee.

TAX REFORM: THE PROCESS

Changes in Real Property Tax policy require a city recommendation followed by legislative action in Albany. To obtain movement on the plan to eliminate the continuing tax inequity, the strategic effort began again with a new Mayor, a new Commissioner of Finance, and a markedly changed City Council.

In the City Council, Speaker Gifford Miller is very familiar with and supportive of tax fairness issues. The Committee is confident that he will continue strong Council support of tax equity concepts. At his invitation, CNYC and the Action Committee have conducted a briefing session for Council members and their housing staffs on key co-op and condo issues, including tax equity.

In the Spring of 2002, Mayor Bloomberg appointed Martha E. Stark, Esq., the Finance Commissioner. The Action Committee had direct contact with Commissioner Stark when she was a special assistant to the Finance Commissioner in the Dinkins administration. They were able to meet with her and have a frank and constructive discussion soon after she took office. However, Commissioner Stark had more pressing priorities to deal with, including reforming the assessment process and implementing required budget reductions within the Finance Department. There is no indication yet of how the Department of Finance now proposes to address the long-term co-op and condo tax inequity.

Late in 2002, the Mayor began talking about a 25% real property tax rate increase. Believing that some tax increase was inevitable, The Action Committee did not to join efforts to oppose any tax increase. The property tax is virtually the only significant revenue source that the city can change without New York State approval. Late in 2002, the Mayor and the City Council agreed upon an 18.5% increase in the city's overall property tax rate, which had been stable for the previous dozen years.

Mayor Bloomberg's State of the City address showed sensitivity to the impact of the real estate tax increase. When he presented his plan for fiscal year 2004 on January 28th, he clearly identified the revenue and expense issues that must be addressed to meet a legally required balanced budget. Nowhere did he suggest any changes in the current tax abatements for homeowners in cooperatives and condominiums, which will remain in effect through June 30, 2004.

Looking to the future, the Committee sees the need to push for a long-term plan for several reasons:

- The abatements do not cover the existing inequity;
- The abatement process, which was adopted to provide interim reduction of the tax disparity, has some inherent inequity;
- They want to eliminate going through the extension process every two or three years.

While the Committee would like to see progress on tax reform, it was determined that it would be pointless to press for further action until the city moves out of crisis mode. Instead, research continues. Their professional representatives continue to monitor the situation in New York City and Albany. With their guidance, the Committee will wait and find the right moment to extend the abatement program, while they continue to push for a long-term plan.

Need information about London Terrace Towers
don't forget that you can look up most of what you need to know by going to our website!

www.londonterracetowers.com

Questions & Answers

Do I need homeowners insurance?

Yes, you need a special policy (HO-6), which is similar to renter's insurance. The cooperative carries a blanket insurance policy that covers damage to the cooperative's property from fire, water or other disasters. However, this policy does not cover any damage to personal belongings inside your unit. Additional insurance is recommended to cover your personal possessions and for your personal liability in the event of an accident in your home.

How do property tax deductions work for cooperative homeowners?

Cooperative housing residents have the same potential tax benefits as other homeowners, including taking their share of the mortgage interest and real estate taxes as a deduction on Schedule A of their 1040 federal income tax return. The deduction can be substantial if you itemize your deductions on your tax return. Section 216 is the section of the Internal Revenue Code that allows the pass-through of mortgage interest and real property tax deductions from the cooperative housing corporation to the shareholders.

Am I responsible for capital gains taxes when I sell my shares?

By act of Congress, cooperative shareholders are treated the same as single family homeowners when they sell. If your co-op has been your primary residence for two of the five years prior to selling, the first \$250,000 (\$500,000 if married) of gain is excluded from federal income tax. You can use the exclusion more than once.

Like single family homeowners, if, for some reason, you do not meet the residency requirement when you sell (such as having to sell in the first two years of ownership), you should consult your tax advisor because you may be liable for taxes on all or a portion of any capital gain that you realize upon sale. Capital gain is calculated by adding the cost of capital improvements to the original purchase price, and then subtracting that adjusted basis from the selling price. Contributions to capital repair reserves are treated as if they were capital improvements, so keep records of information from the co-op each year. Tax laws change frequently and are reinterpreted by IRS and the courts from time to time, so ask your tax advisor for specifics before buying or selling.

We often get asked why we cannot pay our maintenance with credit cards.

We have looked into the situation and do not offer payment by credit card for numerous reasons:

Who would pay the credit card fees? The Coop could not because then they would be losing income. Also, if one tenant paid via credit card and another via check - and the Coop paid the fees - we would be assessing the shares in one unit at a higher rate than the other. And according to IRS regulation, all shares in the Cooperative must be treated the same - otherwise you lose your Cooperative status.

There is always the concern of a tenant running up huge credit card debt to cover their maintenance. Most boards do not want to leave themselves (and the rest of the Corporation) exposed to having to deal with a bank or credit card company trying to take possession of a unit because they have allowed a tenant to pay their portion of the shared expenses of the Corporation with a credit card.

Unfortunately, in the end, each attempt to put a credit card payment system in place has been abandoned because the costs and risks far outweighed the benefit. Not many residents will pay the 2% merchant fee to be able to pay via credit card.

Common Areas: Value at the End of the Hall

As operating costs continue to rise and as residents are becoming more creative about their need for more space, many cooperative Boards of Directors have considered selling hall space to in-house residents.

A typical scenario might go like this: a couple is expecting their first child and currently occupy a studio or one-bedroom co-op apartment. They search for a larger bedroom but cannot find one that they can afford or has the level of amenities they currently enjoy. With the time constraints and the inconvenience of moving, they approach the owner of the studio apartment across the hall about buying that apartment. Since both apartments are situated at the end of the hallway and the layout would be enhanced if the hallway were incorporated into the layout, they contact the Board of Directors.

In this case, the sale of the unused space can benefit the seller, the co-op corporation and the buyer. The cooperative corporation benefits from the capital infusion from the sale and the increased revenue from the shareholders higher maintenance charges...and, frankly, larger apartments add overall value to the cooperative. The buyer, of course, would gain additional space.

Of course, before any decisions are made, both parties seek legal advice for matters such as the potential modification to the certificate of occupancy, zoning considerations, ensuring that there are enough remaining shares to allocate and the architectural integrity of the project. Purchasers are also required to pay associated costs.

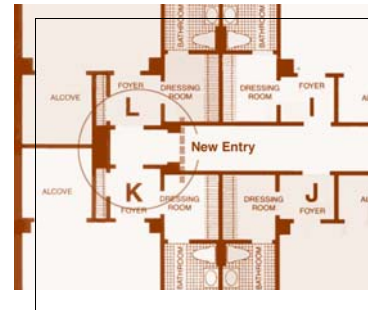
Since common area of the hallway is anything but common in their characteristics, how can the market value of so many types of space be estimated? Market value is defined by the Appraisal Institute as "the most probable price in

cash, terms equivalent to cash, or in other precisely revealed terms, for which the appraised property will sell in a competitive market under all conditions requisite to fair sale, with the buyer and seller each acting prudently, knowledgeably, and for self-interest, and assuming that neither is under undue duress."

The space would not be sold to purchasers that do not own the adjacent apartment in the building. Since there is no outside market for the property, the Board must retain a broker to establish a reasonable allocation of shares, the appropriate price for those shares and the new maintenance level. The share allocation will be made as if the space were incorporated into the adjacent apartment. The shareholder benefits from the additional space in perpetuity. Shares per square foot are the determinant factor because the space is usually incorporated into the existing apartment indefinitely, and the shareholder enjoys an ongoing benefit.

The challenge to the Board is to be fair to the purchaser yet responsible to the shareholders. The challenge to the apartment owner is to establish whether the finished result will provide additional value to the apartment, both in a financial and functional sense. A new stock certificate and proprietary lease will be issued.

The sale of common area greatly benefits both the cooperative corporation and the individual shareholder.



Chelsea Street Fair

The Fifth Annual Street Fair takes place Saturday, September 13, from 2 - 5PM on 19th Street between 10th and 11th Avenues.

It is free and open to the public. Local restaurants such as the Chelsea Market Basket, LaLunchonette, Calidad Latina and BIMMY'S are among those participating. This is a great opportunity for families in the neighborhood to come together to enjoy outdoor performances and artistic activities, while sampling some of West Chelsea's best cuisine.

continued from cover



Ways to Save Energy in the Laundry Room

- Wash full loads only, but don't overload. It takes about as much energy to wash a small load as it does to wash a full load. Full loads also save water.
- Wash and rinse in cold or warm water instead of hot whenever possible. Remember that energy is used to heat the water as well as to run the washer.
- Follow detergent directions for the washer and avoid oversudsing. Oversudsing makes the washer work harder, so always measure detergent carefully instead of estimating the amount to use.
- Dry similar items together in full loads. Sort clothes

by thickness to avoid running an additional cycle for only a few slow-drying items.

- Select the correct drying time. Don't overdry your clothes. Besides wasting energy, overdrying can give clothes a harsh feel and cause unnecessary wrinkling and shrinkage.

- Remove clothes from the dryer as soon as tumbling stops. If clothes become wrinkled from lying in the dryer, extra energy must be used to iron or dry them again.

- Clean the lint filter after each load to maintain full airflow and maximize drying efficiency. A clogged filter slows drying and wastes energy.

Ways to Save Energy With Heating and Cooling

- Keep draperies drawn and windows closed. This will prevent cool air from escaping and warm air from seeping in through glass areas.

- Help your air conditioner work more efficiently. Clean or replace filters regularly.

- Turn the air conditioning unit off when you're out. It costs less to re-cool a room than to keep it cool all day.

- Don't turn your radiator on if you don't need it. Try warming up with a sweater first. Turn the heater off when you're not home.

- Turn off lights when they are not being used. For added savings, install compact fluorescent bulbs in your lighting fixtures. They use one-quarter of the energy that an incandescent bulb uses and last 10 times as long.

- Don't keep your windows open with either the radiator on or the air conditioner running.

Mandatory Recycling Program

Whether you live, work, or visit NYC-recycling is the law. New York City has the largest, most ambitious recycling program in the nation. All 3 million households, plus public schools, and institutions receive curbside recycling collection by the Department of Sanitation.

Each floor in each building has a recycling area. Please follow these rules, amended July 1, 2003, and keep the area clean.

What To Recycle

Mixed Paper - Place these items in the provided container: newspapers, magazines and catalogs, telephone books, paper, mail, and envelopes, paper bags, soft cover books, smooth cardboard (shoe boxes, cereal boxes [remove liners], tubes), corrugated cardboard boxes (tied in bundles).



Metal & Plastic Bottles and Jugs - Recycle metal and plastic items in the blue labeled bins: metal cans, aluminum foil wrap & trays, household metal objects (such as wire hangers, pots, and pans), bulk metal, 100% metal items only such as metal furniture and metal cabinets, plastic bottles, beverage cartons and drink boxes (milk and juice cartons and boxes).

Before discarding any appliance containing CFC gas (freon), you must call the management office. They will contact the New York City Citizen Service Center for an appointment for CFC recovery.

What NOT to Recycle

All glass items, including bottles and jars, are no longer accepted for recycling and will be placed with the regular trash. You may include them in bound bags and put the bags in the compactor chute. But, for the protection of our staff, please do not throw single glass bottles or other glass items down the compactor chute. Place them in the blue bins. The staff will sort it at another location.

Other kinds of plastic (such as deli and yogurt containers, Styrofoam and plastic toys) should be put in bound bags and put in the compactor chute.

The New York City Fire Code requires that large items NOT be placed in the stairwells. Please either bring these items to the basement or call the Management Office to ask for the assistance of a porter.

Saving Space in the Small Apartment

If you are living in a small apartment, there are ways to make your home cozy, practical and attractive. No longer are you bound by the confines of designated space - you can make up your home's character and allot space as you see fit. To make your one-room or small home a place you love to come home to - make sure you arrange and decorate your belongings to suit your activities and interests.

Space planning begins with thinking through how you plan to live on a day-by-day basis. Start with waking up, grabbing breakfast, going to work, coming home, relaxing and spending your evening hours. Think about how each of these activities would be made easier and more comfortable with the right amount of space. For most apartment dwellers, lack of space is a perpetual problem. If you don't have the space, think about what can be compromised.

Following a space budget is really no different from watching your money. The more space you have, the more you can allow for things and the more you can

Think fold-up, pullout, pullup and multipurpose. A dining table should be able to function as a desk. An armoire can open up to reveal a computer workstation as well as storage. The couch-futon can be used for sleep and when the bedding is put away, it becomes a place to entertain guests comfortably. A sofa can hide-a-bed (but be sure to look into the quality of the mattress and springs).

separate your activities with space allocated for entertaining, living, home exercising, and sleeping. The less you have, the more creative you need to be.

The main thing to consider is devoting the most space to the activity that is the most important, and then arranging the space to make the execution of that activity easier.

Wall-anchored lift-away beds - like Murphy beds - are an increasingly popular solution. New technologies and designs are making it possible to combine these sturdy beds with home office systems that fold neatly away behind handsome cabinets. One of the most common misconceptions about wall-beds is that they must be built-in. It is the very portability of these systems that make them perfect for apartment dwellers because they can be easily moved from one home to the next. The beds have a life of about 25 years if used daily. They take a 10" thick mattress and are available in king, queen, double or twin size frames.

If space continues to be short, turn your attention to getting storage onto the walls and organizing your belongings to maximize space. Write down the situations for which you need practical solutions and visit some retailers who may be able to help. Stores with an on-line presence such as The Murphy Bed Center, The Container Store, Pottery Barn, and Crate and Barrel can be particularly good sources of ideas and solutions.

Don't make the mistake of giving space to those special occasions or activities that come rarely or never happen, especially when you don't have room to spare. You don't need to be giving precious storage space to things you don't use on a daily basis. Daily use items must get top priority.

Divide your possessions into A, B, and C categories of importance. Those in the C category, you can either throw out, donate, recycle or store in a storage unit.



Greetings from the London Terrace Health Club & Pool by Wing Kee Kwok

The London Terrace Health Club & Pool has been managed by Eden Sports for a few months. You may have noticed some changes - we hope it's for the better. Since this is a very young and growing company, we should give them some assistance to become as good an organization as it can be. If you have any helpful suggestions or constructive criticism please, direct them to the Building Management or the Health Club & Pool Committee. This way, we will both benefit from the result. Please visit their website at www.edensports.com.

Very soon, we will celebrate the 12th anniversary for our facility! Since 1991, there have certainly seen many phases of expansion and improvement. From time to time, you may see that a piece of equipment is out of order for a period of time. The reason for this is that we have had much of the equipment for many years and it is difficult to find replacement parts. Most of these equipment gets heavy usage. The Committee and the Board is taking a hard look at new equipment that can be obtained within the parameters of our operating budget. We think we still have one of the finest private health club and pool facilities in the city and we will try our best to make it a better one to serve you.

During the summer months, the Health Club had been very busy. Now that the fall season is upon us, we should keep up the good work and maintain our fitness level for the upcoming holiday season. If you have not been working out, it is never too late to start. Get yourself ready for all the eating, drinking and entertainment which will be upon us before we realize.

Getting bored with your workout routines? There are many variations of performing exercises or using the circuit machines to train a certain group of muscles. Just by changing the sitting position and the height of the seat, you can train different parts of your body. For example, on the Ab Cruncher Machine, you sit forward, as recommended, to train your center abdominal muscle. But if you sit sideways, you can train your oblique muscles. And, by changing the height of the seat, you can get an extended movement of your abdominal muscles.

We hope to see you all at the Health Club, the Pool, or both. Please do remember that this is part of your home, and should treat the facilities as such.

Gym Hours: Monday through Friday: 6:30am - 10pm, Saturday & Sunday: 9am - 8pm. Pool Hours: (closed Wednesdays) Monday, Tuesday, Thursday, Friday: 6:30am - 10 pm, Saturday & Sunday: 9am - 6:45pm.

This and That...at London Terrace

By now, you must have seen our new dryers in the 405 and 465 laundry rooms. Service Directions updated our equipment with stainless steel machines...looks great!

If you are expecting a package that is time sensitive, please call your lobby attendant and let them know to contact you as soon as it arrives. Otherwise, the package is logged into the book and you will be notified in the usual manner.

Please don't run your air conditioners 24/7!

Per recommendation from our exterminating company, unless you are experiencing a major problem, only monthly service is needed.

The Board of Directors has accepted the bid from Kay Waterproofing to replace the 465 roof. We expect that the work will begin in August. As with the 405 and 410 roof projects, we expect this new roof to correct many of the leak problems in this building.

Our engineer, Kurt Rosenbaum, of KRA Associates, has completed both the physical surveys and specifications for the exterior brick of the four buildings. These specifications are being sent to multiple contractors for bid. This could be an extensive project spanning many months...possibly into next year. We are hopeful that, once the work begins, the more significant leak problems associated with the brick and windows will be resolved.



Thanks to Mark Davies (470) for his usual wonderful job in planting our roof deck. If you haven't seen it yet, I recommend a trip up to the 470 roof.

We have been testing the reaction of a luggage cart in the 405 lobby. We are pleased to report that the feedback from residents has been almost 100% favorable. The BOD has therefore ordered three more - one for each lobby. We hope you like the added convenience.

311 Citizen Service Center

Now New Yorkers only need to remember two numbers to access New York City government:



**911 for Emergencies
311 for Non-emergencies**

On March 9th 2003, 311 launched its new service to the public. The 311 Citizen Service Center:

- Is open 24 hours a day, 7 days a week, and is answered by a live operator;
- Eliminates the need to search over 4,000 entries on 14 pages of the phone book;
- Can assist callers in 170 languages;
- Provides tracking numbers so that callers can follow up on the status of their requests;
- Can be accessed outside of New York City by dialing (212) NEW YORK; and
- TTY Services are available by calling (212) 504-4115.

The 311 Citizen Service Center provides easy access to all non-emergency City services. For example:

- Find out if alternate side of the street parking is in effect;
- Report loud noise, or a blocked driveway;
- Find a neighborhood library and its operating hours;
- Find out how to become a Parks Department lifeguard;
- Leave an opinion for the Mayor;
- Report a pothole or street light that needs to be fixed;
- Find out about garbage collection;
- And much, much more.