



**Our normal business hours are Monday through Friday  
9:00 a.m. to 5:00 p.m.**

**We observe the following holidays, and will be CLOSED:**

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day & Black Friday  
Christmas Eve & Christmas Day

\*If the holiday falls on a weekend, the holiday will be observed on the nearest weekday.

**In-person meetings are available by appointment only.**

Not sure who you are looking for? Take a look at our directory below:

Stefan Sanzi, CEO: x101; [stefan.sanzi@sanziassociates.com](mailto:stefan.sanzi@sanziassociates.com)

Jim Lamb, CFO/COO: x102; [jim.lamb@sanziassociates.com](mailto:jim.lamb@sanziassociates.com)

Lori Redding, Accounts Receivable: x106; [lori.redding@sanziassociates.com](mailto:lori.redding@sanziassociates.com)

Olive Fadda, Accounts Payable & Lease Coordinator: x108; [olive.fadda@sanziassociates.com](mailto:olive.fadda@sanziassociates.com)

Amy Uzzilia, Accounting Assistant: x107; [amy.uzzilia@sanziassociates.com](mailto:amy.uzzilia@sanziassociates.com)

Jim Hanstein, Maintenance Director: x105; [jim.hanstein@sanziassociates.com](mailto:jim.hanstein@sanziassociates.com)



## FAQS

1. Who do I call if I have a question about my account?  
**Lori Redding 845-853-8250 x106**
2. I am having trouble paying my rent. Who should I talk to?  
**Lori Redding 845-853-8250 x106. Please call ASAP if you are having any trouble with payment.**
3. Who do I call with a maintenance problem?  
**Call the maintenance line 845-853-0656**
4. What if it's an emergency?
  - a. **If you smell gas, please call Central Hudson. If you suspect fire, or believe someone may be in immediate danger, DIAL 911.**
  - b. **For any other maintenance emergency, dial the maintenance line at 845-853-0656 and the Maintenance Call Center will contact the appropriate person to address your problem.**
5. I was just served a 30/30 Day Notice or a Termination of Tenancy. What does that mean?  
**If you have been served (i.e. received a legal document from us from a process server), YOU ARE IN DANGER OF BEING EVICTED. Call Jim Lamb at 845-853-8250 x102 immediately.**
6. Who do I talk to if I have a complaint about a neighbor?
  - a. **If your complaint is about a neighbor in a different property, we cannot help.**
  - b. **If your complaint is about criminal behavior, call the police in your township. We do not have the authority and cannot address criminal behavior.**
  - c. **If your complaint is about a tenant violating rules in one of our properties, call Jim Lamb at 845-853-8350 x102.**
7. I want to get a pet. What should I do?  
**We have formalized Pet Policies that vary according to property. Contact Olive Fadda at 845-853-8250 x108 for a copy of the Pet Policy/Pet Agreement for your property.**  
**\*Remember that it is a violation of your lease agreement to have a pet in our buildings without a Pet Agreement in place, and penalties may apply including possible eviction.**
8. I have a disability and need to request a Reasonable Accommodation. How do I make that request?  
**We have Reasonable Accommodation Request Packets available at the office and on our website, or you can call Jim Lamb at 845-853-8250 x102.**
9. I am applying for rent assistance. Who do I talk to about getting my paperwork completed?  
**Lori Redding 845-853-8250 x106**
10. What is the domain address for the tenant portal on Appfolio?  
**Sanzi.appfolio.com**
11. I need a bigger/smaller/different place. Who should I talk to about listings?  
**Contact Olive Fadda via email at olive.fadda@sanziassociates.com**
12. I'm moving. How do I give notice?  
**We require a calendar month's WRITTEN notice that you are moving out. Forms are available at the office and on our website. If you need assistance, please call Olive Fadda at 845-853-8250 x108.**
13. I live in your Mobile Home Park, and I want to sell my trailer. What do I need to know?  
**If you own your trailer, you have the right to sell it to whomever you wish. However, if your purchaser wants to live in the park, they will have to apply. Contact Olive Fadda at 845-853-8250 x108 with any questions.**