

First Maintenance Corporation



*YOUR
MAINTENANCE
GUIDE...*

Lease Term 08-09



FIRST MAINTENANCE
CORP.

Hours of operation
8:30 A.M. to 5:00 P.M.
Mon. Thru Fri.

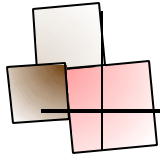
Emergency Maintenance After hours
number
517-332-5348

Welcome to your new home!

We are First Maintenance, the exclusive maintenance company for Americana, Eden Roc & River Park Apartments. You will find our technicians are courteous, highly skilled, and anxious to be of service to you. We hope you find this booklet will answer any questions you may have about your maintenance concerns along with some tips on solving some of these problems yourself. Again,

Welcome!

Thank You,
First Maintenance Corp.



This booklet covers everything from appliances to possible tenant charges. With it, you may be able to solve some of your problems yourself and not have to wait for us to come to you. Please keep it handy for future reference.

Maintenance requests.

All maintenance requests must be called into the Americana, Eden Roc & River Park leasing office at 332-5322. When calling in your request please be specific as to the nature and location of your problem.

Appliances

Garbage disposal is not working.

Check to ensure that the cord is plugged in under the kitchen sink. Sometimes, small trash cans can knock the cord out. Still not working? Try pressing the reset button located on the bottom of your disposal.

Tip:

Do not cram refuse into the disposal and attempt to run it. Instead, put in small amounts of refuse at a time with the kitchen faucet and disposal running at the same time. Coffee grounds, rice, and bones are not good for disposals and we ask that you not put them in your disposal.

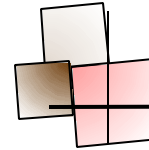
Note: If you think something is stuck in your disposal call maintenance to remove it for you. Do not attempt to remove it yourself! Bottle caps, coins, sponges, etc. are not to be inserted into the disposal. Items pulled out of the disposal that are not food items will be tenant charged.

Ranges

The range is not working.?

Check your circuit breaker reset it if needed. The burner is not working. Check to see if it is plugged in. Some models have plug in style burners and you may have knocked it loose cleaning. If that is not the problem call for maintenance and please be specific as to which burner is not working.

Note: Electric ranges do not work the same as a gas range. The elements get very hot and cook quicker than a gas range. The dial that controls the oven should give you a bake or broil option make sure it is set correctly to the option that best suits your needs.



Common Tenant Charges

Trash

Do not leave your trash outside of your entry door or in the hallway. Each bag we remove will be charged accordingly. Each building is provided with a dumpster for your refuse. Please be sure to place all trash in the dumpster, not the enclosure or you will be charged for its removal.

Walls and Ceilings.

Stickers, border, wallpaper, contact paper, nail holes, holes in walls, and tape are all items which will be charged to the tenant for removal or repair.

Windows and doors.

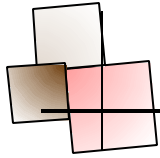
Doors, windows, and screens which are broken will be charged unless accompanied by a police report.

Fire extinguishers and smoke detectors.

Each unit is provided with a fire extinguisher and smoke detector for your safety. The extinguisher is designed for use in an actual emergency and is not a toy. All spent extinguishers which have not been used properly (i.e. to extinguish a fire) and immediately reported to the leasing office will be tenant charged. All disabled and damaged smoke detectors will be charged as well.

Entry doors

Propping open entry doors to buildings seriously jeopardizes the safety of all of our residents. If you should see anything holding an entry door open please remove it. Any tenant that is seen using a door prop will be charged for any damages to the building from unwanted persons getting in.



Blinds

Vertical blinds are very durable with proper use. At the same time., they can be fragile when abused. Here are a few tips on proper care and use.

To pull them open, simply rotate the vanes to the 1/2 way position by using the pull chain. Then simply pull the cord to traverse them open. If they should bind at any point **do not yank on them!** Call maintenance to come out and align them.

Never open your windows or doorwall without traversing your blind open. The wind will break not only the vanes, but the pivots as well. We consider this to be abuse and repairs will be charged accordingly. Remember: rotate, traverse and then open the window or doorwall.

Out of control gatherings.

If a tenant in your building is throwing an out of control party and your personal peace is being disturbed, or damages to the building are being done, then you have 2 recourses available to you.:

First, call the Americana, Eden Roc & River Park leasing office at 332-5322 and report the building and apt. number that had the gathering. Your personal information **will be kept confidential.**

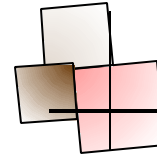
Secondly, call the police. They will gladly come out and break up the party . This is not to mention the tenant holding the party will be ticketed for disturbing the peace and possible under age drinking.

Pest Problems.

Please be advised that we are not licensed to treat units for pest problems, as the chemicals which are used require a license to handle. We rely on a pest control company that we sub contract. When calling in a pest problem try to describe the pest or even better bring us a sample. Also be specific as to where in the unit the problem is located. Also note that if we have been called out to a unit for ants or roaches and it is found that the housekeeping in the unit is poor you may be charged for any re-treatments.

Door locks

As required by the East Lansing housing codes, all entry doors have a deadbolt lock to the apartments. We encourage you to use your deadbolt any time you leave your unit. This will greatly increase the security of your personal items inside the apt.



Plumbing problems

Toilet plugged?

Use the plunger to try to unclog it prior to calling maintenance. Do not attempt to flush it again it will overflow. Never flush kleenex, paper towels, or feminine products in the toilet even if the label claims these items are "flushable". This is a major cause of toilets clogging.

Kitchen sink is backing up.

Run your garbage disposal first. If the disposal will not run this is the cause of the problem. Refer to the section on garbage disposals to repair. If the disposal is working but the sink still won't drain call maintenance.

Bath sink is clogged.

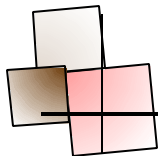
Check to ensure that the pop up drain is not in the closed position. Still plugged? Try your plunger. If this does not clear the blockage call for maintenance.

Tub is not draining.

Check to make sure the drain lever is in the open position. Also check the drain screen and clear it if necessary. Lastly, try your plunger.

Note: When calling in a plumbing problem tell us if you have used any chemical drain cleaners like Draino. We need to know these things! We also would prefer that you not use these chemicals in the drains. Regardless of what the labels say, they are extremely corrosive to the plumbing pipes.

Tip: Again, be very specific as to the location and nature of the problem. Note that dripping sinks, tub faucets, and running toilets are problems that we need to know about. These things are usually simple to correct and prevent water waste.



Air Conditioners

The air conditioners in your apartment are not designed to cool the entire unit. It is not central air. However, if you keep all of the doors to the bedrooms and baths open, you will feel a considerable difference. To ensure the effectiveness of your a/c, never place furniture in front of the unit, nor should you expect that the unit will work properly if you have the windows open!

My a/c is not cooling?

Check the air coming out of the unit. Is it cold? Next, make sure the vent control is in the closed position. By doing so, you prevent any exterior air from coming in that has not been "conditioned". After a few minutes, check the air temp again, is it cooler? If not call maintenance.

Electrical problems

No power in unit?

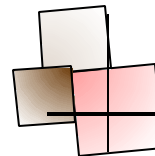
Check your breakers. The breaker panel is generally located in the kitchen or at the front door. Open the panel door and visually check each breaker. Sometimes, a red dot will appear on the affected breaker. In other cases where there is no red dot, wiggle each breaker and the one which moves at all or seems out of line with the others will need to be reset. Switch the breaker off and then on again. If the power is still off after trying this call maintenance.

Light bulb is out.

Be specific as to which room and where in the room. Is it a regular bulb or a fluorescent bulb? Bulbs in table/floor lamps will not be replaced by our office.

Note: If you change a bulb yourself and the bulb breaks off in the socket do not try to remove it yourself! Call maintenance. You may have a certain outlet not working sometimes, as they work off a switch, try that prior to calling us. You may not have that switch turned on.

Tip: If you change a bulb yourself be sure to use the same wattage as the old one. Sometimes putting a higher wattage bulb in can burn up the wiring and the light will not work. If you try to change a halogen bulb do not touch the bulb! They are very sensitive to the oil on your skin and the bulb will not work. Also make sure you unplug the halogen light prior to replacing the bulb.



Laundry Rooms

If you have a problem with a washer or dryer, contact the Americana, Eden Roc & River Park leasing office for service to the machine. Please note to be specific as to the nature of the problem with the machine and the number on the machine as well.

Emergency on call

Prior to calling the answering service for an emergency repair, make sure that you have an actual emergency! If you call for emergency maintenance and you do not have an emergency you will be charged 65.00 for a bogus call. Lockouts are automatically charged 65.00 regardless of the circumstances if called in after 5:30 P.M. If you are not certain as to whether you have an emergency situation please refer to the list below. If you still can not determine whether it is an emergency or not, please call the service and they will help you to determine if it is or not.

No heat

To be considered a no heat situation, the temperature in the unit must be under 68 degrees in the center of the room. You may be charged if the temperature is above this.

Additional emergency items:

Active water leak that cannot be contained.

Breach of security (break ins, broken door locks or shattered glass)

Malfunctioning toilet (only if it is the only toilet in the unit.)

Malfunctioning refrigerator.

Electrical shortage (The entire unit must be without power.)

Gas leaks

Building damages

NO hot water

Bats, birds or squirrels in apartment or building

Note: Do not call us for your air conditioner after hours. Do not call us for SBC after hours. We will not send a technician out for these items as they are not emergencies! You will also be charged for the call if you do call these things in or any other non emergency item.