



GENERAL RENTING INFORMATION

MOVING IN: Your resident manager or leasing agent will perform a move in inspection for your unit. **YOU ARE RESPONSIBLE** to look over this inspection and add anything to our list within **THREE WORKING DAYS**. This move in inspection is very important to **YOU**, since we will use these items noted at move in for your **MOVE OUT** inspection.

When making your rent payment: **MAKE SURE YOUR NAME & ADDRESS IS ON YOUR CHECK** or money order. **Acceptable rent payments: personal check, cashier check, money order, ACH or you can pay online.**

CASH PAYMENTS NOT ACCEPTED!

MAINTENANCE: Please contact our office regarding maintenance items on **618-624-4610**. If after business hours, you will be directed to contact an emergency number.

Emergencies consist of:

1. No Power – Due to other than being shut off or an outage in the area.
2. No Heater/No Air Conditioning during extreme weather conditions. You will be put on a priority basis.
3. Toilet Malfunction – Not an emergency if more than one bathroom is in your home.
4. Water Heater leaking
5. Fire/Natural Disaster – **In case of fire, please call 911 if you cannot put out immediately.**

*See attached page for tips on how to extinguish a kitchen fire.

Keep in mind that we will be out as soon as possible. Some items are contracted out, and the contractors have a priority list of their own. Delays may include availability of parts.

Common Problems: Before you call for maintenance please check:

1. Toilet running – check inside tank. The bulb (usually black and round) may be entangled with the chain.
2. Toilet Not Flushing – use plunger. If starting to overflow, shut off water valve behind the toilet.
3. No Power – Check to see if your breakers are on. If all breakers are on call your power company to see if your area has a power outage.
4. Water leaking – shut the water off immediately at the shut off valve & call our emergency phone #.
5. Basement Flooding – check to see if your sump pump is working (if applicable). Also check the breaker to make sure it is not in the off position.
6. A/C blowing warm air – turn off both the a/c and the furnace circuits then turn back on.
7. Garbage Disposals – do not put grease, potato peels, rice or bones in the garbage disposal. If your disposal stops, push the reset button underneath the disposal. This is usually a red button. If nothing happens, try to use the manual handle (metal piece that looks like Z and insert into hole at bottom of disposal). Try turning the disposal with the handle to see if it works. Residents will be billed for negligence.
8. Washers/Dryers – if you have a stacked W/D, please do not overload. Make sure you empty the dryer filter every load.

CHOOSEKWG.COM



9. Range Hood Exhaust Fan – Make sure to clean your filter. Most are metal and can be put into the dishwasher for cleaning.
10. Furnace Filters - must be changed monthly.

MAKE SURE YOU HAVE RENTER’S INSURANCE AND PROVIDE A COPY TO OUR OFFICE.

EXCESSIVE NOISE/DISTURBANCES: Excessive noise/disturbances are a violation of your lease and will not be tolerated from any resident. If a problem does arise, the police will be notified.

PARKING: In most cases, you will have access to parking spaces. Please ask your guests to park in guest parking. If you do not know where the guest parking is located, please contact your resident manager, or the main office.

DECKS/PATIOS: Please read and follow the rules of your community. If you have questions, please contact your resident manager or main office. Some restrictions may apply.

FIREPLACES: Do not overload your fireplace. Stack wood in a metal ring or on concrete blocks. **DO NOT STACK AGAINST ANY BUILDING, ON ANY DECK, OR ON GRASSY AREAS.** Make sure the damper is open before using. If you have never used a fireplace, please read your instructions provided at move in. Do not burn anything other than firewood in your fireplace. Please note the size of your fireplace grate, not all fireplaces have the capacity to burn a large number of logs. In some cases, a starter log might be more suitable. *See attached page for more instructions on use*

SMOKING: We do not permit smoking in any of our rental units. Always smoke outside and properly dispose of butts.

TRASH: Please place your trash in the appropriate area. Do not leave trash on decks, walkways, or hallways. Trash must be in sealed bags, and placed in an appropriate container. Any moving boxes or storage boxes, must be broken down, and placed in dumpster. If for any reason, you have filled the dumpster with moving items or debris, you will be charged for one pick up. **NO FURNITURE** will be accepted. If you need to remove large items, please contact a trash service.

PETS: If you are considering having a pet, authorization is required. Please contact the main office or resident manager for authorization and pet agreement. One pet per unit unless specified. Most of the units have a restriction of no more than a 25-pound pet, and must be over one year in age. **NO PUPPIES OR KITTENS.** Pets will need to be on a leash at all times when outside of your unit. Any messes that your pet makes, you will need to clean up.

KEYS: You will be provided keys at your move in inspection. Some units have mailboxes with keys. If lost, you might be required to contact your local post office for another key, which there is a charge.

CABLE TV: You are responsible for giving the cable company access to your home. A permission slip is provided at move-in. No additional holes can be made into the walls without permission from your property manager or the property owner.

CHOOSEKWG.COM



SATELITE DISHES: Please check with your resident manager or main office before you sign an agreement. Most units do not have the capability of having Satellite Dishes. The dishes are not allowed to be **MOUNTED TO ANY PORTION OF THE BUILDING, DECK OR ROOF**. Pole mounted Dishes must be removed at move-out. Most providers (Direct TV or Dish Network) will remove the pole free of charge.

MOVE OUT: Make sure you have given a **WRITTEN 30-DAY NOTICE** to your resident manager or main office. An email is just fine. The date we receive your notice is the date your notice will be effective. Even though your lease ends, you still must provide a thirty-day written notice. Please schedule a walk through inspection with your resident manager or our main office. Until a final walk through is completed for your unit, we cannot process your security deposit. You will need to have your carpets **PROFESSIONALLY STEAM CLEANED** and your unit **PROFESSIONALLY CLEANED** prior to moving. You must provide both receipts at the move out inspection. (Renting a carpet shampoo machine is not permitted).

I acknowledge that I have read the above mentioned General Information and been given a copy of such:

Date: _____ Date: _____
Lessee: _____ Lessee: _____
Address: _____ Agent/Lessor: _____



HOW TO EXTINGUISH A KITCHEN FIRE

FIRE EMERGENCY NUMBER: 911

GREASE FIRES DO:

1. Turn stove OFF
2. Cover burning container with lid or pan to smother fire. If smothering fails, call the fire emergency number.
3. **DO NOT** throw water on a grease fire as you may cause an explosion.

ELECTRICAL FIRES DO:

1. Unplug burning appliance or...
2. Turn circuit breaker off or...
3. Unscrew fuse.
4. **DO NOT** throw water on fire or touch burning element.

CHOOSEKWG.COM



OVEN FIRES DO:

1. Close oven door and leave closed (this cuts off oxygen)
2. Turn oven OFF.

GAS LEAKS DO:

1. Close doors to room and get out.
2. Call fire department from another location.
3. **DO NOT** use telephone, turn on lights or put key in lock in a room/house with gas leak. The slightest spark can cause an explosion.

IF YOU CANNOT PUT THE FIRE OUT IMMEDIATELY CALL 911 AND GET OUT OF THE PROPERTY!



FIREPLACE TIPS AND TRICKS

STARTING THE FIRE IN WOOD BURNING FIREPLACE:

- Before starting the fire, look to see that the damper is open full
- Clean out ashes from previous fire, but leave small layer of ashes on hearth under the fire area
- Position grate or andirons towards back of firebox

CHOOSEKWG.COM



- Put crumpled newspaper under grate or andirons
- Add kindling on top of newspaper
- Position three small logs in form of a pyramid, be sure there are air spaces between the logs
- Use dry, seasoned hardwood
- Be sure damper is completely open
- Lay a sheet of newspaper on top of the logs and set it afire. This warms the chimney, improving the flow of hot air from the fire when it is started.
- When warm up newspaper is partially burned, ignore the start under the kindling. Close the fireplace screen as soon as you have completed this step
- Ignite the starter paper under the kindling
- Add logs as necessary
- Keep logs together in a group at back of fireplace
- Keep bed of hot ashes under the fire-not too deep
- Leave damper open and screen closed until fire is completely out
- Always remain in attendance when fire is burning

CHOOSEKWG.COM