

RIVER OAK APARTMENTS

RESIDENT HANDBOOK



WELCOME TO YOUR NEW RESIDENCE

We want to make your stay with us comfortable and enjoyable. We hope you will like your new surroundings and soon get acquainted with your neighbors.

The purpose of this handbook is to let you know about our community and to help you become familiar with your neighborhood.

You, as the resident, and we, as the Community Managers, have responsibility of each other. Hopefully, by clarifying these responsibilities at the very beginning, we can better achieve our objective, to provide and maintain quality housing so that this community will always be a clean, safe and respected addition to the neighborhood.

It is for these reasons that this handbook has been prepared. **WE HOPE YOU WILL KEEP IT FOR FUTURE USE WHILE YOU ARE A RESIDENT AT RIVER OAK.** Please take the time to read through its pages and don't hesitate to telephone the office if you have any questions.

River Oak Apartments

YOUR MANAGEMENT TEAM

Your professional management team is discrete and efficient. Our entire staff is trained and skilled in their areas of responsibilities and are constantly striving to provide the best service possible.

OFFICE HOURS (By Appointments Only)

Hours of office operation are posted outside the management office. These hours have been established to provide service during normal work periods. Call the office regarding service requests or to obtain assistance. The office telephone number is **610-375-4308**.

An answering service will respond to all calls if the office is closed. All emergency calls should go to **610-378-1800**.

EMERGENCIES INCLUDE:

- No heat.
- A plumbing leak or sewage stoppage which might damage personal belongings or apartment property.
- No electricity.
- Any condition which may cause a fire.

MOVE-IN INFORMATION

PAYMENT OF RENT

Rent is due and payable on or before the first of each month. There will be a late charge of fifty dollars (\$50.00) for any rent not received by the **7th business day** of each month. Management is very strict in carrying out this policy and excuses are not accepted.

There is a charge of thirty five dollars (\$35.00) if a personal check for rent is returned for Non-Sufficient Funds or Uncollectible. Once this happens, we will accept only certified checks or money orders as replacement payments.

Please mail your check or money order (NO CASH PLEASE) **made payable to Reading Housing Authority** to:

**Reading Housing Authority
P. O. Box 13700
Philadelphia, PA 19191-1379**

If you plan on going away for a period of time, rental payments should be made in advance.

DELINQUENCIES

A 14 day Quit Notice will be mailed after the **7th business day** of each month to those Residents who are delinquent in their rental payments. A Resident Ledger is available upon request showing the Resident charges and payments for the current year, and may be available for earlier periods. **You are encouraged to contact the property manager to satisfy** the unpaid charges.

EVICTON PROCEDURE

The Landlord has certain remedies against the Resident for violations of the terms of their leases; one such remedy is the eviction of the Resident. A "Landlord Resident" complaint is filed with the local district justice office. This complaint contains among other items the demand for rental payment and/or the eviction of the Resident. The district court processes the complaint and sends notice to the Resident and Landlord of the scheduled date of a hearing before the district justice. The district justice determines the outcome of the complaint and the disposition of the Resident and Landlord.

SECURITY DEPOSIT

Your security deposit is not rent, but a deposit to ensure the fulfillment of the lease conditions and as a contingency against any damages to the apartment. The security deposit shall not be applied to your last month's rent under any circumstances.

If you fulfill your lease according to its terms, only charges for damages (excluding normal wear and tear) will be deducted from your security deposit. The following are the conditions for return of your security deposit:

- You must fulfill all of the terms and conditions of your lease.
- You must give us timely written notice as required by the terms of your lease.
- After you have removed all of your personal belongings from the apartment, **maintenance personnel** will inspect the conditions of the apartment at move-out. It is **not** necessary for you to be present for this inspection.
- You must give the office a valid forwarding address.
- You are not considered officially vacated until all keys are returned to the office.

The security deposit or any portion thereof will be returned to you within thirty (30) days after the last day of the last month of occupancy.

INSPECTION REPORTS

Just prior to or immediately after your move-in, both you and the manager will inspect your new apartment. A move-in inspection form will be completed by the manager and signed by both of you. You will be provided with a copy of this form. It will then be used in the move-out inspection to determine any changes in the condition of the apartment.

Approximately ninety (90) days prior to your lease renewal, the manager will notify you of a complete apartment inspection. This is to ensure that the apartment is in a safe and sanitary condition and that there is no need for repairs or maintenance.

OCCUPANCY

Only those persons named on your application form and/or your lease agreement are permitted to occupy your apartment. If you plan to have a guest(s) in your apartment for any length of time, you must advise the office by identifying the person(s) and give the make of their car and license number, if any.

Any person(s) staying more than two (2) weeks (unless otherwise notified) will be considered a resident and that person(s) must be added to the lease (provided that such an addition does not increase the family composition to over-housing) and be subject to the terms of the lease. Failure to comply will be a violation of the lease.

LEASE

The lease is a contract obligation both parties to the terms and conditions listed. Please read it through completely and ask the River Oak Representative about anything that you do not understand. Consult your lease for renewal procedures.

RESIDENT INSURANCE

As required under the terms of your lease you must obtain Apartment Renter's Insurance, Household Goods and Liability Insurance or other similar policy to cover your personal belongings against vandalism, fire, burglary and certain water damages as well as personal liability. Our insurance does not cover personal belongings or liability.

***WATER BEDS ARE PROHIBITED**

UTILITIES

Those utilities not furnished by us, electricity, telephone and cable will require that application be made well in advance of your move-in. You will find the telephone numbers for all utility companies in the Telephone Directory Section of this handbook. If you need assistance in this regard, please contact the office.

***ELECTICITY SERVICE MUST BE CHANGED OVER TO YOUR NAME BEFORE YOU MOVE INTO YOUR APARTMENT. THE LANDLORD WILL REQUEST A DISCONTINUANCE OF THE ELECTRIC SERVICE UPON THE COMMENCEMENT OF YOUR LEASE. ANY CHARGES INCURRED BY MANAGEMENT FOR YOUR ELECTIC SERVICE BECAUSE OF FAILURE TO CHANGE THE BILLING NAME, WILL BE BILLED DIRECTLY TO YOU.**

UTITLITY CONTINUATION

Continuance service of utilities is mandatory. Any termination of service due to nonpayment is a lease violation, and could be cause for eviction.

GENERAL POLICIES

KEYS AND LOCKS

We supply a key to the apartment door, laundry room. All keys are to be returned to the office upon vacating the premises. Residents are not permitted to alter any lock or install a new or additional lock or other attachment on the door.

We suggest that you provide a friend, neighbor or relative with an extra key to your apartment. The key will then be available if you should find yourself locked out of the apartment. If you must contact the management office to provide access to your apartment because you are locked out, you will be billed \$20.00 for the service call during working hours and \$30.00 for evenings, weekends or holidays; **adequate identification will be required.**

CHILDREN

Residents are responsible for the conduct of their children and their guests' children. YOUR CHILDREN ARE TO BE SUPERVISED AT ALL TIMES BY YOU, THE PARENT OF THE CHILD(REN). Please make this a top priority in your household. If your child is outside playing unsupervised anything can happen. Injury to your child, damages to property and landscape, damage to another person's car or personal belongings or possible abduction or kidnapping. Please pay close attention to your own and your guest's children. If management finds that your child(ren) create problems for the community YOU, THE PARENT, will be held fully responsible. This includes financial responsibility. Please do not leave bicycles, toys, tricycles, etc., on sidewalks, in front of the apartment door, or on any other part of the community property. Strewn toys can be a potential hazard to other's safety, are unattractive and an inconvenience to neighbors.

For their own protection and to avoid costly charges to the parents for property, landscape or personal damages, children are not permitted to play or ride bicycles on the roadways of River Oak Apartments. To avoid the possibility of personal injury and the destruction of grass and shrubbery, children of any age are not permitted to play on or ride bicycles, etc., on the sidewalks or through the landscaped areas (including cutting across the corners of the grass).

Due to the competitive and aggressive nature of some children, any injury or confrontation will not be the responsibility of the management. We recommend that children be closely supervised by an adult. We further suggest that parents instill in their children an attitude of fair play and how to be cooperative and respectful of other children and adults in order to avoid any problems or difficulties between the children and residents. Children will fight today and be great friends tomorrow, leaving the parents at odds with each other. With a little effort, we can all be good neighbors.

DISTURBANCES

In the best interest of good neighbor relations radios, televisions, stereos or musical instruments should never be played so loud as to be heard by other residents. Social and friendly gatherings of residents and guests are

welcomed provided that such gatherings do not become boisterous, obscene or generally objectionable to the other residents. Noticeable inappropriate behavior such as drunkenness will not be tolerated. Residents are entirely responsible for the conduct of their guests in the apartments or outside in the common areas. Residents should advise their guest that breaking the peace and quiet of the neighborhood will not be allowed and may result in difficulties for you, the resident.

PETS

Residents may not keep pets in the apartments or on the property unless prior arrangements have been made with management. If a guest brings a pet to visit, please advise them that the animal is not permitted to run loose, nor is it to be walked or curbed on any part of the property. Residents may not have these guests stay overnight nor may residents baby-sit for any animals.

AUTOMOBILES

All cars must be drivable. They may not be stored in parking areas. All vehicles must have a current inspection sticker and license plate, otherwise, the vehicle will be towed away at the owner's expense, and the Owner/Resident will be responsible for reimbursement of the towing costs.

Due to the rising cost of utilities and damage caused to asphalt and landscaping by detergents and cleaning solvents, washing of vehicles in the community is not permitted.

Making any repairs on any vehicle in the community is not permitted. "For Sale" signs are not to be displayed on any vehicle parked on the property, or on any other item.

BICYCLES AND OTHER VEHICLES

Fire regulations prohibit parking of motorcycles or mini bikes on walkways or in apartments. Such vehicles must be parked in regular parking spaces with cushioning placed under the kick stand. These vehicles must be registered, licensed and in operating condition or they will be towed away at the owner's expense.

Bicycles may not be stored in the walkways or on the lawns.

TRASH REMOVAL

Residents are responsible for storing their trash in a proper container with a lid until the night before the regular weekly pickup. Place all trash in plastic bags before placement into cans or dumpster. This will keep the trash areas neat, clean and relatively odor free. Plastic bags are to be tied to prevent papers and other items from falling out. Place all trash inside the container and not on top of or beside it. Do not permit small children to take trash out.

Trash at your property is collected on **TUESDAY AND FRIDAY MORNINGS.**

If you have large articles (tires, furniture, etc.) please call the trash company and ask for a special pickup. The number is listed in the front of this handbook and their special pickup charge is minimal. If management finds a resident dumping other articles beside trash, the charge will be made directly to your rental account for any additional costs incurred by management.

MANDATORY RECYCLING

In compliance with a new state law, Act 101, we are required to implement a recycling program. This new law will help keep down the rising costs of waste disposal and help protect our environment at the same time.

Recycling is easy and convenient. Place all glass, cans and plastics in the recycling containers located on the property.

Help make a better tomorrow by starting to recycle today.

GLASS: Food and beverage bottles and jars only. Rinse container clean. Remove caps or lids, labels need not be removed. DO NOT BREAK GLASS. No window glass, drinking glasses, dishes or light bulbs.

- PLASTIC: Clear and colored soda bottles, milk, water/cider jugs, laundry detergent containers and quart oil containers. Labels need not be removed.
- NEWSPRINT: Newsprint only, no cardboard, magazines, glossy inserts or junk mail. Tie in bundles or put in brown grocery bags.
- CANS: ALUMINUM, STEEL & BIMETAL cans: no foils, TV trays, pie plates, aerosol cans, siding or scrap. Labels need not be removed.

Please help to maintain these areas litter free for health, appearance and enjoyment of the community.

SOLICITING

Most residents would prefer not to be annoyed by someone trying to promote or sell door-to-door. Solicitation or promotion of any type is not permitted within the community.

Residents are requested to notify the management immediately when solicitors come to your door.

COMMUNITY APPEARANCE

Since this apartment community is your home, we ask that you treat it in that way. We are proud of our community; we want and need your pride in the apartment community as well. In this way, it will be an attractive and safe place in which to live and raise your families and to entertain your guests. We ask that you abide by the following policies to maintain an attractive community, a safe environment and for the protection of the property.

- Management requires all residents to purchase a white or off white mini blind for all apartment windows. This will promote a uniform appearance throughout the entire community. Sheets, aluminum foil, plastic and other such items are not acceptable window coverings.
- Additional screens, awnings, or screen doors are not permitted.
- Mops, brooms, rags or other clutter are unsightly at your front door and may not be stored in this area.
- The front lawns of all buildings must be kept clear of furniture, bicycles, toys and other personal belongings.
- No signs, advertisement, notice or other lettering may be exhibited, inscribed, painted or affixed on any part of the outside or inside of the apartment community.
- No radio or television aerial or wires may be erected in or about any part of the apartment.
- You should not allow anything whatsoever to fall from the windows or doors of the apartment nor should you sweep or throw from your apartment any dirt or other substance onto the walkways or lawn.
- Trees and shrubbery are a vital and valuable part of the community and you will be liable for damages for any mutilation or defacing for which you, your family or guests are responsible.
- Absolutely no parking on lawns at any time, including move-in or move-out.
- Littering is a major cause of property deterioration. To help eliminate this problem we ask that parents not permit their children to eat while outdoors as children tend to throw food scraps and paper wrappers on the ground. We further ask that residents not permit their family and guests to throw paper, cigarettes butts, beer or soda cans, etc. at random around the property or emptying car ashtrays on the parking lot.
- Residents are responsible for keeping the grounds free of litter and debris. Any trash in the yard as a result of children or adults littering or trash that has blown into the yard, must be picked up by the residents.

- Door decorations are not permitted. Gluing, taping or nailing of articles to the door will damage the door and the resident will be charged for all repairs.
- Window shades, screens and curtain rods are easily torn, bent or broken through misuse. For outside appearances, they must be replaced immediately. These items will be charged to the resident's account.
- Each evening all toys, bikes, etc. must be taken inside the apartment unit.
- Any expense incurred by the management as a result of mistreatment of the apartment or common areas or landscaping will be assessed against the residents responsible. This includes the destruction of the lawn in front of your apartment, as the result of constant traffic on the grass areas or from children digging in the ground or driving toys over it.
- All outdoor furniture must be an acceptable outdoor type. Do not place kitchen chairs, living room chairs, or metal or folding chairs of any type outside your apartment for any reason. They are extremely unsightly, in other words ugly and deteriorate the entire appearance of the property.

MISCELLANEOUS

- No equipment may be removed from any part of the buildings. All equipment must be permanently retained in its original location.
- Unless management gives advance written consent in each and every instance, residents may not install chain locks, machinery, refrigeration, heating devices, air conditioning apparatus, or use any other illumination other than electric lights, or use or permit to be brought onto the premises or the building any flammable oils or fluids such as gasoline, kerosene, naphtha and benzene or other explosives which are deemed hazardous to life, limb or property.
- Residents shall not install or operate in the apartment washers, dryers, or dishwashers of any type.
- Water beds are not permitted.
- No firecrackers or other fireworks are permitted on the property.
- Grills may not be used on porches. They may be used in yards, but must be taken inside after use.
- No swimming pools of any type may be used.
- Tree climbing is strictly forbidden.

GENERAL

The purpose of these policies is to allow each resident to enjoy his or her apartment and the entire community and to better ensure the safety of residents and the appearance of the community. As a resident in an apartment community, you necessarily assume certain responsibilities which go along with the many benefits of the apartment life-style. Basically, these are common rules of etiquette designed to make the community more enjoyable for all residents. Continual violation of the terms of the lease and these policies may result in the termination of your lease. Should you disagree with the management's decision to terminate your lease for noncompliance with the terms of the lease, you have the right to appeal the decision.

SECURITY & SAFETY

YOUR SECURITY

Adequate protection of you and your property is of great concern to your management. Be sure to make use of any locks and other security device provided to ensure that "uninvited persons" cannot gain access. Close and lock your door at all times. Be suspicious of unexpected deliveries of flowers or telegrams. These are some of the tricks used by professionals to gain entry into an apartment.

Although we install industry approved lock systems, all security devices can be overridden by a professional. The best security is the individual concern of each resident for the safety of himself and his neighbor. Report "suspicious" persons to the office and call the police. Ask for identification, if anyone not known to you claims to be an employee.

Office personnel are not permitted to give out resident's apartment numbers or telephone numbers to visitors. Please be sure your guests have this information.

VACATION

It is advisable to notify the rental office, mailman, newsboy and all other routine delivery people when you plan to be away for an extended period of time. The Post Office or a neighbor can hold your mail and other packages until you return. A growing pile of newspapers lets too many people know that you are absent. Before leaving, cupboards should be checked for unwrapped foodstuff. The garbage and trash should be emptied. Leave a check to cover your rent if payment date comes during your vacation. Your rent is due on the first of each month, whether you are here or away. Keep all windows closed to prevent rain damage to draperies, carpeting, etc. Check all electrical appliances to be certain that they are unplugged or off. An economical timer connected to a light and/or radio will often deter a potential intruder.

FIRE PRECAUTION

- Store all items safely.
- Empty waste and trash containers daily.
- Dispose of newspapers, magazines and grocery bags regularly and in accordance with recycling procedures.
- Store all matches in tightly-closed metal containers.
- Clean grease and spilled food daily from cooking range, oven and refrigerator.
- Store cooking grease containers away from range.
- Keep curtains, towels, potholder, etc. away from cooking range top.
- Place hot pots and pans on pot holders or pot plates. Do not place them directly on the counter, table or floor.
- Never use combustible cleaning products or solvents indoors.
- Please refrain from smoking in bed. Have plenty of ashtrays for smokers to use. Never empty ash trays in waste baskets until the ash have been soaked.
- Always keep household equipment clean and in good repair.
- Have worn and frayed electrical cords replaced immediately.
- Avoid overloading electric wiring circuits.

The best way to stop a fire is to prevent it before it starts. The Fire Department number is listed in the telephone directory of this handbook. Please report any fires to the Fire Department and to the office immediately. If there is a fire, everyone in the household should evacuate the apartment immediately. Go to a telephone outside of the building and call 911 to report the fire. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents is prohibited. Fire regulations prohibited residents from storing any items in the area where the water heater and furnace are located.

SERVICE

SERVICE REQUEST PROCEDURE

During office hours, you may request service by telephoning the **maintenance** office. We request the explanation of the needed service be as clear and complete as possible. This will help us to give better service and ensure that we fully understand the request. Our goal is to satisfy your request as soon as possible. Before making a request, we ask that you carefully read the appropriate pages of this handbook relating to maintenance because they outline a few simple checks which you can make to ensure the service call is necessary.

In the case of an emergency, please telephone the office immediately. If the emergency occurs after the office is closed, our answering service will take your call and dispatch maintenance immediately. Please inform management of any problems with this procedure. Example of situations considered to be an emergency are as follows:

- No heat in winter.
- A plumbing leak or sewage stoppage which might damage personal belongings or apartment property.
- No electricity.
- Any condition which might, cause a fire.

We ask that you be considerate of our staff during their off hours and only call upon them for service in an emergency situation. Please remember there is a \$30.00 charge for lock outs after office hours, on weekends and holidays.

We sincerely hope that our service request procedure will provide fast, courteous and efficient service. If you have questions regarding this service request policy, please contact the office.

BEFORE CALLING MAINTENANCE: Both during and after office hours. Please check all the following:

NO HEAT?

Have you: Paid your electric bill?
 Checked your thermostat setting?
 Checked your circuit breakers?

If you have checked all items and you still have no heat, call the office at **610-376-7954**

NO ELECTRIC?

Have you: Paid your electric bill?
 Made sure the appliance is plugged in?
 Checked your circuit breakers?
 Checked another receptacle?
 Make sure that the utility company and/or maintenance has not shut off the electric to do work?

If you have checked all these items and you still have no electricity, call the office at **376-7954**

NO WATER?

Have you: Checked the shut-off valve under the sink?
 Made sure that the city/maintenance has not shut off the water to do work?

If you have checked all these items and still have no water, call the office at **375-4308**.

PEST CONTROL

Exterminating service is provided monthly to the complex. Bait traps are set in the storage and laundry rooms to control mice, rats, etc. The pellets are poisonous. For this reason, children are not permitted to use these rooms without supervision.

If you should notice ants, silverfish, roaches, etc. please advise the office immediately. It is easier to control such pests when first seen than after they begin to multiply.

Your property will be exterminated every three (3) months, or as needed. As with maintenance request, the maintenance staff will have keys to enter your apartment if you will not be home.

SNOW REMOVAL

After an appreciable amount of snowfall (3" or more), removal of snow from the sidewalks will be done after the snowfall has stopped. Salting icy sidewalks will be done as needed. Residents are responsible for snow removal on the walkways from their apartments to the sidewalks. If residents fail to remove the snow from the designated walkways and maintenance must do it, these residents will be billed for snow removal.

COMMODES

The sewer system is sufficient to handle all normal drainage. Stoppage due to the following items will result in chargeable damage: paper towels, facial tissue, disposable diapers, sanitary napkins, disposable tampons, etc. These and similar items must not be flushed. Never store items on top of the commode tank. Care should be taken to avoid dropping foreign objects, i.e. deodorant cans, combs, etc. into the commode. Pouring grease into the sinks or toilets is forbidden. All grease should be disposed of with garbage in the proper container. Damage caused by negligence must be charged to the resident.

PUMBING LEAKS – BURST WATER PIPES

In the event a pipe freezes and burst, the water supply should be turned off and the office notified. To help prevent frozen pipes during extremely cold weather, open the cabinet doors in the kitchen. Turn in a service request if the caulked areas around your bathtub, tile and showers are badly cracked, broken or chipped. Water seepage can cause severe damage to your apartment as well as your neighbor's.

ELECTRICITY

During your original move-in inspection, you should have been told of the location of the circuit breaker box in your apartment. If the lights go out, check the circuit breaker box. A tripped breaker must be tripped to the OFF position and then back to the ON position. However, only reset the breaker once before calling the office. If there is a problem appliance circuit, you risk damage to the wiring and fuse box. Check for any condition that may be overloading the circuit, i.e. too many appliances on the same circuit.

LIGHT BULBS

All lights are fully bulbed when you move-in and replacement, including the appliance bulbs, will be the resident's responsibility. You will be charged for missing or burned out light bulbs upon move-out.

HEATING

Some basic tips to operate your heating system efficiently and in a cost and heat wise method:

- Set your thermostat for the most comfortable temperature for you and your family and let it set at that for good. If you constantly change the temperature you will use more electricity, thus increasing your electric bill.
- **DO NOT USE EMERGENCY HEAT, UNLESS IT IS AN EXTREME EMERGENCY (NO HEAT AT ALL).** Your electric bill will be most expensive if this heat source is used as a primary source of heating. If you are having problems operating your heating/air conditioning system, please call the office. We will have maintenance stop by to show you how to get the best use of your system.

Maintenance will change the filters twice a year, once in the spring and again in the fall.

REDECORATING

Your apartment has been cleaned and redecorated prior to move-in. It is painted white so that it is neutral. We suggest that it remain this color, with decorating ideas to offset the white. Alterations will not be permitted. Different types of walls require different types of hangers. Please do not use the sticker type hanger since the adhesive is difficult to remove from the wall without leaving a mark and damaging the wall board itself. We prefer the slanting nail type. If you have questions regarding items that are difficult to hang, consult the office. Mirror tiles, contact paper, wallpaper, etc. with adhesive backing are not permitted to be applied to the wall, floor or cabinet surfaces.

Walls may be cleaned with a clean cloth and a mild detergent.

BATHROOMS

Your bathroom has been equipped with an Owens-Corning fiberglass bathtub and sink. Do not use an abrasive cleanser on the tub or sink as this will damage the surface. Any damage to the surface will be billed to the resident.

COUNTER TOPS

The counter tops in your kitchen are of high grade laminate. While a very durable surfaces, this laminate is not impervious to severe heat and staining. Substances that may leave stains should be wiped off immediately and hot pads should be utilized as required to protect the surface. Do not cut items with a sharp knife on your counter tops. Burns, knife cuts, etc. will be repaired but the cost will be charged to the resident.

WATER SUPPLY

Water is to be supplied to you at all times. If the water is not hot, please report it to the office immediately. If there are any leaking water pipes, dripping faucets or continually running toilet tanks, please report it to the management and we will have it repaired. There will be no charge unless the damage was caused by you. A word of caution, portable washers placed considerable strain on the plumbing. Extensive repairs usually must be made. These are chargeable to the resident. Outdoor hose connections are for management and maintenance use only.

FLOORING

FOR ALL APARTMENT UNITS:

- a. Carpets must be vacuumed weekly.
- b. Do not use brooms to clean the carpets.
- c. Dry cleaners may be used on the carpets.
- d. All residents are required to shampoo their carpets twice a year, in the spring and fall. We suggest using a steam cleaner, which can be rented on a daily basis from your local grocery store.
- e. Contact the office for cleaning of serious stains on the carpet. Damage which results from failure to contact us will be billed to the residents.
- f. Please follow these suggestions for removing stains:
 - Beverage and food spots can be removed by using cold water and Ivory soap.
 - Ink spots can be removed from carpeting by covering the spot immediately with salt. As it absorbs the ink, scoop it up and repeat until clean. Apply more salt and leave it overnight.
 - To remove grease from carpeting, cover the spot with whiting or flour immediately and vacuum the following day, then wipe and spot with turpentine.

If your carpeting has spots from other causes or you are not certain how to remove a spot, call the office for advice concerning the best method to use. If during a routine inspection, management finds your carpets

unacceptable, you will be given two weeks to a month to clean your carpets. If at this time your carpets are not acceptable, necessary procedures will be followed.

For those units that have been furnished with vinyl floors:

- Wet mop with a mild non-abrasive soap and rinse with clean cold water. No carpeting which adheres to the floor (tacked, glued, etc.) is to be installed. You will be liable for the cost of removing this carpet upon move-out.

SERVICE BILLING

The charges for maintenance items are considered as normal wear and tear and can be used in conjunction with the inspection acceptance form.

APPLIANCES

GENERAL

In case your appliance does not operate, first check the circuit breaker to see if it has tripped. Then check the electrical cord to ensure that it is firmly plugged into the wall. If these appear to be in order, refer to the appropriate section of this handbook. If the problem is still not resolved, contact the office.

RANGE

Clean the top burner pans with a glass or non-abrasive cleaner each time they are used to eliminate grease buildup. When the burners become spotted with burned on grease or food, use a scouring pad to remove all burned on residue. Regularly spot clean the oven with a glass or non-abrasive cleaner, this will eliminate burned on food. When it becomes necessary to clean the oven, use a good oven cleaner and use according to the directions. Never use any sharp instrument to clean the oven. Hood vent filters should be removed and cleaned monthly in hot soapy water. Clean the range hood itself with a glass cleaner (non-abrasive) to keep the outside free of grease or soil of any kind. Any failures should be reported to the office immediately.

It is strongly suggested that you do not use aluminum foil to line the burner pans. It may come in contact with the element causing an electrical short and burn out the element. Lining the oven and the racks with foil will not allow proper circulation of heat and also may come in contact with the element causing a short. Management suggests you use your range hood fan while cooking to eliminate moisture in the atmosphere and the possibility of setting off the smoke detector while cooking.

REFRIGERATOR

Defrosting is not required. Your refrigerator has the self-defrosting feature. The outside of the refrigerator can be kept clean by using glass or non-abrasive cleaner. The inside can be kept fresh smelling by using baking soda and water after defrosting. Any cooling problems should be reported to the office immediately.

BATHROOM FANS

Your bathroom has been equipped with a fan which operates on its own switch. Management strongly suggests that you use your bathroom fan when bathing; this will eliminate moisture in the atmosphere and will extend the life of your bathroom paint.

HOT WATER HEATER

Your hot water heater has been set to conserve energy and money. All of our heaters have time-of-day boxes which feature an automatic shut off for water heating. This is set up according to normal working hours 9:00 a.m. to 5:00 p.m. During these hours you will find your hot water output decreased since most people work during this time. Before and after these hours hot water output is normal. If you find you need additional hot water during the hours listed you should press the button on the time-of-day box directly above your hot water heater. Try your best to avoid doing this since this is a money saver and will benefit you in the long run. Please call the office for service if you do not have hot water or there is a leak. Also, call the office if you feel the temperature setting of your water heater needs to be adjusted. Do not change the temperature setting yourself. If it is too hot, it may scald you.

DETECTORS – ELECTRICALLY WIRED

Any smoke will set off the detectors, not only smoke from a fire but sometimes from boiling, frying and even cigarette smoke. To stop the detector sound, flip OFF the circuit breaker marked for the detector. Wait a moment and flip the breaker to ON position. If smoke is in the air, the detector may go off again. Flip off the breaker again, open a window to clear the air, wait a few minutes and reset the breaker to the ON position. If your detector does not have its own breaker, simply hit the reset button.

ENERGY CONSERVATION

Energy conservation results in low utility bills which benefit both you and the owner regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals.

Following are some simple steps which you can take to conserve energy.

WATER

1. Notify the office immediately when you note a leaky faucet or running commode. A leaky faucet dripping one drop per second can waste as much as 650 gallons of water in one year.
2. Use the shower rather than the tub since an average shower bath uses only 5 gallons of hot water while a tub uses almost 10 gallons.

HEATING

1. Decide on a desired temperature and leave the thermostat there rather than constantly adjusting. We recommend setting the thermostat in the winter no higher than 65 to 70 degrees. Never turn the thermostat below 55 degrees in the winter. To prevent freeze-ups in the winter, thermostats are NEVER to be turned OFF.
2. If you have a room that is not in use, close the vents in the room. This allows more heat to go to the rooms in use.
3. Adjusting shades and drapes can act as insulation. During the winter, keep them open and let the sunlight warm the air, cutting the heat system's load. On summer days, close the shades or drapes on the sunny side to cut incoming heat.
4. Keep the doors to the outside shut when heat is on.
5. Appliances give off heat so during the hottest time of the day, minimize their use.
6. After bathing, keep the door closed and turn on the bathroom exhaust fan to remove the moisture and prevent it from circulating throughout the apartment.

KITCHEN

1. When cooking on the range, a vent fan will exhaust heated air direct to the outside, thus keeping the apartment cool.
2. The range will cook more efficiently if you match the diameter of pots and pans to the heating elements to prevent heat from escaping into the air.
3. A refrigerator operates more economically when it is filled to capacity but not overloaded.
4. Do not set your refrigerator to run colder than necessary. We recommend between the 3 and 4 setting.
5. Oven heat will not circulate efficiently so don't use the oven to quickly heat your kitchen. It will also damage the appliance.
6. Less heat escapes with covered pots and pans, this also allows you to use lower heat settings.
7. Always make sure that your range is turned OFF after use.
8. Whether cooked in the oven, broiled or on top of the range, frozen food will use less energy if they are removed from the freezer and thawed in the refrigerator compartment first.
9. Small appliances (such as electric skillets, toasters, crock pots, etc.) are an economical way to prepare small meals since they use less electricity than the electric range.

MISCELLANEOUS

1. When no one is watching TV or listening to the radio or stereo for a period of time, turn them OFF to conserve energy.
2. Turn OFF lights when not needed for a period of time.

AMENITIES

LAUNDRY FACILITIES

River Oaks laundry room is located next to the Rental Office. This facility is for the resident's use ONLY.

If any of the machines are not working properly, please call our office immediately and identify the machine and we will take the appropriate steps to get the machines working again.

Use of the laundry facilities is at your own risk and discretion should be taken when using the machines for synthetic fabrics and other delicate items.

Although the machines are for commercial use, they are not sturdy enough for washing rugs. Doing so will tear the boot inside the machine. You cannot dye fabrics in these machines. We cannot be responsible for any loss or damage caused by use of the appliances. Never leave children unattended. Remove clothing from the machines promptly. Always be sure the lights are turned off and the door is locked when you leave.

We want to make the use of the laundry facility a pleasant experience for each of our residents. Keep laundry areas neat and clean. Please remove lint from the washer and dryer filters and throw it in the receptacle provided, not onto the floor or in the utility tub. Please take a moment to wipe any dust or spilled soap, etc. from the appliances or the floor after you have finished washing, leaving it clean for the next person's use. Please place empty boxes and bottles in the trash container. (These cans are not for trash from your apartment.)

Management must reserve the right to prohibit the use of the laundry room to any individual failing to comply with these regulations and precautions. Children are not allowed in the laundry room area unless supervised by an adult. If any damage is found to be caused by a resident or their family, that resident will be responsible for the costs.