



### Important Phone Numbers

Leasing office - 332-5322  
Maintenance (business hours) - 332-5322  
Maintenance Emergency Number - 332-5348 or 483-7184  
Towing - 332-6335  
Emergency - 911  
PACE/Police - 351-4220 or 911  
Fire department - 351-4220 or 911  
Ambulance - 911  
Sparrow Hospital - 483-2222  
Listening Ear Crisis Intervention Center - 337-1717  
Board of Water & Light - 517-371-6006  
SBC - 1-800-244-4444  
Comcast - 1-888-266-2278  
Lansing State Journal - 377-1020  
E. Lansing City Hall, Code Enforcement - 337-1731 ext. 213 & 214  
Department of Public Safety (MSU) - 355-2221  
MSU Switchboard - 355-8255  
MSU Campus Information - 353-8700  
Student Mediation Services - 432-8162  
Student Services - 355-8286

The Americana, Eden Roc & River Park office is located at  
1128 Victor St.  
E. Lansing, MI 48823  
Phone (517) 332-5322  
Fax (517) 332-1773  
E-mail Address : [info@ameriroc.com](mailto:info@ameriroc.com)



## Americana, Eden Roc & River Park Apartments

Info@ameriroc.com  
www.ameriroc.com

517~332~5322

1128 Victor Street  
E. Lansing, MI 48823  
Fax 517-332-1773

# Resident Handbook

Lease Term 08-09

Welcome! We are Americana, Eden Roc & River Park Apartments. We are the managing agent for your landlord. This is your resident handbook. It outlines the policies and procedures for our company.

Our goal is to provide you with the best possible service during your stay with us. You can help us reach this goal by taking a moment to read this handbook and your maintenance guide to answer any questions you have about your apartment. If at any time during the year you sublet your apartment please share this handbook with them. Again, we welcome you to your new home!



The information contained in this packet is important and helpful. It will better acquaint you with Americana, Eden Roc & River Park policies and ease your move into your new apartment. Our goal is to provide you with the best possible service from the time you move in, throughout your residency through the time that you vacate.

We ask that you take a few moments to read this booklet. Then, keep it handy for future reference. From time to time, we may amend sections of the booklet and you will need to make the necessary updates.

**EMERGENCIES:**

**IF YOU HAVE AN EMERGENCY SITUATION, PLEASE CALL THE OFFICE AT 332-5322. DURING NON-OFFICE HOURS, PLEASE CALL 332-5348.** If that number does not connect you to the answering service, please dial the following alternate number to reach the service: 517-483-7184.

The following are considered “**EMERGENCY**” situations:

1. No heat
2. Active water leak
3. Broken security window
- 4. Clogged services (note: you should be able to plunge your own sinks and toilets)**
5. Electrical malfunctions
6. No water
7. Building damage
8. Gas leak
9. Fire
10. No hot water
11. Refrigerator not working
12. Natural disaster.

**MAINTENANCE:**

All requests for maintenance should be reported to the office located on the lower level of the Americana A building at 1128 Victor Street. Or you may call the office at 332-5322. Office hours will be posted on the door of the office.



**Americana, Eden Roc & River Park web site:**

Please be advised it is **the responsibility of each resident** to check the **www.ameriroc.com** web site regularly. This is where we will notify you of any happenings, updates, etc. You will go to the “news” section and locate your building from that point. Landlord has also provided an e-mail page in your move in packet. **This must be completed with each residents e-mail address** and returned to our office promptly. We suggest you bring it in with your Move in condition reports. This will enable us to contact you individually if necessary. We will also email building information, building walk notices & any other important notices to you, so please be sure to check your email regularly. You may now also obtain forms such as a Sample Lease, Lease Addendums, Tenant Change Form, Sublet Packet, Security Deposit Return Form & Roommate Matching Form from our web site. In addition to information pertaining to move-in and move-out procedures.

**Leasing:**

Please be advised that the leasing season begins roughly October 1st of each year. We will begin showing units for the following lease term at this time. It is very important that you provide the leasing office with your apartments telephone number so that we may contact you regarding showings of your apartment. When an appointment is scheduled, we will call and give you reasonable notice (prior day) that we will be showing your apartment the following day at the specified times. It is your responsibility if you receive this information to inform all roommates of the showing date and times. If for any reason, the number you provided us is not working or we have not been given a phone number for your apartment, we will show the apartment without notice to current residents. Please be sure to supply the Prime office with a working phone number for each apartment so that we may contact you for this purpose or other necessary communications.

Thank you for making Americana, Eden Roc & River Park your new home and we hope that your stay here with us is an enjoyable experience.



### **Security Deposits:**

Your security deposit will be FULLY refunded to you within 45 days after your lease expires if you have completed the following.

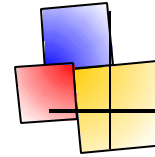
\* The apartment has been restored to move in condition, less normal wear and tear.

- You have removed all personal items and trash from the apartment.
- You have returned the apartment keys, mailbox key, and laundry cards ON TIME!
- Leave no unpaid electric bills!
- You have filled out the Security Deposit Refund Form Properly.

Note that things like excessive wall damages from pictures, posters, tape, and stickers will be charged against your deposit! Full length mirrors, hooks, and other attachments affixed to the walls will be charged as well. See the Maintenance guide for more information on charges for damages!

### **Maintenance issues:**

Inside of your package you should receive a maintenance guide. Please be sure to go through this booklet as it will answer many of questions you may have regarding emergency maintenance, charges, and how to call in a maintenance request. Do not call in requests for replacements for shelving units or full length mirrors. These are items that tenants living in the units prior to you installed, they are not furnished with the units and will not be replaced. If an item that a past tenant has affixed to the wall breaks, it will be removed but not replaced. **Note also that we do not store closet doors!** Some residents wish to have the closet doors in some rooms removed. If you decide this is something you would like to request be advised they will not be stored for you. The doors will have to stay in the apartment, usually behind the sofa in the living room or on the floor in the back of the closet. **Do not remove the closet doors and place them in the hallways! Your unit will be charged for doing so and we will place the doors right back in the apartment!**



**\*NOTE:** If clogged services result from misuse of the plumbing by residents or their guests, the costs of materials and labor for repairs will be billed to the apartment's rental account. (For example, use of paper towels, facial tissue, or **anything other than bath tissue** in toilets would constitute misuse.)

### **PARKING:**

**ALL PARKING IS ASSIGNED. You must park in your assigned spot only! Failure to park in your assigned spot will result in you receiving a ticket, and being towed.** You were provided with a parking map at move in. If you need a replacement, please pick one up at the office. If someone is parked in your spot, you may have them ticketed and towed. You may call P.A.C.E. at 517-353-4220 to have the vehicle ticketed. You will have to provide proof of residency to have the vehicle ticketed, this is done by showing your lease to the PACE officer along with your ID. To have them towed, you call H&H Mobil at 517-332-6335.

**Keep vehicle locked!!**

**NO TEMPORARY OR VISITOR PERMITS WILL BE ISSUED.**

If you have guests visiting on weekends, you may wish to contact MSU's Department of Public Safety. They will be able to advise you as to where visitors can park without penalty of fine.

Mopeds cannot be parked in an actual lined parking space, they need to be secured to the bike racks located in front of Americana A and behind Americana B. If in doubt about the locations of our community parking lots, please refer to the map provided with your move-in packet.

ALL PARKING REGULATIONS ARE STRICTLY ENFORCED WITHOUT EXCEPTION.

### **TOWING:**

Towing is handled by H&H Towing Service.



**AUTHORITY TO TOW:**

As a resident of the community, you have the authority to have illegally parked vehicles towed from our lots. To do so, simply call PACE then H&H Towing at 332-6335. Identify yourself as a resident and inform them of the situation. This is an important aspect of parking enforcement. It aids in insuring that properly permitted vehicles will always have space to park.

**RENT:**

**RENTAL PAYMENTS SHOULD BE MADE OUT ACCORDING TO THE LIST BELOW.**

**\*\* NOTE THAT ALL BUILDINGS HAVE THE SAME UNIT NUMBERS, SO TO ENSURE THAT YOUR PAYMENT IS CREDITED PROPERLY MAKE SURE THAT THE CODE YOU WERE GIVEN IS IN THE MEMO SECTION OF YOUR CHECK.**

All rental payments are due the 1<sup>st</sup> of each month (you will not receive a bill) and are to be paid at the rental office. Payments should always be in **ONE CHECK PER APARTMENT.**

You may mail the payment if you wish, or place it in the office drop box, which is locked. If your payment is mailed, it must be received in the office on or before the due date to avoid a late charge. **PLEASE MAKE YOUR PAYMENT IN A CHECK, MONEY ORDER, OR CERTIFIED FUNDS. WRITE YOUR TENANT CODE ON THE CHECK. WE DO NOT ACCEPT CASH.**

<b>Building</b>	<b>Address</b>	<b>Make Check Payable To</b>
Americana A	1128 Victor St.	Vaer & Associates, LLC
Americana B	233 River St.	Vaer & Associates, LLC
Eden Roc	252 River St.	Vaer & Associates, LLC
River Park	251-261 River St.	River Park Associates, LLC



**SLIDING GLASS DOOR BARS:**

Sliding glass doors are equipped with a device called a Florida Bar. You fold them back when the door is open, and place them back into position to secure the door. If yours does not operate properly, contact the community office for repair immediately.

**PREVENTATIVE MAINTENANCE:**

Our maintenance staff will make periodic visits to the apartments to complete various preventative maintenance tasks. When it's possible, you will receive advance notice before your apartment is entered.

**LOCK OUTS:**

If you are locked out of your apartment during office hours, please come to the office for a loaner key, or to be let in by our personnel. If the lock out is after office hours, you will need to call the emergency number and a representative will come to let you in. If you are locked out after business hours, you will be charged \$65.00.

**FURNITURE MOVING POLICY**

When you signed your lease with Americana & Eden Roc Apartments, you entered into an agreement to rent a furnished apartment for a specified period of time at an agreed-upon rate. After signing, we became responsible for supplying each apartment with the proper furniture and appliances for the number of residents on your lease.

If your apartment is not properly furnished, you need to contact the rental office. Personnel will either arrange for additional furniture or for the removal of existing furniture.

If your apartment is properly furnished, there will be NO changes made. ALL furniture MUST remain in the apartment at all times. If you wish to store any of the furniture, it must be within the confines of the apartment ONLY. If any furniture is removed from the apartment or premises, it will be considered a Lease Violation, and be treated accordingly.



### **FURNITURE:**

The furniture in your apartment has been inventoried. You are responsible for any broken, missing, or misused pieces. All furniture must remain in the apartment. It may not be removed at any time for any reason. If it is removed, you will be charged for the missing pieces.

### **MOVE - IN CONDITION REPORTS:**

You need to complete the enclosed "Standard Inventory Inspection" form as soon as you enter your apartment. When you return it, and other forms to the office, you will receive 1 mailbox key for the apartment to access their mailbox.

### **PERSONAL PROPERTY:**

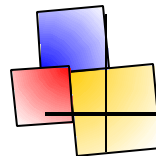
Personal property insurance is your responsibility. We recommend you cover your valuables from loss by obtaining renter's insurance.

### **PLUNGERS:**

We have provided a toilet plunger as part of your apartment's inventory. If you develop a clogged sink or toilet, this is the fastest means to rid yourself of the problem. If a problem occurs repetitively, call the office for maintenance. If you call in an emergency, and have not tried plunging, you may be assessed a \$65.00 fee for having the technician do it.

### **LOFTS:**

If you intend to construct a loft for your bedroom, you should note in your lease agreement that it **may not be a permanent alteration**. Therefore, it must be "free standing." All lofts must also conform to the City of East Lansing housing codes. Copies of the housing code may be obtained at the City Code Enforcement Department. Non-conforming lofts will have to be dismantled or altered to fit code. All damages resulting from the construction of a loft, including but not limited to its removal, will be charged to your account. **All loft plans must be submitted to the office prior to construction and must be inspected upon completion to ensure that all City Codes have been followed.**



### **Subletting:**

If you decide to sublet your apartment during your lease term, **you must contact the Americana, Eden Roc & River Park office!** A member of the leasing staff will be happy to provide you with the necessary paperwork and informational package to answer any questions or concerns you might have. These forms may also be obtained on-line from the Americana, Eden Roc & River Park Web Site at [www.ameriroc.com](http://www.ameriroc.com). **You must provide us with the names of all of the subtenants that will be living in the apartment.** It is also important you remember to explain all of our policies and procedures to your subtenants. **It is also a good idea to keep in mind that, while you rent your apartment with us. Your subtenants lease the apartment from you!** Should any damages occur to the apartment as a result of subtenant negligence we will hold you responsible. You will have to take up any issue thereafter with your subtenant. We will not get involved in those disputes. **Because of this we advise you to be careful in sub-leasing your apartment, protect yourself!**

### **RENEWING:**

You will have the chance to renew your lease for the following year in October, which is prior to the major leasing season beginning in November. All residents in good standing have an opportunity to renew their leases. Residents who currently have a 12-installment lease and will need housing for the following year have an advantage. They will not need to make plans to move out during the change over, change their addresses, have new checks printed, pay additional utility hook-up fees, pay additional security deposits, etc.

### **MOVE OUT:**

Please remove personal belongings, trash, etc. from your apartment, vacuum the carpet, scour the tub and tile, clean the stove, clean out refrigerator, and turn off utilities **BEFORE** you vacate your apartment. Utilities must remain in a tenants name through the end of your lease date, if you move out early, you must leave them in tenants until the written lease ends. Secure (lock) your apartment. Then, return your keys and laundry cards to the rental office immediately **AFTER** you leave the apartment. **Please note: All of the above items must be completed by 1PM on the move-out date stated on your lease to avoid additional charges.**

### **MAIL:**

Names must be posted at the mailboxes or the postal service will not deliver your mail. Upon moving in or out, use U.S.P.S address change kits to update the post office with your effective address. **Do not forget to place your names at the mailbox.** Bulk mail is available at the office on a per day only basis. Outgoing mail can be sent from the community office. Most often, U. S.P.S. change of address kits are available at our office.

### **PICTURES, POSTERS & TAPESTRIES:**

If you would like to have pictures, posters, etc. in your apartment, please use push pins only. You will be charged a damage fee for using anything larger than pushpin-sized materials because they create holes that require patching, sanding, priming, and painting. Also, excessive numbers of pushpin holes are not considered normal. If you use hanging tape or other sticky substances on the walls and either do not remove them or damage the walls when they are removed, you will be charged a damage fee. All wall coverings must meet City codes and cannot cover any outlets or come in contact with any heat source (i.e. lamp, light globe or heat run). If they do not, you must remove them, or bring them into compliance.

### **VERTICAL BLINDS:**

Before drawing the blinds, you must first rotate the vertical vanes to the open position with the chain. (Open position means vanes relationship to glass is perpendicular to glass.) When closing the vertical blinds, please use the pull cords. This will avoid track damage. Should the blinds become damaged during your stay, you will be held responsible for replacement of any damaged components

### **CLOSETS/DOORS:**

Please use the handles when opening and closing the closet doors and other doors in the apartment. The closet doors will work better, and longer if the tracks they run on are kept clean. Stickers, mirrors, and other attachments which damage these surfaces are not allowed. If your apartment contains any of the aforementioned when you move in, please note them on your move-in condition report **and** notify the office.

### **BALCONIES/PATIOS:**

Do not put furniture from your apartment, or any other “non-outdoor” furniture on your balcony or patio. Additionally, these areas are not to be used for storage and are to be kept neat and clean. Tiki torches are prohibited as they constitute a fire hazard. Gas and charcoal grills are prohibited on balconies, patios, or around the buildings. Grills that are found will be removed at the owner’s expense. A citation for violation of city code may also be issued. We have 2 grills located behind “A” building for your use. Do not throw **ANYTHING**, including cigarette butts from your balcony or patio. Dispose of all cigarette butts properly, if there are an excessive amount of butts on the ground, ALL three apartments may be charged for the cleanup. For your own protection, do not sit on balcony railings. Damage resulting from such inappropriate use may be billed to the apartment rental account.

### **LIGHT BULBS:**

Your apartment should be equipped with working lights. If, upon move in, you find a light that is “out,” please report it to the office for a free replacement. Also, our maintenance staff will replace spent tubular fluorescent bulbs at no expense to you--as long as the malfunction is reported in a timely manner. However, **you** are responsible for replacing regular incandescent bulbs. If you anticipate trouble with any replacement, please feel free to discuss the matter with the office.

### **SMOKE ALARMS:**

If you find your alarm is wearing down, please call the office for a free replacement. You must call while the battery is low (you’ll know because it will beep periodically). Otherwise, we will charge you \$20.00 for a replacement. If, upon inspection, any smoke alarm is found to have been disabled intentionally, a \$25.00 penalty per disabled alarm will be the minimum charge assessed to your account.

### **FIRE EXTINGUISHER:**

For your convenience, a fire extinguisher is provided as part of your apartment inventory. Its sole use is to extinguish **minor** fires. If in doubt about the potential of any fire to do damage, **never hesitate to call the Fire Department**. After being used once, the extinguisher must be professionally recharged. If you must use it, you **MUST** contact the office **immediately**. If it is after hours, leave a message on the answering machine. If you do not notify the office of the need for service, we will assume it was used frivolously and you will be charged.



**5. Noise, which can be heard within fifty feet of any property, is a violation of East Lansing City Ordinance. Code will be strictly enforced by the City of East Lansing, including, but not limited to, the issuance of a written citation and/or fine. Since residents' citation could impact upon our housing licenses, the community may also exact penalties--including eviction from the premises.**

**6. All residents of your apartment will be responsible for post-party clean up. Either the night of the party or in the morning of the next day, you should clear the common areas of any garbage left by your guests. If you do not clean up after the party, the management company will do it for you and the resulting fees will be charged to your apartment.**

**BICYCLES:**

Please park all bicycles and mopeds at the bike racks located near your building.

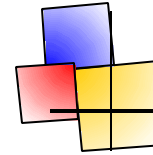
Bikes secured to or stored in any areas other than those designated run the risk of being impounded. (In the event that a bike is impounded, a storage and return fee may be assessed.) If you choose not to keep your bike in a designated area, but instead keep it in your apartment, on a deck or a balcony, any resulting damages (such as holes in walls, scuffing, tire marks) will be your responsibility. **Bikes are not to be hung from balconies or over railings of balconies for any reason at any time.**

**PETS:**

No pets of any kind are allowed in any of our apartments. If you have a pet in your apartment (even if you are only "pet sitting") you will be in violation of your lease. (See paragraph 25 of your lease.) Your apartment will be fined according to your lease and possible evictions proceedings started. **NO PETS AT ANY TIME FOR ANY REASON. NO EXCEPTIONS!**

**LOST KEYS:**

If your keys are lost or stolen, please contact the office. A service fee will be assessed to your account to change locks and/or replace keys.



**HALLWAYS & COMMON AREAS:**

Please keep your personal possessions in your apartment (including bicycles). **Never** store possessions in the hallways or walkways of your apartment building as the City Fire Inspector deems them a fire hazard. **ANY ITEMS WHICH ARE LEFT IN THESE AREAS WILL BE REMOVED WITHOUT NOTICE AND WILL BE CONSIDERED ABANDONED.** We will then remove them from the premises. If any discarded item can be identified as belonging to your apartment, you will be assessed a removal fee.

If your property has been removed from the building, please contact our office. Removal and storage fees will be assessed at the time the item(s) is/are claimed.

Any costs for cleaning or repair to the hallways resulting from the neglect of a resident, or a resident's guest (s) will be charged to that resident. **ANYONE WITNESSING ANY VANDALISM OF ANY KIND SHOULD CONTACT THE OFFICE IMMEDIATELY. A REWARD MAY BE OFFERED FOR INFORMATION LEADING TO THE ARREST AND CONVICTION OF ANYONE VANDALIZING AMERICANA OR EDEN ROC PROPERTIES. YOUR NAME WILL BE HELD IN CONFIDENCE.**

This apartment and apartment building is your home. You should help to protect it.

**SMOKING.** Smoking in the halls/common areas is strictly forbidden. It is a fire hazard and it makes the building smell bad. Smoking within your apartment is fine. Smoking on the balcony or patio is fine as well, provided you do not throw your cigarette butts onto the grounds. Disposing of cigarette butts onto the grounds will subject your unit / units to all clean up fees.



### **LAUNDRY:**

In each of our four buildings you will find laundry facilities on the lower levels. If you find a machine that is not working properly, please call, or come to the office for assistance. Because of past damage to the laundry rooms, they are locked and require a laundry key for access. At "B" buildings, you must also use your laundry key to access the basement hallways in which laundry rooms are located. "B" is always locked. All resident laundry keys access all of the fore-mentioned areas.

### **POP MACHINES:**

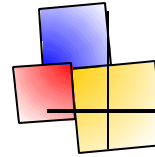
For your convenience, a pop machine is located in the laundry room of Americana A. This machine will accept one dollar bills or change for your convenience.

### **GARBAGE:**

You are responsible for removing trash from your apartment and placing it in the dumpster. In order to keep the premises free from debris, please put your trash in bags and tie them before placing them in the dumpster. No furniture of any kind may be placed in the dumpsters or around the dumpster area. Anyone doing so will be charged a dumping fee. Do not park your vehicle in front of the dumpster or in any path to the dumpster. Such illegally parked vehicles run the risk of being towed.

### **DISPOSALS:**

Proper use of your garbage disposal will prevent jamming, clogging, or damage to the unit itself. Do not use the disposal for non-food items such as bottle caps, glass or coins. Also avoid hard or fibrous food like celery, banana peels, bones, pits, popcorn seed, and seafood shells. When using the disposal, please run water continuously. If your disposal malfunctions, look under the sink to make sure it's plugged in. Look inside the disposal to make sure there is nothing in it stopping it. A "reset" button is located on the bottom of the unit itself. Try pressing it. If the disposal still does not work, call for maintenance. If the sink is clogged, try using the plunger provided as part of your apartment's inventory. If maintenance is called and finds such things as a washcloth, shot glass, bottle cap or utensil, etc. in the disposal, tenant will be charged accordingly. **Never place your hand inside the disposal without first unplugging the disposal under the sink.**



### **UTILITIES:**

You are responsible for placing the electric bill in one resident's name, if you have not already done so. Please contact the Board of Water & Light at 371-6006. Ask for a "**Request I.D. Number**" to provide our office which confirms transfer of electricity. Other services you may wish to contact are located in the back of this handbook. **(Your electric bill must be in your name from the first day through the last day of your lease.)**

Any "extras" you wish to have installed in your apartment (such as a second phone line or additional cable outlets) must be requested and approved prior to installation **in writing** by community management. Residents are responsible for any charges associated with the installation or the use of such extras.

### **PARTIES:**

**If you are hosting a party or gathering in your apartment, all guests must remain within the confines of your apartment and may not gather in the hallways. You are responsible for the conduct of all your guests while they are on the premises. **FEES FOR THE REPAIRS OF ANY DAMAGES TO THE PREMISES THAT ARE CAUSED BY YOU, OR YOUR GUESTS, ARE YOUR RESPONSIBILITY.****

#### **Party Guidelines:**

- 1. The party must remain private and not open to the public. This is for your own protection. You do not want to be responsible for the actions of people you do not know or for under age drinkers. \*Reminder, you can be held liable for someone drinking at your residence and then leaving as well.**
- 2. You must keep your guests confined to your apartment. Do not allow the party to flow over into the common areas of the building or your balcony, as this is not a confined area.**
- 3. The door of your apartment must remain closed during the party**
- 4. Excessive noise or unacceptable behavior at any time is considered a violation of your lease agreement and may result in legal action against your apartment.**