

## **HELPFUL HINTS FOR TENANTS**

**RENT:** Rent is due by the 1<sup>st</sup> of the month. (NO EXCEPTIONS) Rent will be assessed a late fee of \$10 per day after the first of the month.

**MAINTENANCE:** Call the Iowa City Maintenance phone recorder at, 351-6000, anytime (42 hours a day) for routine maintenance. Please leave your name, address (including apartment number), phone number, and a brief description of the problem. Routine maintenance is done Monday-Friday, 8AM to 5PM. Iowa City Maintenance's minimum charge is \$70/ per hour.

Emergencies: The emergency line should only be called in the event of heat outages, major sewer backups, or water shortages. The emergency number is 338-0209.

**EXCESSIVE NOISE OR PARTIES:** Call the Iowa City Police Department **356-5275**. For further policies on conduct refer to your lease.

**ELECTRICITY/POWER OFF:** If the electricity or power is off to the stove, refrigerator, etc., please check the circuit breaker located in the hall, bedroom, or entry closet of your apartment. Turn the circuit breaker to the off position and the back on to reset. If you lose electricity to your whole apartment, please check with your neighbors. If all the electricity in the building is out, call Mid American Energy at 1-888-427-5632.

**All utilities are to be on until the day after your lease expires so that your apartment can be inspected after you move out.**

**PATIOS & PORCHES:** No more than 2 people on your balcony at a time! **NO** indoor furniture, **NO** beer kegs, **NO** grills, **NO** bikes, and **NO** garbage. \*A fee of \$150 + clean up charges will be assessed for any violation.

**PETS:** (unless otherwise specified in lease) **ABSOLUTELY NO PETS allowed visiting or living in the building at any time!** \*A fee of \$600 + \$20 per day will be assessed per finding of any pet in any unit at anytime. **NO EXCEPTIONS!**

**GARBAGE DISPOSAL:** (suggestions for normal use: Run cold water into the disposal when it's on and a little more when it's turned off to clear pipes.) If your garbage disposal doesn't work, please unplug it under the sink by the disposal tank. Then, check the inside of the disposal by taking a flashlight and looking to see if anything is jammed in it. Plug the disposal back in. Find the reset button on the bottom of the disposal tank and press it. Turn on the water. If the disposal still doesn't work, call for general maintenance. Please: do **NOT** grind bones, celery, popcorn, gravy, grease, etc.

**THERMOSTAT:** In cold weather, **NEVER** turn your thermostat below 65 degrees or the pipes will freeze and cause water damage in your apartment. Running your heat below this temperature could cause pipes to freeze. Any damages caused by frozen pipes will be billed directly to the tenant(s).

**AIR CONDITIONER:** For maximum efficiency, set on "High Cool", close the vent, and run on #7 or less. Periodically check the filter. If it is dirty, please remove the filter and rinse it out under the faucet.

**REFRIGERATOR:** If your refrigerator/freezer is not working, please call maintenance at 351-6000. Remove all perishable items from the unit and place them in a cooler. Or make arrangements with a neighbor or friend to keep your food in their refrigerator until maintenance arrives to analyze the situation or make repairs.

**SEWER BACK-UPS:** IF you live on the first floor (bottom level):

1. Minor sewer back-up...if the water is backing up in the kitchen sink, turn off the dishwasher and do not turn on any water. Please notify the apartments directly above you, across the hall, and directly above them not to use their dishwashers or run water in the kitchen sink. Immediately call the office at 351-7676 during the day or 338-0209(emergency) after hours.
2. Major Sewer back-up...if the sewer backs up into the bathtub, please call the office at 351-7676 during the day or 338-0209 after hours. Then, knock on all apartment doors in the building and tell them not to use the dishwasher, kitchen water, or any bathroom water.

**WATER LEAK:** If there is a major leak, please turn off all water and call the office immediately at 351-7676. If no answer, call the emergency line at 33-0209. All leaks major or minor should be reported to maintenance. At 351-6000.

**TOILET OVERFLOW:** Tenants of each apartment should obtain their own ball-type plunger for unclogging drains and toilets.

1. Turn off the water to the toilet. (The turn-off valve is located on the left side, under the toilet tank and needs to be turned clockwise.) Please plunge the toilet 3 or 4 times. If you plunge hard enough, it will clear the line. If any water is on the floor, please wipe it up as soon as possible.
2. Then turn off on the water to see if it is running properly. If your toilet continuously plugs up, please call the general maintenance line at 351-6000.
3. If maintenance responds to a clogged toilet and solves the situation by simply plunging the toilet, tenants will incur appropriate service charges.

**FIRE OR SMOKE SMELL:** Please call the fire department.....**911**

**FIRE ALARM:** If the hall fire alarm is ringing, please contact the office immediately at 351-7676.

**LOCKED OUT OF YOUR APARTMENT?** Contact the office at 351-7676 (must have identification and be a tenant signed on a current lease.) **REMINDER:** Any changeover in tenants must be made through the office. Anyone living in the apartment must be signed on the lease! A lock out charged will be given to the tenant(s).

**Thank You for renting from APARTMENTS NEAR CAMPUS!**