



18 East 50th Street New
York, NY 10022
Phone: (212) 837-4800

We appreciate your tenancy with us at **The Caroline** located at **60 West 23rd Street – New York, NY 10010**.

Your management company is Pan Am Equities, Inc. on behalf of Whitehall Properties II, LLC.

Your Property Manager is: **John DiPaola** ([212-691-3829](tel:212-691-3829))

Your Concierge contact is: **(212) 414-0555**

In order to expedite your move, please coordinate and contact Concierge directly. They will provide you with more information on scheduling your move and reserving an elevator. Prior to gaining/returning possession of the apartment, you are entitled to request a walk through inspection with the building's Property Manager in order to note the condition of the apartment. Please contact the Concierge directly in order to coordinate your request. If you are using professional movers, your movers will need to provide a Certificate of Insurance (COI) to your building Concierge on or before the day you move. ***Please see below for further Moving & Other General Information such as permitted times & COI.***

RENT:

Monthly rent payments are made payable to: **Whitehall Properties II, LLC**

Rent payments can be mailed to:

Pan Am Equities, Inc.
18 EAST 50th STREET
New York, NY 10022

You can make rent payments online using our [ACH Portal](#). Instructions to set up an account will be sent to you in a separate email directly from management. *If you have not received a separate email with instructions, please email: ResidentRelations@PanAmEquities.com*

If your building has **BuildingLink**, you will be sent a separate email to register an account.

We would like to take this time to remind you to:

- Update your mailing address with USPS if you have not done so already.
- Set up/Terminate your Utility Account with the following providers:
 - Con Edison
 - Internet/Cable Providers (Spectrum/Verizon FiOS)

Thank you for allowing us to provide exceptional management, including prompt maintenance service, as well as maintaining a safe and enjoyable place to live during your time with us.

Sincerely,
Pan Am Equities, Inc.

Please visit our website for more information on: Payments, Billing, Security, Lease Transfers, etc.
WWW.PANAMEQUITIES.COM/RESIDENTS



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Moving & Other General Information:

Please immediately contact your Resident Manager to schedule your move-in and reserve an elevator. You do NOT have to make an appointment to pick-up key and gain entry to your apartment on your lease start date or early occupancy date, if applicable.

Scheduled move-ins are presently permitted **Monday through Friday**, from **8:00 am to 6:00 pm (two hour time slots, last slot at 4pm)**, and **Saturday**, from **8:00am to 12:00pm (two hour time slots)**, (except holidays) subject to availability and change without notice. All moves and extended use of an elevator must be arranged in advance. All elevator time slots are allocated on a "first-come, first-serve" basis depending on the building's schedule and availability; therefore, your first-choice desired time is not guaranteed. Throughout your residency, you must schedule any extended use of the elevator for any reason, as there will be no unscheduled use of the elevators permitted, no exceptions.

All moving companies should provide a **Certificate of Liability Insurance (COI)**, and tenants and movers must sign a move-in agreement with the building staff. The COI will need to list both **Pan Am Equities, Inc.** and **Whitehall Properties II, LLC** as Additional Insured entities.

The Caroline's Preferred Moving Company: Divine Movers, Inc. (www.divinemoving.com) Contact:
Mr. David Cohen at 212-244-4011 (Divine Moving is not affiliated with Pan Am Equities, Inc.)

Upon moving in, if not previously done, you will sign for and receive keys for your apartment, mailbox, roof, and amenity spaces.

There is a \$50.00 lock-out fee after 8:00 pm.

Please immediately report any lost keys or tags to the Concierge Desk.

To help facilitate your move and assist you during your residency, please see contacts below:

Concierge Desk: (212) 414-0555
Resident Property Manager: John DiPaola

For Electric Utility Set-Up: ConEdison - 1-800-75CONED / 1-800-752-6633 - Please follow the prompts.
For Internet/Cable/Phone Set-Up: Verizon - 1-800-VERIZON and Spectrum - 212-358-0900

Once you take occupancy of the apartment, please contact the Concierge Desk or Resident Property Manager regarding any issues regarding your apartment or building maintenance. Please contact our Corporate Office regarding inquiries regarding rental and leasing matters. Please do NOT have your broker contact us on your behalf regarding your residency.

Please see below for Additional Building Rules & Regulations.

Please visit our website for more information on: Payments, Billing, Security, Lease Transfers, etc.
WWW.PANAMEQUITIES.COM/RESIDENTS



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Additional Building Rules and Regulations*

- No carpet/rugs of any kind may be installed/affixed without building management approval. Nails, glue, staples, adhesive, and/ or any form of attachment to the existing flooring are strictly prohibited. Please contact the Resident Manager.
- Temporary pressurized walls and/or partitions are not permitted. Door decorations are also not allowed.
- Smoking is not permitted anywhere within the building, apartment, outside property, or roof deck.
- Agree to familiarize and adhere to policies as outlined on the building's BuildingLink library section.
- No smoking, pets, or unaccompanied minors are allowed on the roof deck.
- None of the amenity spaces within the building or on the roof deck allow private tenant functions.
- As per NYC local law, window stops may never be removed from the apartment windows.
- Only high-efficiency (HE) labeled laundry detergent brand may be used in all washers/dryers.
- The amenity spaces and Tenant Laundry are located on the 3rd Floor
- Building staff members are not authorized to accept, hold, or pass on keys to a tenant's apartment.
- A "Permission to Enter" form is required to be submitted by the tenant when providing keys to a guest to enter the tenant's apartment.
- All tenants must give reasonable prior written notice to the Corporate Office and building staff when vacating the apartment.
- Above items subject to change, without notice, at the sole discretion of the Landlord.
- We strongly suggest that all tenants immediately obtain "Renter's Insurance."

*Additional Building Rules & Regulations are subject to change at sole discretion by the Landlord

Tenant(s) have thoroughly read and reviewed this General Information Package and agree to abide by all provisions listed above.

Please visit our website for more information on: Payments, Billing, Security, Lease Transfers, etc.
WWW.PANAMEQUITIES.COM/RESIDENTS

To : New Tenants of The Caroline

From : John DiPaola, Resident Manager

The Caroline
60 West 23rd Street
New York, New York 10010
Phone: (212) 691-3829
Fax : (212) 691-5304

Re : **Move Instructions** for New Tenants

➤ For The Caroline to schedule your elevator Move In date and time, WE MUST FIRST HAVE A **CERTIFICATE OF INSURANCE** FROM YOUR MOVING COMPANY. YOU MUST PROVIDE YOUR MOVERS WITH THE FOLLOWING INFORMATION WHICH MUST BE INCLUDED ON THE **CERTIFICATE PROVIDED TO THE CONCIERGE** Email to: **Carolinecoi@PanAmEquities.com**

➤ **Certificate Holder:** Whitehall Properties II, LLC -18 East 50th Street, NY, NY 10022

Additional Insured: RE: 60 West 23rd Street, New York, NY 10010 Whitehall Properties II, LLC, Pan Am Equities, Inc. and Landlord, are included as additional insured.

Also: Name of Tenant and Apartment Number.

➤ Once you have the Certificate of Insurance, you must book your Move In with The Caroline Concierge.

➤ We have secured a Moving Company for your convenience, Divine Moving and Storage @ (866) 6687666. If you choose to use Divine Moving, we already have a Certificate of Insurance on file. You are responsible for all costs.

Please note, the Caroline package room is for dry cleaning and small parcels, large items can not be shipped/stored at the building and you must be home to receive them into your unit.

If you have any questions regarding the Move-In procedures, please contact The Concierge at (212) 414-0555.



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York, NY 10022
Phone: (212) 837-4800

Those Vacating:

We regret to receive notice you will not be continuing your residency with us at **The Caroline**, and would like to take the time to remind you all move outs should be coordinated with the building Concierge directly. They will provide you with more information on elevator availability and scheduling your move.

***Assignments, Lease Takeovers & Tenancy Changes**

YOU must coordinate directly with the incoming Tenant and hand keys directly to the incoming Tenant.

Management cannot accept nor exchange keys in an Assignment, Lease Takeover or Tenancy Change.

***Please note if you have recurring payments scheduled through our online portal, they should be terminated upon your vacancy/expiration date to avoid further transactions.**

Scheduled move-ins are presently permitted **Monday through Friday, from 8:00 am to 6:00 pm (two hour time slots, last slot at 4pm), and Saturday, from 8:00am to 12:00pm (two hour time slots)**, (except holidays) subject to availability and change without notice. All moves and extended use of an elevator must be arranged in advance. All elevator time slots are allocated on a "first-come, first-serve" basis depending on the building's schedule and availability; therefore, your first-choice desired time is not guaranteed.

Throughout your residency, you must schedule any extended use of the elevator for any reason, as there will be no unscheduled use of the elevators permitted, no exceptions.

All moving companies should provide a **Certificate of Liability Insurance (COI)**, and tenants and movers must sign a move-in agreement with the building staff. The COI will need to list both **Pan Am Equities, Inc.** and **Whitehall Properties II, LLC** as Additional Insured entities.

The Caroline's Preferred Moving Company: Divine Movers, Inc. (www.divinemoving.com)

Contact: Mr. David Cohen at 212-244-4011 (Divine Moving is not affiliated with Pan Am Equities, Inc.)

If you have not provided one already, kindly provide a U.S. forwarding address when available. Security deposits if applicable, are returned in accordance to the lease and mailed in the form of a check to the forwarding address provided by you. You can update the forwarding address via the Online Portal, or by emailing: ResidentRelations@panamequities.com. Security deposits are generally issued within 14 days after termination or expiration. Depending on how long it takes for the courier to deliver, may take 2-6 weeks to arrive to the forwarding address provided by you.

Any request to obtain a Landlord Reference letter can be submitted to:

ResidentRelations@panamequities.com You should expect to receive a response within 24-72 business hours of submitting the request, in the order received.

We wish you all the best on your upcoming move and new home.

Please visit our website for more information on: Payments, Billing, Security, Lease Transfers, etc.

WWW.PANAMEQUITIES.COM/RESIDENTS

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)

PRODUCER Brokers's Name and Address	THIS CERTIFICATE ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	INSURERS AFFORDING COVERAGE	NAIC #
INSURED Name and Address of Contractor (including name of entity contracted for)	INSURER A: Each Insurer must	
	INSURER B: have an A.M. Best	
	INSURER C: Rating of at least	
	INSURER D: A-, VIII	
	INSURER E:	

COVERAGES SAMPLE COPY / SAMPLE COPY / SAMPLE COPY

THE POLICES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INS LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXP DATE (MM/DD/YY)	LIMITS		
INSERT	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <u>Contractual Liability</u> <input checked="" type="checkbox"/> <u>Waiver of Subrogation</u> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC		INSERT	Expiration Date must be at least 30 Days after date of Certificate of Insurance	EACH OCCURRENCE	\$ 1,000,000	
					DAMAGE TO RENTED PREMISES (PER OCCURRENCE)	\$ 50,000	
					MED EXP (any 1 person)	\$ 5,000	
					PERSONAL & ADV INJURY	\$ 1,000,000	
					GENERAL AGGREGATE	\$ 2,000,000	
					PRODUCTS - COMP/OP AGG	\$ 1,000,000	
					PER PROJECT		
INSERT	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____		INSERT		COMBINED SINGLE LIMIT (Ea Accident)	\$ 1,000,000	
					BODILY INJURY (per person)	\$	
					BODILY INJURY (per accident)	\$	
					PROPERTY DAMAGE (Per accident)	\$	
INSERT	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> _____		INSERT		AUTO ONLY - EA ACCIDENT	\$	
					OTHER THAN AUTO ONLY	EA ACC	\$
						AGG	\$
INSERT	EXCESS LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$ _____		INSERT		EACH OCCURRENCE	\$ 5,000,000	
					AGGREGATE	\$ 5,000,000	
						\$	
						\$	
						\$	
INSERT	WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/ EXECUTIVE OFFICER MEMBER EXCLUDED? IF YES, DESCRIBE UNDER SPECIAL PROVISIONS BELOW		INSERT		<input checked="" type="checkbox"/> WC Statutory Limits <input type="checkbox"/> Other		
					E.L. EACH ACCIDENT	\$ 1,000,000	
					E.L. DISEASE -EA EMPLOYEE	\$ 1,000,000	
					E.L. DISEASE -POLICY LIMIT	\$ 1,000,000	
INSERT	OTHER						

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS:

Re: 60 West 23rd Street, New York, NY 10010
 Whitehall Properties II, LLC, Pan Am Equities Inc., and Landlord are included as Additional Insureds as required per written Contract on a Primary and Non-Contributory basis. Waiver of Subrogation status encompasses General Liability and Umbrella Liability. Additional Insureds are included as per Additional Insured Endorsement # _____ (copy attached).

CERTIFICATE HOLDER Whitehall Properties II, LLC 18 East 50th Street New York, NY 10022	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS
	AUTHORIZED REPRESENTATIVE MUST BE ENTERED

Contractor - Indemnity & Insurance Provisions

In consideration for permitting _____ (Contractor) to perform work on the premises situated at _____, Contractor hereby agrees to the following:

1.1 Indemnification

1.2 To the fullest extent permitted by law Contractor agrees to indemnify and hold harmless Owner, Owner's Managing Agent and their respective Affiliates, Officers, Partners, Agents, Employees, Servants and Assignees, all to be referenced as "OWNER", from and against all liability, claims and demands on account of injury to persons, including death resulting therefrom, and damage to property arising out of the performance, or lack of performance, of the Agreement by Contractor, Contractor's Sub-Contractors, their respective Employees and Agents, all to be referenced as "CONTRACTORS", and damage to property of "CONTRACTORS". Contractor shall at it's own expense, defend any and all actions at law brought against "OWNER" based thereon and shall pay all attorney's fees and all other expenses and promptly discharge any judgments or settlements arising therefrom.

2.1 Insurance

2.2 Contractor shall secure, and keep in full force and effect, and shall cause its Subcontractors to secure, and keep in full force and effect throughout the term of this Agreement the following coverage at Contractor's sole cost and expense. Such Insurance shall be primary, notwithstanding any other insurance that might be in effect for the indemnities:

(a) Commercial General Liability Insurance, including Contractual Liability (to specifically include coverage for the indemnification clause of this Agreement), Products & Completed Operations Liability, Broad Form Property Damage, Personal and Advertising Injury Liability, written on an occurrence form, with combined bodily injury and property damage limits of liability of no less than \$5,000,000 per occurrence, \$5,000,000 per project general aggregate, \$5,000,000 Personal & Advertising Injury and \$5,000,000 Products and Completed Operations liability with an aggregate limit per project. The limits of liability can be provided in a combination of a Commercial General Liability policy and an Umbrella Liability policy, which is written on a no less than follow form basis. The policy should be written on form CG00 01 07 98 or its equivalent and shall not include any exclusions or limitations other than those incorporated in the standard form. Such insurance is to be primary insurance, notwithstanding any insurance maintained by the indemnified parties

All contractors are to maintain completed operations coverage for three years after the work is completed.

(b) Worker's Compensation Insurance providing statutory benefits for Contractors and Subcontractor's employees and Employer's Liability coverage in an amount that is no less than \$1,000,000;

(c) Automobile Liability Insurance, including owned, non-owned and hired car liability insurance for combined limits of liability of \$5,000,000 per occurrence. The limits of liability can be provided in a combination of an Automobile Liability policy and an

Umbrella Liability policy, which is written on a no less than follow form basis;

- 2.3 All required insurance policies shall be maintained with insurance companies licensed within the State that work is being performed and holding an AM Best rating of no less than A-, VIII. Said policies shall contain a provision that that coverage will not be canceled, non-renewed or materially changed, until at least thirty (30) days prior written notice has been provided to Owner and Managing Agent.
- 2.4 Contractor agrees to have included in each of the above policies, and shall cause its Subcontractors to have included in each of the above policies, except Workers Compensation, a waiver of subrogation in favor of "OWNER".
- 2.5 Owner, Owner's Agent _____, and _____ along with their subsidiaries and affiliated entities, now or hereafter formed, all as their interests may appear, and such other parties in interest as Owner or Agent may designate in writing from time to time ("OWNER"), shall be named as additional insured except with respect to Workers Compensation.
- 2.6 Certificates in the customary form, i.e. Acord 25, evidencing all terms of the this Agreement, shall be delivered to the Owner or Managing Agent, or their agent, accompanied with additional insured endorsement CG2010 (1001) and CG2037 or their equivalent, simultaneously with the execution of this Agreement. Similar certificates, while Contractor is on the premises, shall be delivered evidencing the renewal or replacement of such insurance, at least 10 days prior to the effective date of such renewal or change of insurer.

Accepted and agreed to by:

_____ (Contractor) _____ (Date)

(Signature and Title)

_____ (Owner or Managing Agent) _____ (Date)

(Signature and Title)