

Welcome Home to Promenade Oaks Apartments!



We are proud that you have chosen Promenade Oaks for your new home and look forward to your residency for many years to come. We intend to earn your loyalty by offering every possible service, comfort, and amenity – providing you with outstanding value and an exceptional living experience!

This packet of community policies and information will familiarize you with Promenade Oaks Apartments and help answer any questions you may have before and after moving in. All information within this packet is considered part of the terms of your Lease agreement and must be abided by. If we can ever be of any further assistance, please do not hesitate to contact us.

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RENTAL PAYMENTS



Rent

Rent and utility payments are due on or before the 1st of each month. Please note that your lease requires you to pay rent online unless otherwise authorized by Management. You can use your checking or savings account (free) or credit/debit card (service charge applies). Note: No cash transactions are accepted in the Rental Office.

Online Payment Account

To create your online account:

1. Go to condorliving.com
2. Click *Residents Area* in the upper right-hand corner
3. On the resident home screen, click *Pay Rent Online*.
4. Click *Log In* and scroll down to the bottom right, click *Sign up*.
5. Enter your email, and Account number: _____
6. Enter this six-digit e-pay code: _____
7. Click *Sign up*. An email link will be sent to complete the set up.

Each resident will need to create their own account by clicking *Sign up* using the same account number and e-pay code listed above.

While logged into Resident Web Access, click the tabs at the top of the Dashboard to:

- Make a payment.
- View your open charges.
- Display your transaction history.
- Change your password and update personal information.
- Sign up for Positive Credit Reporting.

Late Rent

All payments due under the terms of the Lease and addenda are subject to fees and eviction action as stipulated in the Lease. We understand that a situation beyond your control may arise; in that case, you must contact Management to have a written payment plan approved no later than the second day of the month in which you are unable to pay on time. Repeat late payments may result in the early termination or non-renewal of the lease.

OFFICE SERVICES



Promenade Oaks Apartments is pleased to provide convenient office services to make your life a little easier. If we can assist you in other ways, please don't hesitate to ask.

Apartment Sitting

When away from home for an extended period, the Rental Office staff will be happy to check your apartment, water your plants, feed your fish, and pick up your mail and newspaper during office hours. Mail can be placed in your apartment or held in the Office until your return; the Post Office will also hold your mail at their location. Just let the staff know the dates you will be gone. This is a free service.

Communication

There are a number of ways in which you can communicate with the Rental Office and emergency maintenance staff. A list of contact information has been provided in your Welcome Packet. Please know that we are here to help and will do our best to respond in a timely manner whether by phone, email, or in person. We understand that stressful situations can arise, but communication with staff (and vice versa) must be professional and respectful at all times.

Copies and Faxes

The copy and fax machines in the Rental Office can be used during business hours. There is no charge for low quantities of faxes or copies. Please instruct the sender to use a cover sheet to indicate your name, apartment number, and phone number on all faxes. Use of our computers or email is not allowed.

HVAC Filters

HVAC filters are available free of charge in the Rental Office. To achieve maximum efficiency from your HVAC system, filters should be changed every month.

Light Bulbs

You may purchase replacement light bulbs for your apartment in the Rental Office. Bulbs can also be purchased at any hardware or home supply store. It is important that the correct light bulbs and wattage are used in the lighting fixtures; see the *Maintenance Tips* section for more information.

Lock-outs

If you are locked out of your apartment during business hours, come to the Rental Office for assistance. If you are locked out after business hours, call the after-hour emergency number and a staff member will meet you at the front entrance of your building. Please be prepared to show your photo ID. Repetitive calls for after-hours assistance due to being locked out may lead to charges being assessed.

Maintenance Requests

Please direct maintenance requests to the Rental Office by phone, email, or online request. After business hours, you may leave a message on the voicemail. A resident's request for service is deemed permission to enter that resident's apartment. We will always try to accommodate schedule needs, but cannot guarantee arrival at a specific time. We can usually schedule within a time frame such as morning or afternoon.

It is always our goal to complete all work requests within 24 – 48 hours. However, it is necessary to prioritize on a need first, date second basis. You will be notified if we will be delayed, should we need to order a part or if we must follow up with additional service.

An email survey will be sent to you once your request is complete. We appreciate your feedback on our maintenance team and quality of repair.

For emergencies after office hours, call the Rental Office and follow the prompts to reach the on-call maintenance staff person. An emergency is anything that can't wait to be handled until business hours resume (e.g., heat or air conditioning problems, water leaks or a lack of water, an inoperable toilet, getting locked out of your apartment, and noise problems).

Notifications

The Rental Office will provide timely communication to inform you of important policy changes, information, and events. Communication methods include the community newsletter, printed notices (at your door or placed in buildings), emails, texts (emergency only), and phone calls.

Such communication may contain information that will affect all residents or require action on your part, and is considered sufficient notice of any events or policies that could affect you.

Packages

Most delivery companies will place packages outside your patio door if you are not home. In your extended absence, you may request the carrier bring packages to the Rental Office and we will hold them until you return. We will notify you by email when a package is received.

Our space is limited, so please claim packages promptly or, upon request, a staff person will deliver them to your apartment. Due to increased volume during December holidays, you may receive notification that staff will automatically be placing packages inside apartments unless otherwise requested.

Promenade Oaks Apartments is not responsible for lost, stolen, misplaced, damaged, or returned packages received at the property.

Pest Control

Promenade Oaks contracts a full-service exterminator. If your apartment needs to be treated, please let the Rental Office know so you can be put on the monthly schedule. Emergency service is also available. Residents must comply fully with extermination procedures. Charges may be assessed upon residents' negligence leading to infestation or the occurrence of bedbugs.

Recreation Equipment

There is a basketball free-throw court, playground, recreation area on the grounds. Stop by the Rental Office to check out sports balls for an afternoon of fun at no charge (you may be required to leave a photo ID). Please use equipment responsibly and return as directed.

Stamps

Single stamps are available for purchase in the Rental Office. Please bring correct change as we may not have any available.

Website

Check out the *Residents Area* link on our company website (condorliving.com) to access information on property announcements and events, maintenance tips, and area highlights. You can also send a maintenance request, update your contact information, send the Rental Office a message, submit a survey, fill out a referral form, and pay your rent or view your account 24 hours a day!

APARTMENT & COMMUNITY INFO



We want you to feel at home in your new home! However, there are certain policies that are important in maintaining the integrity of the apartments and the community. We appreciate your cooperation!

Alterations

Residents are not allowed to make alterations, including painting, to the apartment without the prior approval of Management.

Apartment Doors

Residents are welcome to hang appropriate, non-offensive decorations on their apartment door using only a removable hanger/hook. You are responsible for any damage caused by use of other hangers. No items may be placed on the stairwell doors leading to the garage.

Care should always be taken when moving items, carts, etc., in and out of apartments so as not to damage the doors or door frames. Damages are chargeable to the resident.

Barbecue Grills

The use and storage of gas and charcoal barbecue grills is allowed on your patio. Public grills are located near the Clubhouse. For more information, see *Barbecue Grills* in the *Amenities* section.

Entry Devices

Keys and remote openers will only be provided to adult residents who are specified on the Lease agreement. Children over the age of 12 can receive apartment keys with approval by Management. Never give or allow access of your entry devices to guests, children, delivery people, or anyone else who is not a leaseholder.

The fob will open the swimming pool gate and fitness center. If you lose an entry device, please report it to the Rental Office immediately. You may be charged for any lost devices.

Fire Lanes

Designated fire lanes and no parking areas are located in the front of each building and near each building entrance in the garage. Any vehicles parked illegally will be subject to ticketing or towing by Management or the Police Department. These areas are to be used by emergency vehicles only and violation is a serious life-safety issue.

Garage Stalls

Promenade Oaks offers one underground, heated garage stall with your lease. Additional stalls and detached garages are offered at an additional charge. Garage stalls that are not rented upon moving in are available on a first come, first served basis. It's not uncommon to have a waiting list for garages by October.

Guests

Residents' guests are required to behave in accordance with all community policies. Residents are responsible for the actions of their guests and must always accompany guests when using property amenities.

Guest traffic to and from a resident's apartment must be consistent with that of normal residential use. Unusually high levels of traffic may be considered a violation of the lease. Guests are not permitted to stay for more than seven days in any one month without prior written consent by Management.

Holiday Decorations

No live evergreen trees, garlands, or wreaths are allowed in the apartments. You may hang garlands and wreaths on your patio. Artificial decorations are welcome. Holiday decorations must be removed in a timely manner, with a limit of no more than seven days after the holiday date.

Insurance

A renter's insurance policy is designed to provide protection of personal property as well as personal liability coverage. While residents are only required to carry and provide documentation of a policy with liability coverage, it is advisable to protect yourself from loss by including your possessions in your coverage as well. Plans can be structured to fit your needs at a minimal expense. Promenade Oaks Apartments is not responsible for any loss or damage of your personal property.

If fire, flood, or other damage occurs in your apartment and you are found at fault, you could be held responsible for the expenses incurred to the other apartments affected, in addition to your own. Unmarried persons should each carry their own insurance.

Noise

Musical instruments, stereos, televisions, and radios must always be kept at a reasonable volume, especially between the hours of 10:00 p.m. and 8:00 a.m. During the warmer seasons, with windows and doors open, please be aware of the noise level coming from your apartment. Sound travels through the courtyard from building to building, and you or your guests may be disturbing your neighbors.

You may use exercise equipment in your apartment; however, please refrain from using equipment during the noted hours unless you have checked with your neighbor. If you have a noise complaint, please follow these steps:

- During business hours, contact the Rental Office.
- After hours, call the emergency number and let the on-call staff member handle the situation. Staff may ask for your name, number, and address so that (if need be) we can confirm the noise complaint. All information is held in confidence.
- In extreme situations, please call 911 as well as the Rental Office.

Parking Lots

Parking is available for residents and their guests in the outdoor lots near each building. Parking in fire lanes, on the grass, or in other restricted areas is not permitted. Failure to observe these rules may result in ticketing by the police and towing of the vehicle at the vehicle owner's expense.

Due to the total parking capacity, residents should use their assigned garage parking at all times rather than occupying spaces in the outdoor lot.

At the discretion of Management, the storage or parking of recreational vehicles (e.g., campers, motor homes, and boats), trailers, or storage pods in the parking lots may be prohibited. Storage of such an item must be requested in advance and approved by Management. Vehicle maintenance is also prohibited in the parking lots without prior approval of Management.

Patios

Patios are common areas of the property and must be maintained in a manner that is non-offensive and non-hazardous to other residents. Appropriate patio furniture, plants, flowers, and other decorations are acceptable. Household furniture, dead plants and flowers, storage, or hanging of clothes, rugs, towels, footwear, etc., is prohibited.

When decorating your patio, please also remember the following:

- All items must be kept within your leasehold; items may not be on the grass, landscape beds, or sidewalks, and may not extend out past your patio.
- Holiday and seasonal decorations must be removed in a timely manner.
- No wind chimes are allowed, as they may disturb your neighbors.
- No bird feeders are allowed, as they attract rodents to the community.

Music, electronic device audio, and conversation on your patio or balcony are allowed unless disturbing to neighbors. Uncovered ashtrays may not be left out on balconies or patios. Please be respectful of neighbors when smoking on your patio, as many prefer to live in a smoke free environment and can even be allergic to cigarette smoke.

Pets

Promenade Oaks allows pets including cats, fish, and caged birds and small animals in all apartments. Unless otherwise permitted by law, dogs are allowed in specific buildings only. Cats and dogs (breed restriction apply) are only allowed with a signed lease Pet Addendum and payment of any applicable pet fee and monthly pet rent. Contact the Rental Office for more information on pets. Violation of this policy may result in the termination of your lease.

Resident Records

It is necessary to keep current information on file in the Rental Office. Please call or email staff or complete the online form if you have a name change, job change, new phone number, new vehicle, or new license plate number.

This information is kept private but is important in our efforts to contact you in case of an emergency or prior to towing a vehicle.

Safety Precautions

Residents are responsible for adhering to all safety precautions and tips as instructed by Management. This includes limiting access to buildings and apartments, entry device control, accepting personal responsibility, and alerting Management and police of potential safety issues. Refer to the *Insurance* section above and the included Apartment Safety flyer for more information.

Satellite Dishes

The use of satellite dishes anywhere on the property is prohibited.

Smoke-Free Community

In accordance with the Minnesota Indoor Clean Air Act, smoking is prohibited in all indoor common areas; this includes the elevators, lobbies, garage stairwells, and garages. Smoking is allowed in individual apartments and outdoors only. As a courtesy to all residents, smoking is also prohibited at all outdoor amenities including within or near the swimming pool area.

Always dispose of cigarette butts properly in your vehicle or home, and never throw them on the ground or put them out in potted plants.

Snow Removal

Under normal snowfall conditions, the lots will be plowed whenever we get more than 2" of snow. Weather permitting, the crews will clear the entrances and driveways around 6:30 a.m. and then return between 9:00 a.m. and 3:00 p.m. to clear the rest of the lot. It is imperative that vehicles be moved between those hours so that the snow can be removed from the space where they were parked. All vehicles must be moved daily. Vehicles that are not moved daily are subject to towing at the vehicle owner's expense. If you plan to be out of town in the winter, please contact the Rental Office if your vehicle will be in the parking lot.

Sidewalks and steps are shoveled, salted, and sanded regularly. It is not always possible to keep areas free of snow and ice! Areas are also subject to melting and re-freezing hazards throughout the winter. Please be extremely careful on steps, sidewalks, and in the parking lots to avoid possible injury. Observe pertinent notices and always contact the Rental Office about any problem areas.

Soliciting and Loitering

Soliciting or loitering in or around the buildings is not allowed at Promenade Oaks. If you observe this activity, please notify the Rental Office immediately.

Children who live at the property are occasionally allowed to solicit for school and club fundraisers with prior permission from Management and with a parental chaperon. In accordance with our contract, the cable television and internet providers are also allowed to solicit. MN law allows for property access by the U.S. Census Bureau and political candidates.

Stairwells

By order of the Fire Marshal, stairwells leading from apartments to the garage are to be free of all clutter at all times as they are considered an emergency exit and common area egress. No décor, shoes, boots, rugs, mats, umbrellas, or boxes of any kind can be stored in the stairwells or placed on stairwell doors or walls.

Trash

Please help keep the property grounds beautiful by always disposing of trash in a proper receptacle and never littering. This includes fast food items, papers, plastic bags, etc.

Vehicles

All vehicle license plate numbers must be registered with the Rental Office. Non-registered vehicles and vehicles that are not moved daily, have expired tags or missing plates, are being advertised "for sale," or are an eyesore to the community are subject to removal by Management without prior notice.

Window Treatments

Management will provide blinds for windows and homes with patio doors. If you choose to have curtains, specific window and door measurements are available in the Rental Office. See the *Maintenance Tips* section for more information on care of blinds.

Wildlife

Please do not feed the raccoons, geese, ducks, birds, etc., at Promenade Oaks Apartments. These wild animals have more than enough natural food supply in the area and were not meant to be fed by humans.

Feeding them encourages them to approach the apartments and residents, including children, resulting in safety and health issues. Food left out also invites other unwanted animals such as mice to come near the apartments and buildings where they can easily slip inside unnoticed.

BUILDING FEATURES



Your apartment building features more amenities than you might think. Keep reading to discover all your building has to offer!

Bicycle Storage

Bicycles can be stored either in front of your car in the garage or hung on the hooks provided above your car. In stalls without hooks, contact the Rental Office to request installation. Bicycles may be stored on your patio as long as they do not pose a tripping or safety hazard in an emergency. Bikes may not be left temporarily or otherwise stored on the grass areas or on walkways. Bikes left unattended on the grass or walkways are subject to removal by Management without notice.

Garages

All garage stalls are assigned, and you may only park in your designated stall. By order of the Fire Marshall, the underground garage is limited to storage of vehicles (e.g. cars, motorcycles, bikes, and boats), items contained within maximum of 6 plastic storage tubs with lids, and barbecue grills without propane. No storage of any other kind is permitted, including flammables, oil, windshield washer fluid, boxes, and furniture. Management will remove and dispose of any items improperly stored in the garage. Please observe the following garage policies:

- Register all vehicles with the Rental Office.
- Proceed with caution when driving in the garage.
- Use your opener only when at the door, stopped, and ready to enter – do not open early.
- Wait for the garage door to fully open before entering or exiting and do not delay.
- Never follow others into or out of the garage. The door may time out and start downward, potentially hitting your vehicle.
- Stop your car and wait for the door to close when entering or leaving the building so no unwelcome visitors can enter behind you.
- Do not leave your garage door opener in your car when you park in the garage. Lost or stolen openers result in every resident's opener having to be re-programmed and an assessed fee.
- Check your car for oil leaks. If your car has a leak, you must park off the property until it has been repaired. Please clean your garage stall immediately if any leakage occurred. See *Garage Stalls* in the *Maintenance Tips* section for more information.
- Maintenance on vehicles (including changing oil) is strictly prohibited in the underground garage.

Mail Centers

USPS mail centers are located in each building's main lobby area for incoming and outgoing mail. Please empty your box on a regular basis to prevent the lock from becoming jammed or your mail being returned to the Post Office. Use caution with other keys on your ring so as not to scratch the metal boxes.

If your key does not work properly, contact the Rental Office. You may be charged for lost keys.

Storage Cages

Storage cages are located on the garage level of every building. Cages are available on a first come, first served basis and are assigned by the Rental Office. Additional lockers may be available as well, please contact the Rental Office for that information.

All lockers must be padlocked and labeled with your apartment number on the inside of the locker. Labels are available in the Rental Office. Flammables should never be stored in the locker. Stored items must be kept 18" from the top of the locker in accordance with fire code.

Recycling

Recycling bins are in the garage. Mixed paper products (newspaper, magazines, and corrugated cardboard), and glass, plastic, aluminum, and steel containers can be recycled. Certain items such as plastic bags, Styrofoam, paper towels, and tissue are not recyclable. Recyclables must be placed in paper bags (no plastic bags!) or loosely in the bins. Flatten and take large boxes appropriate for moving to the recycling area in the garage so that other residents may use them. Please check the signage and see the included Let's Make Every Day Recycle Day flyer for more information.

It is extremely important that recycling rules are followed to avoid contamination of the bins. Contamination results in all recyclables being treated as trash and disposed of, rather than being made available for recycling.

Trash Disposal

Trash dumpsters are located in a labeled room in the garage. Some buildings have an additional dumpster area at the opposite end of the garage. Garbage should be placed in a closed bag before putting it in the dumpster.

No tires, furniture, appliances, electronics, chemicals, etc., may be disposed of in the dumpsters or the garage. Please contact the Rental Office for an appropriate drop-off site or to have them picked up by the regular garbage service. You will be responsible for costs related to the disposal of these items.

AMENITIES



Promenade Oaks Apartments is pleased to provide an array of amenities designed to provide recreation, fitness, sports, and entertainment opportunities for our residents. Policies, availability, and fees vary; basic information is provided below with additional details available in the Rental Office.

Amenities are for the use and enjoyment of all residents. Please be courteous of others when using amenities. Management reserves the right to deny usage to any resident who fails to abide by rules as stated in these policies, as posted on signage, or as directed by Management.

Barbecue Grills

Promenade Oaks allows residents to use private grills within their patio area. Community gas grills are located near the clubhouse. Please remember the following when using any grill on the property:

Community Grills

- No glass bottles, containers, cups, dishes, etc., are allowed in the area for safety reasons.
- Excessive amounts of trash should be taken with you and placed in the dumpsters of your building.
- Clean up the grill area prior to leaving.

Gas

- Never use charcoal or briquettes in the gas grills.
- Open the lid before igniting to prevent pooling of the gas.
- Keep all combustibles away from the grill when igniting it.
- If the flame goes out, turn off the gas and wait five minutes before re-igniting.
- Make sure gas is turned off upon leaving.

Charcoal

- When using charcoal briquettes or wood chunks, form a pyramid and douse with lighter fluid. Wait until fluid has soaked in before lighting.

- Use charcoal lighter fluid (never use gasoline or kerosene) cautiously; cap and keep a safe distance from the grill after use. Never add lighter fluid to coals that are already hot or warm.
- As an alternative to lighter fluid, use a metal chimney or other starter specifically made for lighting charcoal briquettes or wood chunks as directed.
- When using instant light briquettes, do not use lighter fluid, electric, solid, or metal chimney-style starters.
- Do not add more instant light briquettes once the fire has been lit. Add only regular charcoal briquettes if more are needed.
- Allow coals to burn out completely and let ashes cool at least 48 hours before disposing.

All

- Never leave a hot grill unattended.
- Keep children at least 3 feet away from the grills.
- Be cautious of loose clothing, sleeves, shirttails, apron strings, etc., when near lit grills.
- Do not lean over the grill when lighting or grilling.
- Do not use bristle grill brushes to clean the grills. Bristles can come loose and possibly end up in food where they could be ingested and cause serious injury.

Clubhouse

The Clubhouse, which houses the Rental Office, party room, and fitness center, is designed for the enjoyment of all residents. The fitness center is open 24 hours a day. Other areas are open during business hours unless privately rented. See (section) for more information. Please be considerate of others using the facility, and observe the following policies:

- Children under 16 years of age may not be in the Clubhouse without adult resident supervision unless Management has given prior authorization.
- Residents are responsible for, and must accompany, their guests.
- Adhere to policies stated on all signage.
- Residents are asked to promptly report any abuse of the Clubhouse or its policies to the Rental Office.

Fitness Center

The Clubhouse fitness center is accessible with your fob. It is open 24 hours a day. No one under 18 years of age is allowed in the fitness center without an adult resident present unless Management has given prior authorization. It is advisable to consult your physician before starting any exercise program.

Please use the equipment properly to avoid possible injury or damage to the machine. When the room is busy, it may be necessary to restrict your time on a machine to allow others usage as well. Equipment should be wiped down with the provided cleaning supplies after each use.

Party Room

A furnished private party room with a full kitchen is available for your entertaining. Please contact the Rental Office to reserve a date and receive a list of policies. A deposit and usage fee are required. All policies must be strictly adhered to when renting the room. Cleaning, damages, and policy violations will result in forfeiture of the deposit (partial or full) and the assessment of additional related expenses.

Recreation

There is a private recreation park located along the Promenade Avenue (NW) entry to the property and a free throw basketball court near the Clubhouse. Within the park is playground equipment, and badminton and soccer nets. Children under eight are not allowed on the playground without an adult resident present. Please exercise caution when using all equipment, and report dangerous or unlawful activity to the Rental Office. For more information, see Recreation Equipment in the Office Services section.

Sundeck

A sundeck and table seating area is located over the garage where the 1170 and 1150 buildings join. Children under 12 are not allowed in the area without an adult resident present. Please lay a large towel on the lounge chairs if using tanning oils or sprays.

Bikes, scooters, and other riding toys are prohibited on the sundeck.

Swimming Pool

A complete list of swimming pool rules is included in this Welcome Packet and will be delivered to each apartment on an annual basis. Signage stating rules is posted within the pool enclosure. Management reserves the right to deny use of the pool to anyone who violates pool rules. For your general information:

- Pool hours are 10:00 a.m. to 10:00 p.m.
- Your fob will open the gate.
- There is no lifeguard on duty. You are swimming at your own risk.
- No one under 16 years of age is allowed in the pool area without adult resident supervision unless Management has given prior authorization.
- An adult resident must accompany all guests. Guests may be limited at Management's discretion.
- Behavior must not disturb the use and enjoyment of the pool and sundeck by other residents.

MAINTENANCE TIPS



Promenade Oaks Apartments has an experienced maintenance team available to keep your home in good repair. You can call, visit, email, or complete an online form for regular maintenance requests, or call us after hours for emergencies. Don't hesitate to contact us should any maintenance need arise.

Proper care and maintenance of the features, fixtures, and appliances in the home is a requirement of the Lease agreement. Below are some tips to help you meet that responsibility. The Rental Office is always able to provide more information and answer questions.

Please remember that damages to the owner-provided items in your household, caused by negligence or accident, are chargeable to you. Following these instructions will help ensure the return of your apartment deposit.

Air Conditioning

Your heating and air conditioning unit is located in your home (air handler) as well as outside your apartment (condenser) on ground level, and is controlled by the thermostat on the living room wall. For maximum efficiency, it is important that you install a new filter every month. Filters are available in the Rental Office at no charge. To install the filter, remove the vent grate (located above the mechanical closet), exchange the new filter with the old one, and reattach the vent grate.

Set your thermostat on cool. The auto feature is the most cost effective option for keeping your home cool. Simply set the thermostat to the desired temperature and the unit will automatically adjust to keep your home at the desired temperature.

Do not set the thermostat below 65 degrees as this will cause the condenser to freeze and can cause serious damage to the air conditioner. As a rule of thumb, to cool an entire townhome takes approximately one hour per degree.

It is important that you check the air handler closet on a weekly basis for signs of water leaks. Call the Rental Office immediately if you notice any water on the unit or floor. If you think your air conditioner is not cooling correctly, contact the Rental Office.

Blinds

Do not leave window and patio door blinds closed with the patio door or window open, as the wind may turn them in the wrong direction. Always have slats in the open position when sliding vertical blinds open or closed. Do not allow children to twist or hang on the blinds. For safety reasons, do not allow blind cords to be tied, resulting in a loop.

Carpet

All carpet should be vacuumed on a regular basis to prevent matting and dirt buildup. Care should be taken to prevent stains at all times. Please do not clean your own carpets, contact the Rental Office to discuss carpet cleaning.

In case of water damage (e.g., water overflow, leakage, etc.), please contact the Rental Office for extraction as the carpet may need to be pulled up and the padding removed in some cases.

Ceiling Fans

For the most effective use of your fan, use the switch on the side to run the fan counter-clockwise in the summer (for a cooling effect) and clockwise in the winter months (forcing warm air down and out). Make sure to use 40 watt bulbs (do not use LED) in ceiling fans and dust on a regular basis.

Countertops

To avoid damage such as cuts, chips, and non-removable marks, always use a cutting board when preparing food and never place hot pots, pans, serving dishes, irons, etc., directly on your kitchen countertops.

Dishwashers

To get the best results from the dishwasher, please observe the following tips:

1. Remove excess food from the dishes before putting them in the dishwasher.
2. Do not overload the dishwasher or stack the dishes. Do not place dishes over the water cannon located in the center of the dishwasher, as blocking the water cannon stops clean water from hitting the top shelf and may break the cannon.
3. Use a reasonable amount of dishwasher soap to avoid water spots and soap scum on the dishes. Do not use regular dish soap.
4. Clean the rubber dishwasher seal on a regular basis, as soap buildup will cause the dishwasher to leak. Using excessive amounts of liquid soap may also cause the dishwasher to leak.
5. Remove food particles on the drain cover located under the bottom rack.
6. Clear out the garbage disposal and run the kitchen sink water until hot prior to starting.
7. If you do not use your dishwasher regularly, run it through a cycle at least twice a month to prevent possible damage to the appliance.
8. To prevent hard water build-up, run one cup of vinegar through the empty dishwasher every four months.

To prevent damage to the dishwasher, never allow container labels, paper towels, bags, broken glass, etc., to be run through the dishwasher; these items may get caught on the motor and cause permanent damage.

If your dishwasher leaks, fails to clean properly, or will not run, please contact the Rental Office.

Flooring

Vinyl and ceramic flooring should be cleaned on a regular basis. Use care not to drop heavy items that can cause chips or cuts and avoid dragging items across flooring to prevent scratches and cuts.

Removing appliances occasionally to clean behind them is a good idea, but care should be taken not to rip the vinyl flooring. The maintenance staff will assist you upon request.

Garbage Disposals

The in-sink garbage disposal is a small appliance with a big job to do, and occasional breakdowns are possible. However, most problems can be avoided with proper use. To ensure the best service from your disposal, please follow the procedures below:

1. Always run cold water before, during, and after you put food into the disposal to flush the unit and lubricate the bearings.
2. Use discretion as to what items you put into the disposal. Certain items may cause breakage and clogged pipes. The following examples are not items the disposal can handle:
 - nut shells
 - melon rinds
 - bones
 - fruit peels
 - large vegetable peels (including potatoes) and stems
 - leafy or stringy foods such as celery and lettuce
 - grease
 - rice and pasta
 - egg shells
3. Do not put any drain cleaner into the disposal. If the disposal backs up or the drain becomes clogged, contact the Rental Office immediately.
4. Do not run the disposal for extended periods of time as it may overheat and shut down. If this happens, attempt to restart it after a few minutes by pushing the red reset button located at the bottom of the machine.
5. To avoid food buildup and unpleasant odors in the disposal, run the disposal often, flushing it with water. Pouring vinegar or lemon juice into the disposal will keep it smelling fresh.

If your garbage disposal leaks, fails to run properly, or won't run at all, please contact the Rental Office. If you don't regularly use your garbage disposal, please remember to run it at least once per week to prevent possible damage to the appliance.

Garage stalls

If you experience a fluid leak from your vehicle onto the garage stall floor, please immediately use floor dry (available at any home supply store) or kitty litter to absorb the spill. Contact the Rental Office as additional cleaning may be necessary.

Heat

As the weather cools, switch your thermostat to the heat setting and adjust it to a comfortable temperature (68-75 degrees). The auto feature is the most cost effective option for keeping your home warm. Simply set the thermostat to the desired temperature and the unit will automatically adjust to keep your home at the desired temperature. As a rule of thumb, to heat an entire townhome takes approximately one hour per degree.

Adjust floor and ceiling vents and close and latch all window and doors. If you are getting too little or too much heat, or the thermostat does not control the amount of heat properly, contact the Rental Office.

Hot Water Heater

The hot water heater is located in a closet in the apartment. Please check the closet regularly for sign of water leaks on the appliance or floor. Should you experience a lack of hot water, please contact the Rental Office.

Laundry Equipment

Having in-unit laundry is a convenient amenity, but proper use and care is also required to keep the machines operating well. Please observe the following:

- Never overload the machines. Large items such as pillows, comforters, coats, etc., should be taken to a laundry or dry-cleaning facility.
- Each week, manually cycle the load selector switch to prevent it from sticking, if you typically only use one setting.
- Make sure you are using the correct machine settings and detergent and softener products per their instructions.
- Balance your load evenly in the washer.
- Check pockets and remove tissue, pens, coins, sharp objects, etc., from all clothing prior to laundering.
- Clean the lint screen in the dryer when done each time.
- When starting the washer check for signs of any leaks from the hoses or under the machines.
- Do not leave home when the laundry equipment is operating.

Should you experience any issues with the washer or dryer not functioning properly, contact the Rental Office.

Lighting and Electric

Light fixture covers are simple to remove. If you need instructions or other assistance, please contact the Rental Office. Always make sure the power supply is off prior to changing light bulbs. Never exceed the recommended light bulb wattage in apartment light fixtures.

The light switch on the wall may control some of the outlets in the room. Please make sure the switch is on before contacting the Rental Office. The GFI outlets can be found in the kitchen and bathrooms. Check the reset button on them should you lose power.

Should outlets spark or not work when items are plugged in, or the GFI doesn't reset, please contact the Rental Office to have them replaced.

Microwave

Microwave ovens can be a time-saving and easy way to prepare a meal and more. However, always follow food directions (box instructions, recipes, etc.,) for what can and can't be cooked in a microwave (hint: eggs, grapes, and hot peppers can explode and catch on fire!). Never put the following items in a microwave as they can cause damage:

- Nothing – do not run a microwave empty
- Aluminum foil
- Metal or stainless steel objects (or dishes with metal trim)
- Paper bags
- Styrofoam
- Plastic storage containers
- Take out containers

Microwaves should be cleaned regularly. Tips are available online for easy removal of food splatters and to keep the microwave smelling fresh. Cleaning products are available at all home supply stores.

Mildew and Mold

Mold, mildew, spores, and other microscopic organisms and/or allergens are commonly found in our environment, both inside and outside our homes. However, certain conditions such as excessive moisture, unreported leaks, hot and humid conditions, and a lack of cleaning can exacerbate this condition. Residents must provide appropriate climate control, ensure apartment cleanliness, report maintenance needs, and adhere to other measures to impede and prevent mold and mildew from accumulating in the apartment. See your Lease's Mold Mildew Addendum and the included Mold & Mildew flyer for more information.

Millwork

Please use caution when moving items, vacuuming, etc., to avoid damage to the wood doors, cabinetry, vanities, and floor base in your home. All wood millwork should be cleaned on a regular basis.

Store items in closets away from the doors in a manner that does not impede the opening and closing of the doors. Closet doors can occasionally come off track; just contact the Rental Office should that happen. Do not overload shelves or clothing rods.

Dents, scratches, holes, etc., in millwork are chargeable to you.

Patios

Please remove all door mats, dog leashes, dog leads, newspapers, holiday lights, and any other items that could get tangled in a snow blower from your entry and walkway. These items can slow down the snow removal process and can cause damage to the snow blowers. So that we can ensure your walkways are clear of snow, please remove all loose items from this area.

The overhead light on your patio is an important part of the overall lighting of the community and is required to be on. Lights that are out create potential safety hazards for residents commuting in the area. Please do not remove the bulb, and be sure to call the office if your light isn't working.

Plumbing

Many water leaks and plumbing problems give warning signs and can be repaired while the problem is still minor. It is a good idea to check all of your faucets and pipes weekly for signs of leakage. If you notice a leak, place a bucket underneath the source to catch the water and prevent damage, and contact the Rental Office. In the case of a major leak, each water source has a shut-off valve located under its cabinet.

The best way to prevent faucets from dripping is to turn them completely off after using them. Failure to turn the faucet handles all the way to the off position causes the washers inside to wear out, and then the faucet drips. Drips (even small ones) waste a lot of water! Please contact the Rental Office to have dripping faucets repaired.

Never use drain cleaner in the sink, bathtub, or shower drains; contact the Rental Office should you experience a clog.

Ranges

It is important that your range, including the oven, be kept clean and free of excessive food, greases, and soil build-up. No oven-cleaning product should be used in a self-cleaning oven. Abrasive cleaners, industrial cleaners, and bleach may damage the surface and control panel of the range. For cleaning tips, consult your range manual or contact the Rental Office.

Please do not use regular aluminum foil to line the bottom of the oven or the stove drip pans. Improper use could result in electrical shock or fire and restricts the normal heat flow, causing potential damage.

To prevent fire or personal injury, always follow these precautions: keep combustible items and materials at a safe distance from the appliance, be careful when handling cooking utensils, and never use the range to heat your apartment.

If the range top or oven does not heat up, the temperature seems inaccurate, or if you experience other mechanical problems, please contact the Rental Office.

Refrigerators

The proper temperature setting for your refrigerator may vary with the amount of food you have inside. Most refrigerator controls should be placed on the middle setting for both the refrigerator and freezer. Refrigerators will run throughout the day, and you can expect to hear some sound; excessive noise should be reported to the Rental Office.

Use caution not to overload the freezer or block the vents; restricting airflow will prevent items from freezing. Distribute food items in refrigerator evenly. Placing items of excessive weight on refrigerator shelves or in drawers could cause breakage.

In case of a power outage, leave your refrigerator and freezer doors closed. According to the USDA, refrigerated food can stay safe for approximately 24 hours and frozen food for 24 (half full) - 48 hours (full) if doors remain unopened.

Smoke and Carbon Monoxide Detectors

In case of fire, the sound of a smoke or CO detector may be your first warning and can save lives. Please check the smoke detector in your apartment monthly to make sure it is working properly. Just press down on the small button on the face of the detector for a few seconds (up to 10) until the alarm sounds. If the alarm does not sound, contact the Rental Office to have it repaired.

Should the alarm sound without the presence of a fire (e.g., smoke from burned toast) you can silence it by fanning the alarm or switching the breaker off until the smoke clears, and then turning the breaker back on. Do not remove the detector from the wall or ceiling. Never shut the detector off unless you are positive there is no possibility of a fire. In the case of excess cooking smoke (no fire), do not open the stairwell doors, open patio doors and windows only.

The hall smoke detector is hardwired into the electrical system in your apartment. Some detectors have a battery backup in them as well and the battery must be replaced approximately once a year. It is possible for a detector to start to malfunction or need the battery replaced, and in either case it will occasionally emit short beeps. When this happens, change the 9V battery or contact the Rental Office for assistance. Batteries are also available for purchase in the Rental Office.

Toilets

Most toilet problems can be solved with a plunger provided upon move in or purchased at any hardware store. If you are not able to unplug the toilet this way, please contact the Rental Office for assistance. Be cautious about items that are put in the toilet; dental floss, Q-tips, paper towels, toys, etc., can cause the toilet to plug and can be extremely difficult to remove. If your toilet is overflowing, turn off the shut-off valve on the wall behind the base of the toilet.

Never put “flushable” wipes down the toilet, including baby wipes, personal hygiene wipes, cleaning wipes, etc. These items are not flushable in our plumbing systems and can cause major backups in your and your neighbors’ homes.

Always contact the Rental Office if your toilet is leaking at the bottom when flushed, will not flush, runs constantly or intermittently without being flushed, or is loose.

Toilets must be cleaned on a regular basis to prevent the buildup of hard water and calcium. Please do not put blue continuous cleaning products in the toilet tank as they can permanently stain the toilet and floor.

Walls

Care should be taken when moving things within the apartment to avoid damage. Please use small nails to hang pictures, as gummed or adhesive hangers leave marks on the walls and can cause damage when removed. You will be charged for the cost of repairing any large holes upon moving out. Crayons, markers, and stickers are not to be used on the walls. Marks can usually be removed with water.

It is inevitable that some non-removable marks will occur over time. Contact the Rental Office to discuss touch-up painting as needed.

Windows

Windows should open, close, and latch smoothly. Always remember to close and latch windows when not home, and when there is precipitation to prevent damage to the window sill, wall, and flooring. Also, pushing on the window screens can cause screen tears and bent frames. The windows are removable for cleaning. If you need assistance with that, or have any window maintenance needs, please contact the Rental Office.

Disclaimer: This packet and its rules, policies, and guidelines are intended for the use of all residents. All information within this packet is considered part of the terms of your Lease agreement and must be abided by. The policies are not all inclusive, nor are they limited to those contained in this packet. Any additional rules and regulations distributed by Management are considered part of the general policies and are, therefore, an extension of this packet.