

LEASE ADDENDUM B

YOUR HOUSING INFORMATION BOOKLET

This booklet contains information about Leasing, Policies and Maintenance

Please read the information in this booklet BEFORE calling for maintenance service.

By signing below, Lessee(s) acknowledge receipt of the 23 page Lease Addendum B booklet for the address located at:

_____	_____	_____	_____
Lessee	Date	Lessee	Date

_____	_____	_____	_____
Lessee	Date	Lessee	Date

_____	_____	_____	_____
Lessee	Date	Townside	Date



Dear Residents,

Thank you for selecting Townside Property Management for your housing needs. Our top priority is your happiness during your residency. Cooperation on your part will ensure this happiness is at top level at all times.

We have compiled this booklet as a means to educate you on issues that may arise during your tenancy and how you can best handle the situations. Should you need clarification on any of this information feel free to contact us via phone (540-552-4000) or email (rentals@townside.com). These policies are subject to revision, however you will be notified via newsletter or special notice of any changes.

Our business hours are Monday - Friday 8:30AM to 5:00PM with the exception of major holidays. After consulting this booklet on maintenance issues you may call in any work orders during business hours. For reporting non-emergency work orders after hours you may leave a voice message on our phone or fill out the maintenance request form on our website at www.townside.com. Should an emergency arise after hours we offer a 24 hour pager service, which can be reached at 540-953-6914.

We look forward to serving your needs during your residency; if we can be of any assistance please let us know!

Sincerely,

The staff of Townside Property Management

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Contact Information

Townside Property Management
220 Professional Park Drive
Blacksburg, VA 24060
rentals@townside.com
www.townside.com
Phone: 540-552-4000
Fax: 540-961-4275
Hours: 8:30 AM-5:00 PM Monday-Friday

In the case of fire, accident, smoke or suspected criminal activity dial 911 immediately. Once you have contacted emergency personnel please contact our office. If a police report is filed for suspected criminal activity at the residence you must provide Townside with a copy of the incident report filed with the police department.

If you have a genuine emergency, call our office number 552-4000. During office hours, we will respond; if it is after hours, you will receive an emergency pager number and instructions on how to use the pager. **Before you hang up, please leave a message on our voice mail explaining your problem. Include your name, address, and phone number.** This information serves as backup in case the pager call is not properly executed. You must have a touch tone phone to use the pager. After you hang up from voice mail, dial the pager number, wait for the tone, then enter your seven digit telephone number, and hang up. Do not hesitate too long after the tone. Enter your number carefully. Whatever number you key in will appear in our emergency pager to the person who is on call. They will contact you with further information.

In the meantime, do everything you can to minimize the damage. If there is a leak, shut the water off. If it's coming from a neighbor, try to find the neighbor and have them shut off their water. You are responsible for damages as a result of your negligence to minimize them.

Townside reserves the right to in its sole and absolute discretion to determine if your maintenance request is an emergency or not. You may be asked to wait until the next business day for the repair depending upon the problem.

What is considered an emergency?

- No heat in the winter time
- Water leaks (other than faucet drips or toilets constantly running)
- Bath fixtures **only if there is one bath in the property**

- Non working refrigerator
- No hot water
- Gas leak
- Entry door lock broken/inoperable

What is not considered an emergency?

- Bath fixtures when there is more than one bathroom
- Dishwasher, washer/dryer, range, disposal unless the appliance is causing unstoppable damage
- Air conditioning unless we have medical documentation that health conditions require it

In case of a fire

First and foremost do not panic. Townside recommends all residents keep a fire extinguisher at the residence for emergency situations only. Call the fire department immediately and then use your extinguisher. The following tips were obtained from the Blacksburg Fire Department and can prove to be useful should you a problem at your residence.

- Change the smoke detector batteries in the fall and spring when you change your clock
- If you have a grease fire use baking soda or flour, **NEVER USE WATER ON GREASE FIRES**
- Clean your dryer lint collector after each use
- Per the town code, gas grills must be kept at a minimum of 10 feet from any combustibles in apartments and townhomes; this includes the actual property as well.
- Open fires are not permitted without a burn permit.
- Check with your local fire department if you live in the county to make sure there are no burn bans in effect.
- Always turn off exhaust fans in bathrooms after use; they will overheat and start a fire if left unattended.
- If you have a carbon monoxide detector and it goes off call 911 and leave the unit. **Do not open windows and doors** as this makes it harder for the fire department to obtain good readings upon arrival in order to find the source of the problem.

Lease Information

Resident Changes

Any resident changes made to the lease require advance permission of the Property Manager/Lessor and payment of an administrative fee. The Property Manager/Lessor will not reduce the number of responsible parties on the original lease. A resident change on a lease is not intended to be used to change all names on the lease; therefore, if this happens, the transaction will be considered a re-rental, and a re-rental fee equal to one half month's rent will be charged.

All changes must comply with the occupancy and pet regulations for the unit.

- To add a new Lessee, the following things are required - a rental application, the name of a guarantor if needed, an application fee, a form signed by all current parties to the lease authorizing the addition along with the resident change fee, and a new security deposit.
- To release the current Lessee, the following are required - a form signed by all current parties to the lease releasing the Lessee along with the resident change fee, a forwarding address, and a review of the account status which will determine charges against the deposit(s) of the outgoing Lessees. The outgoing Lessee's portion will be refunded less any outstanding charges. If there is a pet deposit, the deposit will be held until the lease ends and the premises are fumigated for pests. Fumigation and outstanding charges are charged to the pet deposit even if the pet is removed by the outgoing resident during the resident change. **THERE CANNOT BE ANY TRANSFER OF DEPOSIT AMONG LESSEES.** There is an application fee required per person. **The PROPERTY MANAGER/LESSOR in its sole and absolute discretion can limit the number of resident changes allowed on a lease. The full amount of rent is due on the 1st and late after the 5th regardless of when the roommate changes are done.**

Subleases:

Subleases are not allowed for more than six months and without prior written agreement from Property Manager/Lessor. Sublessee must comply with the occupancy and pet regulations for the unit. Property Manager/Lessor requires written permission from all parties to the lease that the sublessee may reside in the property and for what period of time along with a sublease fee. A rental application from the sublessee along with an application fee should be attached to the sublease documents. A written sublease agreement signed by the sublessee and lessee is required. Original lessees/sublessors remain responsible for all rent and damages, even if the sublessee is responsible for the failure to pay the rent or creates the damages. A sublease on a lease is not intended to be used by all Lessees on the lease; therefore, if this happens, the transaction will be considered a re-rental, and a re-rental fee equal to one half month's rent will be charged. Some Lessors do not allow subleasing and a full re-rental may be required.

Re-rentals:

If Lessees find it necessary to leave for the remainder of their lease term, a re-rental agreement provides another alternative. For a non-refundable fee equal to one-half of one month's rent and a signed re-rental agreement, Property Manager/Lessor will attempt to re-lease the premises for the remainder of the lease term. New lessees must comply with the occupancy regulations for the unit to include but not limited to pets, occupational limitations, etc. Details are available at Townside. **Original lessees remain responsible for the rent, utilities, and condition of the unit until a new lease is fully executed which includes but is not limited to signatures and payment of applicable rent/security deposit.** There must be at least three business days of vacancy excluding weekends, holidays, and already-scheduled work for other units prior to the move-in date for replacement tenants (It will be at the Property Manager's

sole and absolute discretion with regard to turnover work schedule). The original lessee is responsible to pay rent up through the day before the new lease starts, and to maintain all utilities for the premises until assumed by the incoming tenants. Even if the lessees find someone to re-rent the unit, the rental fee is still required.

Renewal or Non-renewal of the lease:

Under Article #15 of the Lease, the Lessor may decide not to renew your Lease. This non-renewal **will not** require any explanation. If your lease is renewed, however, rental increases and dates are based on the market and the owner's requirements. If you rented well below the market rent or received a rent subsidy on a re-rental, your rent may be increased to a rate that reflects current rental market rates for the renewal term. At the time of renewal, such things as rental payment history, work order requests/expense, and owner's status of the rental property are reviewed. An application for a renewal lease can be rescinded prior to lease execution if the status of the unit changes (unit is sold or owner decides to move in, Lessor does not retain Townside's management services, etc.). The resident change procedures are required on any lessee changes on a renewal lease. Yearly renewal inspections are done and any cleaning/damages above normal wear and tear are assessed as tenant charges to the account. These will be deducted from any security deposits that are being processed. It is up to the Lessees to settle any of those charges for any equal distribution of funds.

General Information

Lockouts:

You may use the emergency pager for lockouts after hours. There will be a fee of \$50 payable at the time of entry to the unit. This fee is subject to change without notification. You must be on the lease and present an I.D. to prove your identity. This is a service that can be provided at our discretion but is not guaranteed under the lease. Townside may require you to use a professional locksmith when there is no one available to assist you. If you experience a lockout during regular office hours you may come by our office and borrow a key at no charge. This key must be returned the same day it is checked out. If Townside sends someone to let you in during office hours there may be a charge.

Lessee Responsibilities:

You are responsible for consumable items such as light bulbs, appliance bulbs, batteries for the smoke detector, furnace filters, drip pans, range hood filters, shower curtains, and florescent light tubes. You are also responsible for any invoice which was the result of negligence, misuse, duplication, or abuse by the Lessee. **DO NOT LEAVE YOUR APPLIANCES, TO INCLUDE BATHROOM EXHAUST FANS, RUNNING WHEN YOU LEAVE YOUR RESIDENCE. THERE COULD BE A MALFUNCTION OF THE APPLIANCE IN YOUR ABSENCE WHICH CREATES MAJOR DAMAGE TO YOU AND/OR YOUR NEIGHBORS. IF THIS OCCURS, YOU COULD BE HELD RESPONSIBLE FOR THOSE DAMAGES.**

Cleaning:

REMEMBER that you are responsible for the proper use and cleaning of your residence's furnishings and fixtures. Negligence in cleaning can often cause irreparable damage for which you will be responsible. You are also responsible for promptly reporting any problems to the Property Manager/Lessor to avoid further damage to the item. IF YOU ARE LEASING A FURNISHED UNIT, ITEMS MAY OR MAY NOT BE REPAIRED, REMOVED, OR REPLACED AT THE OWNER'S DISCRETION. THE BROKEN ITEM MAY JUST BE REMOVED FROM THE INVENTORY.

If you or your guests have smoked in the unit and caused excessive damage or smoke residue, you will be held responsible at lease end for any repairs needed as a result of the damage. If you are living in a "no smoking" residence and have violated that restriction, there may be other monetary penalties.

Blinds:

Some windows and glass sliding doors have drapes and/or blinds. If the unit does not have any, then the doorwall/window treatments were not provided. You are responsible for whatever is provided with regard to maintenance and cleaning.

When operating vertical blinds, please make sure they are in the open position before moving them from side to side. This will avoid damage to the turning mechanisms. If Lessee wishes to leave any window/doorwall coverings at moveout, he/she may, provided they are clean and in good condition unless prohibited by an individual owner. If dirty, broken or torn items are left, Lessee will be charged for their cleaning or removal. If the previous tenant left window treatments, they are accepted in "AS IS" condition and Lessor/Property Manager assumes no responsibility for their repair or replacement.

Bulb Replacement:

The Property Manager/Lessor will make every effort to have all light bulbs working at the time of move-in. After move-in, it is your responsibility to replace burned out light bulbs with the correct replacement bulb as specified on the fixture. Do not substitute different wattages or volts as this could cause damage to the fixture and even a fire. This includes but is not limited to the appliance bulbs in refrigerators, ranges, and microwaves. When moving in, check your refrigerator bulb as it was probably unscrewed during the time the refrigerator was turned off and the doors propped open; this prevented the bulb from burning out from constant use.

Track or recessed lighting, decorative strip lighting in the bathrooms, chandeliers, and ceiling fan lights are especially vulnerable to fixture damage if the wrong bulbs are used. Some track lights have individual on/off switches on the fixture. Please check the bulb and the fixture before calling for service.

Bathroom fixtures with plastic lens covers and ceiling fixtures have maximum wattage regulations (usually 40 watt maximum) or damage to fixtures and covers will occur.

Carpet:

A carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile. Beyond the suction of a vacuum, they abrade the fibers like sandpaper and dull the carpet. THE MOST IMPORTANT THING YOU CAN DO TO PROTECT YOUR CARPET IS TO VACUUM IT REGULARLY AND USE THROW RUGS IN HIGH TRAFFIC AREAS. Areas more likely to become heavily soiled include doorways, just inside the patio door, in front of sofas, etc. Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may require seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface. Don't worry about vacuuming too much; it will not hurt your carpet. New carpet will pill or shed a lot at first and will require more vacuuming. Stains must be removed immediately; different stains require different procedures. For specific instructions, contact our office for more information.

Be especially careful with cleaning products that contain bleach, nail polish remover, nail polish, and a lot of solvents. These can permanently take the color out of the carpet, which is not considered normal wear and tear.

Be cautious with drink spills. Many red colored beverages can permanently stain the carpet. Use area or throw rugs in areas of high traffic or food/beverage consumption. As an example, the area in front of your sofa can become permanently blackened from continuous shoe dirt. If you don't have vinyl at your entryway, a throw rug will protect the carpet from permanent staining. Also, the area at the patio doors can become ruined from tracking in dirt and grill grease. None of these are considered normal wear and tear.

Locks:

Some properties have deadbolt locks, and some do not. If you wish to change or install any additional locks, you must first have permission of the owner. You are responsible for the cost and by law are required to provide the Property Manager/Lessor with copies of the keys. Interior, keyed locks are not permitted as this prevents entry into bedrooms during emergencies, inspections, and showings. If interior locks are installed, we will have them removed, brought back to the original condition, and charge the repair to you.

Screens:

You are responsible for window and patio screens with regard to the actual screen and the frame; to include any vandalism. If you have incurred damage, you may contact our office for assistance. Prior to moveout if your screens are torn, it may be cheaper for you to take the screen to a glass/screen company and have it rescreened yourself, as this can save you the labor charge and overhead charge from an independent contractor. Just make sure you use the same quality and color as the original product. In most of the vertical slider models, especially at University Place, Berryfield, and University Terrace, it is necessary to remove the slider from the track before removing the screen; otherwise, you will permanently bend the frame of the screen.

Snow Removal:

If you lease a single family home, you are responsible for all snow removal. If you live in a townhome or condominium development, your snow removal might be handled by the Association; however, in some townhome communities, you may be responsible for shoveling the front porch, steps, patio, and/or walkway to the front steps. You may contact our office if you have questions or complaints. Keep in mind that when there is a snow, the contractors have many developments to service. We appreciate your patience with regard to the cleaning of parking lots and sidewalks.

Yard Maintenance:

If you rent a single family home, you are responsible for all yard maintenance up to the final day of your lease term unless it is otherwise stated in your lease. This includes but is not limited to mowing, trimming, weeding, pruning, leaf removal, and the daily removal of trash/debris from the property. If you live in a townhome or condo, you may be responsible for either or both of the flower/mulch beds in front of and in the rear of your unit. Usually, you are responsible for any fenced area around the patio. Sidewalks and common areas should be kept free from debris and personal belongings which could become a hazard.

It is important that shrubs be pruned regularly to prevent overgrowth. Weeding is required around the perimeter of the yard, the shrubs, trees, etc. You are required to pull weeds out of the mulch beds and wherever else it is needed.

In the fall, be sure to rake your leaves promptly as they can cause permanent damage to the grass underneath. Watch the local newspaper for leaf pickup in your area.

Whenever the proper yard maintenance is not being completed, we may contact a lawn maintenance company to complete the work and bill it back to your account; WITHOUT NOTICE, especially if we or the owner has received notification from the town to remedy the situation.

Windows:

You are responsible for window cleaning and breakage, to include any vandalism. Storm windows are not provided on all of our properties. You may have storms on some windows but not all of them. Missing or broken storm windows will not be replaced unless it was specified in your lease. If you have any questions, please call our office. No signs, symbols, or emblems can be attached to or affixed to the property at any time. You may not remove any real estate signs or notices placed there by the Property Manager/Lessor.

Doors:

You are responsible for any damage to doors as a result of forced entry or abuse beyond normal wear and tear; to include forced entry on your behalf due to loss of a key into the property or vandalism to the door. Please note that if you have a storm door and wind damage is done because you did not have the door properly secured, any repair work will be at your expense.

Smoke Detectors:

All smoke detectors are checked prior to move in and certified as such on the condition report. Any tenant disputing the working condition of a smoke detector at move in must return the form within 5 days and alert Townside to this fact. After move in and on all renewal leases it is the responsibility of the tenants to maintain the smoke detector and replace batteries as needed. Any roommate changes on a renewal lease will not be permitted to dispute the functioning smoke detector as a condition report is not disbursed. Ongoing battery replacements are the responsibility of the Lessees. If a Property Manager or Maintenance contractor finds a battery missing or a chirping detector, the battery (ies) may be replaced for safety reasons, but such work will be billed back to the Lessees as a tenant charge. Lessees put everyone and the property at risk when batteries are removed for other purposes and not replaced. The above applies to all carbon monoxide detectors if present.

Parties:

Keg parties, block parties and flyer parties are not allowed due to the hazards and damages that may be created by potential crowds. The invited or uninvited crowds could cause severe damage to the property and you may be responsible for paying for that damage, even if you never intended to cause it. Observe underage drinking laws as defined by the State of Virginia and local ordinances regarding public use of alcohol. Sometimes you may only be playing your stereo too loudly or have the bass turned up too high. Please be considerate of your neighbors and reduce the excessive noise accordingly to avoid further action by the Lessor/Property Manager.

Guests:

We reserve the right to exclude guests or others who in our judgment have been violating the law, this Lease Agreement, complex rules or who have been disturbing other Residents, neighbors, visitors or owner representatives. We ask that your guests remain on the property or inside your residence when they are visiting, and to follow all policies and regulations incorporated by your lease. Advise your guests and/or visiting family members of all parking restrictions for your area if applicable and insure they are not blocking any building entrances, dumpsters or are parking on the grass. Towing will be enforced. At no time shall Lessee(s) exceed the weight limitation for any balconies or other portions of the residence. If the residence has a deck, it may only support four (4) people or a total weight of items/persons on the deck not to exceed 1,200 pounds. Lessee(s) are hereby warned that they shall be held liable for any and all damages that directly and proximately result from disregarding the weight limits and all applicable building codes and other state and federal laws.

Bicycles:

Bicycles should only be stored on the bike racks provided. Bicycles that are chained or locked to railings, bushes, drain pipes, etc., or found in hallways of apartments will have the chain or lock cut and the bicycle removed at the bike owner's expense.

Mildew:

Lessor/Property Manager are not responsible for mold/mildew caused by Lessee to include but not limited to failure to clean tubs and showers, not using bathroom exhaust fans or windows and not running dehumidifiers.

Maintenance

Work Orders:

PLEASE COMMUNICATE WITH YOUR ROOMMATES and do not duplicate work orders. Make sure all residents are aware of the maintenance request you have made and are familiar enough with the problem to describe it to the contractor if needed. Please communicate with your roommates before turning in a maintenance request to include all of the problems you are experiencing rather than calling every few days for a repair. If a repairman is dispatched and finds there is no problem, the service call will be billed to you. It costs a minimum of \$65-100 to get a contractor to your door; therefore, please combine items or you may be charged for excessive and frequent maintenance items.

Tenant Charges:

IF YOU FEEL YOU HAVE BEEN TENANT CHARGED IN ERROR, YOU MUST SUBMIT YOUR REQUEST IN WRITING ALONG WITH EVIDENCE SUBSTANTIATING YOUR CLAIM BEFORE ANY ADJUSTMENT OR WAIVER WILL BE CONSIDERED BY THE PROPERTY MANAGER. This also applies to late fees and security deposit charges. **If previous charges exist on your account, all outstanding amounts will be paid FIRST, followed by the current month's rent, thus leaving your rental account with a balance due along with applicable late fees.**

Electrical Issues

Circuit Breakers:

Circuit breakers and fuses protect the electrical circuits from being overloaded. A circuit breaker will trip, and a fuse will blow. A blown fuse must be replaced with an identical type and size. A circuit breaker, however, can be reset. If there is a sudden power failure in lights or appliances, always check the circuit breakers or fuses first before contacting maintenance. These are located in a large metal box (usually gray in color) in the basement, a garage, a pantry, or in a closet. There may have been a power surge, which caused the circuit breaker to trip, or you may have a burned out fuse. Lessees are responsible for replacing burned out fuses; do not use pennies in fuse boxes as this is a very dangerous practice. Check each circuit breaker to determine if it is in the "off" position. Manually flip it back into the "on" position. If this does not work immediately, turn it back off, wait 2-3 minutes and flip it back to on. A circuit breaker may not always appear to be tripped or perhaps only half of a double breaker may be tripped. Try resetting the breaker anyway if it is at all a suspect. IF A CONTRACTOR IS DISPATCHED ON A CALL AND FINDS A TRIPPED BREAKER OR BURNED FUSE TO BE THE ONLY PROBLEM, YOU WILL BE CHARGED FOR THE SERVICE CALL.

Electrical Outlets:

If an outlet fails to work, always check your circuit breakers and/or GFI breaker. Additionally, the outlet or a portion thereof **may be connected to a light switch** and will not operate unless the switch is on. Please check this before calling for service.

Ground Fault Breakers and Outlets:

All newer homes and a lot of older homes have kitchen, bathroom, and exterior electrical circuits protected by G.F.I. (GROUND FAULT INTERRUPTER) type breaker or outlets. These G.F.I. circuits are for your safety where electricity is used around water. If you have lost your power supply in these areas, it is likely that your G.F.I. outlet or breaker is tripped. Look for an outlet with a test and a reset button; press the reset button to restore power. If no G.F.I. outlet is found, then check your breaker box for a G.F.I. breaker **or check in one of the other bathrooms or in the hall (can be up or downstairs) for the G.F.I. outlet, e.g. in the half bath/hall at Clover Valley Pheasant Run, Pheasant Run Crossing, etc.** This breaker will differ from the others in appearance. It will have a test button, which will trip the breaker if pushed. The breaker can be reset like any other circuit breaker by turning it all the way off and then all the way on. Sometimes even the bathroom or kitchen lights are affected by the G.F.I. circuit. If a contractor is dispatched on a call and finds a tripped breaker or outlet, you will be charged. 95% of the calls received are tripped GFI breakers.

Appliances**Dishwasher:**

This appliance is the most common cause for a tenant charge on maintenance. Before using a dishwasher, make sure you have cleared your garbage disposal of all debris and have run clean cold water through the drain line. **IF YOU DO NOT AND THE SINK BACKS UP OR THE DISHWASHER LEAKS, YOU WILL BE CHARGED.**

When loading the dishwasher, do not overload. Do not cover up the center section of the bottom; in some models there is a plastic water tower, which rises up during the wash and rinse cycle to disperse water. If this is blocked, water cannot get to the dishes and often the tower will be broken causing a tenant charge.

Always know and understand where the water-dispersing source is in the machine and do not block it. When loading dishes, glasses belong on the top rack; do not place them too close together causing the force of the water to knock them together thus creating glass breakage. Do not overload the unit or load dishes too close to the door. This can interfere with proper door sealing and cause the machine to leak while in cycle. All dishes, pots, and pans should be rinsed first to remove large food particles or dried on foodstuffs. DO NOT TURN YOUR DISHWASHER ON AND LEAVE.

When unloading the dishwasher, always look down into the drain to make sure there is no silverware, plastic ware, or broken glass that could work its way into the pump and cause major replacement requirements. Objects found in the pump or drain will be charged back to the lessee along with

whatever replacement parts are necessary. Approximately one-two cups of water left at the base of the dishwasher are normal.

Always use regular name-brand dishwasher detergent; generic brands can cause oversudsing; do not substitute hand-washing dish detergent or clothes washing detergent; it will cause oversudsing and/or leaking. Even a tiny bit can cause major damage.

A dishwasher needs to be run at least once a week to prevent damage to the parts and malfunctions which will require a service call.

Disposal:

Garbage disposals represent a frequently misused appliance. Contractors find everything from meat bones, rice, oil and grease, corn cobs, bottle caps, silverware, glass, toys, etc. in the disposals or problems from just overloading. Any service calls due to misuse of the garbage disposal by attempting to dispose of items such as those above or that cannot be put into the disposal will result in a tenant charge. Always run water before, during, and after disposing of waste material. When a disposal will not come on from overload, allow the motor to cool and check the reset button which is generally located on the side or bottom of the unit under the sink. If a contractor is sent out and only resets the unit, the tenant will be charged. Always completely clear your disposal before running your dishwasher. Always remember that disposals are designed to grind up organic items only. Items such as banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, rice, grease and oil, bread dough or other sticky substances, and noodles should not be placed in a disposal.

Hot water heaters:

A hot water heater can be powered by electricity or gas. If you have a gas hot water heater and have not had your gas service turned on, you will not have any hot water. A gas hot water heater also has a pilot light, which needs lighting; this should be done by the gas company at the time of utility turn on. Some gas hot water heaters have a switch marked "vacation" (Berryfield, for example). This could be the problem, so please check it first before calling for service. Upon initial movein and anytime your electric hot water heater stops working, always check the breaker in your circuit breaker box or check the fuse. If your hot water heater starts leaking, call us for service.

When the weather gets colder, you will wait longer for hot water and you will turn your faucet further on the hot water side during showers simply because the water coming through the pipes is colder than in warmer months. This does not mean anything is wrong with the hot water heater.

Regardless of your water heater's power source, make sure it is full of water and that the water supply is on to the unit before lighting it or turning on the power.

All water heaters have a safety relief valve or a "pop off valve". If water is dripping or pouring from this valve, shut off the heater immediately and the water supply if necessary. Remember to turn off the heater first.

Stove:

Your range is on a separate circuit breaker. If the range stops working, try your breaker first. Use of the bottom drawer can occasionally work the plug loose from the socket; please check this first also. It is possible for individual elements to burn out either on the range top or in the oven. If you are unsure of how to operate any function, please contact our office (most ovens require both the function selector and the temperature knob to be set to insure proper operation). You are responsible for the replacement of drip pans, the range hood light bulb, the oven light bulb, and the range hood filter. **If you have a self-cleaning oven, do not use oven cleaner in it.** Do not use oven cleaner on the drip pans, range top, or range hood. Do not use any abrasive cleaners on the enamel surfaces or control panels. To operate the clean cycle, most ovens have several knobs to set and the oven door must be in the locked position. **Do not run your oven through the clean cycle with the oven racks or the drip pans inside.** Always remove burnt-on spills from your oven before running the clean cycle. You will need to wash the oven with warm water after the clean cycle to remove the residual ash deposits. At the conclusion of a cleaning cycle, the door cannot be opened until the oven has sufficiently cooled down. If you try to force the door open, you will incur damage which will be charged back to you. A helpful hint on cleaning oven racks is to place the pans in a heavy duty garbage bag and add 2 cups of ammonia and seal the bag. Let the bag sit for a couple of hours and without inhaling the odor slowly open the bag, remove the pans and the grease should wipe away. It is highly recommended you complete this cleaning outside.

Refrigerator:

If your refrigerator shuts off, check your circuit breaker. Warm, soapy water can be used to wash the inside. Do not use any abrasive cleaners, which will scratch the finish in the liner. Do not use any strong cleaning solutions, as these can leave a smell, which can get into the taste of your food and ice.

If your refrigerator stops cooling after hours, we will attempt immediate repair. It is possible, however, that a new refrigerator will have to be ordered, and it cannot be done until the next business day. You need to make alternative arrangements for your food, as **you will not be reimbursed for loss of food.**

An open box of baking soda works well to keep the inside fresh. Please clean the inside on a regular basis to avoid hard to remove stains and spills. Also remove spoiled food promptly. Do not have your power disconnected with food in the refrigerator. The food will spoil, and it is possible to do irreparable damage to the liner, which requires refrigerator replacement at your expense.

If you have an icemaker, shut it off when you are out of town. If the icemaker starts leaking, shut off the water to minimize damage to you or your neighbors. Upon moveout, you should cut your refrigerator off, unscrew the light bulb, and prop the doors open. If you cut a refrigerator off and leave the doors shut, the unit will mold. Turning off the refrigerator does not turn off the light. The front bottom grill should be removed quarterly and cleaned as well as the drip pan; the coils should be carefully vacuumed with the crevice tool attachment.

Do not force items into the shelves on either the refrigerator or freezer door. You will damage the shelf braces and sometimes even the liner. This is very costly and may even require the purchase of a

new refrigerator as a tenant charge. Do not overload any of the door shelves with heavy bottles as this can cause permanent damage to the door frame and cause the doors not to shut tightly. It can also put too much strain on the door gasket. Placing full cartons of drinks on some shelves can break them requiring replacement; this is especially true of the plastic bottom shelf that goes over the vegetable bins.

If you do not have a frost-free refrigerator, do not use any sharp instrument to break the ice loose. This can puncture the freezer compartment and require a new refrigerator at your expense. Always use a container to catch the melting ice; otherwise you may flood your downstairs neighbor. Do not cut the refrigerator off and leave it to defrost on its own. There will be water damages. Also, NEVER ALLOW YOUR POWER TO BE SHUT OFF WHEN THERE IS FOOD IN YOUR REFRIGERATOR. THIS IS VERY COSTLY AND MAY REQUIRE THE PURCHASE OF A NEW REFRIGERATOR AS A TENANT CHARGE. IF YOU ARE CHANGING ROOMMATES, MAKE SURE THE POWER DOES NOT GET TURNED OFF BY THE OUTGOING LESSEE(S) BECAUSE THE POWER IS IN THEIR NAME AND THEY ARE NOT RETURNING.

Washer/Dryer:

If a washer/dryer is provided in your unit, we will handle the maintenance; we will not service your personal machines. Some residences have compact stacked units while others have full size. If either machine fails to come on, first check your circuit breaker box.

When using the washer, do not overload the machine as your clothes will not get clean nor will they be rinsed properly, and clothes may become wedged behind the wash tub. Do not run unbalanced loads as this will cause the machine to vibrate in the spin cycle. Do not use more than the recommended amount of detergent as this will cause an overflow. Pay particular attention to washer hoses and connections to make sure you do not have any leaks. **If you have a leak, please cut the water valves off before calling for service.** Be very careful when using bleach around carpeted areas.

When using the dryer, do not overload the machine as your clothes will wrinkle, not dry properly, and possibly become entangled; there is also the possibility of fire. Make sure you clean your filter after each use; a fire caused by lint buildup could be your responsibility. Occasionally vacuuming the housing on a stacked washer/dryer can prevent lint build up inside of the machine. Your dryer hose should be connected to the outside vent or to an interior lint container. If an interior lint container is used, make sure you put water in the container to trap the lint when the dryer is running. If you are using an outside vent system, make sure the flexible hose is attached properly to the back of the dryer and the other end is properly attached to the outside vent entry. **Occasionally, a machine will move too close to the wall and impair the air flow in the vent; you simply need to pull the machine away from the wall. Please check this before calling for service.**

Dryer lint filters must be emptied after each use for the best performance and to avoid damage to the machine. Dryer sheets can cause filters to clog over time. The buildup can be removed with a brush and liquid dish detergent. Rinse and dry well.

If your machines are located in a small utility closet, it is better to leave the closet doors open when the machines are running. **DO NOT TURN THE MACHINES ON AND LEAVE THE PREMISES.** If you are unsure concerning operating procedures, please contact our office.

When installing a washer and dryer at a property that provides hook ups only be sure to check your hoses and washer to eliminate the possibility of leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. This is especially important in properties with a well system as a burst pipe can run a well dry in a very short time period.

Heating

Filters:

Where applicable, **you are responsible for changing furnace/air conditioning filters once a month.** These can be purchased at any local hardware store, usually for less than a dollar a piece. You may use the current filter to determine the type and size needed. The filter is usually located near the furnace and between where the air is brought in from the living space and into the furnace.

All forced air heating and cooling systems have an air filter. This filter may be located at the indoor unit, usually in the bottom section, or it may be located at the return air grill. There should not be and must not be 2 filters in ONE system. There are several systems with permanent filters. As a general rule, do not use the washable, denser filters as most of the HVAC systems are not powerful enough to handle the more restricted air flow. Failure to observe this may also result in a tenant charge. If your filter is a permanent, washable type, simply rinse it off, clean, and re-install it. As a general note, there are very few permanent filters. If you have questions, please contact our office.

It is very important that the filter is cleaned or replaced regularly (monthly is recommended). Disposable filters may be purchased at any hardware store or most department stores. The proper size will be labeled on the filter. These filters are very inexpensive and can keep your utility costs down as well as prevent system failure. **Should pets be present at the residence you will need to change the filter more often than on a monthly basis. IMPROPER FILTER CHANGES WILL RESULT IN TENANT CHARGES FOR THE FILTER CHANGE AS WELL AS ANY SUPPLIES AND CONTRACTOR TIME CHARGED FOR A NEW FILTER, COIL CLEANING, ETC.**

Thermostats:

Your heating or cooling system is controlled by your thermostat. The thermostat controls the temperature at which your system turns on and off. Please do not abuse your thermostat or strike it by hand or foreign object. **Broken thermostats will be a tenant charge.**

NEVER SET THE TEMPERATURE LOWER THAN 70 DEGREES DURING COOLING OR ABOVE 78 DEGREES DURING HEATING. Using a lower setting for the a/c can freeze the unit and cause major damage which

could be a tenant charge. Also, the fan on/auto switch should be left in the auto position; the on position would allow the fan to run continuously and the system would appear not to be heating or cooling properly.

Be very careful when setting or changing temperatures. If you have a heat pump, turn the thermostat to off, set the temperature, wait five minutes, and then turn back on. Always wait five minutes before turning the unit back on after it has been turned off. On electric furnaces, there may be a time delay before the unit comes on and a delay before it turns off; this is normal.

Heat:

There are various types of heating systems---oil forced air, oil baseboard, gas baseboard, gas forced air, heat pump, electric baseboard, electric ceiling cable, electric forced air, solar, woodstove, etc. KEROSENE HEATERS ARE NOT PERMITTED UNLESS AUTHORIZED IN WRITING BY THE PROPERTY MANAGER/LESSOR.

ALWAYS LEAVE YOUR HEAT ON 55-60 DEGREES IN THE LATE FALL AND WINTER TO PREVENT PIPES FROM FREEZING; IF THERE IS DAMAGE TO THE UNIT OR NEIGHBORING UNITS BECAUSE OF FROZEN PIPES, YOU WILL BE HELD RESPONSIBLE. THIS IS ESPECIALLY IMPORTANT IF YOU LEAVE TOWN FOR A WEEKEND OR THE HOLIDAYS. If you have a forced air system, you are responsible for changing your filter once a month. **Any malfunction or damage to the heating unit as a direct result of your not changing the filter will be billed back to you as a tenant charge.**

Oil Heat:

Never let your oil tank run dry; this will allow your pump to pick up sludge from the bottom of the tank, clog your oil system, and prevent the furnace operation even after the tank is refilled. The servicing required to clean and restart the furnace will be a tenant charge. Automatic fill service should prevent your tank from running dry.

is refilled. The servicing required to clean and restart the furnace will be a tenant charge. Automatic fill service should prevent your tank from running dry.

If your oil heat will not come on, be sure the breaker is on and all switches are on. Also, check any fuses for signs of being blown. If you appear to have a power supply, try pressing the RED RESET BUTTON located either on the burner control or the control in the flue. WARNING: NEVER PRESS THE RESET BUTTON MORE THAN ONE TIME WITHOUT THE UNIT STARTING UP. IF IT DOES NOT START, CALL FOR SERVICE. **Monthly changing of filters with forced air systems is essential for proper operation.** You may be required to refill the oil tank to full before vacating the premises at the end of your lease.

Gas Heat:

Forced air gas heat has a pilot light; this light should be lit by the gas company at the time of utility turn on. If you have not had your gas turned on, you will not have heat. If you have your gas on but do not have heat, contact us for service. You may also contact the gas company if you have questions; they can often render assistance or advice. **At the Ellett Road Duplexes, Berryfield, and some Rutherfords, if you run out of hot water, you will not have any heat until the tank has reheated. This is especially true in the a.m. with a lot of showers. You can tell if your heat is controlled with your hot water heater; there are pipes connecting them.** Be certain all breakers and switches are turned on and that there are no blown fuses.

Heat Pump:

Heat pumps are a very clean, safe, and efficient source of heat; they also provide air conditioning. They work differently than any other heating systems in that they do not create heat. They simply transfer heat from one place to another. During cooling, heat is absorbed from the indoor air and released outside, leaving the indoor air with less heat, making it cooler. During heating, the cycle is reversed. The pump absorbs heat from the outdoor air and releases it inside, leaving the indoor air with more heat and making it warmer.

The coils of a heat pump operate at lower temperatures than other systems. Therefore, the air at the supply vents of a heat pump system may feel cool compared to other heating systems.

A normal range of heat pump supply air temperature would be 85 degrees Fahrenheit to 110 degrees Fahrenheit, depending on existing indoor and outdoor air temperatures. Regardless of how cool the air coming out of the vent may feel to you, if the room temperature is normal, your heat pump is working properly.

Although we think of winter air as very cold, it still contains a great deal of heat. Heat can be obtained from air as cold as -460 degrees Fahrenheit, so a heat pump has no problem heating your home at temperatures in the +20 degrees and above ranges. When the temperature drops below that, your heat pump may need the help of a resistive heating element backup system to maintain efficiency. Not only does the supplemental heat source help the heat pump during colder weather, but it also serves as an auxiliary or "emergency heat source" in the event of a mechanical failure in the heat pump. There is an "emergency" or "supplemental heat" light that comes on when the backup system is on; it is normal for this to occur periodically during very cold weather (below 20 degrees). If it stays on all the time under normal weather conditions, call us for service.

Air movement across the indoor and outdoor coils of a heat pump is very important to its operation and efficiency during both heating and cooling. Therefore,

- **Filters should be replaced on a monthly basis, and more often if pets are present.**
- Do not close off more than one supply vent at a time.

- Keep air return grills unrestricted so that air can flow back to the indoor unit.
- Keep outdoor unit unrestricted from shrubbery, snow and storage.
- Keep area around indoor unit free from storage (this may also prevent necessary air flow as well as cause a fire hazard).

DIRTY AIR FILTERS, TRIPPED CIRCUIT BREAKERS, COIL CLEANING OR IMPROPER THERMOSTAT OPERATION ARE THE MOST COMMON CAUSES OF SYSTEM FAILURE; SOMETIMES ALL THREE PROBLEMS ARE FOUND. THESE WILL BE CHARGED BACK TO THE LESSEE.

Dirty filters will cause a heat pump to overheat itself during the heat mode or freeze the indoor coil during cooling. Dirty filters often lead to the need for coil cleaning; if this happens the coil cleaning will tenant charged.

At some properties, especially Berryfield, the access door to the filter requires a screwdriver for removal. If the door is not shut back properly the system will not cut on. Please check this before calling in maintenance for no heat.

The outdoor unit and not just the indoor fan must be running for proper operation. If you are having trouble with your heat pump, make sure your outdoor unit is running; if it is not, you should call us for service.

Know how to operate your thermostat properly or call for assistance. Be very careful when adjusting the temperature setting. To do this properly, shut the system off, set your temperature, then wait 5 minutes before turning it back on. Repeat these steps each time you adjust temperatures. Adjusting temperatures while the system is running, turning the system on and off rapidly, power surges, or short power failures may cause tripped breakers or equipment failure.

The fan on/auto switch, located on the thermostat, is for the indoor circulating fan only. It should be left in the auto position. This will bring the fan on only during heating or cooling. By turning it to the on position, the fan will run continuously. This fan switch does not affect the heating or cooling aspects of the system. **MAKE SURE YOUR SWITCH IS NOT IN THE "ON" INSTEAD OF THE "AUTO" POSITION BEFORE YOU CALL FOR SERVICE.**

During heating, heat pumps have a defrost cycle. This keeps ice from accumulating on the outdoor unit. Frost is normal to see on the outdoor coil, but not a large build up. If you detect a water vapor (which sometimes appears to be smoke), the unit is defrosting and this is normal. The outdoor fan does not run during defrost, only the compressor runs. If you have a large accumulation of ice that is not being defrosted, call for service.

Electric Baseboard:

These units are usually controlled by individual thermostats. The units should be dusted regularly both on the top and the bottom ledge. Do not bump the units with the vacuum or mop handle. Do not allow any clothing, towels, books, or paper products near the baseboard heater as this can be a real fire hazard. It may take some time to become accustomed to the heating range of the thermostat as the temperature gauge may not be totally accurate. If it fails to operate, always check your breaker or fuse box first before calling for service.

Electric Forced Air:

Never close more than one supply vent; this will restrict air flow. You can adjust them somewhat to balance the temperature from room to room by partially closing vents in rooms with too much heat or air and fully open those in rooms with not enough. Monthly changing of filters is essential for proper operation. Always check your circuit breakers or fuses first before calling for service. Make sure your thermostat setting is in the “auto” position and not “fan”.

Electric Ceiling Cable:

There are many cable wires running through the ceiling which are not visible because of the sheetrock or ceiling finish work. For this reason, if ceiling cable heat stops working, most owners simply convert to electric baseboard heaters. A wall thermostat generally controls each room. If the heat stops working, always check your circuit breakers or fuses first before calling for service. Do not insert any hooks or brackets into your ceiling.

Woodstove/Fireplace:

Do not burn paper, paper products, or sawdust –which can cause fire hazards. Wood should be seasoned and purchased from a reputable dealer. Do not burn green wood. Familiarize yourself with the best types of wood for burning. Keep your woodstove/fireplace and chimney/flue cleaned. It should be inspected yearly. There are several local chimney sweeps available. The use of pine or “sappy” wood can cause a buildup of residue in the chimney therefore this type of wood should be avoided. Do not leave a fireplace/woodstove unattended or leave the door open so as to allow sparks onto the flooring. You are responsible for minimizing any and all fire hazards with regard to the use of the woodstove/fireplace. DO NOT USE ANY FLAMMABLE LIQUIDS. Be sure all ashes from the woodstove or fireplace are completely cold before removing them. Kerosene heaters or any other related equipment are prohibited.

Helpful Hints:

- KEEP FILTERS CLEAN AND AIR FLOW UNRESTRICTED.
- ALWAYS CHECK CIRCUIT BREAKERS BEFORE CALLING FOR SERVICE.
- USE YOUR THERMOSTAT CAREFULLY AND PROPERLY. **FOR AIR CONDITIONING, DO NOT SET THE THERMOSTAT BELOW 70 DEGREES.** SETTING IT BELOW 70 WILL NOT COOL THE RESIDENCE ANY FASTER. IT WILL FREEZE UP THE UNIT, AND YOU WILL NOT HAVE ANY A/C UNTIL THE UNIT

IS TURNED OFF AND ALLOWED TO THAW. **IF YOU GENERATE A MAINTENANCE CALL ON A FROZEN UNIT, YOU WILL BE CHARGED FOR SERVICE.**

- DO NOT CLUTTER THE AREA AROUND THE INDOOR OR OUTDOOR UNITS.
- SWITCH TO "SUPPLEMENTAL" OR "EMERGENCY HEAT" ON YOUR THERMOSTAT IF YOU ARE UNABLE TO GET THE HEAT PUMP TO OPERATE PROPERLY.
- IF WATER APPEARS INSIDE DURING COOLING, SHUT THE SYSTEM OFF AND CALL FOR SERVICE.

Plumbing

Water:

If the water is not included in your rent, you must contact the utility company for water hookup. You are responsible for leaving the water on from the commencement date of your lease through your lease expiration date. During cold months you should leave your heat on 55-60 degrees to prevent pipes from freezing and breaking especially when you go out of town. If you experience any water leak, your first responsibility is to do everything possible to minimize damage to the residence.

Be extremely aware of dripping faucets and running commodes. A running commode can use many gallons of water. Call for service as soon as you realize you have a running commode. Turn off the water to the commode until service is completed. THE LESSOR/PROPERTY MANAGER WILL NOT PROVIDE ANY REIMBURSEMENT FOR HIGH WATER BILLS.

Water Pipes:

During the winter it is possible that water pipes may freeze. If this happens, turn your heat higher and open up sink cabinet doors so that the heat can better reach the pipes. You may use a hand-held hair dryer to heat the pipes also, but do not attempt to use any kind of open flame. **NEVER TURN YOUR HEAT OFF WHEN YOU GO OUT OF TOWN--EVEN FOR A WEEKEND. It will also help if you leave your sink cabinet doors open before you leave just in case the outside temperature drops significantly while you are away.** Make sure that all outside vents, crawlspace accesses and doors are closed to prevent frozen pipes. This is also true for utility doors off patios/balconies (ex. University Place and University Terrace). These should be kept closed during cold weather. You will be charged for any damages that occur due to your negligence. It is much less expensive to leave your heat on than to pay for the damages from frozen pipes. Make sure you check your thermostat before you leave even if you think it is on. Sometimes when it has been unseasonably warm before winter break, a roommate may have cut the heat off. ALWAYS CHECK YOUR THERMOSTAT BEFORE LEAVING.

Water Shut off and Leaks:

A major water leak can be very damaging to your rental unit, to your personal property and to that of your neighbors. You need to know where the water shut-off valve is for your property and how to use it

in the case of a serious water leak. In a house or townhouse with a basement, it usually will be in the basement area close to where the water line comes into the house or close to the water heater, which usually will be in the basement area. In a house or townhouse with no basement, or in an apartment or condominium flat, the cut-off valve will usually be near the water heater. Close the valve by turning it clockwise. You may have to use considerable force to break it loose at first. In case of a major leak that you can not control at the source, shut off this main control valve. This action will stop the water flow into the unit immediately, and the sound of rushing water should cease. Take this action before calling for emergency assistance, since every moment counts in limiting water damage.

This is the only way to stop a leak from a broken pipe in the wall. If the leak is from a faucet, toilet, washing machine, etc., you later can try to isolate the leak, such as at a cut-off under the sink, a toilet supply line valve, the water supply line to the washer, etc. If this is possible, try turning on the main control valve. If you hear the sound of rushing water again, the leak is still active, and you should turn off the valve and leave it off until assistance arrives.

If the water is coming into your residence from another dwelling, e.g., through a ceiling vent or light fixture from above or under the wall from an adjacent unit, go there immediately and have them stop whatever it is they are doing that is using water. This usually will be a dishwasher, washing machine, or overflowing toilet, but it could be more serious. Have them follow the above procedure to stop the water and isolate the problem. Then call for assistance.

Remember that the first action and your responsibility must be to stop the flow of water to limit the damage. Then call for help. Use whatever means necessary to minimize the damage with regard to using a bucket, mop, towels, etc. If there has been a serious leak, it may take several hours for the water to run from the walls and ceiling, the carpet will require wet vacing and stained walls and ceilings will need to be touched up. When you call for assistance, it is important to inform us about the seriousness of the damage so that appropriate preventive measures can be taken and repairs can be scheduled.

Know how to shut off your icemaker as well as the water to your ice maker (if there is a valve); this appliance can cause serious damage when there is a malfunction. If you will be out of town, shut your icemaker off.

Slow leaks, which can go undetected for weeks, can be damaging over time. These could be drips under a sink or under a tub, a bad wax ring at the base of a toilet or a leaking water supply line to an ice maker, etc. Slow leaks from above will usually show up as wet stains on the ceiling below. While not an emergency in most cases, call in all such problems so that they can be repaired. Negligence in reporting leaks in a timely fashion is considered cause for tenant charges for damages. You will not be reimbursed for higher water bills. Negligence in reporting leaks in a timely fashion is considered cause for tenant charges for damages. You will not be reimbursed for higher water bills.

Plumbing Fixtures:

Many of the maintenance calls for plumbing fixtures are tenant charges. Bathtub clogs from dropped shampoo caps and excessive hair from not using drain strainers would be examples. If your drain is slow, try regular drain cleaner first before calling for service and plunge it. Commodes are often clogged from the disposal of sanitary products, paper towels, grease, cotton balls, Q-tips, or other items which fall off the back of the tank or sink into the toilet bowl. **BEFORE CALLING FOR SERVICE, ALWAYS TRY PLUNGING YOUR COMMODE, TUB, OR SINK. Regardless of what the box says, do not flush tampons or sanitary napkins.** Do not use bleach tablets in your commode as they will corrode the flapper. Occasionally, a lessee complains of a water leak in the bathroom which is a direct result of taking showers without the proper use of a shower curtain. To prevent water leakage onto the floor and wall, the shower curtain should be closed all the way, and the tub wall should be moistened so that the curtain will seal against it at the shower end of the tub. Unnecessary wall or floor damage as a result of this will be a lessee charge. You will not be reimbursed for higher water bills.

Helpful Hints for solving plumbing issues:

- If Drano and plunging are not clearing clogged drains pour 1 cup of bleach in the drain, let it sit overnight and then run hot water in the sink the next day.
- Another solution to try in clogged drains is 1 cup salt, 1 cup baking soda, 1 cup vinegar followed by 8 cups boiling water.

Exterior Garden Hose Connection:

During cold weather, disconnect any garden hoses from your outside water faucet. A hose left on in freezing weather may rupture the line and cause major damage. It may not be detected until Spring when the water is turned on; it will flood the premises thus necessitating a tenant charge for the repair as well as the damage to all units. If equipped, you also need to cut off the inside cutoff valve, open the outside spigot, drain all of the water out, and leave the outside spigot open to keep the pipe dry all during the cold months. There is also a vinyl cap of insulating foam that can be purchased at a hardware store, which slips over the outdoor fixture and protects it from subfreezing temperatures.

Sewer Gas Odor:

If this smell is noticed in your basement, check the floor drain. Your trap may be dry. Pour enough water in the trap until you can see it. Also, if you are out of town for an extended period of time, the water may evaporate out of the commodes and cause a sewer gas odor; flushing should fix the problem.

Additional Information

Townside Property Management reserves the right to make changes and additions to the rules and regulations relative to the entire community which may from time to time be necessary for the safety

and well being of all residents and the control, care and cleanliness of the premises. The rental office will notify the residents of any additions or changes in the rules and regulations.