



## In case of failure

Do you know the difference between a failure and a defect?

### A FAILURE

is an event that requires an immediate response, such as:

- leakage of the water or central heating system and flooding of the premises,
- no electricity in the staircase,
- sewage system failure,
- failure of the garage hall entrance gate.

Call us to report a failure.

**+48 733 160 056**

### A DEFECT

is a repair that can wait a while, e.g.:

- burnt-out lightbulb,
- staircase entrance door not closing,
- gate remote control not working,
- roof leakage.

Send a message to report a defect.

**help@easy-house.pl**

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Emergency phone 112 • Ambulance 999 • Fire department 998 • Police 997

Electricity emergency service 991 • Water emergency service 994 • Gas emergency service 992



# Practical guidelines



## ARE YOU PLANNING A RENOVATION?

**Quiet hours** are usually between 22.00 and 6.00, but the community board may define these hours differently in its internal regulations.

**Renovations over the weekend?** Respect your neighbors' free time and carry out noisy work during the day, e.g. from 9.00 a.m.

**The neighbours** will surely appreciate it if you **let them know in advance** that you are planning a renovation and how long it will take. Some may be working or studying remotely and will be able to stock up on headphones or move to a different location for a while.

## COMMON AREAS

Please place your **bicycles** in such a way that they do not obstruct the passage, and that your neighbors also have a chance to find a place to store their two wheels.

For the safety of yourself and others, we ask that you do **not block emergency exits** or obstruct access to networks or installations. If you notice something disturbing, it is advisable to react and let the administrator know.

Keep your **basement** clean, doors locked and lights off. For your own safety and the safety of your fellow residents, please do not store flammable materials in the basement. Do not store valuable items there (possibly on higher shelves), as the basement is usually a place for water connections and heat distribution centres – in case of failure and flooding you will be exposed to expensive losses.

## BALCONY

**What I can change on my balcony?** The community is responsible for the balcony slab and its insulation, balustrades and railings, and the apartment owner is responsible for the tiles or terrace boards used on the balcony. The balcony should be used like any other common space: agree with the neighbors on the installation of pergolas or satellite dishes, and with the manager of the community on the installation of outdoor air conditioners, awnings, roofings and partitions.

When planning the **greenery on the balcony**, it is worth having in mind that our plants should not hinder others from using the property, for example, so that when watering the laundry drying on the lower floor does not get dirty.

Don't forget to **secure** small items on your balcony **from the wind** so that they are not a danger in the event of a gale.

# Waste sorting

We protect the environment and reduce waste disposal costs. This is why we provide 5 color coded bins.

If you are unsure which bin to put your milk carton or burned-out light bulb in, we encourage you to use flyers, apps and municipal websites, such as:

- [www.czystemiasto.gdansk.pl](http://www.czystemiasto.gdansk.pl) (Gdańsk),
- [www.wyrzucam.to](http://www.wyrzucam.to) (Gdynia),
- [www.zom.sopot.pl](http://www.zom.sopot.pl) (Sopot).

**NOTE:**

light bulbs, batteries, medicines, construction waste and electro-waste should not be disposed of in bin shelter.



metal  
and plastic



organic



paper



glass



mixed

## Frequently asked questions

### Who is a community administrator?

At Easy House, the property is operated by an administrator – a building caretaker assigned to the community, but not on an exclusive basis. The administrator is not the management or manager of the community.

### What are the working hours of the administrator?

Our administrators are available from 9.00 to 16.00 on weekdays.

### In what situations and how to contact an administrator after their office hours?

Easy House employees have work phones, therefore in case of events requiring urgent intervention we kindly ask to call the number indicated for reporting failures. In a situation when the administrators cannot answer the phone, it is worth sending a text message with brief information describing the problem. Supplementing the text message with a photo of the failure can help us respond faster.

### Does the administrator work in the field?

The administrators' tasks include, in particular, field work. We insist on the presence of our employees on the premises of the housing estate, therefore we ask for your understanding that every Wednesday phone contact with the administrators may be difficult – most often they conduct local inspections and participate in on-site meetings.

### Who can I contact for help when the administrator is on vacation?

In case of the administrator's absence (vacation, illness, fortuitous events) we appoint a replacement, of course, we set up an e-mail autoresponder, and we offer the callers a telephone contact with our office employees, who will be happy to help solve any problems.



Read more on the blog

[www.easy-house.pl/blog](http://www.easy-house.pl/blog)



# What you should know about Easy House



## FUNCTIONALITY

**We go with the rhythm of life of the estate and modernize solutions.**

We adapt to the expectations of residents, introducing improvements they need at a given stage of their lives, such as playgrounds, bicycle racks, and facilities for the disabled.



## NATURE

**We take care of greenery to provide an aesthetically pleasing and healthy living environment.**

We take care of the nature on the estate, because we know that it is not just an eye-catching background, but it determines the health and general well-being of residents.



## ENERGY SAVING

**We think about the future and focus on pro-ecological solutions.**

We are eager to engage in green initiatives such as photovoltaic panels, electric car charging stations and rain gardens. These solutions result in savings.



## THE IMPACT OF THE ENVIRONMENT ON THE RESIDENT

**We support initiatives related to shaping friendly space.**

We take care of ecological solutions which really improve the comfort of living on the estate, such as organic cleaning products or acoustic screens reducing noise.

## Did you know...

As part of our basic service, we provide consultation and legal advice. We will help you with problems such as:

- warranty and guarantee,
- legal representation,
- assessment of documents,
- letters, resolutions, agreements.

Check the details on [www.easy-house.pl](http://www.easy-house.pl).