

# Knickerbocker Village

經理辦公室的臨時電話 Temporary Phone: (646) 287 - 0676 網站 : [www.KnickVill.com](http://www.KnickVill.com)

## **To all residents of Knickerbocker Village:**

This is our official daily update for today, Wednesday 11/14/12, to make sure you are well-informed regarding the status of management's ongoing efforts to restore all services at the complex.

### ***RENT RELIEF- ABATEMENTS ANNOUNCED***

Knickerbocker Village management has negotiated with HCR to ensure that tenants will not be required to pay rent for any of the days they went without essential building services. The applicable discounts will be applied to a future rent bill. We hope this will help to alleviate the feeling of suffering many have had since Hurricane Sandy devastated Knickerbocker Village.

### ***TEMPORARY PHONE- IMPROVING COMMUNICATION BETWEEN RESIDENTS AND MANAGEMENT***

In a further effort to enhance communication and response to individual tenant issues, management has established a temporary phone while our permanent line is being repaired. The number is 646-287-0676. Please remember, in case of emergency please dial 911 or ask a Security Guard for help. The best way to get assistance is to come to our management office at 10 Monroe in person during working hours. As we are expecting many calls, please be patient while we respond to all of them.

### ***ELECTRIC POWER- 92.5% RESTORED***

1,550 units had power restored at some point over the past 12 hours, but had to be reduced to 1,480 due to the instability of a particular circuit (92.5% of units). We have replacement equipment that is scheduled to be delivered this evening and will work throughout the night to rectify the issue and have power to all units by tomorrow AM. The only units without power are in lower floors of buildings G, H, J and K. Of the 12 elevator banks, 10 have at least one car that is operational. Two buildings currently lack elevator service: K and L. We expect those to be up and running by Friday. To accommodate for residents that cannot reach their apartments on the higher floors we have opened the roofs connecting buildings those without service to those that do. There is a security guard posted at every rooftop door with a flashlight. Do not attempt to access the roof alone. If a guard is not there, please contact security.

### ***SPACE HEATERS CAN CAUSE FIRE AND COMPROMISE POWER TO THE WHOLE BUILDING. PLEASE DO NOT USE SPACE HEATERS UNTIL APPROVED.***

Three temporary generators were delivered and are operable. They are and will continue to be used to power the buildings and the boilers. The generators will stay on site as long as we need them, through the testing phase and for a period after the transition back to ConEd. We will restore power in a phased fashion to maximize safety.

## ***HEAT AND HOT WATER***

We continue to run parallel paths for rebuilding our boiler plant, aggressively working toward warming all or our residents in their homes again. Two boilers have been brought back on line for testing and has begun providing hot water and some heat to some units. These boilers will continue to be tested over the next several days. We also located three temporary boilers. All three are on site and we have began connecting them to the building system. We believe that the level of hot water and heat will increase throughout the complex through the end of the week, but you should expect some interruptions until the temporary boilers are integrated into the system which we currently expect to occur by Saturday am. We appreciate your patience.

## ***COMFORT ROOMS***

We have established two comfort/warming areas, one in the B5 community room and the other at the FEMA tent across from 150 Cherry Street. It is for the use of tenants and the workers to temporarily warm up. In the FEMA tent you will also find a Red Cross team that will continue distributing warm blankets, water, and MREs - APack Ready Meals. Flashlights have been distributed on an ongoing basis and now are only distributed to the very small group of tenants without electricity.

## ***HOT MEALS***

Buddhist Lunch from the Tzu Chi Foundation is served daily at the FEMA tent around 1:00PM. When possible, a hot meal will also be served at the Hamilton Madison House at 50 Madison. Please follow daily posted signs. You will need your KVI card to enter.

## ***RESIDENT ASSISTANCE***

Knickerbocker Village continues to receive blankets and hot meals on a daily basis. Every elected official within the district has been very active in locating assistance in addition to the continued support from FEMA, Hamilton Madison, Red Cross, and AAFE. A heated tent has been erected across Cherry Street where food and other resident services are being administered. Please look at postings for service times and what is being provided.

The elderly, sick and shut-in are visited at least twice daily and provided with food, flashlights, medication, etc. Any knowledge of needy residents should be brought to the attention of Management or any of the other service organizations. If there are any needs such as flashlights, batteries, blankets, etc, please ask management. We will do our best to accommodate.

We have added several translators to our team to accommodate with our Chinese speaking residents' needs. There should always be at least one translator at our management office, with several others making home visits and assisting the nurses and FEMA teams.

## ***WATER REMOVAL***

Minimal pumping continues in primarily remote locations of the complex and sump pump type activities.

## ***WATER***

We continue to pump water to the West Court; however, due to the damage to the electronics panels there may be times when service will be interrupted. Please notify staff as soon as you are experiencing issues and we will work to rectify the situation as soon as possible.

Thank you for your patience and understanding.

Property Management

## 尼克村房客通知

星期三，11月14日本大廈管理處最新消息，以確保您了解管理處持續努力恢復所有樓房服務的狀況。

## 租金減免—公佈減租

尼克博克村管理已與 HCR 達成協議，住戶無需為沒有大樓服務及水電的天數支付租金。適用的減免將適用於未來某月租金。我們希望這將有助於減輕颶風桑迪給許多尼克村住戶帶來的損失與不便。

## 臨時電話—改善居民和管理之間的溝通

為了進一步努力加強溝通與回復每位租戶的問題，管理處已建立了一個臨時的電話，而我們的永久線路正在修理。該號碼是 646-287-0676。請記住，在緊急情況下，請撥打 911 或問一個保安員的幫助。獲得援助的最佳方式是在工作時間內訪問我們的管理處。地址是門羅街(Monroe St.)10 號。我們每天接到多電話，還煩請您請耐心等待。

## 電力供應—92.5%已恢復

在過去 12 小時內，尼克村內 1,550 間公寓曾恢復電力。但由於一個不穩定的電路，被迫被減少到 1480 間公寓（92.5%的公寓）。我們的備用設備預計於今晚送達，已緩解以上問題。我們預計所有公寓將於明天上午之前恢復電力。唯一沒有電力的公寓在 G, H, J and K 樓的下半樓層。在 12 個電梯組中，10 個電梯組至少有一台電梯已正常運作。目前只有 2 幢樓沒有升降機服務：K 和 L。我們預計在禮拜五之前全部電梯都能正常運作。為了幫助不能達到公寓在較高的樓層的居民，我們已經打開了連接有電梯以及沒有電梯的建築物的屋頂。每一個屋頂門都有一名有手電的保安人員。請不要試圖單獨訪問的屋頂。如果保安不在，請聯繫保安處。

**插電暖氣爐可引起火災以及對整個大廈的電力造成影響。請批准之前，不要使用插電暖氣爐。**

三個臨時發電機已被送達並在正常運作。臨時發電機將繼續為建築物和鍋爐房提供電力。發電機組將留在現場，一直到測試階段以及今後轉換回 Con Ed 後。我們將階段性地恢復電力供應，以最大限度地提高安全性。

## 暖氣和熱水

我們將繼續加倍努力重建我們的鍋爐廠，積極致力於保證全部居民在自己家中的溫暖。兩台鍋爐已帶回上線測試，並已開始向一些公寓提供熱水和暖氣。這些鍋爐在未來幾天將繼續進行測試。我們還設置了三個臨時鍋爐。其中有兩個已在現場和第三個應將很快送達。我們已經開始將它們連接到該居民樓體。我們預計整個小區在周末時，將有一定程度的熱水和暖氣。但我們預計在周六上午之前，還會有些中斷，直到臨時鍋爐被全面整合到居民樓中。我們非常感謝您的耐心等待。

## 保暖房

我們已經建立了兩個舒適/加熱區，一個在 B5 社區活動室，一個在櫻桃街(Cherry St.)150 號對面的 FEMA 帳篷。它是為了住戶和工人的臨時暖身。在 FEMA 帳篷，你也將找到一個紅十字會的團隊，將繼續派發禦寒毛毯，水，和 MRES - APACK 即食餐。手電筒在一個持續的基礎上派發，現在僅派發給一小部分沒有電力的租戶。

## 熱騰騰的飯菜

在 FEMA 帳篷下午 1:00 左右，佛教慈濟基金會每天供應齋餐。在可能的情況下，位於麥迪遜街 (Madison St.) 50 號的麥迪臣社區中心也將提供一頓熱飯。請遵循每天張貼的標誌。你將需要你的 KVI 卡進入。

## 居民援助

尼克村將繼續每天收到毛毯和熱騰騰的飯菜。小區內的每一位民選官員一直非常积极地帮助住戶，外加來自 FEMA，漢密爾頓麥迪遜，紅十字會，AAFE 的繼續協助。在櫻桃街 (Cherry St.) 發放食品和其他居民服務的附近，一個供暖帳篷已櫻桃街建立。服務內容和時間和，請參照公告。

我們每天至少兩次訪問老人，病人以及被困家中的住戶，並提供食品，手電筒，藥物治療。如果您知道有任何有需要的居民，請立即通知管理处或任何其他服務機構。如果有任何需求，如手電筒，電池，毯子等，請詢問管理处。我們將盡我們所能提供。

我們已經增加了幾個翻譯到我們的團隊，以適應我們中國居民的需要。我們應始終至少有一個翻譯在我們的管理辦公室，外加其他幾個翻譯進行家訪，和協助護士及 FEMA 團隊的。

## 抽水

只有一小部分抽水活動還在繼續，主要是在偏遠地區的居民樓和液下泵類型的活動。

## 水問題

我們將繼續向西院抽水，由於電子板損壞，電力服務有可能被中斷。請盡快通知工作人員您所遇到的問題，我們將盡快糾正。

感謝您的耐心和理解。

物業管理