



HELPFUL APARTMENT HOME



We are glad you chose our community for your new home. You may find these tips helpful to provide a better living environment. Please feel free to contact the management office should you have any concerns or questions.

APPLIANCES

Regularly clean/disinfect all appliances and use as instructed.

A/C AND HEAT

Keep utility bills low by closing doors and windows when air conditioner or heater is in operation. Filters are replaced according to manufacturers' recommendations. Do not block any vents surrounding the system. Do not store items in any utility closets as this could impede airflow and can be hazardous. Please ensure the system maintains an appropriate temperature on an automatic setting while away for an extended period of time to ensure either pipes don't freeze or to prevent stagnant air/moisture buildup.

DISHWASHER

Regularly clean out the filter and drain basket. Remove all food from dishes prior to placing in dishwasher. Do not overload dishwasher. Use only detergent specific for dishwashers. Do not put plastic objects in the dishwasher that can fall through the rack to the bottom drainage and heating areas. Run the dishwasher only when you are home.

GARBAGE DISPOSAL

Keep cold water running while disposal is in operation. Do not put glass, plastic, bones, shells, string, cigarettes, greens, onions, corn cobs, bulk rice, coffee grinds or metal objects in the disposal. Dish cloths and silverware may fall into disposal unnoticed, visually examine contents of disposal for such items prior to operation. Never stick your hand or other body parts in the disposal. If something falls into the disposal, please contact the management office for assistance.

MICROWAVE

Do not use metal or paper containers, use only microwave-safe containers.

REFRIGERATOR

Keep front grill free of dust to allow proper airflow to the condenser. Do not hang on refrigerator or freezer doors.

OVEN

When broiling, keep oven door partly open and turn on exhaust fan. Remove and clean broiler pan after each use to eliminate grease build-up and prevent fires.

STOVE TOP

Clean with soap, water and soft cloth or sponge, do not use steel wool, abrasive powder cleaners, bleach, rust remover, or cleaners with ammonia. Avoid coated pans with colored bottoms as the paint can fuse to the cook top. Stoneware and cast-iron cookware are not recommended as they can cause scratches. Aluminum, stainless-steel or copper clad cookware is best. Pick up cookware rather than sliding it. Do not use the surface as a cutting board or to store heavy objects. Notify the management office immediately if the top becomes cracked or chipped.

WASHER/DRYER

Note: the water shut-off valve is typically behind the washer. Turn it off in the event of an overflow/leak and contact the management office. Do not overload washer or dryer. Use only detergent specific for washers. Clean the dryer lint screen after every use. Do not store anything on top of washers or dryers.

FIXTURES

COUNTERTOPS

Wipe up spills as soon as they occur to prevent staining with a gentle dish soap, water and soft cleaning cloth. Do not use window cleaners, ammonia, bleach, vinegar, citrus juices, oily or acidic cleansers or materials. If a disinfectant is needed, mix up a solution of 50/50 water and isopropyl alcohol and spray countertop. Allow to sit for just a few minutes and wipe up with clean water. Always use coasters, potholders and cutting boards to protect the surface. Never place a hot pan directly on the countertop as that can cause burns and cracks.

EXHAUST FANS

Keep all exhaust fans free of dust to ensure proper ventilation. Use fans in bathrooms to reduce excess moisture thereby reducing the chances for mold or mildew.

FIREPLACES

- o **Gas and Wood Burning:** Be certain damper is open/not blocked before lighting fire. Always keep protective screen closed. Keep combustible materials (drapes, paper, furniture, etc.) at least 36 inches away from front of fireplace. Keep flammable liquids away from fireplace. Do not block vents. Do not modify fireplace. Do not add inserts to fireplaces. Keep small children and pets away from fireplaces. Never leave fire unattended.
- o **Wood Burning:** In addition to the above, keep base of fireplace clean, avoid excess ash accumulation. Burn only dry, seasoned wood (not firs or pines) to prevent creosote build-up. Do not overload the grate. Do not burn wastepaper, cardboard, scrap lumber, plywood, particle board or artificial logs. Never use flammable liquids to start or refresh a fire. Never close the damper when warm embers are present. Always dispose of ashes in a suitable container.

SINKS/SHOWERS/ BATHTUBS

Note: the sink water shut-off valves are typically located under the sink. Turn them off in the event of a leak and contact the management office. Do not pour grease into any drains. Keep all drains clear of excess food/hair/soap products to prevent clogs.

TOILETS

Note: the water shut-off valve is typically behind the toilet near the floor. Turn it off in the event of an overflow and contact the management office. Do not put dental floss, contacts, sanitary napkins, tampons or their applicators, cotton swabs, grease, disinfecting wipes, baby wipes or napkins in toilets. Use caution in storing items on top of toilet tanks as items may fall in toilet. Refrain from storing items behind toilet or near the water line to prevent damage and potential leaks. If your toilet is running, contact the management office to prevent excessive water usage.

BALCONIES/PATIOS

- All permitted personal items must be contained within your balcony/patio area. Do not insert any nails/screws/hooks into or drill/penetrate the wood/railings and/or siding in any area. No items such as laundry or towels are permitted to hang over railings. Any plantings are to be maintained inside balcony/patio areas. Gas/Charcoal Grills can be a fire hazard and are not permitted. Storing rubbish on the balcony/patio is not permitted. Balcony/patios areas are not to be used for storage

BREEZEWAYS/HALLWAYS

- Personal items are not to be stored in the breezeways/hallways, underneath steps or in any common areas. Any personal items found in these areas may be removed or discarded by management without notice.

EMERGENCY MAINTENANCE

The following items are considered to be emergencies, although the list is not all inclusive:

- o Fire;
- o Gas Leak;
- o Electrical Short;
- o Power Failure (unless correction is the responsibility of the utility company);
- o Downed Power Line;
- o Wind or Storm Damage;
- o Burglary, Vandalism or similar situation;
- o Any Water Leak;
- o Sewer Stoppage;
- o No Water;
- o No Heat in Weather Below 50 Degrees;
- o No Air Conditioning in Weather Above 80 Degrees;
- o Clogged Toilet (if apartment only has one toilet);
- o Non-Operational Refrigerator;
- o Elevator Issues; and
- o Life Safety Issues.

If you are experiencing any of these issues, contact the management office immediately.

FIRE SAFETY

- Do not overload electrical outlets and minimize use of extension cords.
- In the event of a fire, activate the closest fire alarm signal if it is safe to do so and call the fire department as soon as you are safely clear of the building.
- Make all household members aware of all possible exit routes from the apartment. Designate a location for members to meet once you are out of the building.
- All fire exits, common hallways and escape routes should remain unobstructed.

RESIDENT SAFETY AND SECURITY

- Your security is the responsibility of the local law enforcement agency and yourself. Please understand that we are not trained nor experienced in the area of law enforcement. As you can appreciate, no one can ensure your safety.
- We cannot represent or guarantee that any measures taken by us will in any way increase your personal security. Please do not rely on any of these measures for your personal security.
- Be observant of anyone acting suspiciously by loitering around the buildings, standing amidst parked cars, or sitting in a parked vehicle for a long period of time (particularly if you do not recognize them or have never seen them before).
- If you observe suspicious activity or otherwise suspect a crime is occurring, please call the local law enforcement agency immediately, or, in the event of an emergency, contact 911 immediately. Do not contact the answering service or the management office for this could only delay the response time. After notifying law enforcement authorities, please notify the management office.
- Always lock your car and home doors.
- We believe that by taking an active role in your own security, you can help to avoid any unnecessary problems.

NATURAL DISASTERS

- We encourage all residents to develop an emergency plan for themselves and their household. The American Red Cross (www.redcross.org), FEMA (www.fema.gov), and state and local government websites are excellent sources for guidance on emergency planning. A good idea is to purchase a NOAA self-powered weather radio that has a tone alert for severe weather. Such radios with battery backup are also suggested for your apartment home.

PREVENTING FROZEN WATER PIPE

- **Call the management office immediately in the event of a pipe burst.** When outside temperatures fall below 25 degrees, the potential for frozen pipes is high and a cold wind adds to this possibility. A pipe does not always burst the first time it freezes. However, the flexing of the pipe wall during the freeze/thaw cycle weakens the metal to the point it cannot withstand another freeze. With this in mind, we ask that you take the precautions listed here so we can keep damage and inconvenience to a minimum.
 - o Never let the temperature inside the apartment dip below 55 degrees.
 - o During extreme cold snaps, allow water to slowly drip through the pipes only when you are home.
 - o Open doors underneath all sink cabinets to allow heat from your apartment to surround the pipes.
 - o Check faucets each day to be sure water is flowing.
 - o If you plan on being out of town during winter months, turn the thermostat down but not off. Notify the management office if you plan to be out of town for an extended period of time.

PEST CONTROL

- An important means in controlling unwanted pests is to regularly clean your apartment home including vacuuming, properly disposing of trash in a sealed bin, rinse recyclables, and store food in sealed containers. Contact the management office if any issues are encountered.

SOLICITATION

- We are a private community and do not allow solicitation. If any solicitors knock on your door, please alert the management office with details to prevent further soliciting.

TRASH

- Know the community's rubbish removal policy procedures. Put all trash inside the compactor, designated container or trash chute as provided by the community. Do not place trash or recyclables outside your door unless appropriately contained for valet trash circumstances. Large item disposal such as furniture and mattresses is prohibited.

WATER LEAKS

- Know the location of water shut-off valves within your unit and turn water off to prevent further damage should a leak occur. *Alert the management office immediately to any leaks.*