

## ***Resident Information***

Your new mailing address: \_\_\_\_\_

\_\_\_\_\_

Your Mailbox Number is \_\_\_\_\_

## ***Important Phone Numbers***

*Heritage Park Apartments (585) 381-1922*

*Frontier (phone service) (585) 777-1200*

*Rochester Gas & Electric (585) 546-2700*

*Time Warner Road Runner Internet (585) 756-2337*

*Time Warner Cable Services (585) 756-5000*

*Webster Post Office (585) 872-3750*

*Webster School District Office (585) 265-3600*

*Elementary School (585) 872-4200*

*Middle School (585) 265-6500*

*High School (585) 671-1880*

## ***Trash Removal Services***

*Dumpsters are emptied on Friday*

*Totes (in garages) are emptied on Monday*

*Recycle bins are emptied on Monday*

## ***WELCOME TO YOUR NEW HOME***

*We hope you will enjoy your new home. To assist you in getting settled, we wish to take this opportunity to explain some of our services and property management policies.*

**Maintenance** You are responsible for the routine upkeep of your home. Out of the ordinary maintenance, such as repairs of broken pipes, leaking faucets, heating and air conditioning systems will be taken care of by our professional maintenance personnel.

For maintenance service requests please call 585-381-1922. If you call after the office is closed, please leave your name, apartment number, phone number, and a brief description of the maintenance requested.

We will try to schedule your repairs for the day that we receive the request, however, sometimes this isn't possible.

**Emergency Maintenance** If an emergency should arise during regular office hours or after hours, please call 585-381-1922. We will return your call promptly.

**Please remember, this service is used for emergencies only!! There is a \$25.00 charge for non-emergency calls to this service.**

The following is considered an emergency: No heat, broken pipes, plugged toilet, sparking wires, or fire.

The following is **not** considered an emergency, and a charge will be applied:  
Locks outs, air conditioners, dripping faucets, stove, refrigerator, dishwasher, and garbage disposal.

**In case of fire, get out of your home and go to a neighbor to call 911.**

#### **Routine Interior Care:**

##### **Walls:**

Walls are washable and should be cleaned on a regular basis.

##### **Picture Hanging:**

We suggest the use of picture hanger hooks that utilize a nail driven diagonally into the wall. Tape-on hangers are prohibited. This includes stick-on hooks and air fresheners. Screws should be used to install any cup dispenser, not glue or tape.

##### **Alterations:**

No painting, wallpapering or any other alterations shall be done without written consent of the Management, this includes storage areas, garage, deck or patio.

##### **Carpeting:**

You are responsible for the care and maintenance of the carpeting. The carpets should be vacuumed at least once a week. The manufacturer suggests professional steam

*cleaning every six months (more frequently if needed).*

***Vinyl, Slate and Tile Floor:***

*Wax is NOT to be applied to any of these surfaces.*

***Windows:***

*You are responsible for cleaning the windows in your unit. Windows should always be neat in appearance from the outside. Storm windows and screens must be closed or fully opened.*

***Counter Tops and Cupboards:***

*Mild soap should be used to clean counter tops. NO harsh cleaners. Cutting boards should be used at all times. Do not set hot pans on counters. Cupboards should be cleaned with a mild soap and never scrubbed with steel wool.*

***Appliances:***

*Appliances are to be cleaned on a regular basis. Ovens should be cleaned at least twice a year, depending on usage. Refrigerators should be cleaned monthly. When using your dishwasher, be sure to use only detergents for dishwashers, regular dish detergent is not meant for dishwashers and will create a large problem, very quickly! To keep your garbage disposal smelling nice, put lemon or orange peels in while grinding. Baking soda works well too. **ALWAYS use cold water when running the garbage disposal.***

***Central Heating and Air Conditioning:***

*When you change the system on your thermostat, you **MUST** wait 15 minutes after turning the switch to “off” before turning to the desired mode.*

***Heating** – turn the system to “heat” and the fan switch to “auto”. Set the thermostat at the desired temperature.*

***Cooling** – turn the system switch to **cool** and the fan switch to **auto**. Set the thermostat at the desired temp. Do not expect your air conditioner to cool your home rapidly if it has been off all day. It is best to turn the system on during the cooler hours of the day. You will never be able to obtain more than 15 degrees between inside and outside temps.*

***Routine Exterior Care***

***Grounds:***

*Cooperation in keeping the lawns neat in appearance and clear of litter, bicycles, lawn furniture, picnic tables, toys and other equipment is required. Please take care not to drive on the lawn.*

**Gardening:**

*Planting of flowerbeds is encouraged. However, we must ask that planting be done only along buildings or in shrub beds. It is advisable that you ask permission first. Management will not be responsible for any loss by our staff or others. Gardens must be maintained at all times, the staff will remove gardens that are not neat in appearance.*

**Doors:**

*Exterior doors and railings are washable. Keeping them clean is the tenant's responsibility.*

**Lawn Care:**

*Management cuts the lawn as needed. Please keep all items out of the way of the crews. Any items left in the way will be mowed around. Tenants are asked to please move the items before the next mowing.*

**Snow Removal:**

*Management clears the main walks, roadways and driveways on the premises. All vehicles must be moved in accordance with snow removal notices.*

**Antennas:**

*Absolutely NO aerial antennas are permitted on the premises.*

**Barbecuing/Grills:**

*No barbecuing is permitted on the balconies or any other area where it may cause damage to woodwork or increase the possibility of fire. Grilling must be done at least 6 feet from the building.*

**Motorcycles:**

*New York State law requires helmet use when riding a motorcycle. Helmet use is required when riding through this property. Loud exhaust or revving of the motor will not be tolerated.*

**Vehicles:**

*All vehicles must have a current New York State inspection and registration, and be in good working order including a proper exhaust system. Un-registered/un-inspected vehicles will be towed at the owner's expense.*

*No major repairs of automobiles or any other vehicle will be permitted in the parking areas or any other area of the community.*

***Recreational Vehicles:***

*In an effort to keep peace and quiet, mini bikes, go-carts, snowmobiles, etc. are not permitted on the property.*

***Parking:***

*No more than two (2) vehicles will be permitted for any one unit without consent of the management. Recreational and other vehicles such as boats, trailers, campers, busses, tractor-trailers, dump trucks, etc. are not permitted on the property without prior written approval from management.*

*If you park in front of a sidewalk, please leave room in front of the vehicle for people to walk around it easily.*

***Absolutely no parking is permitted on the grass!*** *Any vehicle in violation will be towed at the owner's expense. No written notice will be given.*

***Pets:***

*Pets are not allowed on the premises without the written pet agreement signed and on file. This includes caged animals and fish tanks.*

*Tenants will inform guests that pets are not allowed on the premises, for any length of time for any reason.*

*Appropriate actions will be taken against any resident who obtains an unauthorized pet or any resident with an authorized pet who can not or will not abide by the rules and regulations outlined in the pet agreement.*

*Remember, we can continue to allow pets in the community only if they do not cause any disturbance or damage to other tenants and property.*

***PLEASE DO NOT FEED THE WILDLIFE, WITH THE EXCEPTION OF BIRDS.***