



Dear Shareholder,
Below you will find detailed information pertaining to your cooperative:

Hampton Court Website- <https://www.hamptoncourtonthepark.com/>

Contact Information

FirstService Residential Team

Kimmarie Mealer: Senior Property Manager
(212) 634-8914 or kimmarie.mealer@fsresidential.com

Randy Sulzer: Vice President / Team Leader
718-943-9285 or randy.sulzer@fsresidential.com

Building Staff

Security (Security USA)
718-849-8214 (guard booth)
229-809-5052 (security guard cellphone)
**Hampton Court Security operates
24 hours a day, 7 days a week.**

Superintendent (Ramon)
718-847-4005

Exterminator (*Safety First Pest Control, Inc.*)
917-994-2800
Info.safetyfirstpc@gmail.com

Schedule:

1st Thursday (Buildings A & B) 8-10 am
2nd Thursday (Buildings C & D) 8-10 am
3rd Thursday (Buildings A & B) 3-5 pm
4th Thursday (Buildings C & D) 3-5 pm

Basement Storage Units (*Bargold Storage*)
718-247-7000
Please **call** for unit availability and pricing.



Resident Inquiries

Resident Support Services (RSS) please submit your inquiries via the form in this link <https://nysupport.fsresidential.com/>.

For after hour emergencies and inquiries please call the Customer Care Center at 212-634-8911.

Around the Property

Work Order Request Form - All residents need to complete and submit a Work Order Request form whenever they require repairs or work in their apartments.

The form replaces phone calls or messages and conversations with our Superintendent or our staff to arrange for apartment work. The system alleviates missed calls and messages by allowing our staff the ability to catalogue, prioritize and track all work requests. This ensures that repairs will be made faster and more efficiently.

- You may pick up a form from the Guard in the Security Booth.
- If you are unable to fill out or drop off the form, you may call the Security Booth and the Guard will assist you.
- ***If you rent your apartment, you need to contact the owner of your apartment for approval before the work can begin.***

After completing the form, please leave it with the Guard at the Security Booth and you will be contacted by the Superintendent or Handyman.

General Property Maintenance - If you see something on the property that needs repair, please complete a Work Order Request form for the Superintendent to resolve.

Emergencies Requiring “911” Assistance - consist of fires, medical emergencies, personal injuries within your apartment or the building’s common areas, theft or other criminal activity.

- When applicable, immediately contact “911” to reach the NYPD and FDNY for fire, personal injuries, theft or other criminal activity
- Contact the Security Guard **after** calling 911, so they can meet and guide “911 First Responders” to the emergency and then they will call the appropriate staff to advise of the situation and will also contact management. Please **do not** contact the Superintendent directly.



Emergency Repairs - all residents should call the Security Booth and alert the Guard of emergencies as outlined below. The Guard will call the appropriate staff to advise of the situation, and they will also contact management. Please **do not** contact the Superintendent directly.

Emergency repairs are defined as follows:

- Flood
- Significant water leak or plumbing repair (i.e., toilet overflowing)
- Heating Issues
- Electrical Issues

Heating Inquiries

Heating Season Guidelines (October 1 – May 31)

NYC law requires buildings to provide heat during the heating season. Please note the following temperature requirements:

- **6:00 a.m. – 10:00 p.m.:** Indoor temperature must be **at least 68°F** when the outdoor temperature is below **55°F**.
- **10:00 p.m. – 6:00 a.m.:** Indoor temperature must be **at least 62°F**, regardless of the outdoor temperature.

If the outdoor temperature does not fall below the required thresholds mentioned above, the boiler will not cycle heat. This may cause your unit to feel cooler even though the system is operating in compliance with NYC heating regulations.

If You Have Heating Concerns

- Submit a work order with security desk so building staff can inspect your radiators.
- If you have a window air conditioning unit, even if wrapped for winter, it may still allow drafts and cause cooler indoor temperatures. We strongly recommend removing AC units from windows to help maintain warmth.
- Ensure all windows are closed and locked to prevent drafts.



Alterations

To apply for an alteration, please go online to <https://ny.eapplytoday.com/> to get started.

A dedicated processor from FirstService Residential will be in touch once you start an application. The processor will be the primary point of contact during the application process. The application provides all COI and documentation requirements.

Minor/Decorative Alterations

An alteration is considered MINOR when the work is COSMETIC. Below is the list of alterations that fall within this category:

- Painting, wallpapering, and similar decorative work.
- Installing carpeting or floor covering.
- Sanding and staining existing wood flooring.
- Installation of cabinets or shelves in pre-existing location on interior walls.
- Replacement of tile, stone, ceramic or other similar surfaces (excludes flooring).
- Closet shelving or replacing existing closet doors.
- Bathtub Reglazing
- One day closet shelf installed
- Routine Appliance Installation in the same location (not involving changes to the gas line)
- HVAC repairs

Major/Structural Alterations

All proposed renovation work exceeding the scope of those listed under minor/decorative alterations above, require a **MAJOR/STRUCTURAL Alteration Application**.

- Full gut renovations of bathrooms or kitchens
- Change of floorplan layout
- Demolition of any walls
- Alterations that require replacement and/or relocation of electrical, plumbing or gas
- Structural changes that require moving, removing, or adding walls.
- Window Replacement- Please note they will be required to be uniform to the current installation.



Please Note: All listed above will require the review by the cooperative's engineer and all costs incurred by the engineer will be charged back to the shareholder.

All Contractors Performing Work in your Apartment MUST provide a Certificate of Insurance.

Certificate of Insurance (COI) Requirements

Liability Insurance- \$1,000,000

Umbrella (Excess) Liability- \$5,000,000

Automobile Insurance- \$1,000,000

Proof of Worker's Compensation Insurance

An alteration agreement inclusive of a hold harmless is required and the contractor selected must provide additional insured status to the building and unit owner. The contractor must NOT have a construction/labor law exclusion on their policy.

The COI MUST include the following as ADDITIONAL INSURED:

Hampton Court Owners Corp c/o FirstService Residential 575 Fifth Avenue, NY 10017 and
FirstService Residential 575 Fifth Avenue, NY 10017.

We recommend you are named as an additional insured as well.

Checks for fees/security deposits will be outlined during the application process. **No alteration work is permitted without approval from management.**

Move In / Out & Deliveries

Please send these inquiries and requests to Resident Support Services (RSS) by completing the form via this link <https://nysupport.fsresidential.com/>. Processing and review of these requests can take up to 48 hours. We recommend you do not schedule until you receive approval from management.

- Office must be notified 48 hours prior to Move-In, Move Out or deliveries.
- Move-in/Move-out and deliveries may only take place Monday through Friday (Excluding holidays), no earlier than 9:00 AM and must be completed no later than 4:00 PM.
- A certificate of Insurance from the company is required prior to the scheduled date.



Certificate of Insurance (COI) Requirements

Liability Insurance- \$1,000,000

Umbrella (Excess) Liability- \$2,000,000

Automobile Insurance- \$1,000,000

Proof of Worker's Compensation Insurance

The COI MUST include the following as ADDITIONAL INSURED:

Hampton Court Owners Corp c/o FirstService Residential 575 Fifth Avenue, NY 10017 and FirstService Residential 575 Fifth Avenue, NY 10017.

We recommend you are named as an additional insured as well.

- A deposit is required prior to any Move-In or Move Out this can be left with the building staff.
- The company should provide protective floor covering when moving any large/heavy items. AS always, the shareholder is responsible for any issues that arise during the process.
- Once approval is received, you can schedule with the building staff.

Stove appliance installation (Insurance requirements fall under the alteration requirements)

- **NYC Building Code** requires **any gas line work** to be done by a **Licensed Master Plumber (LMP)**.
- Even if you're just disconnecting and reconnecting a stove, an LMP must do it.
- Minor appliance replacement **may not need a permit**, but **if the gas line is altered** (e.g., moved or extended), a **permit is required**.
- Your LMP will determine whether a permit is needed and will file with the **Department of Buildings (DOB)**.
- Electrical Stove installation- May require an electrician to install or upgrade the apartments electrical and or outlet.

Application Procedures

Sales and Sublease

1. **Please follow this link to obtain a purchase application:**
<https://ny.eapplytoday.com/applications/initiateapplication.aspx>
2. Select either **Create New Application** or **Download Sample** (if you only wish to review the purchase requirements or package without submission).
3. Select either **Purchase** (for an apartment purchase).
4. **Enter Building Address Number** (for example, enter **123** for 123 Main Street) then select **Find Building** and choose the building for which you wish to create an application.
5. Note: Some buildings only accept a paper application. If this is the case, a **Download Application** prompt will appear. Select that prompt to download the application, then submit a hard copy of the completed application to our Applications Processing Department according to the instructions indicated.

Find Sample Application

Select Application

- Alterations
- Lease
- Lease - Parking Only
- Lease MGMT - Only
- Lease Renewal
- Major Alterations
- Minor Alterations
- Purchase
- Purchase - Parking Only
- Purchase - Storage Only
- Refinance
- Resale Closing
- Sponsor Lease Only
- Sponsor Sales Only
- Transfer
- Trust Transfer

Select a Building

To find the building enter the BUILDING ADDRESS NUMBER ONLY. (Eg. Enter 123 for 123 Main Street).



Real Estate Tax Abatements

Below are the eligibility requirements from the Department of Finance:

- The unit is your primary residence.
- You do not own more than three residential units in any one development.
- You have filed a real property transfer tax form or deed with the Division of Land Records at www.nyc.gov/acris. (This requirement applies to condominiums. The filing is generally done at the time of purchase, often by a title company or attorney on your behalf.)
- You are not receiving the clergy property tax exemption
- The unit is not owned by a business, such as LLC, or held by a sponsor or their successors in interest.

If you meet the requirements, please fill out the questionnaire linked below so we may include your application in the upcoming tax year's filing. [2025/26 Coop/Condo Tax Abatement Questionnaire](#)