THE ORSID DIGEST

Q2 Newsletter



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Rules for Outdoor Spaces Part Two

Last quarter, Orsid presented an article on public spaces (roof gardens, roof decks, courtyards) and the rules associated with their use. This article will continue our review of outdoor space but will focus on and address private use of these spaces, exclusive to apartments.

Limited common elements (Condominiums) vs Allocable shares (Co-op): Both Condominiums and Co-ops have distinctive rights regarding the use of a private terrace or courtyard.

1. Condominiums - The use of private areas in a condominium is determined by two concepts: "common elements" and "limited common elements." Common elements are areas for the use of all unit owners like elevators, hallways, the lobby, a roof garden, or a gym. Limited common elements are defined as a portion of the common elements allocated for the "exclusive use" to one or more but fewer than all units. The key phrase here is exclusive use (for example, a terrace accessible from the apartment). A limited common element is owned jointly by all of the unit owners (in a condominium). But the use of a limited common element is restricted to only certain unit owners. While ownership is shared, use need not be. The resident of a unit assigned a limited common element can refuse to allow anyone else to enter, use, or alter it under most circumstances, just as though it was part of the unit itself). Limited & Common elements can be found in the Condominium offering plan or in the declaration. The condominium may be responsible for the repair of a limited common element rather than the owner, for example, if the concrete floor of a private terrace is in need of a repair, the Condominium may be responsible for the cost. Your building's governing documents may provide guidance as to responsibility.
2. Co-ops – Since a co-op generally allocates shares (Allocable Shares) based on the apartment size and location, a private terrace, courtyard or balcony the offering plan would reflect reflected in the number of shares issued to that particular apartment encompassing indoor and outdoor space.

Private Roof Terrace, Deck, Balcony or Courtyard: For residents of New York City co-ops and condominiums, private roof deck, terrace and courtyard access is a cherished amenity. When access is the exclusive right of one unit, the amenity becomes a treasure. But it's worth remembering that a private roof deck or balcony access is not the same thing as roof ownership. If a unit owner or shareholder is requesting alterations to these spaces, it is a good idea for a Board to get your building's architect involved and have them survey the terraces, patios and courtyards as these can sometimes be built over common basement space or amenities). This will more easily enable the Board to create a building standard. They can advise on weight restrictions based on the type, age, and manufacturer of the waterproofing membrane below this space, or even the thickness of the structural floor below the membrane. Excess weight from oversized planters or plantings can adversely affect the integrity of the membrane. In unique situations where a terrace (located above another apartment; or even cantilevered from the main building structure) is quite large and invites the unit owner/shareholder to invite many guests, the structural integrity and weight capacity of the underlying floor slab should be verified and documented. This is important for common roof decks as well. Plant detritus from plantings can also build up over time and cause floods in the apartments below outdoor space from clogged drains. Terrace and balcony users are responsible for maintaining these areas and must occasionally clean drains and remove furniture during storms.

The architect can also assist in forming a scope of work that is permissible on these limited…

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Rules for Outdoor Spaces Part Two Continued

common elements (ex. installing central air conditioning equipment on a roof area that is for the exclusive use of an owner) and opine on maintenance minimums. Improving/altering a terrace or other outdoor space above another unit or units has multiple complications. In addition to those mentioned above, this also includes noise and vibration concerns, possible weight and waterproofing concerns; and also, the fact that these items may need to be disconnected and relocated if an exterior project such as a façade restoration requires the full use of a terrace for mobilization of the planned work.

Personal barbecues are a highly desirable feature for outdoor space; NYC Fire Code §307.5 speaks to the FDNY requirements. Boards should consider adding their own rules governing barbecues and outdoor cooking. Fire safety equipment such as a fire extinguisher for cooking fires is essential and should be easily accessible in the event of an emergency.

When Private is not so Private: Exclusivity of these areas will be impacted by the necessity for regular inspection and repair; and obstructing such work can backfire against a unit owner or shareholder. For example, a building may need to complete roof repairs and/or façade repairs. If a private roof deck sits on top of a roof that needs repair, it is the apartment owner's responsibility to remove and re-install any personal items such as planters, umbrellas, and furniture. But they may also be responsible for removing decking, pavers, etc., whether or not they installed it. The Condominium or Cooperative governing documents will provide guidelines if apartment owners are obligated to permit access to the terrace to inspect and make necessary repairs and the extent of their responsibility for restoring the space after construction concludes. Furthermore, if a private roof area or balcony becomes unavailable because of repairs or using that area as a staging ground, the apartment owner may not seek an abatement on maintenance or common charges as the governing documents proscribe the right of the building to make mandatory repairs, even if use of the limited common element is restricted for years.

Neighborly cooperation and patience are a more effective tool than litigation in resolving co-op and condo disputes regarding these areas. And the needs of the community often take precedence over the rights granted to a specific apartment.

One way to assuage anger at loss of use of a terrace, etc., is to educate the residents who have one well in advance of the commencement of the project. This gives them time to ask questions and make any arrangements, rather than forcing a deadline upon them without consideration.

While the private amenities like terraces, roof decks and courtyards may be for the exclusive use of an owner, the above outlines the issues boards may experience with these amenities. If you ever have any concerns or questions, your Orsid representative is here to answer them.



Super Summit

We are pleased to share highlights from our inaugural Super Summit held on April 30, 2025; a meaningful and energizing event held at the Orsid New York offices. The primary goal of the summit was to welcome Resident Managers, who are new to Orsid or a legacy Orsid building, to ensure they feel valued, connected and supported as part of the larger Orsid Family.

After a warm welcome and an informal lunch, we opened the formal program by introducing the Orsid Executive Team, including Neil Davidowitz (President), Andre Kaplan (Chief Financial Officer), Dennis DePaola (Chief Legal Officer), Laura Krasner (Executive Vice President), and Eric McPhee (Executive Vice President and Director of Risk Management). Their presence and remarks underscored the importance of the Resident Manager's role and Orsid's commitment to team integration and open communication.

Four informative and engaging sessions followed:

Leadership and Communication: This session, led by Adam Densky (Senior Account Executive) focused on empowering Resident Managers with leadership tools and strategies needed as leaders in their daily operations in their buildings. It also focused on the importance of open communication with residents and staff.

Governance: This session, led by Susan Fitzpatrick (Vice President),…

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Super Summit Continued

included a brief overview of governing documents and how they guide the operations of the property. Emphasis was placed on the uniqueness of each property's rules and regulations. The Resident Managers in attendance all received copies of their buildings' house rules, bylaws, and proprietary lease (for Coops). We explained how Resident Managers can work collaboratively with their Account Executives to confirm what is permitted and prohibited, who is responsible for what in terms of repairs, and how to handle difficult situations that often arise when damage occurs.

Support From Our Departments: To further strengthen interdepartmental connections, Resident Managers met with key department leaders, the supporting departments at Orsid: Ben Hawkins (SVP & Senior Controller) from Accounting; Shakeel Samuel (Payroll Specialist), Dori Palaj (Accounting), Manjola Zylfi (Payroll Specialist) from Payroll; Donika Dodaj (Sr. Director of Closing and Transfer) from Sales/Transfers/Sublets; Denisa Music (Director of Alterations) from Alterations; and Nita Durakovic (Compliance Manager) from Compliance. These department introductions and explanations underscored the depth of resources available to our Resident Managers.

Support Network for Supers and Office Tour - The last session, led by Chris Luciano (Sr. Account Executive & New Business Coordinator) of the day demonstrated how Orsid's portfolio of buildings provides an extra layer of support for Supers working in close proximity to each other, if a helping hand is ever needed. The Supers were introduced to their peers who work in neighborhood proximity. The summit concluded with a guided tour of the Orsid office, giving Supers the chance to meet the teams who support them in person.

We are proud of our culture of teamwork, transparency, and support. The collegial environment that this summit provided, and of the positive feedback that we received from the attendees. This summit further reinforced our culture of teamwork, transparency, and support. We are proud of the collaborative environment it fostered and are excited to build on the momentum to ensure every Resident Manager feels truly part of the Orsid New York family.

Moving forward, we plan to hold these Summits on a semi-annual basis to welcome new Superintendents and Resident Managers as part of our ongoing commitment to strengthening relationships, improving communication, and ensuring that our Supers, especially those who are new to Orsid, are continuously supported and empowered.








Hiring Building Employees

We understand that a well-maintained, professionally staffed and safe building begins with the right people. From doormen who greet residents with a smile to Resident Managers who oversee daily building operations, every role plays a critical part in delivering excellent service to our clients and residents. Orsid has developed a thorough hiring process to ensure that the most qualified, reliable, and professional personnel join our buildings.

Pre-Screening and Interview Process

Before any candidate steps foot in a building, they go through a multi-step vetting process:

- Application Review & Background Check: We carefully review each resume for relevant experience and conduct background checks, employment verification, and drug screening.
- Initial Interview: Qualified candidates are invited to an interview where we review and evaluate prior experience, communication skills, job-specific knowledge, and overall professionalism.
- Skill-Specific Assessments: Depending on the role, candidates may be asked to complete additional evaluations such as problem-solving exercises or technical skills demonstrations.

Position-Specific Requirements

Each role in building operations has unique responsibilities—and our hiring standards reflect that.

- Porters & Doormen: We prioritize candidates with strong customer service backgrounds, punctuality, and professionalism. These roles require reliability, a neat appearance, and a commitment to maintaining a clean, safe, secure and welcoming environment.
- Handymen: Candidates must demonstrate general maintenance knowledge, including basic plumbing, painting, carpentry, and basic electrical work. We assess their ability to troubleshoot common building issues effectively and safely.
- Superintendents and Resident Managers: These leadership roles demand a higher level of technical expertise and organizational skills. Candidates are evaluated not only for their mechanical knowledge and experience managing staff, but also for their judgement, accountability, and ability to resolve resident concerns with professionalism.
- Board Interviews: Depending upon the role being filled, a Board may want to interview the candidate, and Orsid can assist with a list of questions to be asked.

Walkthrough and Written Report: A Critical Step for Superintendents and Resident Managers

It is recommended that candidates for superintendents and/or resident managers are invited for a building walkthrough/onsite evaluation as part of the hiring process. During this building walkthrough, candidates are expected to observe the property's systems, cleanliness, and operations. Afterward, they should submit a written report outlining their:

- Observations on current conditions
- Suggestions for improvements
- Maintenance priorities and safety concerns

This exercise helps us assess not only their technical knowledge and attention to detail but also provides valuable insight into how the candidate perceives the building's needs. It allows decision makers to evaluate whether the candidate's priorities, management style, and long-term approach align with the Board's and management's vision for the building's maintenance, operations, and overall improvement.

Formal Offer and Terms of Employment

Candidates selected for superintendent and resident manager roles are issued a formal Offer of Employment letter. This document clearly outlines the terms and conditions of their employment, including, but not limited to:

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Hiring Building Employees Continued

- Start date and base salary
- Stipends and/or allowances such as parking, computer, telephone reimbursement, etc. (if applicable)
- Vacation time and paid holidays
- Health and pension benefits
- Housing arrangement whether on-site or outside and which utilities will be covered by employer
- Work schedule and a brief overall of responsibilities
- Probationary period and procedure for employment termination

This transparency helps ensure alignment from the start and sets the stage for a successful and professional working relationship.

Probation Period

Once hired, all new staff members undergo a probation period of at least 90 days (superintendents and resident managers may be subject to a longer probationary period). During this time, Supervisors and Account Executives closely monitor their performance, reliability, and ability to work as part of the team. Feedback is collected from the Board, ensuring that each hire is a long-term fit.

Orsid New York is committed to staffing excellence—because our residents deserve the best. By maintaining high standards and a thoughtful hiring process, we continue to build strong teams that keep our properties safe, clean, and running smoothly.



Meet the Transition Team

This quarter, we are delighted to shine the spotlight on yet another Orsid Team – the New Building Transition Team. This 4-person team is responsible for handling the transitions for all buildings who have recently become part of the Orsid Family.

The collective goal of the team is to seamlessly transition all new buildings into Orsid, to make sure all documentation is received from the prior managing agent, to have an open line of communication with the new building's Board, with the Orsid management team assigned to the building, and to ensure that Orsid is ready to begin management on day one.

Our process starts immediately after a new building has decided to work with us. Once a contract is signed with Orsid:

1. We begin with staffing the best team to manage the building, including an Account Executive, Administrative Assistant, Controller, Compliance Coordinator, Alterations Coordinator, Transfer/Closing agent, and more.
2. A Welcome Package is created for the Board.
3. The Transition Team schedules the initial internal kick-off call, and then meets weekly, so that everyone knows their role throughout our process.
4. The paper and digital documents received from the prior managing agent are sorted and reviewed.
5. Right before the official start date, the assigned Orsid team has an introductory Zoom video call with the Board. This call is crucial and allows the Board to meet the team that will be working on their building.
    - During this meeting with the Board, we will review the accuracy of the documents received.
    - A review of policies and procedures surrounding apartment alterations, sales, rentals and finances are covered and discussed. This allows the Orsid team to be ready and equipped to answer resident questions on such matters on day one.
    - The process for approving building invoices is also discussed.
6. All the while, in the background, the team uses an internal tracker, as well as the Real Estate Board of New York (REBNY) standards, to ensure we've received all necessary documents from the prior agent and nothing is outstanding.
7. Once official management begins, the Transition Team's last step is to make sure we receive the operating, reserve and other building funds and financial records from the prior managing agent.
8. Once sorted, the hard files are sent out for digitization.
9. From this point on, the Transition Team's work is done, and the building is in the excellent hands of the Orsid staff assigned to manage the property.

Let's meet the team behind the process! **Christine Zeblisky (Senior Director of Operations and Implementation)** leads the team, oversees the entire new building transition process, and is the Board's go-to person within Orsid while the transition is under way. Christine has a very unique Orsid history – she has worked in almost every department over 11 years with us. She was initially hired as an Administrative Assistant and subsequently became a Transfer Agent. Shortly thereafter, she then led our major digitization project transferring all paper files into a digital document management system in 2019. She served briefly as an Account Executive before landing in her current role. In addition to transitions, she also manages implementations of new technology and oversees the staffing and planning for our portfolio of buildings' annual meetings.

Lauren Park (Operations Assistant Manager) works mainly as the facilitator of information with the building's prior managing agent.

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Meet the Transition Team continued

She makes sure we receive the documents needed and that they are properly sorted once they arrive. She is the point person for all internal weekly meetings to make sure our team is aware of the status of everything. This also allows her to know which outstanding items are more imminently needed than others. She also supports Varsha and Emil (see below) as needed.

Varsha Singh (Transitions Administrative Assistant) primarily focuses on the hardcopy files we receive from a building's prior managing agent. She sorts through them, prioritizing proprietary documents and any other paperwork from the Closing files, and she coordinates scanning and storage. She is also the Orsid contact person to retrieve any hard copy files that may be needed while the digitization process is under way.

Emil Radoncic's (Administrative Assistant for Accounting & Operations) primary role is to assist Varsha with the transferred files. He ensures that all accounting records from the prior managing agent are uploaded to our document management system, so our team has access to historical records as needed. Emil and Varsha will sometimes go to the buildings themselves and work through physical files that are onsite.

While Christine and Lauren are client-facing, Varsha and Emil work tirelessly in the background and without them, we would not be able to handle these transitions.

The transition can be a very difficult and stressful process. . We take great pride in hearing from new Board members that our proactive transition approach makes them feel well taken care of from day one. We are so grateful to our mighty New Building Transition Team – thank you so much for all you do for our new clients and for our reputation!



From left to right: Emil Radoncic, Varsha Singh, Lauren Park, Christine Zeblisky

In Memoriam
Jasmina Pupovic

It is with profound sadness and a very heavy heart that we share the news of the passing of our dear colleague and friend, Jasmina Pupovic, on May 8, 2025. Jasmina was a beloved member of the Orsid family for 14 years; she started in the main office and, through hard work and perseverance, found a home at our Howard Beach office as the Operations Manager.

Jasmina had a huge heart and was always incredibly supportive, especially when someone was going through a difficult time. She was an animal lover and her dog, Pucky, who was by her side for nearly 20 years meant the world to her. Jasmina was generous, outgoing, and a true people-person. She also loved being an aunt—her brother has two children, and she cherished that role deeply. Our thoughts and condolences go out to her family during this difficult time. May her memory forever be a blessing. Her bright smile and warmth were unmatched and will be missed each day.



Legislative Updates

LOCAL LAW 31: Lead Paint Testing in Common Areas

New lead paint laws and rules require XRF testing of non-owner-occupied apartments and the common areas in co-op and condo buildings built prior to 1960. An Environmental Protection Agency (EPA) certified Lead paint Inspector / Risk assessor must test common areas using a device called an XRF machine, which identifies lead in paint. The tests must be completed by August 9, 2025, and the results must be kept and accessible for 10 years. The failure to comply may result in a Class "C" immediately hazardous violation with civil penalties up to $1500.

If there is lead paint that is peeling in an apartment with a child under six, the apartment owner must hire an EPA certified contractor immediately to address the hazard safely. If there is lead on a painted surface that is not peeling or there is no child under six that routinely spends more than 10 hours a week in the apartment, immediate action is not required to remove the lead. However, the lead-based paint must be remediated by July 2027 in any event.

Competing Bills A.1701/S.1745 Versus S7977

In the legislative session that concluded earlier this month, there were competing bills to include and exclude Cooperatives from landlord-tenant laws. A.1701 was introduced by Assembly Member Braunstein to proactively protect co-ops from inadvertent inclusion in legislation meant to speak to landlord-tenant relationships. One example of this was the broad language of the 2019 Housing Stability Tenant Protection Act (HSTPA) which inadvertently impacted co-ops, where the relationship between the corporation and shareholders is distinct from a traditional landlord-tenant setup. Co-ops were largely exempted from HSTPA tenant protections by later legislation in 2022. A.1701 would significantly reduce the need for amendments to legislation just to enable co-op boards to successfully govern their buildings on behalf of their shareholders. The bill stated that legislation addressing 'landlords' cannot be applied to 'cooperative entities' unless specifically so stated in the legislation itself.

However, in the same legislative session, Senator Ramos introduced S7977 which would explicitly extend tenant protections to tenants of co-ops by expanding the definition of "landlord" to include co-ops. While neither of the bills passed during the legislative session, the subject matter of the bills may come up again in the future.

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Legislative Updates continued

Co-op/Condo Disclosure Law

On July 11th, with little notice or advance discussion the Senate passed S7541 which would require that when a buyer enters into a contract to purchase a condominium or cooperative apartment, the property management company or board must provide the buyer with records of all recent inspection and engineering reports and permits for the building. The legislation was prompted by the Surfside Florida building collapse in 2021 and broadly defined "inspection" as any report completed to ensure a co-op/condo meets local building codes, health and safety standards, and fire codes, or to evaluate if a property has mechanical or structural damage. The law would allow the Attorney General's office to void the offering plans of the non-compliant co-op or condo. Such an action would jeopardize the status of building insurance, building and unit mortgage loans of all units in the building. Thankfully the bill did not pass, and co-ops and condos will not face such draconian penalties. Many of the inspection reports can already be found by prospective purchasers on NYC websites.

Natural Gas Detector Installation Deadline

NYC Local Law 157 mandated the installation of natural gas detectors in all NYC residences that have fuel-gas-burning appliances by May 1, 2025. However, there has been no enforcement of this provision of the NYC Housing Maintenance Code by the city due to the lack of devices that comply with the law's requirements. As a result, Int. 1281 of 2025 was introduced to postpone the deadline to sometime between January 1, 2027 – 2029. However, as of the date of this newsletter, the bill has not passed, and the original May deadline can still be enforced. The vast majority of Orsid managed properties participated in a bulk purchase of the units in 2024 in order to comply with the deadline.



Welcome to Orsid

We have welcomed the following buildings to the Orsid family:

1140 Tenants Corp.
1140 Fifth Avenue
New York, NY 10128

829 Park Avenue Corp.
829 Park Avenue
New York, NY 10021

Avery Condominium
100 Riverside Boulevard
New York, NY 10069

Townsend House Corp
176 East 71st Street
New York, NY 10021

301 East 78th Owners Corp.
301 East 78th Street
New York, NY 10075

Castle Village Owners Corp.
110-200 Cabrini Boulevard
New York, NY 10033

115 Tenants Corp.
115 East 90th Street
New York, NY 10128

81st Street Residence Corporation
345 East 81st Street
New York, NY 10028

50 Madison Avenue Condominium
50 Madison Avenue
New York, NY 10010

In Q2 2025, we have welcomed the following new associates to the Orsid family:

Giselle Gonzalez, *Onsite Administrative Assistant*

Andrea Santoni, *Onsite General Manager*

Madelina Vera, *Onsite Administrative Assistant*

Dylan Stackpole, *Administrative Assistant*

Jaimi Devall, *Administrative Assistant*

Adam Little, *Administrative Assistant*

Denisa Ahmetaj, *Transfer Agent*

Klea Leka, *Transfer & Closing Administrative Assistant*

Jennifer Brett, *Transfer & Closing Agent*

Nykia Jefferson, *Transfer Agent*

Kimberly McDowell-Lois, *Senior Account Executive*



We hope you found this newsletter informative. If you have any questions or a story to share for a future edition, please email info@orsidny.com

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