



# WELCOME MANUAL

**Parkway Townes Townhomes**

**Web:** Parkwaytownes.com

**Email:** [info@Parkwaytownes.com](mailto:info@Parkwaytownes.com)

**Telephone:** 984-310-4545

# **IMPORTANT CONTACT INFORMATION**

## **Parkway Townes**

984-310-4545

[info@Parkwaytownes.com](mailto:info@Parkwaytownes.com)

[www.parkwaytownes.com](http://www.parkwaytownes.com)

## **Emergency – Fire, Police & Medial**

Dial 911

## **EMS**

## **Archer Lodge**

### **Fire Dept.**

919-550-4136

## **Sheriff's Department**

919-989-5010

## **Electrical Company**

Duke Progress Energy

919-508-5400

## **Water and Sewer**

Aqua

877-987-2782

## **Cable & Internet**

Spectrum

(New Service) 855-855-4575

(Customer Service) 800-892-4357

## **INTRODUCTION**

We are excited to have you as a resident of Parkway Townes Townhomes. We understand you have a choice when looking for housing and we appreciate you choosing Parkway Townes. We have worked hard to be the housing-of-choice in Flowers Plantation. Parkway Townes is owned by Parkway Properties LLC. We are here to make certain your living arrangements are comfortable and enjoyable. If we can assist you in any way, please do not hesitate to contact us.

## **OFFICE HOURS**

We do not have an onsite rental office at this time; however, we are committed to providing quick and efficient responses to each tenant. Our office number is 984-310-4545 and our email address is [info@ParkwayTownes.com](mailto:info@ParkwayTownes.com). We can typically be easily reached between 8:00 a.m. and 5:00 p.m. If we are unavailable, feel free to leave a voicemail and we will return all calls promptly. Non-emergency voicemails received after business hours, on weekends and on holidays will be returned the next business day. All maintenance requests need to be made online. For instructions on how to complete a maintenance or service request see page 9 of this manual.

## **COMMUNICATION**

From time-to-time, we may need to contact tenants by email. It is important that we have a current email address at all times. Please contact us with any changes to email addresses.

## **OCCUPANCY INFORMATION**

### **PAYMENT OF RENT**

Rental payments are accepted through the web-portal at [www.Parkwaytownes.com](http://www.Parkwaytownes.com). Tenants may sign in to view their account and initiate payments. Rental payments may be made with electronic check or credit card. Recurring payments may also be scheduled through the web-portal. Cash, money order or cashiers check is also accepted and can be paid to our office.

Rental payments are due on the first day of each month. A late charge of 5% of the monthly rental amount will be assessed if the rental payment is not received in by the fifth day of the month in which it is due. Payments returned due to insufficient funds will be charged a \$25.00 return check processing fee as well as any applicable late charges.

### **LEASE PAYMENT & DEPOSIT FAQ**

**Pro-Rated Lease** If you move in before your lease start date, your rent will be prorated based on the number of days that you move in early. The prorated amount will be added to your account and can be paid through your online account portal at the time of move in. All balances must be paid in full to receive keys.

**When is lease payment due?** The lease payment is due on the first day of every month.

**Is there a grace period?** There is a 5-day grace period before late charges are applied.

**What day is considered late?** Any lease payment received on or after the 6th day of the month is considered late.

**What if I am late with my lease payment?** If your lease payment is not received on or by the 5th of the month, a 5% late fee will be automatically applied to your account on the 6th of the month. Example – If your lease payment is \$1,500, the late fee is \$75, bringing your lease payment for the month to \$1,575.

Late fees will not be waived. Payments returned due to insufficient funds will be assessed a \$25 return check fee and applicable late fees.

Do you accept checks? We do accept physical checks, it is your responsibility to make sure it gets in the hands of the Property Management Team before the 6<sup>th</sup> day of the month to make sure you do not incur late charges our office is located at 4884 HWY 42 E, Clayton, NC 27527. Payments can also be made through our website at [www.ParkwayTownes.com](http://www.ParkwayTownes.com). From there, you can pay by eCheck or credit card.

How do I make my lease payment? Below are instructions on how to make your lease payment.

1. Visit [www.ParkwayTownes.com](http://www.ParkwayTownes.com)
2. Click on Resident Login in the upper right-hand corner. Sign in under the “Resident Sign In” box. Enter your email address and password. If you have forgotten your password, you can always request a new one in that same “Resident Sign In” box.
3. Once you are logged in, you will see your transaction history and balance.
4. Click on the green “Make Payment” button.
5. This will take you to our payment screen.
6. Choose payment type – eCheck or Credit Card
7. Follow the instructions for the payment type chosen.

Below are a few helpful tips regarding lease payments online.

1. If you pay by eCheck, you can choose the frequency of either one time or monthly. If you set it up monthly, you will not have to sign in every month to make your payment.
2. When paying by eCheck make sure you enter your first and last name exactly as it appears on your account.

## **SECURITY DEPOSIT**

A security deposit is made before occupancy to ensure the fulfillment of lease conditions and as a contingency against any damages to the townhome. It shall not be applied as the last rental payment. If the tenant fulfills the lease in accordance to the terms, charges for damages (excluding normal wear and tear) will be deducted from the security deposit. A full security deposit refund will be issued if the following conditions are met:

- Tenant must fulfill the terms and conditions of the lease
- Tenant must provide proper vacancy notice, as outlined in the lease agreement
- The townhome must be left clean - with no damage beyond normal wear and tear
- The entire townhome - including the oven, range, refrigerator, bathrooms, closets, cabinets, floors, and carpet must be clean
- All trash and debris must be removed.
- All rent must be paid-in-full through the date of vacancy
- After all belongings from the townhome have been removed, the tenant and management representative will inspect the townhome and complete an inspection report with signatures
- The management representative will clearly indicate the items, if any, for which the tenant will be charged
- It is the tenant’s responsibility to coordinate the date and time of inspection with management
- The tenant must give management a valid forwarding address
- The tenant is not considered officially vacated until all keys are returned to management

The security deposit will be returned by check and will be mailed to the forwarding address provided by the tenant. The check will be made payable to the tenant(s) on the signed lease agreement. A disposition form will be sent upon request, outlining all charges deducted from the security deposit - if any. The form will list the amount owed by the tenant or the amount of the security deposit being returned.

### **KEYS**

Each tenant will be provided keys and garage door openers at occupancy. A cost of \$75 is incurred to replace a key and garage door opener. If the lock needs to be rekeyed, a charge of \$100 plus \$25 per key will be incurred. Same fees will apply to mailbox keys.

### **LEASE**

The lease is a contract obligating all parties to the terms and conditions listed. Please read the lease in its entirety and speak with Parkway Townes management with any questions. Refer to the lease for renewal procedures.

### **OCCUPANCY**

Please identify and register all persons who live in the townhome. Only the names listed on the lease and lease application are permitted to occupy the townhome. Contact Parkway Townes management for procedures to add another occupant to the lease. All persons over the age of 18 must pass our standard background check to be permitted to occupy the townhome.

### **RESIDENT INSURANCE**

It is recommended that each tenant secures Townhome Renters' Insurance or Household Goods and Liability Insurance to cover personal belongings against vandalism, fire, burglary, certain water damage, and personal liability. Parkway Townes insurance does not cover personal belongings or liability. The tenant is held liable for any damages or injury caused by the tenant or guests

Examples of renter's insurance

1. State Farm
2. Progressive
3. Allstate
4. Clayton Insurance Agency

### **UTILITY INFORMATION**

Tenants Failure to transfer your electric, water, and sewer services into your name within 5 business days, may result with your utilities being cut off.

#### **ELECTRIC**

Duke Progress Energy  
919-508-5400  
<https://www.duke-energy.com>

In order to transfer electrical service, the tenant is responsible for contacting Duke Progress Energy at 1-800-452-2777 or online at [www.Duke-Energy.com](http://www.Duke-Energy.com). The tenant will need the townhome address to transfer service.

## **WATER AND SEWER**

Aqua

877-987-2782

<https://www.aquaamerica.com/>

## **INTERNET-CABLE**

Spectrum

855-855-4575

<https://www.spectrum.com/>

In addition, we suggest purchasing packages such as Hulu or Netflix. Please note that cable services that require satellites may not be used. We apologize for any inconvenience.

## **BURGLAR ALARM**

Parkway Townhomes are not wired for burglar alarms; however, tenants are welcome to install burglar alarm systems at their own expense. Any equipment installed must be removed at the time of vacancy. Any damages to walls, ceilings, doors or windows caused by the installation or removal must be repaired and will be deducted from the security deposit. Any tenant installing a burglar alarm must notify management, in writing, before installation occurs.

## **RECREATIONAL AMENITIES (OPTIONAL)**

YMCA of the Triangle offers Tennis, basketball, kids' playgrounds, miles of trails, a 20,000 sq. ft. clubhouse with three pools, a 10,000 sq. ft. fitness center, kids club and cafe/bar. You can have it all for a monthly or discounted annual rate, which provides your family full access to YMCA of the Triangle.

Please reach out by phone: 919-719-9622 and or visit <https://www.ymcatriangle.org/pineville>.

## **POLICIES**

### **GENERAL**

The purpose of these policies is to enable each tenant to enjoy the townhomes, the community, and to maintain the community appearance. These are common rules of etiquette designed to make the community enjoyable for all tenants.

### **LOCKS AND KEYS**

Do not alter any lock or install a new lock, door knocker or other attachment on the door. Be sure to carry a door key all times when leaving the townhome. If the tenant cannot enter the townhome, he/she is responsible for calling and paying for locksmith service. Consider giving a spare key to a trusted relative or friend.

### **AUTOMOBILES**

Parking has been provided for each townhome and is available to tenants and guests on a first-come, first-served basis. Please park in a manner which allows other cars to easily enter and exit the community. Do not double-park and only park in designated areas. Other areas have been reserved to provide adequate

fire lanes and facilitate trash removal. Vehicles parked in restricted areas may be towed away at the vehicle owner's expense. All vehicles must be drivable and should not be stored in parking areas. Vehicles found on the premises in a "junk" condition, with flat tires or on jacks, supports or bare wheels, may be removed at the owner's expense. Expired license plate tags indicate a "stored" condition and the vehicle may be removed. No vehicle maintenance may be performed within the community (see lease for details). Do not park vehicles on the curb. Vehicles with fluid leaks may be tagged and the resident will be responsible for concrete repairs.

## **OTHER VEHICLES**

No commercial vehicles, trailers, campers or boats are permitted on the property unless otherwise permitted by management. These will be towed at vehicle owner's expense.

## **NOISE**

Parkway Townes is a town home community with a focus on providing a positive living environment for all of our tenants. Given the close proximity of everyone in the development, noise is always a primary concern. We take noise complaints **VERY SERIOUSLY** in our efforts to ensure a quiet and peaceful community for all our residents. Large, loud, or "Open House" type gatherings are expressly prohibited on any of the premises and may result in immediate eviction and forfeiture of security deposit. Radios, stereos, and televisions must not be louder than normal conversational level. Loud talking, shouting, singing or other loud noises must be kept to a minimum. Noise on patios is not to be above normal conversational level also. Loud noises must be avoided at all times, but especially between the hours of 10:00 PM and 8:00 AM. In the construction of our buildings, we have taken several steps to mitigate noise and sound transmission through the walls of the units. With this in mind, it is still everyone's responsibility to be prudent in their use of television and audio equipment. With the aforementioned close proximity of town home community living, the use of surround sound and other audio entertainment devices requires even further diligence.

While not prohibited the following items are discouraged:

- Sound bars or surround sound multi-speaker audio systems
- Subwoofers or other base enhancing speakers/systems
- Drum sets or other loud musical instruments

## **TRASH DISPOSAL**

Place all trash in plastic bags or other secure containers to keep the trash areas neat, clean and relatively odor-free. Plastic bags must be tied to prevent items from falling out. Please place all trash inside the dumpsters. Trash should never be placed on top or next to the dumpster. Lids must be kept closed at all times. The cost of removing trash will be assessed to the responsible tenant. Please help maintain these areas litter-free for the health, appearance and enjoyment of the entire community

## **PETS**

Dogs and cats are allowed with prior consent of Parkway Townes. All other animals such as amphibians, reptiles, etc must be discussed on a case-by-case basis. A one-time pet fee is required during pet registration. All tenants with pets, are responsible for picking up their pet's waste, keeping them on leash at all times and are fully responsible for any actions by the pet, per the pet agreement.

## **MAIL & PACKAGE DELIVERY**

An on-site mailbox facility is provided for each townhome. Each tenant will be issued a mailbox key at the time of occupancy. If a mailbox key is lost while the unit is occupied, it is the tenant's responsibility to get a replacement from the local post office.

## **COMMUNITY APPEARANCE**

Please be responsible when considering the appearance of the townhome and community. We are proud of Parkway Townes and need the same respect and pride from each tenant in the community. Doing this will keep an attractive and safe community to live and entertain guests. Please follow the policies below to maintain an attractive and safe environment for the protection of the tenants and the property.

- Window sills must be kept free of all personal property - any additions (i.e. screens) must be approved in writing by management prior to installation
- Mops, brooms or other clutter are unsightly for the patios and must be stored appropriately
- Sidewalks and entrances must not be obstructed or used for any purpose other than entering or leaving a townhome
- The lawn and common areas must be kept clear of furniture, bicycles, toys and other personal property
- No sign, advertisement, notice or other lettering may be displayed on the outside or inside of the townhomes without the prior written consent from management
- No awnings or other projections may be attached to or protrude beyond the outside walls of the building without the prior written consent of management
- No radio, television aerials, satellite dishes or wires may be erected in or around any part of the townhome
- Trees and shrubbery are a vital and valuable part of the community and the tenant is liable for damages to any landscaping
- Personal lawn furniture and equipment may be used on the rear patio of the townhome
- No swing sets or other outdoor playground may be erected
- No wading pools or swimming pools may be utilized
- No fences may be erected

## **CHILDREN**

Tenants are responsible for the conduct of their children and their guests' children. Children must be supervised for their safety. Please do not leave bicycles or toys on sidewalks or common areas. Strewn toys can be a potential hazard to community safety, are unattractive, and are an inconvenience to neighbors. Toys, bicycles or other outdoor play equipment left unattended may be removed and disposed of by management

## **MISCELLANEOUS**

Unless Parkway Townes management gives advance written consent, the tenant must not install or operate any of the following:

- Machinery
- Refrigeration/Heating device
- Air-conditioning apparatus
- Other illumination other than electric lights
- Flammable oil, gas or other explosives deemed hazardous to life, limb, or property
- Firecrackers or fireworks



## **SAFETY**

Adequate protection of every tenant and their property is important. However, tenant safety begins with their own actions. Please use locks and other safety features provided to ensure uninvited guests cannot gain access. Close and lock every door and window at all times. Be suspicious of unexpected deliveries or visitors. We have installed industry-approved lock systems; however, all safety devices can be overridden by a professional.

Report suspicious people to management immediately. Ask for identification of anyone who claims to be an employee of Parkway Townes. Management is not permitted to release tenants' townhome numbers or telephone numbers to visitors. Please be sure guests have this information.

Door-to-door soliciting is not permitted within the community. You are requested to notify the management office immediately when solicitors appear at the door.

## **VACATIONS AND EXTENDED PERIODS OFF-SITE**

We recommend tenants notify the mailperson and other routine delivery people when planning to be away from the townhome for an extended period. The post office or a neighbor may hold mail and other deliveries. A growing pile of newspapers notifies people of an absence. Before leaving for an extended period away from Parkway Townes, cupboards should be checked for unwrapped food and garbage should be removed. Don't forget to make arrangements for rent payments to be made on time. Rent payments are due on the first day of each month, whether the tenant is present or absent from the property. Please keep all windows closed during an absence to prevent rain damage to the townhome. Please check all electrical appliances (i.e. stove, coffee pot, etc.) to be certain they are unplugged/off. A timer connected to a light and/or radio will often deter potential intruders. It is advisable to notify management of any extended absences.

## **FIRE PRECAUTIONS**

Empty trash containers and dispose of newspapers and magazines regularly. Store all matches in tightly-closed containers. Clean grease and spilled food daily from cooking range. Store cooking grease containers away from the range. Never wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, pot holders, etc., away from the cooking range top. Never use combustible cleaning products or solvents indoors. Always keep household equipment clean and in good repair. Have worn and frayed electrical cords replaced immediately. Avoid overloading electric circuits.

For any emergency, call 911. Report any fires to the Fire Department and Parkway Townes management immediately. Always give an accurate and clear address to aid the fire department in locating the fire.

Fire alarms are installed in all townhomes and will contain back-up batteries. The tenant is responsible for replacing backup batteries as needed and to test the fire alarms periodically.

## **SERVICE/MAINTENANCE INFORMATION**

### **SERVICE & MAINTENANCE INFORMATION**

All service & maintenance requests are to be made only through the website at [www.ParkwayTownes.com](http://www.ParkwayTownes.com). In case of an emergency maintenance request, dial 984-310-4545. Leave a detailed message if management is not available. Examples of items which are considered an emergency are as follows:

- Anything that will affect the health and safety of you or other residents of Parkway Townes
- No heat in the winter - October 15 through April 15
- A plumbing leak or sewer stoppage which could potentially damage personal belongings or property

- Electrical failure severe enough to make the unit inhabitable
- Any condition that may cause a fire
- No water

To initiate a non-emergency maintenance request please follow the directions below.

1. Visit [www.Parkwaytownes.com](http://www.Parkwaytownes.com)
2. Click on “Contact Us” button.
4. Complete the contact form by providing all relevant information. The more information given, the better. The explanation of the needed service should be clear and complete.
5. Click on “Submit”.
6. The request will be replied-to within one business day. Requests will be addressed in order of priority.

Our goal is to satisfy requests as quickly as possible. If this is not possible, management will notify the tenant with a reason and the expected date of completion. In some cases, a part or repairman may not be available. Every effort will be made to satisfy each request as soon as possible, however, please understand that some situations are not controlled by management.

Prior to making a service request, please read the following section for a few simple checks which tenants can make to possibly correct potential issues.

We sincerely hope this procedure will provide fast, courteous and efficient service. If tenants have any questions regarding the service request policy, please contact management.

Townhome Entry: Occasionally management will need to enter a townhome for maintenance and other service issues. We will notify the tenant with an email or phone call at least 24 hours before entering the townhome.

### **LIGHT BULBS**

Light bulbs are pre-installed in all light fixtures of the townhome. Replacing light bulbs is the responsibility, including appliance bulbs.

### **DECORATING**

Every townhome has been cleaned and painted prior to occupancy. The paint color should not be changed. Alterations made without written permission will be charged to the tenant. Please do not use the sticker-type hangers. The adhesive is difficult to remove from the wall without leaving a mark and damaging the wall itself. We prefer hanging decorations with slanted nails. Wallpaper is not allowed. Walls must be returned to the original condition prior to vacancy. No “contact paper” may be used in the cabinets. Please use typical non-stick shelf liner.

### **FLOOR CARE**

The townhomes consist of Luxury Vinyl Planks (LVP). The LVP is designed to provide years beauty while standing up to heavy use.

Preventative Maintenance:

- If rugs or carpet is added, be sure to use a soft padding to prevent scratches to the floor
- Keep rugs and carpet clean and free from dirt and sand by vacuuming regularly - dirt or sand which builds up beneath rugs may cause damage to the floor
- Always protect floors when moving heavy objects to prevent permanent scratches and tears
- Use appropriate floor protectors under tables, chairs, and any other heavy furnishings to avoid permanent damage
- Walk-off mats should be used at all entrances to absorb soil and moisture

- If mats are placed directly on top of the floors, use mats without latex or rubber backings to avoid possible discoloration

#### Routine Maintenance:

- Daily removal of dirt and dust is important to prevent particles from abrading the surface of floors
- Sweeping, dust mopping, and vacuuming are recommended to remove soil particles that can result in scratches and worn appearances - DO NOT use vacuums with rotating beater bars on hard surfaces
- Periodic wet cleaning will be necessary to maintain the appearance
- Always pre-vacuum or dust mop before wet cleaning
- Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended from local distributors and supply companies
- Always follow the cleaning agent instructions for damp mopping
- If rinsing is necessary, use clean water and expedite drying with air movers or fans
- If a neutral pH cleaner is not available, you may use water
- Never use any harsh detergents, bleach or other abrasive cleaners when mopping the floor

#### Spot and Spill Removal:

The LVP flooring is engineered to resist and minimize common staining

- Absorb wet spills as quickly as possible by blotting with white paper or cloth towels - rinse with water if necessary
- Dried spots should be removed by gentle agitation and rinsed with water - blot dry
- Parkway Townes management recommends the use of Shaw's R2x hard surface cleaning products, Diversey's Stride or Prominence, or other products formulated for vinyl floor cleaning • Do not use detergents or abrasive cleaners
- Use rubbing alcohol (isopropyl alcohol) or odorless mineral spirits with a clean white cloth for spots requiring a solvent-type cleaner that water and cleaning agents cannot remove

### COUNTER TOPS

The counter tops in your kitchen are made from granite. While a very durable substance, this granite is not impervious to severe heat and staining. Substances which may leave stains should be wiped off promptly and hot pads must be utilized to protect the surface. Please do not cut items with a sharp knife directly on your countertops.

### WATER SUPPLY

If the townhome is without hot water, first check the hot water heater electrical circuit breaker in the electrical panel box. If the breaker is not tripped, please submit a maintenance request. If there are leaking water pipes, dripping faucets or continually running toilet tanks, please submit a maintenance request to have it repaired. Please do not waste water by leaving faucets running for an unreasonable length of time.

### COMMODOES

The sewer system can handle all normal drainage. The following items will result in damages which will be charged to the tenant: paper towels, facial tissue, disposable diapers, sanitary napkins, etc. These, and similar items, must not be flushed. Care should be taken to avoid dropping foreign objects into the commode. If the commode overflows, immediately stop the flow of water by turning the handle located under the tank in a clockwise direction. Submit a maintenance request for assistance.

### GREASE

Do not dispose of grease in the sinks or toilets. All grease should be disposed of with garbage in the proper receptacle. Damage caused by negligence will be charged to the tenant.

## **PLUMBING LEAKS AND BROKEN WATER PIPES**

Emergency Shut-Off Valve (ESV) During the occupancy inspection, a management representative called attention to the main water shut-off valve in the townhome. It is the tenant's responsibility to know how to use the valve to minimize any water damage during emergency situations. If tenants discover a water leak or broken water pipe, please turn this ESV off (rotate clockwise) and notify management immediately.

## **OUTSIDE STORAGE ROOM**

All townhomes feature an outside storage room which is located by the patio. Inside the storage room, you will find the main electrical panel box for the townhome as well as the hot water heater. Tenants may use this room for storage; however, it is important that access is not blocked to the electrical panel box. The electrical panel must be accessible at all times.

In addition, do not stack anything within 1-foot of the hot water heater or drain pipes. Do not stack anything on top of the hot water heater.

Be sure to always keep the outside storage unit door closed and locked when not in use. It is the tenants' responsibility to keep this area secure. Any frozen pipes or other damage caused by leaving the storage room door open will be billed to the tenant(s).

## **ELECTRICITY**

During the original occupancy inspection, a management representative called attention to the location of the electrical panel box in the outside storage room. If the lights are not illuminated in the townhome, please check the circuit breakers in this panel box. A tripped breaker may be reset by moving it to the OFF position and then back to RESET or ON. However, only reset the breaker once before calling the office. If there is a problem with an appliance circuit, there is a damage risk to the wiring and fuse box. Please check for any condition that may be overloading the circuit (i.e. too many appliances on the same circuit). Breaker panel located in the garage.

## **AIR-CONDITIONING AND HEATING**

When changing a thermostat from HEAT to COOL or vice versa, first move the switch to the off position, pause five seconds, followed by the desired HEAT or COOL setting. Permanent damage may result if this action is not performed.

If the HEAT or COOL cycle does not respond to the thermostat setting, ensure the breaker in the electrical panel box is ON or not tripped. Never obstruct the air intake unit in any way and always visually check the air filter to verify it is clean. It is the tenant's responsibility to replace filters every month. Please initiate an online maintenance request if the filter needs cleaning sooner. A clean air filter aids in energy conservation and results in a more efficient operation of the unit.

Please keep all windows and doors closed at all times when the heating and air unit is operating. Keep all materials away from the outdoor condensing unit - check for paper or plastic that may blow against the air intake.

Please seek a desirable thermostat temperature setting for the season and avoid consistent temperature adjustments. If the townhome is unoccupied for a given period (i.e. work-day or weekend), allow the system to operate in during an absence. Do not allow the room temperature to fall below 55 degrees or rise above 85 degrees, otherwise, damage personal and townhome property may result.

Do not turn the heat completely off during a cold weather absence. Pipes may freeze and break. If this occurs because of the tenant's negligence, the tenant is responsible for any resulting damage. Likewise, in hot weather, damage to your furnishings and townhome property may result if the air conditioning unit is completely turned off.

Contact management if the heat and air conditioning is not functioning properly. When reporting a problem, provide as much detail about the issue to save time and minimize any tenant inconvenience. On the patio of every townhome, there is a white drain pipe protruding out of the trim above the rear window. If water is draining from this pipe, initiate an online maintenance request as soon as possible. This drain pipe is the overflow drain pipe used in the heating and air conditioning system. Failure to report this may cause damage to the system and/or water damage to the townhome.

## **GENERAL APPLIANCES**

In the case of an appliance not operating, first check the circuit breaker to see if it has tripped. Next, check the electrical cord to ensure it is firmly plugged into the wall socket. If these appear to be in order, refer to the appropriate appliance below. If the problem is still unresolved, submit an online maintenance request.

During the occupancy inspection, a management representative will provide tenants with basic appliance operation information. Please ask any questions about appliances during the inspection that are not fully understood.

## **RANGE**

Please clean top burner glass with hot water and dish soap after each use. This will eliminate grease build-up. When the pans become spotted with grease or food, use a scrubbing sponge to remove residue. Regularly clean the oven hot water and dish soap. For baked-on stains, spritz with full-strength ammonia from a spray bottle. Leave it for at least five minutes, then sprinkle on enough baking soda to completely cover the stain; add just a few drops of white vinegar. Let it bubble for a minute or two, then whisk away the grime with a scrub sponge. Rinse with a clean, wet, sponge. Never use a sharp instrument to clean the oven. Hood vent filters should be removed and cleaned monthly in hot, soapy water. The range will cook more efficiently if you match the diameter of pots and pans to those of the heating elements to prevent heat from escaping into the air.

## **REFRIGERATOR**

Never use scrapers, ice picks or knives to remove frost build-up in the freezer. Please defrost your refrigerator if the frost in the freezer compartment is .25" thick or more. The inside may be kept odor-free by using baking soda and water after defrosting. Any equipment failures should be submitted by maintenance request.

## **DISHWASHER**

Local building codes require all dishwashers to be installed with a shut-off switch. The dishwasher in the townhome is controlled by a light-switch-style shut-off which is located above the counter in the kitchen. The switch is labeled "DW". If the switch is in the OFF position, the dishwasher will NOT operate. The switch must be in the ON position for the dishwasher to operate.

Large amounts of food particles on soiled dishes will jam the dishwasher. Be certain all dishes are scraped and rinsed under running water prior to placing them in the dishwasher. Do not overload the dishwasher so water can circulate freely over each piece. Avoid covering the center-hole in the lower-rack for maximum efficiency. Only use common dishwasher detergent products. Do not use soap or laundry detergents. To save power (and reduce the electric bill), wait to run the dishwasher until the load is full,

however, do not leave soiled dishes in the dishwasher for a long period of time. Any dishwasher failures should be reported by submitting a maintenance request.

## ENERGY CONSERVATION

Energy conservation results in lower utility bills which benefit the tenant and the property owners - regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals. Please turn off lights when not needed. A 40-watt bulb burned for 10 hours uses 4,640 BTUs. Please do more washing with cold and warm water cycles to save energy. The major costs in washing clothes is hot water usage. The washer and dryer operate more economically if used with a full load.

## WATER CONSERVATION

Please notify the management office immediately when a leaky faucet or running commode is detected. A leaky water faucet that drips one-drop per second can waste up to 650 gallons of water per year. Consider the shower instead of the bath tub - the average shower uses only 5 gallons of hot water, while a full bathtub uses 10+ gallons

## Community Site Map

