

Welcome Home

(Information Packet)

Date: February 24, 2012

Resident's Manual
For The Property
Located At:

Resident's Manual

Table Of Contents

Introduction

- Welcome New Resident
- Important Phone Numbers and Contact Information

Move in Paperwork

- Transfer Utilities Letter
- Resident Move-In Checklist
- Renter Insurance Notice
- Resident Rules And Regulations (If Any)

Caring For Your Residence

- Maintenance And Property Upkeep Required By Resident
- Maintenance And Repair Request Form

Emergency Information

- Emergency Procedures
- Emergency Phone Numbers

Rent Payment Information

- Rent Payment Policies
- Worry-Free Rent Payment Program
- Can't Pay Rent Excuse Letter
- Partial Payment Of Rent Agreement – Agree to Pay Balance Later
- How To Stop The Automatic Eviction Procedure

Questions and Answers

Attachments

- Conditions of Property Checklist
- Rental Agreement
- Addendums to Rental Agreement

Welcome Home

We would like to welcome you as a new resident and thank you for choosing one of our properties as your new home.

Communication is the key to success in any relationship. To assure that you fully understand both the management's and your responsibilities, we have developed this manual.

This manual has been put together to answer all your questions regarding your home and to eliminate any potential misunderstanding.

By signing the receipt of this manual, you are agreeing to read through it thoroughly and should you have any questions or concerns at any time during your residency, please do not hesitate to contact me.

MANAGEMENT (OWNER) CONTACT INFORMATION

MANAGEMENT (Owner): Stanley Property Management LLC
17122 HWY 371 N
Brainerd, MN 56401

MANAGEMENT PHONE: 218-851-9908
MANAGEMENT OFFICE HOURS: Monday- Friday 8:30-5:00

IMPORTANT NUMBERS

These numbers should be called during normal business hours to repair items that need repair but are not an immediate emergency that could cause injury or property damage.

Plumbing Repairs:

Electrical Repairs:

Heating Repairs:

Appliance Repairs:

Pest Control:

Other:

Other:

Other:

IMPORTANT NUMBERS- NON EMERGENCY

FIRE/POLICE/AMBULANCE:

GAS COMPANY:

ELECTRIC COMPANY:

GARBAGE COMPANY

WATER SERVICES

DON'T FORGET TO TRANSFER UTILITIES

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Important: You must contact the utility companies before you move in to transfer the utilities into your name.

You will need to provide the utility company with the address of the property and your move in date.

Utility Companies And Phone Numbers

Gas Company:

Phone:

Account Number (if needed):

Electric Company:

Phone:

Account Number (if needed):

Water Department:

Phone:

Account Number (if needed):

Phone Companies Choices

Phone:

Phone:

Phone:

Resident Move-In Checklist

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Items To Complete

Check box when completed

Contact Utility Companies To Put Utilities In Your Name And Billing Address

Gas company

Electric company

Water billing department

Cable/Satellite TV

Phone company

Garbage company

Other Utilities

Change Address – Notify Post Office (Get Change Of Address Cards)

Change address card sent for magazine subscriptions

Change address card sent for charge card bills

Change address card sent for any other continuous bills

Change address card sent to friends and relatives

Read The Welcome to Your Home Information

Complete The Property Condition Move-In Checklist (if not already completed)

Read Emergency Procedures section

Read the Question and Answer sections

Read the information regarding utility shut-offs and locate all utility shut-offs in your residence (Electrical main, Main water shut-off, Sink and toilet shut-off, Gas shut-offs)

Renter's Insurance Notice

Important: Your personal property and liability is not protected under the Management (Owner)'s insurance policy.

Many residents are unaware that the insurance policies held by Management (Owner) on the property do not protect them or their personal belongings or the liability of themselves or their guests.

Many losses have occurred due to fire, wind, water damage, theft and vandalism, etc. Many residents have been held liable because of the action of their guests or children. If your child breaks a window or a guest gets hurt because of your negligence, you could lose a lot if you fail to carry renter's insurance.

To fully protect yourself, it is suggested that you get a renter's insurance policy. If you are already carrying auto insurance, adding a renter's insurance policy with most insurance companies is easy and it isn't very expensive in most cases.

Before you contact an insurance company, it is a good idea to take an inventory of your personal belongings and establish an approximate value of each item. This way you can get insurance for the correct amount.

If you are having trouble finding a policy at a reasonable rate, contact us and we will refer you to several good insurance companies that can help you. You do not want to be without renter's insurance.

Resident's Rules and Regulations

Resident(s) agrees to the following rules and regulations:

1. Not to damage or misuse the premises or allow his/her guests to do so.
2. Not to make any alterations or additions or remove any fixtures or to paint the premises without written consent of Management (Owner).
3. To keep the unit clean and tidy.
4. To not use the premises in any way that is unlawful or dangerous.
5. Not to use or store on or near the premises any flammable or explosive substances.
6. To promptly replace or repair at their expense all breakage, defacements and damage caused by their acts including but not limited to stoppage of waste pipes or overflow of bathtubs, sinks and/or toilets.
7. To make minor repairs that are caused by their actions which includes replacing all fuses and light bulbs as necessary.
8. To keep the yards, hallways and premises free of any debris, and /or material that may become unsightly to the appearance of the building and yard.
9. To close all windows and doors to prevent damage from wind, rain and snow from entering the building.
10. That all vehicles kept on the premises must be both operable and currently licensed. If vehicles do not operate or are unlicensed, they will be towed away at the expense of the Resident(s). Resident(s) agrees to park vehicles in assigned spaces and to keep the space clean of oil, anti-freeze or other vehicle lubricants that may spill or drip. Resident(s) agrees not to park boats, recreational trailers, utility trailers and the like on the premises without obtaining written permission from the Management (Owner). Resident(s) agrees not to repair their vehicles or others on the premises if such repairs will take longer than a single day. Resident(s) also agrees to take responsibility for where their guests park.
11. Not to conduct themselves in a loud, unruly or thoughtless manner so as to disturb the rights of the other residents to peace and quiet, or to allow their guest to do so. Resident(s) agrees not to play music, TV, stereo equipment or any other noise device loud enough to be heard by other residents.

12. That they will not change locks on any door without first obtaining written permission from the Management (Owner). Should Resident(s) lock themselves out of their unit and are unable to gain access through their own resources, they may call a locksmith to let them in. Resident(s) is responsible for all charges and damages involved.
13. That all garbage must be enclosed or wrapped in paper before disposal. Resident(s) agrees to pay for any extra charges incurred by the Management (Owner) for the removal of such items as: tires, broken appliances, damaged furniture, Christmas trees, and any other items that will cause an extra charge for removal.
14. To pay for all clearing of all drains of any and all stoppages except those which a plumber, who is called to clear the stoppage, will attest in writing were caused by defective plumbing, tree roots, or acts beyond the control of the Resident(s).
15. To check smoke detectors on a monthly basis or more and to replace batteries if needed. Resident(s) also agrees to notify Management (Owner) immediately if smoke detector needs replacement.
16. To all of the attached Rules, Regulations, By-laws, Covenants and/or Restrictions of the governing association of the rental unit.

Any additional Rules, Regulations, By-laws, Covenants and/or Restrictions are attached and made a part of these Rules and Regulations.

Resident's Maintenance Requirements

The following maintenance items are the responsibility of the Resident(s). If you have questions regarding any of these items, please contact the Management (Owner).

Monthly Maintenance

Refrigerator:	Defrost monthly (does not apply if frost free).
Range:	Clean thoroughly as needed to prevent build up of grease.
Air Conditioner:	Clean filters at least monthly.
Furnace:	Change furnace filter monthly.
Water Heater:	Drain one to two gallons monthly to remove sediment.
Smoke/CO Detectors:	Check monthly.
Water Leaks:	Check for any leakage monthly.

As Needed Maintenance

Light bulbs:	Replace as needed.
Fuses (if applicable):	Replace as needed.
Landscaping (if landscaping agreement is attached):	Mow weekly or as needed. Water as needed.

Other

Damages caused by Resident(s) or their guests are the responsibility of the Resident(s) to repair or replace. If Resident(s) fails to repair or replace, Management (Owner) may repair or replace and bill the Resident(s) as additional rent owed.

Resident's Maintenance/Repair Request (Mail or Fax form to address below)

Date: _____

Address: _____

Resident's Name: _____

Phone (home): _____ Phone (Cell): _____

Phone (work): _____

Problem (Be as specific as possible. Use back of form if needed.):

Best time to make repairs: _____

Other comments:

I authorize entry into my unit to perform the maintenance or repair requested above, in my absence, unless stated otherwise above. I also understand that I am responsible to pay for all repair as additional rent if caused by my actions, my guests actions or I've agreed to it in my rental agreement. (Examples: drains, screen repair, light bulb replacement, furnace filter replacement, etc.)

Resident: _____

FOR MANAGEMENT USE

Work done: _____

Time spent: _____ hours

Date completed: _____, 20__

Unable to complete on _____, 20__ because:

Notes and comments:

EMERGENCY INFORMATION

An emergency is any situation that requires immediate action.

PERSONAL INJURY ACCIDENTS – Call Emergency Services - 911

FIRE – Call Fire Department – 911

GAS SMELL OR LEAK – Get out of residence. Don't turn anything on or off. Do not use phone in residence. Contact gas company immediately.

ELECTRICAL OUTAGE – See if neighbors' electricity is out. Check circuit breaker/fuse box. If outage isn't result of neighborhood outage or circuit breaker, contact electrician located in important numbers section. This is only an emergency situation if electric outage will cause personal injury or property damage (frozen pipes or no heat if temperature is below freezing). Contact 24-hour electric repair service listed in the emergency numbers section of this manual.

SEVERE WEATHER – Seek shelter to protect you and your family against personal injury.

SEVERE WEATHER DAMAGE – Protect property from further damage. (Board up broken windows, etc.) Management (Owner) will reimburse any action taken to prevent further damage to residence. If severe weather occurs after business hours, protect property to the best of your ability and contact Management (Owner) the next business day.

NO HEAT WHEN OUTSIDE TEMPERATURE IS BELOW FREEZING – Check pilot light on furnace, check fuses or circuit breaker and make sure furnace switch is on and thermostat is set properly. If you can't get heat to work, contact Management (Owner) during normal business hours. If after hours, contact emergency 24-hour heating repair service number for repairs. Number is listed in emergency numbers section of this manual.

WATER PIPE BREAKS OR FLOWING WATER - Shut off the water. Contact plumber during business hours. Number is listed in important numbers section of this manual.

CAN'T PAY RENT- Contact emergency assistance program at the government's local housing authority to see if you qualify for assistance. Contact friends/relatives for assistance. **FAILURE TO PAY RENT IS AN EMERGENCY BECAUSE YOU WILL LOSE YOUR HOME IF RENT ISN'T PAID.**

EMERGENCY NUMBERS

FIRE/POLICE/AMBULANCE:	<u>911</u>
GAS COMPANY:	Centerpoint 800-245-2377
ELECTRIC COMPANY:	BPU 218-829-8726 Crow Wing Power 218-829-2827
FURNACE REPAIR (24-Hour Service):	Thelen Heating 218-829-1491
MANAGEMENT (Owner):	Stanley Property Management 218-851-9908

IMPORTANT NUMBERS – NON EMERGENCY

These numbers should be called during normal business hours to repair items that need repair but are not an immediate emergency that could cause injury or property damage.

Plumbing Repairs:

Electrical Repairs:

Heating Repairs:

Appliance Repairs:

Pest Control:

Other:

Other:

Other:

Rent Payment Policies

Important: Your rent must be received on or before the date it is due or you will lose all discounts and additional rent will be due.

How Rent May Be Paid

Personal check – If a personal check is ever returned for non-payment, you must pay rent by money order, cashier's check or cash.

Special Note: Post dated checks beyond the rent due date are considered late. The Automatic Eviction Process begins and will not be stopped until the check clears and all additional rents and charges have been paid.

Money Order or Cashier's Check

Cash – Do not mail cash. This option is only available if you drop the rent off at the Management (Owner) office during normal business hours. Give the cash to Management (Owner) and get a receipt. If you do not have a receipt, you do not have evidence that rent was paid.

Worry-Free Rent Program – Contact Management (Owner) to set up. Read the Worry-Free Rent Payment Program information found in this manual.

MasterCard/Visa – Available only if Management (Owner) has a merchant account and can accept payment through MasterCard/Visa. Contact Management (Owner) for this option. There is generally a small service charge to use this option (3-5%).

Where to pay rent:

Mail to: **Stanley Property Management**
17122 HWY 371 N
Brainerd, MN 56401

Drop off at: same as above **"WE DO NOT ACCEPT CASH"**
"WE DO NOT ACCEPT CASH"

Never Write A Check For Rent Again!

With

The Worry-Free Payment Option

Sign up for the Worry-Free Payment Option and your rent will be automatically drafted out of your account for you each month. This will eliminate the chore of having to write a check, put it in an envelope, pay for postage and mail it to us each and every month. You will never again have an issue of late charges because the rent didn't get there on time. This program will save you time and money!

*The best thing about this program
is that it is completely free!*

Simply fill out the enclosed authorization form and return it to us with a voided check. Our office will notify you when you are set up on the program and rent will automatically be drafted out of your account. Your rent payment will now be paid on time each and every month during your residency and you may stop the program at any time.

We know that once you are on the Worry-Free Payment Option Program, you will love the convenience and because this program is more efficient to operate than a billing system it holds down costs. This will help us keep your rent as low as possible.

The Worry- Free Payment Option Program (Questions and Answers)

How The Program Works:

When you fill out the authorization form, we will set everything up with your bank. Then at the first of the month (or whenever your rent is agreed to be paid), your rent will be drafted out of your account with no worry or effort on your part.

By Pre-Authorizing my rent payments in this way, am I giving access to my bank account?

No, you only authorize us to draft out the payment for your rent. This is exactly the same as writing a check. No one has access to your account information. Only you authorize the terms of the payments.

Do I get any records of the draft?

Your bank will treat the draft just like you wrote a check. It will show up on your bank statement or record in the same manner as any check that you have written.

Can I stop this program at anytime?

Yes, simply give us a written notice and we will stop drafting your rent. It will automatically stop when your rental agreement terminates unless you decide to renew.

Want To Get Started And Never Worry About Writing A Check Again?

Complete the Pre-Authorization Form on the next page.

Automatic Bank Authorization Form

BRANCH #

ACCOUNT NAME
Address
City, State & Zip

PAY TO THE ORDER OF \$

BANK NAME
Address
City, State & Zip

SAMPLE CHECK

TRANSIT # ACCOUNT # CHECK #

Account Type: (circle one) Business Personal

Account Name: _____

Account Address: _____

Account City: _____

State: _____ Zip Code: _____

Bank Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Bank Transit #: _____

Bank Account #: _____

BANK DRAFT AUTHORIZATION

As owner and authorized signatory of the above checking account, I do hereby authorize _____ Management (Owner) to duplicate the enclosed check information in bank draft form for rental payments in the amount of \$ _____ payable on the _____ of the month during the duration of the rental agreement. This authority is to remain in full force and effect until such time that the Management (Owner) receives written notification from me to terminate or upon the termination of the rental agreement if not renewed.

I certify that I am a signer on the checking account described above and that I authorize the Management (Owner) to debit my account as indicated above.

Authorized Signature _____ Date _____

LATE RENT EXCUSE LETTER

This letter is to inform you that my rent for the month of _____ will be late. I understand that the Automatic Eviction Process will start and that if my rent and any additional rent (late charges and legal fees) are not paid, I will have to move out. I also understand that my late rent will be reported to both the local and national resident/credit reporting agencies. I will pay my rent in full including all additional rent by _____.

The reason for my late rent is (check below):

- ☐ I didn't receive my paycheck when expected.
- ☐ My paycheck was smaller than expected.
- ☐ I lost my job and won't get unemployment for a few weeks.
- ☐ I just started a new job and won't get a check for a few weeks.
- ☐ I missed work because I or someone in my family was sick.
- ☐ I'm waiting for a settlement from an injury.
- ☐ I had to get my car fixed so I could get to work so I could pay you.
- ☐ I was in the hospital and couldn't get the money to you.
- ☐ I was in jail and couldn't get the money to you.
- ☐ I lost your address and didn't know where to send the money.
- ☐ Someone stole my rent money and it set me back for a while.
- ☐ My roommate/wife/husband/boyfriend/girlfriend left and I don't have all the rent.
- ☐ I lost my billfold/purse and my rent money was in there.
- ☐ The bank screwed up my account and I'm trying to get it straightened out.
- ☐ I forgot to put a stamp on the envelope.
- ☐ It's in the mail and the post office lost it.
- ☐ I'm waiting for my tax refund.
- ☐ I'm a little tight because of the holidays.
- ☐ A relative/friend died and I had to go to the funeral.
- ☐ The bank was closed and I couldn't get a money order and I didn't want to send cash.
- ☐ I didn't have transportation get to the post office to mail the check.
- ☐ I ran out of checks.
- ☐ I had a family emergency and had to help out.
- ☐ I thought that my friend/relative mailed you the check.
- ☐ Other: _____

If more room is needed, please use the back of this form.

This agreement is entered into on this date _____, between

who entered into a rental agreement on _____ for the rental of the
property located at _____

1. **Resident(s) agrees that the rent is past due and agrees to pay all rent, additional rents, late charges or any other monies owed that are currently past due in the following manner:**

[illegible]

3. Resident(s) understands that any failure to complete the partial payment schedule listed above will be cause for immediate legal action without further notice leading to eviction of Resident(s).

Resident Signature: _____ **Date:** _____

19

How To Stop The Automatic Eviction Procedure

Very Important: If rent is not received when due the Automatic Eviction Procedure begins.

You may stop this process at any time by paying all owed rent, any additional rent and all costs of the Automatic Eviction Process.

The process is as follows:

- 1.) You will be notified that your rent has not been received within the first 5 days of the rent due date. You will now owe the full rent and any additional rent for failure to pay on time.
- 2.) If full rent and any additional rent is not received in full within 24-48 hours of the notice or arrangements are not made with the Management (Owner) within that time, you will receive the legal paperwork (Notice to Quit, Unlawful Detainer, Eviction Summons, Etc). This legal paperwork schedules a court hearing to force you to move out. There are now additional legal fees along with rent that must be paid to stop this process.
- 3.) If rent and legal fees still are not paid, the courts will order you to move and this will be enforced by the sheriff's department.

You must pay all rent, additional rent and legal fees before the court date or you will be forced to move.

YOU MAY QUALIFY TO GET RENT HELP

Contact your local emergency assistance programs in your area. Many areas have government emergency assistance programs available when people have hardships. Contact the government's local housing agency and ask for help.

Partial Rent Payments

If you can pay part of the rent, but not all of it, contact Management (Owner) before the rent is due and complete the Partial Rent Payment Agreement.

Questions And Answers Regarding Your Residency

RENT

Q. What happens if I can't pay rent on time?

A. If rent is not received on the date it is due the Automatic Eviction Process begins. You may stop this process at any time by paying all owed rent, any additional rent and all costs of the Automatic Eviction Process.

The process is as follows:

1. You will be notified that your rent has not been received within the first 5 days of the rent due date. You will now owe the full rent and any additional rent for failure to pay on time.
2. If full rent and any additional rent is not received in full within 24-48 hours of the notice or arrangements are not made with the Management (Owner) within that time, you will receive the legal paperwork (Notice to Quit, Unlawful Detainer, Eviction Summons, Etc). This legal paperwork schedules a court hearing to force you to move out. There are now additional legal fees along with rent that must be paid to stop this process.
3. If rent and legal fees still are not paid, the courts will order you to move and this will be enforced by the sheriff's department.

You must pay all rent, additional rent and legal fees before the court date or you will be forced to move.

Q. What should I do if I know that my rent is going to be late?

A. Contact Management (Owner) before the rent is due. Complete the can't pay rent excuse letter found in your welcome home packet. If rent is paid before the Automatic Eviction Process starts, you will not have any additional legal fees to pay. If rent is going to be later than 5- 7 days after the rent due date, the Automatic Eviction Process starts and to prevent having to move you will have to pay all back rent and legal costs.

Important Note: Legal costs and filing fees have increased dramatically. Paying late could cost you as much as \$_____ in legal fees.

WATER PROBLEMS

Q. What should I do if a water pipe breaks or water is running from somewhere into my residence?

A. Don't panic. The first thing you should do is locate the water shut off valve and shut off the water. Try to find out where the water is coming from and if it is some problem that you can resolve (overflow of a tub or sink from up above, etc.). If it is coming from inside a wall or a pipe appears to be broken, call the plumber during normal business hours listed in the *Important Numbers Section* of this manual.

Q. What should I do if the pipe breaks in the middle of the night, holiday or weekend?

A. If this happens in the middle of the night, you should shut off the water, clean up what you can and go back to bed and call the plumber in the morning. Management (Owner) will not pay for plumbers coming out in the middle of the night. Unfortunately, things sometimes happen on a weekend or holiday. If this occurs, shut off the water and try to contact the plumber. They may not be able to get out to repair until a weekday so you might have to deal with not having water for a few days.

Q. My sink is leaking (dripping or leaking from under the sink).

A. Call the plumber to have repaired. Their number is in the *Important Numbers Section* of this manual.

Q. No hot water. What should I do?

A. First check the water heater to see if it is turned on and the temperature is set on the warm to hot setting. If that is OK, check to make sure the pilot has not blown out. If it is out, light the pilot light by following the instructions on the outside of the water heater. If you can't get it lit, you may call the plumber listed in the *Important Numbers Section* of your welcome home packet. If the problem is due to a faulty water heater, the plumber will repair at our cost and will bill the Management (Owner). If there is no problem with the water heater and the plumber is called out to light the pilot or reset the temperature, the Resident(s) will be responsible for that charge.

Also, no hot water is NOT AN EMERGENCY situation. The request for repair shall be done during normal business hours at the convenience of the plumber's schedule. If the plumber's schedule prevents repair within 72 hours, contact Management (Owner) and we will arrange for a more timely repair.

Q. My toilet, bathtub, sink or any drain is overflowing, drains slow or won't drain at all. What should I do?

A. If water is overflowing, SHUT OFF the water (shut offs are located behind toilet and usually below sink). If no shut offs are there, then shut off the main water to property. Call a plumber listed in the *Important Numbers Section* of this manual.

Q. What should I do if water flows into the building during a heavy rain storm?

A. First thing you should do is check the gutters and downspouts to make sure they are cleaned out and that they are all attached. (The purpose of gutters and downspouts is to push the water away from the building.) If that doesn't prevent the problem, contact Management (Owner) during normal business hours.

Q. My water is brown and dirty, what should I do?

A. Wait a day or so and run the water. This is usually caused by the City flushing the fire hydrants.

Important Note: Management (Owner) will pay for all repairs to plumbing caused by normal usage or if a pipe breaks. Management (Owner) will NOT pay for the following: 1.) Cleaning of drains, toilets and tubs. This is the responsibility of the Resident(s). It is important to not put things down the drain that could cause them to plug up. 2.) Lighting water heaters or adjusting the temperature. 3.) Turning water on that has been shut off by one of the residents by mistake (children sometimes will shut off the water). 4.) Turning on any switch or valve that was mistakenly shut off.

ELECTRICAL PROBLEMS

Q. My electricity is out. What should I do?

A. Check the circuit breaker box to see if a fuse has blown or a circuit breaker is tripped. Check to see if the neighbors' electricity is out. (Sometimes the electrical problem is a blown transformer caused by overheating, animals, lightning, etc.) If all else fails, you may call the electrician listed in the *Important Numbers Section* of this manual.

HEATING AND AIR CONDITIONER PROBLEMS

Q. What do I do if my heat doesn't work?

A. Check the thermostat to make sure the heat is turned on and the temperature is set to a level where the heat should come on. If OK, then check to make sure the electric switch is turned on by the furnace. (Sometimes children will turn off this switch.) If the furnace has a pilot make sure it is lit and has not blown out. The instructions to light the pilot are generally located by the furnace. If all else fails call the furnace repair person listed in the *Important Numbers Section* of this manual.

Q. What if the furnace doesn't work in the middle of the night, weekend or holiday?

A. First, try all the things in the answer to the question above. Check thermostat, switch and pilot. The next step depends on the temperature outside. If the temperature is above freezing, it is NOT AN EMERGENCY. Call the furnace person listed in the *Important Numbers Section* during business hours. Put on extra clothing and do the best you can until the furnace repair person gets there. If the temperature is below freezing, you may call the emergency furnace repair services that have 24-hour service. Use your own space heaters and put on more clothing until the furnace repair person gets there and fixes the problem. (Keep in mind that if they come out and simply turn the furnace on, light the pilot or adjust the thermostat, you will be responsible to pay that bill). If it is a furnace repair problem Management (Owner) will be responsible for the charges.

Q. What should I do if my Air Conditioner won't work?

A. First of all, check the thermostat to make sure it is set to the right setting and the temperature setting is set properly. Make sure the circuit breaker has not tripped or a fuse has not blown and that the electric switch is on. If all else fails, call the air conditioner repair person during normal business hours listed in the *Important Numbers Section* of this manual. This is not an EMERGENCY and it may take a few days to have this repaired.

LOCKOUTS

Q. I locked myself out. What should I do?

A. If it is during normal business hours, contact Management (Owner) to get a duplicate key. There will be a cost for this of \$. If Management (Owner) is not available or it is not during normal business hours, you may call a locksmith to let you in at your cost. If the lockset is broken and needs to be replaced because of your actions or the locksmith's actions, you will be responsible for that cost. Breaking in through window or door is prohibited and you will be responsible for any damages and the cost of repair.

APPLIANCE PROBLEMS

Q. My refrigerator doesn't cool or seem to work. What should I do?

A. Check the temperature adjustment in the refrigerator. Check to make sure it is plugged in and the fuse has not blown or the circuit breaker is not tripped. If after that it still doesn't work, you may call the appliance repair person listed in the *Important Numbers Section* of this manual. If the refrigerator cannot be repaired, it will be replaced. This takes two to three days to remove and replace the appliance. This is not an EMERGENCY and it will be repaired or replaced during normal business hours.

Q. My stove or range top won't work, heat up. What should I do?

A. If the appliance is electric, check fuses/circuit breakers and make sure it plugged in. If after that it still doesn't work, call the appliance repair person listed in the *Important Numbers Section* of this manual. If the appliance is gas, make sure all the pilots are lit. Make sure the stove is clean. Grease and dirt may clog the orifices that allow the pilot to stay lit and prevent the gas burners from heating up. If after that it still doesn't work, call the appliance repair person listed in the *Important Numbers Section* of this manual. If the stove or range cannot be repaired, it will be replaced. This takes two to three days to remove and replace the appliance. This is not an EMERGENCY and it will be repaired or replaced during normal business hours.

RESIDENT SUGGESTION FORM

We wish to provide you the best services possible and realize that you might have suggestions to help us serve you better. This form is provided for your convenience.

Suggestions: _____

[illegible]

Resident's name (optional): _____

Resident's address (optional): _____

Please mail or drop off this form to Management (Owner).

Receipt Of New Home Manual and Other Paperwork

Property Address: _____

Resident's Name: _____

I have received the following:

- ☐ Welcome To My Home Manual
- ☐ Copy Of Rental Agreement
- ☐ A Completed Move-In Conditions Checklist
- ☐ ____ Keys
- ☐ Emergency Numbers and Contact Information
- ☐ Rent Payment Information
- ☐ Smoke/CO Detector Information
- ☐ Maintenance Required By Resident Information
- ☐ Other: _____

Resident's Signature: _____ Date: _____

Resident's Signature: _____ Date: _____