



Front Desk: Crosbey & Aldridge

1. There is no phone to call out in either lobby.
2. To request a work order, either call the front desk @ 508-660-1555 and speak to the receptionist, who will put in your request, or stop by the front desk to put in your request.
3. To make an appointment with transportation, call Carlos @ 339-364-9295 or call the front desk @ 508-660-1555 and ask to be transferred to extension 175.
4. Mailman typically arrives in early afternoon.
5. FedEx and UPS arrive at New Pond Village daily to pick up and drop off packages. For assistance, call 508-660-1555 and our receptionist can answer any additional questions.
6. An activity calendar is placed in your in-house mailbox each month, with special activities highlighted and placed in elevators. A voice message is also sent out for special events.
7. When the fire alarm goes off, please shelter in place and await directions. If evacuation is necessary, we evacuate horizontally. There is a complete fire evacuation manual in your resident handbook.
8. If you lose a key, please contact our front desk and they will put in a work order to get you a new key.
9. All visitors must sign in—this way, we are aware of everyone in our building in case of an emergency.
10. Visitors can park in designated visitor parking. All numbered spots are resident spots. There is also parking available along the center roadway leading into the building.

11. Your storage bins are located on the terrace level beyond the auditorium. They are comprised of particle board and chicken wire and are approximately 4' x 6'. You will be assigned a storage bin when you move in, and you may purchase your own lock to secure it. Your common area key (marked with a "C") will open the storage bin doors.
12. Parking spaces are obtained by our lead concierge, Mary Dugdale.
13. Copies may be made in the Resident Association office located on the second floor in the "C" wing. There is a \$0.10 cost.
14. Faxes can be sent by our front desk personnel.
15. Our guest suite, the "Wompatuck Suite," can be reserved by calling our front desk in Crosbey House.
16. New Pond Village has a very strict **NO TIPPING** policy. There is a holiday fund that is managed by the residents and distributed to staff once per year.
17. Wake up calls can be arranged by calling the front desk @ 508-660-1555.
18. Please be sure to inform the front desk if you will be staying away from your apartment overnight. We do morning check-ins to be sure all our residents are doing well, and if we are unaware that you are away from the Village, we will be calling and checking in your apartment to be sure you are safe.
19. A resident photo/phone book is given to our residents upon move-in. If you need another book, please ask our front desk.
20. To stop your mail while you are on vacation, please fill out a U.S. Postal Hold Mail. The forms can be found at our front desk.