



THE MOUNT VERNON COMPANY

RESIDENT HANDBOOK

In order to explain the operation of your apartment we have prepared a Resident Handbook for your reference. This handbook also serves as an **ADDENDUM TO YOUR LEASE**.

Please read this handbook carefully. You will be responsible for the information contained in this booklet. If you have any questions or concerns, please call the Management Office at 617.267.0006.

Again, welcome! We hope that your tenancy through The Mount Vernon Company will be a long and satisfying one.

MANAGEMENT OFFICE INFORMATION

The Management Office is located at *29 Commonwealth Avenue, 6th Floor, Boston MA 02116*.

Pertinent Contact Information:

Office: 617.267.0006
Fax: 617.267.8908
After Hours: 617.566.8515
Website: www.mvernon.com
Email: alison@mvernon.com

Management Office Hours:

Regular Hours:

Monday-Friday: 9:00am - 5:00pm
Saturday and Sunday: Closed

Summer Hours (Memorial – Labor Day):

Monday-Thursday: 9:00am – 5:00pm
Friday: 9:00am – 3:00pm
Saturday and Sunday: Closed

Contact Persons:

Title	Name	Email Address
Property Manager:	Jay Bisognano	jayb@mvernon.com
Maintenance	David Espinoza	david@mvernon.com
Office Manager:	Alison Askinazi	alison@mvernon.com
Accounting:	Liz Morency	liz@mvernon.com

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LEASING AND PAYMENT POLICIES

RENTAL PAYMENTS:

All rental payments are due on or before the first of each month. A late charge of \$40.00 may be incurred if rent is not received when due. All payments should be made in the form of a personal check, cashier's check, certified bank check, or money order. *Please understand that the Management Office cannot accept payment in the form of cash.* Your check or money order should be made out to: THE MOUNT VERNON COMPANY.

Upon move-in, you will be provided with 12 rent payment envelopes. Please use one per month to ensure prompt receipt of your payment. If you do not use the rent payment envelopes, please make sure that your name, building, and apartment number are printed clearly on the check or money order. You may pay your rent in person or mail it to the office at: THE MOUNT VERNON COMPANY, 29 Commonwealth Avenue, Floor 6, Boston, MA 02116.

RETURNED CHECKS:

If your check is returned by the bank for *any reason*, your rental account will be charged \$25.00 as a returned check fee. The returned check and fees must be replaced within 48 hours of notification and be in the form of a certified bank check or money order. You may also be required to pay all future payments in bank checks or money orders. Chronic late payments and/or returned checks are grounds for eviction and/or termination of the lease. Any chronic payment problems will be reported to the National Credit Bureau.

LEGAL FEES:

Legal fees associated with delinquent rent payments are the responsibility of the resident. These fees are due upon receipt of a bill from the Management Office.

LEASE RENEWALS:

Leases are NOT self-renewing. A lease renewal form will be sent to you approximately ninety (90) days prior to your present lease expiration date. We request that you give a sixty (60) day written notice of your renewal or termination plans. Failure to give at least thirty (30) days written notice and a forwarding address may result in the forfeiture of your Security Deposit. The Mount Vernon Company reserves the right to not offer renewal of your lease for any reason.

TERMINATING YOUR LEASE:

If you wish to terminate your lease, please contact your property manager to discuss options by calling the Management office at 617-267-0006. Any breach of these agreements mean that The Mount Vernon Company shall be entitled to pursue any and all remedies provided or recognized by applicable law on behalf of the Owners.

SUBLETTING:

The Mount Vernon Company does not allow subletting of apartments without written permission. Your lease is a binding contract that holds you responsible for payment through the full term of the lease.

APARTMENT TRANSFERS:

Because transferring from one apartment to another is a difficult and costly procedure, transfers are strictly limited. In order to qualify for an apartment transfer, you must (a) experience a change in family size, or (b) have a documented medical reason for requesting a transfer. In certain cases, a transfer may be permitted when there is a serious problem, which affects the management of the property. If you meet one of the criteria listed above, you should submit a written request to Management explaining why a transfer is necessary. Key considerations in granting a transfer will be your rental payment history; your current rental status; waiting list for transfer; and whether or not the transfer would interfere with the overall operations or maintenance of the property. If your transfer request is approved, you will be expected to accept the first apartment offered in the size you require.

ABANDONED PROPERTY:

At the termination of the lease, residents must remove all property not belonging to the Owner. Any property not removed shall be considered abandoned and the Management may dispose of it without being accountable to the resident for doing so.

SECURITY DEPOSIT REFUND:

The Mount Vernon Company has the right to charge residents for damage to the property as a result of negligence, carelessness or misuse. Status on Security Deposits will be forwarded within thirty days of the date of move out. If any charges are incurred, a "Bill/Invoice" will also be included. All of our keys must be returned within twenty-four hours of vacating your apartment. By law, you must leave a forwarding address in order to receive your deposit/deposit status disposition. It is understood that the Security Deposit is not to be considered prepaid rent, nor shall damages be limited to the amount of such Security Deposit.

PAYMENTS REQUIRED FOR MOVE IN:

Upon acceptance of your application, you will be required to pay a Security Deposit, and/or last month's rent and first month's rent. The Security Deposit is due upon application approval, or upon receipt of application if you want an apartment held during the approval process. All other deposits are due at the lease signing.

UTILITIES

Residents are responsible for transferring all pertaining utilities into their own name effective the first day of the lease or on the date of move-in, whichever is sooner.

ELECTRICITY:

Residents are responsible for their electric usage, unless otherwise noted. Please contact the electric company at least five days in advance, as it will take several days to process your request and open an account in your name.

N*STAR can be contacted at 800.592.2000 (Boston) or National Grid (Quincy) at 800.322.3223

HEAT:

The heat in most buildings is tied to a central heating system. If you have a thermostat in your apartment or a separate heating system, do not leave your heat lower than 60° Fahrenheit, to prevent water pipes from freezing. If you encounter a problem with heat in your apartment, please call the 24-hour emergency maintenance service at 617.566.8515. A representative of either our maintenance personnel or the heating company will be dispatched.

GAS:

Certain buildings will require you to set up an account with National Grid-Gas if you have a gas stove.

National Grid-Gas can be reached at 617.469.2300.

CABLE & INTERNET:

Cable and internet services are the responsibility of the tenant, and are provided through Comcast. Your local representative can be reached at 617.279.1958. Simply mention The Mount Vernon Company for discounted rates available only to Mount Vernon Company tenants.

TELEPHONE SERVICE:

Verizon provides telephone service to your apartment. Their service office can be reached at 800.870.9999. Installation of your phone service may require technicians to enter your apartment, so please make arrangements to be at home if necessary. Management will not let Verizon personnel into your apartment. Nor will staff remain in your apartment while work is being completed. Residents are not permitted to rewire their telephone outlets themselves. If additional lines, fax lines, etc. are installed, the resident is responsible for returning the unit to its original condition prior to move-out.

Comcast also offers an all inclusive phone package with unlimited local and national long distance in U.S. territories and Canada. Please call your local representative at 617.279.1958 for discounted rates available only to Mount Vernon Company tenants.

MAIL AND DELIVERIES:

In order to receive your mail promptly, you should notify your present post office of your change of address at least two weeks prior to your move. Please be sure to include your street address and apartment number on any address notification. We will add your name to the mailbox and intercom system within one week of your lease start date.

RENTER'S INSURANCE:

The Mount Vernon Company *requires* all residents to purchase renter's insurance, along with automobile insurance. Although The Mount Vernon Company carries adequate insurance to protect the buildings and the property, this insurance does not provide coverage on your privately owned

furnishings and valuables. The Mount Vernon Company is not responsible for loss or damage to your household goods or vehicle(s) in the event of fire, water, electrical, or smoke damage, theft or other misfortune; nor are we responsible for loss or damage to property left in storage areas or elsewhere in the community, including vehicles parked on site. The Mount Vernon Company will not reimburse you for expenses related to damage or loss of personal property.

GENERAL RESIDENT INFORMATION

We are glad to have you as part of The MVC community. We ask for cooperation from all of our residents in a few important matters of safety and building maintenance.

MOVING IN / MOVING OUT:

Moving furniture or personal belongings is permitted during the hours of 7:00AM and 8:00PM. Residents are allowed to move through either door of the building, provided the moving van/truck does not block multiple parking spaces. Entry doors must not be propped open during the move, especially with rocks or tools, due to the damage to the frame that door propping causes. If you need to hold the door open during your move, we recommend bungee cords. Drive-up access to the entryways of some buildings may be restricted and would need to be scheduled with the office in advance. When moving out, a written notice to vacate must be given to the Management Office with a forwarding address. If you receive an invitation to renew and you decide not to, please indicate your choice on our form and return it to the office as soon as possible.

PETS:

Are not permitted unless otherwise approved.

COMMON AREAS:

We regularly clean the hallways, stairways, and other common areas both inside and outside the building. In an effort to maintain orderliness and cleanliness, residents should properly dispose of empty bottles and food wrappers. Please report any damages or debris to the Management Office.

1. No one may play in the hallways, stairways, or in other common areas of the building.
2. Hallways, balconies, entrances, patios, sidewalks, stairways, and other common areas shall not be obstructed in any way or used for any purpose except as access to and from apartments.
3. Storage of any items in these areas may represent a fire or building code violation and is not permitted. Bicycles are not allowed inside the buildings.
4. No one may ride bikes, roller skate, roller blade or skateboard in the hallways, on the lawns, or on the sidewalks.
5. No one should loiter around the buildings or disturb other residents with loud talking or noise, especially between the hours of 10:00PM and 7:00AM.

GUESTS:

1. Residents will be held responsible for any disturbance or damage caused by their guests.
2. Management reserves the right to ban any non-resident from the property.
3. Guests may not occupy an apartment for more than seventy-two (72) hours without written consent from the Management Office.
4. Any guest(s) who violates rules, causes a disturbance, abuses (physically or verbally) another guest, resident, The Mount Vernon Staff, or the property will be banned from the property at Management's discretion.

NOISE/DISTURBANCE:

Living in a multi-resident dwelling sometimes presents problems with noise. Please be aware that there are people living above, below, and/or beside you. The volume of your television, stereo, etc. should be at a level that only you and the inhabitants of your apartment can hear. Please be advised that repeated complaints of noise/disturbance are in direct violation of your lease agreement.

1. Residents may not make or allow their guests to make any noise that will disturb others. Residents are responsible for insuring that disturbing noises are not made by their guests or other occupants.
2. Door slamming, screaming, yelling, profanity, loud stereos, loud televisions, and loud playing of musical instruments are all considered disturbing and will not be tolerated.
3. A tip for avoiding noise complaints: Avoid putting your stereo speakers directly on the floor or against a wall. Try putting them on foam rubber pads or on speaker stands, and keep the bass very low or off. Many noise complaints originate simply because the bass is vibrating into another resident's apartment, not because the actual volume is too high.
4. Residents may not conduct any vocal or instrumental instruction in their apartment.

TRASH REMOVAL:

Trash removal for each building is different; please call the office for your trash removal days. All trash should be placed in sealed plastic bags in the trash bins found in the trash room or basement of your building. Trash should never be left out in the hallways of the buildings, as this not only attracts pests, but also is in direct violation of insurance and fire codes. Any unclaimed items found in the hallways and/or common areas will be considered to be trash and will be discarded. This includes shoes, umbrellas, shirts and instruments.



CITY OF BOSTON INSPECTIONAL SERVICES DEPARTMENT: BACK BAY RESIDENTIAL TRASH REGULATIONS

Trash must be put out for collection in the alley at the rear of your own property between 6AM and 9AM on the MORNING OF THE COLLECTION DAY ONLY. Collection occurs after 9AM every Monday and Thursday (trash is picked up every holiday except Christmas). [Note: Trash pickup for the neighborhood west of Mass. Ave. is Tuesday/Friday.]

- Trash cannot be placed out for collection in paper bags or cartons. Plastic bags must be of durable 2 ply strength (no shopping bags) and be securely tied. Barrels must be returned to their normal place of storage within 12 hours.
- No trash may be placed on a neighbor's property, at the mouth of alleys, on public sidewalks, or in barrels provided by the City for litter purposes only.
- All residents and property owners are responsible for proper placement of trash for collection and for picking up any loose or strewn trash from their property following collection.
- No trash may be put out for collection or remain out between collection days.
- Small size wood and brush clippings shall be securely tied in bundles not exceeding 20 inches in diameter. Moving/delivery boxes must be broken down and securely tied.
- No building or construction materials shall be put out for collection.
- Between collection days, if outside storage is necessary, metal or rodent-proof barrels with tight fitting lids must be used and stored on your own property.
- Dumpsters must be on private property, have tight-fitting lids, which are fully closed at all times to avoid a health hazard, and be emptied regularly.
- Non-residential institutions must comply with commercial regulations.
- These regulations will be strictly enforced and violators fined.

PARKING:

Residents using the parking must fill out a parking agreement in the Management Office. MVC parking stickers will be issued for authorized vehicles, which should then be affixed to the rear driver's side window of the vehicle. Parking stickers will only be issued to Residents who are designated as a Lessee on the lease and only for vehicles registered in their names. Guests of residents must park in

areas that are not specifically designated for resident parking only and have an authorized guest parking pass clearly showing in their front windshield. The Mount Vernon Company reserves the right to tow vehicles, which are in violation of parking guidelines. All expenses associated with towing and storage of the vehicle will be the sole responsibility of the vehicle's owner.

1. All vehicles parked in The Mount Vernon Company spaces must be in good working order, in good physical condition, and have a valid registration and plates.
2. Authorized vehicles will be limited to cars, pick-up trucks, vans, utility vehicles, and motorcycles. Campers, trailers, boats, or other vehicles not listed above shall not be parked at The Mount Vernon Company.
3. Parking in designated spaces only. Vehicles parked in fire lanes or other unauthorized places are subject to tow at the owner's expense.
4. No parking in handicapped spaces, except with authorized permit. Vehicles parked in handicapped spaces will be towed at the owner's expense.
5. No parking in front of the dumpsters. Vehicles parked in front of dumpsters will be subject to tow at the owner's expense should it interfere with refuse removal.
6. No changing of oil, repairs, or car washing is permitted in the parking lot.

SMOKING:

There is **ABSOLUTELY NO SMOKING IN THE APARTMENTS OR COMMON AREAS**. You will be charged for damage to the apartment upon moving out if your apartment smells of smoke or walls are stained due to smoke. Residents with wood plank decks should refrain from smoking on the balcony due to the potential fire hazard. Please do not scatter cigarette butts on the ground or near the building entrances or throw them off the balconies. This creates an unsightly appearance and can also become a fire hazard.

CANDLES:

For your own safety and the safety of others in the building, **UNDER NO CIRCUMSTANCES ARE TENANTS ALLOWED TO LIGHT/BURN CANDLES OR INCENSE**. If a fire or any damage is caused due to the use of these items, you will be held personally responsible for any and all costs and repairs, both in and outside of your unit, as well as any insurance related expenses incurred by the Landlord.

LAUNDRY FACILITIES:

Coin-operated laundry facilities are located on the ground level of some buildings. Laundry facilities are for the use of residents only. Posted operating instructions should be adhered to in order to ensure the proper use and care of the equipment, thus eliminating unnecessary breakdowns. If a machine malfunctions or is in need of service, please contact the management office 617.267.0006 or any other telephone number that may be posted in the laundry room. Before calling the office, please check for a posted number. Let the operator know the machine number and in which building you are having trouble. Please leave the machines clean (including removing lint from the dryer vents) and dispose of any laundry-related trash (detergent boxes and bottles, dryer sheets, etc.) in the supplied trash bin. Please do not leave your trash on the folding table or on the floor. Use of clothing dyes in the washing machines is strictly prohibited. Please remove your clothing promptly after the wash or dry cycles are completed as other residents may need to use the machines.

NOTE: It is strongly recommended that you stay in the laundry room with your belongings. The Mount Vernon Company is not responsible for theft or damage of personal belongings from laundry rooms. The installation of washers or dryers is not allowed in apartments, unless already done by MVC. This rule is strictly enforced.

STORAGE:

The Mount Vernon Company does not provide storage. Personal items may not be stored in the hallways, entrance ways, or any other common area of the building. Personal belongings found in common areas may be disposed of without notice. The Mount Vernon Company cannot be held responsible for such damage or loss.

SAFETY AND SECURITY

INTERCOM SYSTEM AND FRONT DOOR BUZZER:

An intercom system is provided in your apartment entryway, which allows you to talk to the person who has rung your doorbell. Please do not hold the buzzer longer than necessary; a couple of seconds is plenty of time for one person to access the door. Holding this button longer than necessary can allow a stranger to enter the building behind your guest. Do not allow anyone in the building who you do not know, either by physically opening the door or by using the intercom. We cannot emphasize enough the importance of not allowing a random caller into the building who calls from the intercom system and asks to be let in. *Please see instructions at end of manual for intercom system use.*

BUILDING ENTRY/LOCKS AND KEYS:

The entry doors to your building are key-entry. Please be sure to use the handle instead of the key to open the door. Pulling the door open with your key can cause the key to bend or snap, as well as warp the hinges on the door, causing it to malfunction. You should take care to see that the door closes tightly behind you when entering or exiting the building. Please be sure to make positive identification prior to letting anyone, even people who claim to be residents, into the building. Keep your windows locked when not at home. When you are planning to be away, it is a good idea to leave a light on and perhaps turn on a radio to give the appearance of someone being home. Have your paper delivery as well as your mail stopped. If you are friendly with one of your neighbors, you might notify him or her and ask them to keep an eye on your apartment. It is also a good idea to notify the Management Office if you will be away for more than a few days.

SOLICITORS:

No solicitation is allowed at The Mount Vernon Company. If you notice or are bothered by solicitors, please call the office or the police immediately so that they can be escorted off the property.

POLICE DEPARTMENT:

In the event of an emergency, you should call: 911.

FIRE REPORTING PROCEDURES:

In case of fire, please follow these instructions.

1. Call the fire department at: 911
2. Remain calm as you state your address, phone number, and exactly what is burning and where. Do not assume that someone has already called.
3. Whenever possible, please report any fire - large or small - to the Management Office.
4. If there is any possibility of danger, exit the area immediately. If you cannot exit your apartment, open a window and hang a towel or sheet from the window to alert rescue personnel. They will assist you as soon as possible.

FIRE SAFETY PROCEDURES:

We suggest that everyone practice the following fire safety procedures:

1. Learn the location of all your exits, fire extinguishers, and pull stations.
2. Prepare and practice a family escape plan. Have more than one exit route, in case one is blocked or impassable.
3. Remember to stay low to the floor during a fire. Heat and smoke rise; more people die from intense heat and/or smoke inhalation than of the fire itself.
4. In the event of a fire, dial 911 to notify the fire department. If you are able, call the management office.
5. Do not open doors that are hot to the touch.

6. If you smell smoke, see flames, or hear a fire alarm, do not panic. Instead, quickly and calmly exit the building using your closest escape route. If possible, alert your neighbors by yelling "FIRE!" and banging on apartment doors as you leave the building.

7. Always keep a current fire extinguisher in your apartment at an easy to remember place, i.e. under the kitchen sink.

8. In the event of a fire, use the "evacuate first, investigate later" approach. Evacuate the area immediately. Do not attempt to re-enter the building or to remove personal belongings.

FIRE ESCAPES:

There is ABSOLUTELY no one permitted to utilize the fire escapes for anything other than exiting the building in the event of a fire. Any resident found in violation of this policy will be immediately evicted. Rooftop access is prohibited as well.

MAINTENANCE ISSUES

MVC has an on-site maintenance staff to attend to your routine maintenance needs. We also offer 24-hour emergency maintenance service. You do not have the right to deny access to your apartment for repairs when you are not at home, but we will try to schedule the work for a mutually convenient time on an appointment basis whenever possible. Repairs are usually made during office hours Monday through Friday. At times, it may be necessary to enter a resident's apartment for repair work that was not requested by that resident, such as leaks from the apartment affecting other residents. The Management Office will attempt to reach the affected resident in advance of entry, unless the repair is deemed an emergency. Maintenance has the right to enter your unit without notice in cases of emergency.

We categorize maintenance into two different groups: routine and emergency.

ROUTINE MAINTENANCE REQUESTS:

Routine maintenance is any type of repair which is not of an emergency nature. In other words, it will not cause harm to an individual or building. These requests can be reported during regular office hours at 617.267.0006, or to our 24-hour maintenance line at 617.566.8515. You may also e-mail maintenance requests to recep@mvernon.com. When you call with a request, please state your FULL name, complete address, and a description of the problem. MVC makes every effort to respond to your maintenance requests in a timely and efficient manner, but they will be attended to in order of priority and may take up to one week to complete. In order to assure all work orders are dealt with, we have scheduled maintenance to be in certain areas on designated days.

WEEKLY MAINTENANCE SCHEDULE:

One day per week, MVC Maintenance will be visiting your building to complete reported maintenance issues. The schedule below has been set up in order to ensure all maintenance requests are completed in a timely manner. Please note which day of the week your building is scheduled for. Also, keep in mind that if you have a maintenance request, you may wish to report it a few days in advance of your building's assigned day in order to have the work expedited.

MONDAY	Back Bay: Berkeley, Commonwealth, Gloucester, Marlborough, Newbury
TUESDAY	Beacon Hill: Charles, Joy
WEDNESDAY	Beacon Street, supplies, catch up
THURSDAY	Walnut Street, Newton
FRIDAY	Waterston, Quincy

EMERGENCY MAINTENANCE REQUESTS:

In the event of an emergency, you should call: 617.566.8515. Be sure to give the operator or staff member your full name, address, and nature of problem and on-call maintenance will respond accordingly. MVC identifies an emergency as no heat, no water, no power, plumbing, leak or flood. Any repair or situation not of this nature is considered routine and will be attended to during business hours. If you smell smoke or suspect a fire, call 911 and the fire department IMMEDIATELY. Management and/or maintenance personnel do not need your permission to enter your unit in response to an emergency that would involve danger or damage to a system, building structure, or residents.

UNIT LOCK-OUT:

Please call our answering service, who will dispatch MVC's locksmith in the event of a lock-out. The tenant is responsible to pay the locksmith upon arrival. The current fee is \$120.00.

PLUMBING:

Routine and emergency plumbing that is not due to neglect or abuse will be taken care of by Maintenance at no charge to you. In case of neglect or abuse, you will be charged for the repair. To prevent plumbing problems, we ask that you not flush food, paper, sanitary napkins, tampons, or other inappropriate items that may cause a plumbing issue. In the event of a clogged drain, we ask that you not pour any chemical (such as Drano) down the drain to try to solve the problem. The use of such chemicals may damage the pipes and can create a hazardous situation for anyone who comes to work on the drain at a later day. In the event of a plumbing emergency in your unit, such as a water pipe breakage, please first attempt to shut off the water via the apartment's water main control, then call the office and state that you have a plumbing emergency.

ANNUAL APARTMENT INSPECTIONS:

Management makes annual apartment inspections to each and every unit for preventative maintenance. You must allow Management to enter your unit for this purpose. If during the inspection, damages (beyond normal wear and tear) are found which can be attributed to resident abuse or neglect, you will be charged for the damages to include labor and materials. Payment for such damage is due within 30 days of billing.

SUPPLIES:

If a light bulb burns out in your apartment, you are responsible for changing it. If you have any problems reaching the light fixture to replace the bulb, we will be happy to send a maintenance person to your apartment to assist you. However, you are responsible for purchasing the bulb. Residents are expected to use two shower curtains to prevent water leakage. The resident will be liable for any damages caused by water leakage due to improperly covered tub areas.

APARTMENT CARE AND CLEANING

Your apartment will come equipped with appliances. In order to maintain optimal efficiency and achieve energy conservation that can result in savings on your electric bill and increase the life of the appliances, we ask that you adhere to the following guidelines for your appliances. To clean appliances, counters and bathroom fixtures, we recommend a non-abrasive cleaner such as Soft Scrub with a soft sponge. Do not use steel wool, SOS pads or harsh abrasive cleansers. If an appliance isn't working properly, please check a couple of things before calling the office for service.

1. Check for a reset switch or button.
2. Make sure the appliance is plugged in.
3. Make sure the controls are properly set.
4. Check the circuit breaker to see if it has been tripped.

GARBAGE DISPOSAL:

Some apartments at The Mount Vernon Company have garbage disposals in their kitchen sink. Here are some hints to keep it running smoothly and odor-free:

1. Always run cold water when the disposal is on. Cold water will help to solidify the grease and allow it to be removed by the disposal. Hot water will melt grease and as it solidifies, it coats parts in the disposal causing inefficient operation or, over time, damage to the disposal.
2. Dump ice cubes into a running disposal periodically to keep the blades sharp.
3. Do not throw bones, chicken fat or skin, celery, onion skins, banana skins, artichokes, flower stems, utensils, or chemical drain openers into your disposal. All of these items could cause the disposal to clog be damaged.
4. If your disposal does clog, shut it off immediately. Continuing to run a clogged disposal can burn out the motor.
5. Never stick your hand inside a running disposal. If you must remove something from inside the disposal, it is safest to first shut off power to it from the breaker box.
6. Always run your disposal prior to running the dishwasher to prevent backwash or backup into the sink.
7. To keep your disposal and drain smelling fresh, use a fresh lemon or a half a cup of baking soda weekly.

REFRIGERATOR:

Some helpful hints to keep your refrigerator working efficiently:

1. Most MVC apartments have frost free refrigerator/freezers. However, some do not. If you have a freezer that produces frost, please defrost your freezer before the ice deposit exceeds ¼ inch. The more ice that builds up, the less efficient your freezer will cool.
2. Do not use sharp objects to remove ice deposits from freezer. This could damage the freezer and the resident would be held responsible.
3. Periodically vacuum around and behind your refrigerator to prevent dust build-up, especially where the fan and motor are located.

STOVE AND OVEN:

1. Keep heating elements and spill trays clean to prevent the possibility of cooking fires.
2. If you are unsure how to reassemble your burners after removing them for cleaning, please call maintenance to reinstall them. Trying to force them back into place could damage the elements or the stove connections, which would result in damage charges to the resident.
3. If a cooking fire does occur, do not put water on it! Water on cooking fires often causes it to blaze

out of control. Instead, smother the fire by covering the pan, covering it with a towel, or putting baking soda on it.

FLOORING:

Carpeting is an attractive floor covering and is easy to maintain. A simple regimen will ensure a long lasting, beautiful carpet. Some suggested guidelines are:

1. Vacuum at least weekly.
2. Promptly remove spills by blotting, not rubbing, with a wet cloth.
3. For heavy-set stains, a stain remover may be needed. You should always test spot the chemical inside a closet area to make sure it does not damage or bleach out the carpet. Again, when removing the stain, blot, don't rub. Rubbing can further set the stain or cause it to spread.
4. Yearly carpet shampooing will help to keep your carpeting looking fresh and clean. You can rent carpet shampooers at local hardware stores or have them cleaned by a professional firm who specializes in carpet cleaning.
5. Hardwood floors- Floors should be swept weekly. Use Murphy's Oil soap to clean.

RESURFACED TUBS:

The tub in your bathroom has most likely been resurfaced. This means that an additional coating has been added over the original finish of the tub. Due to this additional surface, some special care is needed in proper care of the tub. Properly cared for, your new tub surface will last for many years. Please do not use harsh abrasives or scrubbers to clean the tub. A bubbling cleanser, such as Scrubbing Bubbles by Dow and a sponge is recommended. Also, it is important to report dripping faucets in a resurfaced tub immediately, as the constant dripping can cause cracks and peeling of the coating. If you notice any chipping or peeling, especially around the drain, please contact the Management Office immediately. If caught early, such repairs are minor. Please do NOT use suction and/or adhesive mats or decals. Water becomes trapped beneath suction mats, causing peeling and chipping. Also, adhesives and suction cups pull at the finish, causing it to rise up or pull away from the tub. Damage to the tub surface caused by use of suction mats, adhesive decals, or mistreatment or neglect of the resident will be repaired at the resident's expense. Damages of this nature found upon move-out will be removed from your security deposit. Please call the office if you have any questions.

WINDOWS AND WINDOW BLINDS:

Your apartment has been supplied with mini blinds. It is your responsibility to care for, clean, and maintain these fixtures. Should they need replacing due to abuse or neglect, the resident will be held responsible for such. You are responsible to clean the interior windows. We will clean the exterior windows in most buildings annually.

EntraGuard Telephone System Tenant Guide

- I. How To Accept A Call
 - a. When the phone rings, answer it. Your visitor will inform you they are at the EntraGuard unit.
 - b. You may do a few tasks at this time depending on how the EntraGuard unit was installed (see II for more information on the tasks available).
 - c. Press the telephone key(s) that correspond to the tasks you want performed (see III for the setup of your EntraGuard unit).
 - d. Hang up the telephone.

- II. Telephone Commands
 - a. Unlock Door 1: The telephone key assigned to this task, when pressed, unlocks the door controlled by the EntraGuard unit and allows a visitor access to the building. Once this key is pressed, the connection between your phone and the EntraGuard unit is terminated.
 - b. Hang Up: The telephone key assigned to this task, when pressed, terminates the connection between your phone and the EntraGuard controller without performing any other function (such as unlocking the door).

- III. Assigned Telephone Command Codes
 - a. Unlock Door 1: Press 9
 - b. Hang Up: Press 7