

*English Version*

# **MEMENTOFFENBACH**

## **2026**



Résidence Offenbach, 33 rue Cartault, 92800 Puteaux

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“Illustrations from the sales prospect (1973)“

You will find a wealth of information about our town on the website of the Town Hall of Puteaux ([puteaux.fr](http://puteaux.fr)), as well as on the site [archives.puteaux.fr](http://archives.puteaux.fr)

## **Welcome to the Offenbach Residence!**

This booklet introduces the various aspects of life in the "Résidence du Parc Offenbach" — the full name of this large building constructed in 1975 on the heights of Puteaux. Its architecture and interior design are typical of the 1970s. The construction began in the spring of 1973 on land rich in history. Most of it once belonged to Charles Lorilleux, co-owner of the Lorilleux-Lefranc inks company. Behind our residence, on the site now occupied by the Urban Soccer Club, stood his factory, topped by a tall chimney overlooking the swimming pool. On one side, the residence borders the Moulin Square, and on the other, Offenbach Square, which gave the residence its name. Contrary to what one might think, it is not a tribute to the famous composer Jacques Offenbach, but to the city of Offenbach, in Germany, which has been twinned with Puteaux since 1956.

Our residence is easily accessible thanks to a wide public transport network: it is just a few steps from Puteaux station, served by several train (lines L and U) and tram (T2) lines, and close to La Défense — with its RER A and E, metro line 1, and numerous bus routes — as well as its vast *Les Quatre Temps* shopping centre.

Both tenants and owners have lived here since 1975. Many have contributed to maintaining the residence's standing, comfort, and good upkeep. This booklet provides essential information for newcomers as well as long-time residents, and reminds everyone of the principles of community living.

Enjoy your reading!

*The Residents' Committee*

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# Chapter 1: When You Move In

## Making your move easier

The Offenbach Residence was designed to make moving in easier. You should contact the caretaker at least 48 hours in advance so that he can provide you with all the necessary information: keeping access routes clear and arranging parking for the removal truck, dimensions of access doors, protection for lifts and corridors, weight limits, and so on. You must move in during the authorised time slots, between 8 a.m. and 6 p.m.

## Your contact details

When you arrive, please introduce yourself to the caretaker and ask him to personalize your **mailbox** and add your name to the **door codes** list at the entrance of your building. This will ensure that you receive your mail properly and that your visitors can easily find your name. The postal address is “33/35 rue Cartault, 92800 Puteaux”; adding “Résidence Offenbach” is optional. To make sorting the mail easier, it is helpful to indicate your apartment number as well as the building and the floor. For example, between the line with the recipient’s name and the line with the address “33/35 rue Cartault”, you can add “B2 – 9e étage – appt. 254”.

## Your formalities

Whether you are an owner or a tenant, you must also register with the **Property Manager** (currently the **ASA Gestion Immobilière** agency, whose contact details are displayed near the caretaker’s office).

## Your Access Systems for the Residence and Common Areas

In addition to the keys to your apartment, the residence has several access systems that allow you to enter the common areas:

- **Door codes:** there are codes at the various entrances to the residence, and the caretaker will give you the code. In addition, at the entrance to each building, a door code system and intercom allow your visitors or delivery drivers to call you so that you can open the door to your building. They will find your intercom number on the alphabetical list displayed next to the door code panel.
- **Access fobs:** these allow access to the forecourts, entrance halls, underground car parks, outdoor visitors' car park, and common rooms (such as the bicycle storage room). Since 2024, a special fob has given access, under certain conditions, to the swimming pool via the 5th floor of building B2 using the lifts.
- A **“master” key:** this key provides access to the baby stroller and bicycle room.

The access fobs can be programmed for a limited number of areas and/or deactivated. They are checked every year in the spring. At the same time, the access codes for the residence are updated.

The previous occupant of your apartment or the owner must have given you one or more fobs. You can order additional fobs from the caretaker at a cost of €21.39 each. Please note that, under the internal rules, the number of fobs per apartment is limited. These fobs use batteries, which you are responsible for replacing when necessary.

The number of fobs is allocated as follows:

- Owner of a studio: 3 fobs
- Owner of a 2-room apartment: 4 fobs
- Owner of a 3-room apartment: 5 fobs
- Owner of a 4-room apartment: 6 fobs
- Owner of a 5-room apartment: 7 fobs
- Owner only of a box, hobby room, cellar, or parking space: 1 fob.

In addition, two extra fobs per apartment give specific access to the swimming pool.

Of your residence access fobs, two allow access to the car parks if you have an assigned parking space (or a box). We recommend that you leave a spare set of your apartment keys with a neighbour, who will then be able to intervene if needed in an emergency (for example in case of water damage or work by external contractors). The condominium rules also specify that you must leave a spare set of keys with another resident if you are away for a long period.

In a number of apartments, a TV socket allows you to connect your television to the shared aerial on the roof (for all buildings except B3, which is served by cable). After a thunderstorm or strong wind, the aerial can sometimes become misaligned and the picture reception may be disturbed. Please report this to the caretaker and to the Property Manager.

If you would like to have fibre broadband installed in your apartment (if your predecessor has not already done so), inform the caretaker, who will show your installer where the secure cabinet is and open it for them (they may be asked to show their professional ID card). For the cable run between your apartment and the connection point on your landing, try as far as possible to use existing ducts.

## If you plan renovation work

If you wish to carry out work before or after you move in, if you hire contractors, and if you cannot be present while the work is done, please inform the caretaker. Please note that contractors are responsible for removing all waste and rubble; their collection is not handled by the town's services. Make sure you respect the load capacity of each lift when transporting furniture, rubble, and waste.

Important: renovation work must always leave the various water shut-off valves in the apartments accessible. Companies are responsible for safety and for protecting the common areas, and the condominium may take action against the person who ordered the work.

Useful to know: five parking spaces are reserved for companies carrying out work in the residence. They are located at the far end of the visitors' car park and closed off by folding barriers. Please contact the caretaker, who will allocate a space to you for the duration of the work.

As the residence is built in very hard vibrated concrete, you will only be able to drill small holes in load-bearing walls with a powerful, high-performance tool; an ordinary drill is not sufficient, and you will need a hammer drill suitable for concrete.

For major work on a load-bearing wall (creating a doorway, widening an opening), you **MUST** obtain authorisation at the annual General Meeting of co-owners by presenting a feasibility study prepared by an architect. If major work is carried out without the General Meeting's approval, the owner's legal liability may be incurred.

In everyone's interest, please agree with your neighbours on a time slot during which you will carry out the noisiest work, and of course avoid night-time hours, Saturday afternoons, Sundays, and public holidays.

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To respect good neighbourly relations, it is recommended to put up a signed notice in the lifts of your building to inform other residents of the duration of your work and to apologise for any disturbance caused.

## Chapter 2: When You Move Out

### Your move

A few days before you leave, **please inform the caretaker** of the date and time of your move. For the practical arrangements, follow the same procedure as for your move-in.

### Before closing the door

As a precaution, do not forget to switch off the **gas, water, radiators**, and **electricity** in the apartment, and to close the shutters. If your apartment is equipped with gas, there is a shut-off valve at the connection to your hob and another in the meter cupboards on the landing. The hot- and cold-water shut-off valves are either located in these cupboards or accessible via inspection panels in the bathrooms, toilets, corridors, or kitchens. Please note that an apartment may have several sets of valves in different locations supplying different rooms.

## Chapter 3: Enjoying the Residence

### Decorating your balconies or gardens

Plant lovers are welcome to decorate their balcony or, for ground-floor apartments, their garden. When watering, do not let water run off the balconies so as not to flood the balconies below or any open awnings. The best solution is to use watertight saucers under your pots. For safety reasons, it is forbidden to hang flower pots on the outside of the balconies. **Under no circumstances may balconies and gardens be used as clothes-drying areas, storage spaces, or places for storing or keeping animals. Please remember the maximum load that the balconies can support: 250 kg/m<sup>2</sup>.**

### The residence swimming pool

Usually open from 1 May to 30 September, every day from 9 a.m. to 10 p.m., the residence's rooftop swimming pool and sun deck, located on top of building B1, offer a wonderful place to relax for all resident owners and tenants authorised by their landlords under the rules set out in the regulations. Access is via the 5th floor of building B2, by using your regular fob in the B2 lifts and then your special "pool" fob at the glass door (for both entry and exit).

Two changing rooms, a shower, and a toilet are available. As in any shared pool, the heated and treated water is regularly checked by the health authorities, who may require its closure if hygiene standards are not met. Children must always be accompanied by an adult, and they can also play in a large sandpit, which is disinfected twice a year. Please note: the access door closes automatically at 10 p.m. A large clock, visible from the pool, helps those who tend to lose track of time.

As the pool is available to several hundred residents, everyone must respect basic rules of community life (taking a soapy shower before each swim, avoiding shouting, removing shoes, not running, diving or jumping into the pool, no swim shorts or long shorts, etc.). Special pool rules (see later) are displayed. You are encouraged to read them carefully and to explain them to children.

## Welcoming your guests

Your guests can park their car in the outdoor visitors' car park; you simply need to open the barrier or entrance gate for them with your fob. For information, a municipal car park is located further along rue Cartault (the first hour is free).

Every day after 12 noon and from Saturday at 12 noon until Monday at 7 a.m., the residence gates are closed and can be opened only with your fob or a code (for both entry and exit). Do not forget to give this code to your guests. Some doors can also be opened from the inside by a push button when leaving. There is one at the B1 exit and another at the garden level of B2, on the low wall around the lime tree.

If you are entertaining late in the evening, please be considerate of your neighbours: in summer, conversations on balconies can be heard throughout the residence. Provide ashtrays for smokers so that they do not throw ash and cigarette butts over the balcony railings. During the day, you may take friends to the pool, provided there are no more than two guests and that they follow the rules.

## Your obligations

Like in all condominiums, residents — whether tenants or owners — of the Offenbach Residence must comply with the various regulations and pay their service charges.

## The General Meeting of co-owners

At the end of each year or the beginning of the new calendar year, the co-owners meet, when convened by the Property Manager, for the annual Ordinary General Meeting (known as the AGM, with the financial year running from 1 October to 30 September). It is important for most co-owners to take part (either in person, by giving a proxy to someone in advance, or by voting by post), because if the quorum is not reached, the resolutions cannot be voted and an Extraordinary General Meeting will have to be called, generating extra costs and therefore higher charges.

Extraordinary General Meetings can also be held at any time for exceptional events (failure by the Property Manager, resignation of the new Residents' Committee, urgent works, etc.). Co-owners must inform the Property Manager of the address to which the meeting notices should be sent.

The main purpose of the AGM is to elect the members of the new Residents' Committee, to approve the accounts, and to vote on the budgets for the following years. It is an opportunity to review the work carried out during the past year and to prepare the work planned for the next year. It is also the time when co-owners can decide to change the Property Manager if they are not satisfied.

Each resolution at the General Meeting is put to a vote.

## The regulations

The Offenbach Residence has four main sets of rules:

- **The condominium regulations:** compulsory since the law of 10 July 1965, this document is usually handed over by the notary when the final deed is signed. The residence regulations were first published in 1973 and updated in 2008. They define the share of each unit, specify private and common areas, set out the rights and obligations of co-owners and tenants, and organise the management of the building.
- **The internal rules** (see appendix): these are intended to supplement and clarify the condominium regulations. They help to ensure a good quality of life and good neighbourly relations.
- **The pool rules** (see appendix).
- **The parking rules** (see appendix).

## The Residents' Committee

The Residents' Committee is made up of a group of volunteer co-owners elected at the annual General Meeting to assist the Property Manager and oversee its management. Its members (up to 11) are involved in choosing staff, reviewing how income and expenses are presented, selecting contractors for day-to-day maintenance of the building, reviewing quotations, and so on. At its first meeting, the committee elects a chairperson and a deputy chairperson. However, if a majority of its members so decide, it may operate on a collegial basis, without a chairperson or deputy chairperson.

The various Residents' Committees that have served over the years have constantly worked to maintain the many facilities in our Residence, from the emergency generator to the pool machinery and the large boiler room.

Residents who would like to join the Residents' Committee are most welcome. Their applications are put to a vote at the AGM, and each member is elected for one year, renewable.

## Common areas

The Offenbach Residence has a large number of common areas and facilities, which are regularly maintained.

## Entrances and exits

You have several options. You can choose the one that suits you best.

At the far left of the residence, a door gives direct access to buildings B1 and B1A via the basement.

In the centre, two gated entrances lead, on the right, to a long corridor that takes you to an entrance hall at the garden level of B2 and, on the left, to the monumental staircase that leads up to the forecourt, from where you can access all the buildings.

Two tilting doors allow cars to enter and leave the underground car park. A door on the right gives pedestrians access to the underground car park, the cellars, and the lifts serving all the buildings.

**Tip: if you go through the underground car park, there are no steps at all to reach your apartment!**

On the right-hand side of the residence, you can also go through the visitors' car park to reach the rear entrance of building B2.

**Main hall:** this hall is shared by B2 and B3 and includes the caretaker's office. You are free to use the seating area (with a coffee table and four armchairs).

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You may also borrow the books and magazines available in the library and add your own books and magazines that you no longer need.

Notice boards are also available in all the entrance halls. There you will find official information from the Property Manager and the Residents' Committee (and the same information is displayed in each lift). Some notice boards are reserved for private announcements from residents. Simply hand them to the caretaker, who will put them up.

**Forecourt:** you can stroll there, meet neighbours for a chat, read, make phone calls, and so on. However, noisy activities are not allowed, such as playing loud music or certain sports (rollerblading, scooters, skateboarding, football, cycling, etc.). It is also forbidden to let animals roam freely there, and the lawns must not be used as "dog toilets".

**Bicycle rooms:** two former boxes in the underground car park have been converted into bicycle storage in the level -1 car park of B3. Please make sure you lock your bike securely to the racks with strong locks. Please also read the internal rules displayed there.

There is also a dedicated room near the entrance to building B2 at garden level. The door opens with your fob.

**Stroller and bicycle room:** this room is located to the left of the lifts in building B2, at garden level. The door opens with the "master" key.

**Outdoor car park:** this car park is strictly off-limits to "long-stay" cars and is reserved for your visitors, who must not leave their vehicle there for **more than 72 hours per month**, in accordance with the rules. You must open the gate and/or barrier for them with your fob. When leaving, it is enough to drive up to the barrier or gate for it to open automatically.

**Waste rooms:** one room is located at garden level, not far from the lifts, near the B1 exit; another is at the rear of B2. A third is in B3, on level -1, on the

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side of the CPAM car park. In these rooms there are grey bins for all non-recyclable waste (in closed bin bags) and yellow bins for recyclable waste (a detailed list is displayed). Several bins are also located at the far end of the B1A car park at garden level. Please crush packaging and flatten boxes so that they take up less space in the bins.

Bulky items (large packaging, damaged furniture, etc.) must be placed on the pavement to the right of the gate when leaving the visitors' car park, only on Wednesdays and Saturdays (**put them out before 10 a.m. and inform the municipal services** on 01 41 44 99 80 or [dechets@mairie-puteaux.fr](mailto:dechets@mairie-puteaux.fr)). There is also a bottle bank for glass between numbers 4 and 6 rue Cartault.

If you have **items to give away (furniture, electrical appliances, clothing, books, ornaments, toys, etc.)**, you can donate them to a charity (such as Emmaüs Bougival; see their website or contact Benoit Marchon on 06 82 21 43 57).

**Swimming pool:** see above.

**Meeting room:** located on the 5th floor of building B2, this room is locked and the key is held by the caretaker and the Residents' Committee. It is accessible by lifts with the same fob used for the swimming pool. It is reserved for meetings of the Residents' Committee, annual General Meetings, or shared activities organised by residents, provided these are neither noisy nor messy and that they comply with the terms of use set out in the usage charter. You may ask the Residents' Committee to use it for regular or occasional activities (gymnastics, yoga, board games, etc.). The committee will inform you of the conditions of use and will give you the usage charter.

## The private areas

These include your apartment, your cellar, your box or parking space in the basement, and your hobby room. You are free to use them as you wish, provided you do not disturb the peace and quiet of the building. However, it is strictly forbidden to use your parking space as an extension of your cellar or as a storage area, and your vehicles must not encroach on the traffic lanes.

## Noise

For everyone's comfort, you are asked not to make **unnecessary or aggressive noise, by day or by night**. French law (1995) states that there is no "authorised" time for making noise. Nevertheless, please take care not to disturb your neighbours between 10 p.m. and 7 a.m. (washing machines, conversations on balconies, music, etc.), and on Sundays and public holidays.

Noisy work, whether or not it involves power tools, may only be carried out from Monday to Friday, from 8 a.m. to 12 noon and from 2 p.m. to 7 p.m., and on Saturdays from 9 a.m. to 12 noon. It is strictly forbidden on Sundays and public holidays.

In general, if you are having friends over, doing DIY work, or carrying out any noisy activities, please be considerate and warn your neighbours a few days in advance (for example with a signed note in the lifts). They will appreciate it. Finally, if you like to do your cleaning very early, remember that banging a vacuum cleaner against the radiators can be heard on every floor of the residence. Please also respect nap times, for children and adults alike.

**What to do if you are disturbed?** If you are bothered by neighbourhood noise, first try to resolve the problem amicably by speaking directly with your neighbour. If this has no effect, inform the Property Manager, who can send a formal letter. You may also ask the municipal police to draw up a report;

they can then send a formal notice to the person causing the noise, ordering them to stop

## Harmony of the building

Some alterations, even when they concern private areas, cannot be carried out freely. This applies to work involving load-bearing walls, shutters, front doors, windows, and pipes or drains that belong to the community. It also concerns features visible from outside, such as antennas, satellite dishes, flower decorations, professional nameplates, signs, and so on. Please consult the condominium regulations or contact your landlord. If you are unsure, the Property Manager can also help you make the right choice or suggest an alternative solution.

## Pest control (insects)

Some little creatures are particularly persistent. Among them are cockroaches, which can spread through ventilation ducts, heating shafts, and water drains. Inform the Property Manager as soon as you see any in your home. At your request, they will appoint a pest-control company to treat your apartment with anti-cockroach products (in the form of gel drops placed in various spots).

If you refuse to let this service intervene in your home, you must arrange pest control at your own expense with a specialist company and provide a certificate to the Property Manager.

## Rat control

A specialist company regularly intervenes to prevent rats from multiplying. Traps (black rectangular boxes) are placed in various locations around the

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Residence: do not touch or move them. Above all, always put your bin bags **INSIDE** a container and not on the floor, as they would otherwise be a ready-made feast for these animals. And remember to close the bin lid properly afterwards.

## Chapter 4: Energy

### Cold and hot water

The Offenbach Residence has a central water distribution system. Hot water (60°C) is supplied by a gas boiler located in the basement (two other boilers are used alternately for heating). Water is supplied to the apartments through vertical shafts with booster pumps to carry hot and cold water up to the top floors. For safety reasons (to avoid water damage while you are away), it is strongly recommended that you **close the hot- and cold-water shut-off valves before any absence of several days.**

In case of a leak from one of these valves, quickly alert the Property Manager and the caretaker. Water leaks can have a major impact on consumption and, therefore, on the bill. A slowly dripping tap can waste about 50,000 litres of water per year, and a more serious leak (for example from a faulty flush or a damaged joint) can reach 150,000 litres per year.

Replacing taps downstream from the building's main pipes, after the shut-off valves, is your responsibility. Make sure you replace tap washers as soon as they start dripping, whistling, or causing water hammer. For just a few euros, you help to reduce the residence's overall water bill and limit noise (which can travel across several floors).

Cold and hot water are billed as part of your service charges.

#### **Important:**

In recent years, the residence has suffered many serious cases of water damage, which have badly affected apartments and common areas (in particular the lift machinery). As a result, the building's insurance premiums have risen sharply, which has an impact on co-owners' service charges. We

therefore ask you to be very vigilant in this area. Please also remember to give your mobile phone number to the caretaker: in case of a problem of any kind, he can contact you quickly and help prevent worse damage.

## Heating

The central heating system supplies the entire Residence. It is automatically regulated according to the outside temperature, measured by sensors, and provides a comfortable living environment. Heating costs are included in your service charges.

However, poor insulation can significantly reduce the temperature in your home, by as much as 4 to 5°C compared with other apartments. If this has not already been done, we strongly recommend installing **double glazing**. Only proper insulation of your apartment will ensure your comfort and help you avoid excessively high heating charges. Please remember that the price of gas per kWh increases regularly and is likely to continue rising.

Adopt simple energy-saving habits: switch off radiators when you go away on holiday in winter, turn off radiators in rooms you do not use, and wear warm clothing at home if you feel cold. The ADEME<sup>1</sup> also recommends to sleep in a room that is only lightly heated (around 17°C).

## Gas

A number of kitchens in the residence are supplied with gas. Your bill is calculated individually according to your consumption.

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<sup>1</sup> The French Agency for Ecological Transition

As a user, you are responsible for the routine maintenance and use of your installation. You are also responsible for any appliances you install (including their connecting elements), as well as for any work you have carried out. Unless they have been altered, the original gas installations in the residence comply with the regulations in force on 1 July 1996. However, you can have your installation checked by requesting a certificate of conformity (known as a Qualigaz certificate). There are far fewer fatal accidents involving gas than electricity, but to prevent carbon monoxide poisoning you must always ensure adequate ventilation in any room where gas is used.

## Electricity

Each resident can now choose their energy supplier (electricity and gas).

Except for the common areas, your electricity bill is calculated according to your personal consumption. Meters are accessible on the landings.

Many of the residence's original installations no longer meet current standards, so new residents should check their electrical panel and, if necessary, have it brought up to standard.

Electrical regulations have changed considerably since the residence was built. When you move in, we recommend that you ask an electrician to carry out a diagnostic check. If you modify your electrical installation, you must ask them for a certificate of conformity (known as a Consuel certificate).

In the event of a general power cut in the residence or the surrounding area, a generator starts up automatically and immediately to prevent residents from being stuck in the lifts.

**If you own an electric vehicle**, you may request the installation of a private charging station at your parking space. The 2023 Annual General Meeting approved an offer from **Zeplug**, which has proposed to install dedicated

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charging infrastructure at its own expense and establish a standalone access point distinct from the common areas' facilities.

Each user owns their individual charging point. You will subscribe to a flexible, no-commitment membership plan that is fully inclusive (electricity included). This package covers service access, maintenance, technical support, and a specific recharge allowance tailored to your estimated annual mileage.

Zeplug Commercial Contact: 01 76 36 12 11

## Chapter 5: Your safety

Safety in the Residence is everyone's responsibility. A lost fob or key, or a moment of inattention, can open the door to ill-intentioned people.

### Keys and access fobs

The Residence is secured thanks to access fobs, which allow entry to the common areas (entrance halls, basements, entrances, various service rooms, etc.). The number you receive depends on the size of your apartment (see Chapter 2).

Always make sure you get your keys back when you lend them to someone or to contractors. If you lose a fob, **inform the caretaker and the Residents' Committee immediately** so that it can be deactivated.

### Caretaking

The caretaker monitors movements in the building, distributes the mail, cleans the halls and lifts, and so on. You can contact him at the caretaker's office (09 50 23 49 17) or on his mobile (06 60 33 77 11). During holiday periods, replacement staff take care of day-to-day tasks.

On weekdays, from 8 p.m. (when the caretaker's office closes) until 8 a.m. the following morning, and 24 hours a day at weekends and on public holidays, you can call the emergency numbers of the different companies contracted by the condominium. These numbers are displayed on the boards to the right of the caretaker's office and at the entrance to each building.

## Entrances and exits

Some intrusions into the building occur by simply following residents inside. Do not leave the gates or doors open, and ask anyone you do not know who follows you in whether they have a residence access fob. Finally, when you drive into the underground car park, stop for a few seconds just after passing under the tilting door. For your own safety and that of others, check in your rear-view mirror that no one slips in under the door before it closes completely.

## Mail

Letters are sorted every morning by the caretaker, including on Saturdays as of late 2025, since La Poste (the national postal service) occasionally delivers mail on that day. If you are going to be away for a long time, ask the caretaker to keep your mail at the caretaker's office so that your mailbox does not overflow, which could attract potential burglars. The postal service can also set up automatic forwarding of your mail.

## Parcels

When a parcel is left at the caretaker's office, the caretaker fills in a slip, which is then placed in the recipient's mailbox. With this slip, the recipient can collect the parcel from the caretaker's office from Monday to Friday between 5:00 PM and 8:00 PM, and on Saturdays between 10:00 AM and noon. Please do not wait several days, as there is limited storage space in the caretaker's office.

## Chapter 6: Incidents and emergencies

What should you do in an emergency or when an incident occurs?

### Break-ins and burglaries

If you are the victim of a break-in or theft, report it to the police and inform the caretaker, the Property Manager, and the Residents' Committee. A video-surveillance system has been installed in several common areas and may be used to identify those responsible.

### Lift breakdowns

If you find yourself stuck in a lift (unfortunately, this can happen), above all, stay calm. Press and hold the button with the yellow bell until an operator answers. They will ask you for the lift number (shown on a label higher up) and will tell you that a technician will come to free you as quickly as possible (usually in less than an hour). As a practical tip, keep your mobile phone with you when you use the lift so that you can inform your family, although calls may not always go through if you are stuck at certain floors or in the basement.

### Fires

Smoke detectors have been mandatory in apartments since 2015. If you are a tenant, it is your landlord's responsibility to provide one. Choose detectors with the CF mark if possible (these are subject to stricter control and monitoring than those with only the CE mark) and with a battery life of 5 or 10 years. When the battery reaches the end of its life, the detector will emit a beep: remember to replace it quickly.

**If there is a fire in your apartment:**

If you cannot bring the fire under control:

- Call the fire brigade (18 or 112), then alert the caretaker or maintenance staff.
- Leave your apartment, close your door firmly behind you, follow the emergency signs, do not leave stairwell doors open, and do not use the lift.

**If there is a fire in another apartment:**

Call the fire brigade (18 or 112), then alert the caretaker or maintenance staff.

If smoke makes the corridor or stairwell unusable:

- Call the fire brigade (18 or 112), then inform the caretaker.
- Stay inside your apartment.
- Show that you are there by standing at the window or on your balcony and wait for the fire brigade to arrive.

A closed door, sealed as best as possible (for example with damp towels or sheets), will protect you for longer. Stay low down: near the floor, the smoke is less dense and the temperature is lower. Breathing through a damp cloth held over your nose and mouth will also help you breathe more easily.

**If there is a fire in the main hall or the underground car park:**

Use the fire extinguishers mounted on the walls. In the car park, fire-sand bins with shovels are available to help extinguish engine fires.

## Water leaks

If you suffer a sudden, heavy water leak from an upper floor or in your own apartment, close the water shut-off valves in the cupboards on the landings (in the supply shafts) and those inside your apartment in the various inspection panels, usually located in bathrooms, toilets, or kitchens.

In the case of more diffuse damp patches or infiltrations, check the seals on taps and drains. To prevent these problems, you can quite easily apply silicone sealant around joints.

## Gas leaks

If you smell gas, do not create any flame or spark: do not use your phone – even a mobile – or a torch, switches, doorbells, or electrical appliances. Open the window and ventilate the room. Turn off the gas at the meter (accessible in the cupboards on the landings) and leave the building by the stairs. Once outside, call the gas emergency service (GRDF) on 08 00 47 33 33 or the fire brigade (18 or 112), then alert the caretaker or maintenance staff.

## Stains and spills

Report any marks or stains you have caused or noticed in the residence to the caretaker immediately. The sooner a stain is cleaned, the easier it is to remove.

## Insurance

The building's insurance policy covers most damage affecting the common areas. However, it does not cover your personal belongings. You must take

out a comprehensive home insurance policy for your own apartment, whether you are a tenant, an owner-occupier, or a landlord.

If the damage you notice has been caused by a neighbour or by yourself, you must quickly report it to your insurance company (usually within five working days, but check your policy) and give your policy number, the date, and the nature of the incident. You must immediately inform the Property Manager and all parties involved in the incident, generally first by phone and then by registered letter with acknowledgement of receipt.

In the event of water damage, use the joint accident report form provided by your insurer, which will simplify the procedure. To assess the amount of damage, do not throw away any damaged, soaked, or burnt items. Gather anything that can prove the existence and value of the damaged property: invoices, guarantees, and so on.

You can contact the Property Manager and the Residents' Committee by email or by post.

Do you have any questions? Are you facing any difficulties? Would you like to share suggestions or comments?

Contact the Property Manager and the Residents' Committee.

You can do so in two ways:

- by email, using their contact addresses listed on [www.offenbach-puteaux.fr](http://www.offenbach-puteaux.fr)
- by leaving a note in the logbook kept at the caretaker's office.

We encourage you to speak up: even a seemingly minor incident may, when considered alongside others, point to a more serious underlying issue. By sharing your observations, the Property Manager and the Resident's Committee stay informed, can discuss the matter during their meetings, and will provide you with an appropriate response.

To stay updated on all news regarding the Residence and to participate in community discussions, please subscribe to our discussion lists. We offer two separate lists: one for residents (tenants and owner-occupiers) and another specifically for owners.

To subscribe, visit [www.offenbach-puteaux.fr](http://www.offenbach-puteaux.fr) and navigate to "Discussion Lists".

# Appendix

## Internal rules of the Offenbach Residence

These internal rules are intended to supplement and clarify the condominium regulations. To maintain the high standards of the “Offenbach Residence”, it is important that all residents, both co-owners and tenants, actively contribute to a good quality of neighbourly relations, in particular by respecting the following provisions.

### ARTICLE 1

Residents must not throw paper, ash, cigarette butts, matches, or any other rubbish or objects from their windows, terraces, or balconies into the common areas, in particular staircases, entrance halls, cellars, basement access ramps, box ramps, forecourt, car parks, and the 5th-floor terrace.

### ARTICLE 2

Parents are responsible for any accidents and damage caused by their children. They must therefore forbid them to:

- play in the common areas (staircases, entrance halls, cellars, lifts, car parks, gardens, forecourt, etc.),
- write, paint, tag, or engrave on walls or on internal or external doors,
- damage plants and landscaped areas.

### ARTICLE 3

Leaving any object, even temporarily, in the common areas is forbidden. Bicycles and pushchairs must be stored only in the rooms reserved for them, and no other objects may be stored there. Residents must lock these rooms after use.

ARTICLE 4

Underground car parks and visitors' car park: see "**Parking regulations of the Offenbach residence**" and Article 15.

Swimming pool: see "**Swimming pool rules of the Offenbach Residence**" and Article 15.

ARTICLE 5

Deliveries of large or dirty goods must take place in the morning before 10 a.m.

Residents receiving deliveries or services must supervise the delivery staff or contractors and ensure that they do not cause any damage in the common areas or in the lifts.

ARTICLE 6

Household waste must be properly placed in bin bags and disposed of only in the waste containers located in the areas provided for this purpose.

ARTICLE 7

Flowerpots and planters are allowed on balconies and loggias, provided they are placed in watertight trays that retain water, so as not to dirty the façades or inconvenience residents on lower floors or people passing below.

ARTICLE 8

Residents must not shake or beat cloths, brooms, tablecloths, carpets, or any other items against the façades or out of the windows.

ARTICLE 9

Residents must not disturb their neighbours with noise of any kind (from radios, televisions, computers, telephones, musical instruments, household

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appliances, tools, rubbish chutes, high-heeled shoes, conversations, animal noises, etc.), whether in common or private areas, including balconies and gardens, at any time of day, and especially between 10 p.m. and 7 a.m.

Appliances likely to cause vibration (washing machines, tumble dryers, dishwashers, etc.) must be insulated from the floor.

Noisy work, whether or not it involves power tools, may only be carried out from Monday to Friday, from 8 a.m. to 12 noon and from 2 p.m. to 6 p.m., and on Saturdays from 9 a.m. to 12 noon. It is strictly forbidden on Sundays and public holidays.

In any case, noise nuisance, by day or by night, is strictly prohibited and punishable by law (in particular between 10 p.m. and 8 a.m., under Articles 472 and 482 of the French Penal Code).

### ARTICLE 10

Owners of devices that cause interference are responsible for any disruption to radio and television reception.

### ARTICLE 11

Residents must never throw solid objects or products likely to corrode surfaces or damage waste pipes into sinks, washbasins, or toilets.

### ARTICLE 12

Move-ins and move-outs must be carried out only after informing the caretaker and must be done in such a way as to avoid damaging the common areas and lifts.

If any damage is found, residents must have the removal company sign a detailed report so that repairs can be carried out at the mover's or their

insurer's expense. Failing this, the cost of repairs will be borne by the resident responsible.

### ARTICLE 13

Pets must be kept on a lead, carried, or in a cage in all common areas, including gardens and car parks, and must not be walked on the lawns or gardens of the Residence. Pets are strictly forbidden on the entire 5th floor.

### ARTICLE 14

The caretaker is responsible for enforcing these internal rules and is authorised to note any breaches by residents. Such breaches will be reported immediately to the Property Manager and the Residents' Committee.

### ARTICLE 15

Any person causing damage will, in addition to repairing the harm caused, be liable to legal action.

Offenders will bear the consequences of failing to comply with these rules. Depending on the circumstances, any breach may result in:

- the Property Manager sending registered letters in order to obtain a court order requiring offenders to pay for the repairs to any damage for which they are responsible,
- an injunction, subject to a penalty payment<sup>2</sup>, requiring them to comply with all provisions of these internal rules,
- payment of compensation<sup>3</sup>, as damages, to the Condominium,

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<sup>2</sup> The amount of the penalty payment is set by the property manager in coordination with the Residents' Committee.

<sup>3</sup> The amount of the compensation is set by the property manager in coordination with the Residents' Committee.

- legal proceedings being brought against them.

In addition, the Property Manager will decide what action to take, where appropriate, in any situation not provided for in these rules.

With regard specifically to the swimming pool, the visitors' car park, and the underground car parks, the following additional penalties will apply:

### **Swimming pool**

Any breach of these rules may lead the Property Manager to deactivate access to the 5th floor on all fobs held by the offender until the annual closure of the swimming pool.

### **Visitors' car park**

If the parking time limit for a vehicle is exceeded, access to the visitors' car park (both entry and exit for vehicles) will be deactivated on all fobs allocated to the resident concerned for a period of thirty days.

### **Underground car parks**

Any breach of these rules may result in deactivation of access to the underground car parks on all fobs allocated to the resident concerned (both vehicle entry and exit) for a period to be determined.

## **ARTICLE 16**

Co-owners who rent out their apartment and/or parking space must inform their tenants of all these provisions and make it clear that they must comply with them strictly.

*Approved at the General Meeting of co-owners of the Offenbach Residence on 5 December 2013*

## Swimming pool rules of the Offenbach Residence

Anyone entering the 5th floor area is unconditionally subject to these rules.

These guidelines are not intended to restrict freedom but simply to remind everyone of basic good manners, so that all can enjoy this leisure space peacefully.

### **General rules:**

The opening and closing dates, as well as daily opening hours, are set by the Residents' Committee.

Access is reserved for **permanent resident families**. Entry is via the lifts in building B2.

- Each **resident family** may invite no more than two people at a time:
- Guests may not enter or remain alone in the 5th floor area.
- They must be accompanied by their host, who will inform them of these rules.
- A guest may not in turn invite someone else.

Children under 10 years old must be under the responsibility of an adult who accompanies and supervises them at all times.

Young children who are not yet toilet-trained must wear a swim nappy.

A soapy shower is mandatory<sup>4</sup> before every swim, especially if you have applied sun lotion to your body.

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<sup>4</sup> Risk of swimming pool closure imposed by the health authorities (ARS) in the event of poor water quality analysis results during frequent inspections carried out by this body.

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As in all public swimming pools, and for hygiene reasons, it is forbidden to swim in Bermuda shorts, regular shorts, cycling shorts, swim trunks, underwear, or T-shirts (except for medical anti-UV T-shirts).

- In addition, the following are prohibited:
- Occupying several sun loungers per person,
- Reserving a sun lounger while absent by placing clothing, a towel, or any other item on it.

Animals, even on a lead, are forbidden on the 5th floor.

Wearing swimwear is prohibited outside the 5th floor area.

It is forbidden to abandon or throw paper, waste, or other items anywhere other than in the bin provided for this purpose.

Professional photographers may not take photos without written authorisation from the Property Manager. If permission is granted, photos must be taken outside the swimming pool opening hours.

In the event of a short-term apartment swap involving lending of fobs, you must inform the caretaker in writing. The resident remains responsible for their substitutes.

### **In and around the pool**

The following are strictly forbidden:

- Accessing the pool area while wearing shoes (only flip-flops, sandals, or shower clogs are allowed).
- Eating meals or drinking in the pool area.
- Smoking or vaping (using e-cigarettes).
- Disturbing other residents by shouting, whistling, running, or playing noisily.

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- Using radios, mobile phones, or any similar devices that may disturb other users.
- Swimming if you have wounds, bandages, skin conditions, or contagious diseases.
- Diving or jumping into the water.
- Throwing objects.
- Using balls or inflatable equipment (small safety floats for children and aquagym equipment are permitted).
- Splashing other users or splashing water outside the pool.
- Spitting, urinating, or defecating in the pool.

### **On the 5th floor (sun deck, access corridors, changing rooms, etc.)**

The following are strictly forbidden:

- Playing with the hose.
- Urinating or defecating in the changing rooms (toilets are provided for this).
- Throwing waste (paper, etc.) or any other items over the railings.
- Propping open the pool access door (child safety).
- Consuming alcoholic drinks.
- Smoking or vaping (using e-cigarettes).
- Picnics are permitted, provided you take your rubbish away or put it in the bin provided.

### **Responsibility and supervision:**

Pool users are personally responsible for any accidents or damage they cause.

Parents are responsible for the actions of their underage children.

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The swimming pool, its surroundings, and all 5th floor facilities are common areas and therefore the responsibility of everyone.

Co-owners must ensure that they, their family, and their guests respect these general rules.

The caretaker may intervene as part of their monitoring duties.

Members of the Residents' Committee have authority over anyone present in the 5th floor area to enforce these rules.

### **Penalties:**

Any breach of these rules may lead the Property Manager to deactivate access to the 5th floor on all fobs held by the offender<sup>5</sup> until the annual closure of the swimming pool.

Any person causing damage will, in addition to repairing the harm caused, be liable to legal action.

In addition, the Property Manager will decide what action to take, where appropriate, in any situation not covered by these rules.

*Approved at the General Meetings of co-owners of the Offenbach Residence on 5 December 2013 and 16 March 2021.*

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<sup>5</sup> If guests fail to comply with these rules, all fobs belonging to their host may be deactivated.

## Parking regulations of the Offenbach residence

### Visitor parking

#### **General Rules**

It is strictly reserved for visitors who come to see residents of the co-ownership (whether they are owner-occupants or tenants).

For imperative safety reasons (firefighters' access), no vehicle can park outside of marked spaces, notably in circulation areas or before the entrance of the residence.

Parking two or three wheeled vehicles must be carried out at the entrance of the parking and nowhere else: a specific space is strictly reserved for parking such vehicles (scooters and motorcycles) belonging to owner-occupants, tenants of the residence or visitors who come to see them.

Wild parking is forbidden.

Parking spaces can only serve for parking insured vehicles. Uninsured vehicles and/or those recognised as wrecks are prohibited. Otherwise, removal will be requested at the expense of the vehicle's owner.

#### **Entrances and exits**

The opening of the gate is carried out by the resident (owner-occupant or tenant).

Badges authorising the opening of the gate are in no case entrusted or given to visitors or other persons outside of the residence.

A holder-owner-occupant or a tenant handing over his key fob to any person foreign to the co-ownership engages his responsibility in case of non-compliance with said rule.

### **Parking duration**

The maximum parking duration of vehicles in the visitor parking is limited to 72 hours, consecutive or not, per calendar month.

### **Sanctions**

If the time limit of a parked vehicle is exceeded, access to the visitor parking (entry and exit of cars) will be blocked by deactivating the car fobs assigned to the concerned resident for a duration of thirty days.

The caretaker is mandated by the Syndic to enforce these rules among residents and visitors.

Furthermore, the Syndic will decide what to do, if necessary, in any case not foreseen by these rules.

## **Underground parking lots**

### **General Rules**

Wild parking is forbidden, including for two and three wheeled vehicles.

Each parking space or private garage is reserved for its owner or the tenant having a named lease agreement.

Parking spaces cannot serve as deposit depots of objects.

Storing flammable materials inside the underground parking lot is strictly prohibited.

It is forbidden to smoke in underground parking lots, as well as in all other common areas of the building (interior and exterior).

## Sanctions

Offenders will bear the consequences of non-compliance with the provisions of these rules. Accordingly, and according to circumstances, any breach may lead, depending on the circumstances:

- sending registered letters by the Syndic, in order to obtain, in addition to condemnation of offenders to pay repairs for damages they are responsible for,
- the obligation under penalty (astreinte) to comply with all provisions of these internal rules,
- the deactivation of access to underground parking lots for all key fobs assigned to the concerned resident (entry and exit of vehicles), for a duration to be determined,
- receiving an indemnity, as damages and interests on behalf of the Co-Ownership,

The caretaker is mandated by the Syndic to enforce these rules among residents.

Furthermore, the Syndic will decide what to do, if necessary, in any case not foreseen by these rules.

*Validated at the General Assembly of Co-Owners of Residence Offenbach on December 5, 2013.*