

# *Schermerhorn*

## **REAL ESTATE HOLDINGS**

**A PLACE TO CALL HOME!**



### **RESIDENT SERVICES & MAINTENANCE POLICY HANDBOOK**

Welcome to your new home. We're glad you have decided to reside with us and hope that your residency will be comfortable and pleasant. We strive to do our best to provide you with a professional and courteous experience in all aspects of the services we provide. In an effort to make your transition and residency as smooth as possible, we have put this guide together for you to refer to, now and throughout the time you make your home with us.

**[WWW.SCHERMERHORNHOLDINGS.COM](http://WWW.SCHERMERHORNHOLDINGS.COM)**

**Main Office Hours 8:30 am-5:00 pm Monday-Friday**

**Office Phone 518-798-0674**

**Office Fax 518-743-9653**



**Your new apartment/townhome address is:**

**Helpful numbers to arrange for services to your apartment/townhome:**

<b>National Grid (gas/electric)</b>	<b>800 932-0301</b>
<b>Spectrum (internet, cable &amp; telephone)</b>	<b>518-337-1376 (Paul)</b>
<b>Verizon (telephone)</b>	<b>800-837-4966</b>
<b>US Post Office (Queensbury)</b>	<b>518-745-4528</b>
<b>US Post Office (Hudson Falls )</b>	<b>518-747-2144</b>
<b>US Post Office (Glens Falls)</b>	<b>518-745-4527</b>

**RENTERS INSURANCE**

All residents are required to have renters insurance per the Lease Agreement. Policy binders must be presented to the rental office three days before apartment keys will be given. Schermerhorn Residential Holdings, LP /Schermerhorn Properties, Inc. must be listed as an “additional interested party” on the policy. The following insurance agencies have assisted other residents with this requirement:

<i><b>Agency/Agent</b></i>	<i><b>Address</b></i>	<i><b>Phone</b></i>
<b>State Farm</b>		
Dana Hogan	346 Main St., Hudson Falls	518-747-7070
Rita Hawkins	9 Hunterbrook Ln, Queensbury	518-798-9049
<b>Kinney Agency</b>	3027 Route 4, Hudson Falls	518-747-4136
<b>Taylor and Leonard</b>	533 Glen St., Glens Falls	518-798-4478
<b>All State Insurance</b>	315 Main St, Hudson Falls	518-746-0100

## MAINTENANCE REQUESTS

A Notice of Repair Order Form is provided with your Move-In Package for your convenience, all maintenance requests **must be in writing**. Please remember to sign the request. A Notice of Repair Order Form may be submitted online, brought to the drop box at 536 Bay Road, faxed to us at (518) 743-9653 or call 518-798-0674 Ext 103 **ONLY** with **emergency maintenance requests**. When contacting the leasing office for a service request, please be specific as to the nature of the problem. If emailing or leaving a request with the answering service, please include your name, apartment and building number, phone number and whether or not we have permission to enter your apartment if you are not at home. If pets are left unattended, please include additional instructions.

Changing of light bulbs (*controlled by you*) and smoke detector batteries is the responsibility of the Residents.

We cannot guarantee specific appointment times but we will try to coordinate with you to accommodate your request for service during maintenance hours (weekdays 9:00 am - 5:00 pm).

Regular Maintenance will to be performed during our regular business hours of 8:30am – 5:00pm Monday through Friday.

Emergency Maintenance will be performed nights and weekends for **emergency services only**. Please keep in mind that emergency services are warranted only when situations cannot wait until normal business hours, such as:

DRAIN LINES BACKING UP	WATER LEAKS/HOT WATER HEATER
GAS LEAKS	HAZARDOUS ELECTRICAL PROBLEMS
NO HEAT (DURING HEATING SEASON)	NO WATER
FIRE /LIFE OR HEALTH THREATENING SITUATION(CALL 911 IMMEDIATELY)	

After hours and weekend emergency service calls will be coordinated through our Phone Answering Service. An operator will be available to assist you. The contact number is:

**518-832-1369**

A service fee will be billed to the tenant for any work orders reported after hours that are determined to be a non-emergency.

## RESIDENT & CORPORATE NON-SMOKING & PET POLICY

Schermerhorn leases to smokers and non-smokers as well as pet owners and non-pet owners. We take pride in providing quality residences and make every attempt to prepare apartments for a superior move-in conditions. **No representations are made that any particular unit is, or previously was, smoke-free, pet-free or allergy-free.**

## TRASH REMOVAL

Schermerhorn provides trash removal services for our apartment communities. For your convenience trash bins have been placed throughout your community. Your cooperation is greatly appreciated!

- Trash removal is for **Residents Only**; Violators will be prosecuted .
- Do not play in or around the dumpster area
- Make sure trash is bagged and placed **inside** the bin. Please do not leave trash bags or boxes outside of the bin, your doors or foyers for any reason.
- When disposing of cardboard boxes, please collapse them first before placing in the trash bin.
- Do not dispose of **PROHIBITED** items such as: furniture, box springs, appliances, TVs, auto batteries, and any flammable or toxic materials. These items must be taken a recycling station. If caught doing so you will charged accordingly per the signed lease.

### Warren County Transfer Stations

Luzerne Road 745-4478

Ridge Road 745-4479

Washington County Transfer Station 746-2455

Saratoga County Transfer Station 798-8126



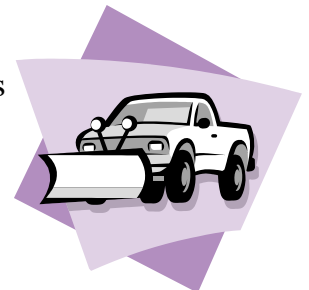
## WATER & SEWER SYSTEMS & SERVICES

Water and sewer or septic services are included in your monthly payment. To Keep systems running properly, it is important that residents do not dispose of food, paper towels, personal hygiene products, and other items that will clog or interfere with the water systems. Please be sure children do not deposit toys or use excessive paper products . Repair of clogs caused by misuse will be charged to the tenants account. Your help in keeping these systems running properly is appreciated.



## SNOW REMOVAL

Snow removal service is provided by Schermerhorn. Our staffs and sub-contractors make an effort to clear the parking lots and walk ways as soon as possible. It is imperative that residents cooperate with snow removal procedures by moving vehicles to a cleared area so plows can clear the parking lot. Doing so will help us to provide you with this service efficiently after snow accumulations of 3 inches or more.



## SMOKE DETECTORS

Residents are solely responsible for replacement of all batteries in smoke detectors, residents should not tamper or remove / smoke detector in anyway other than to replace batteries.

The office does not hand out batteries, if you need assistance replacing batteries, please complete a work order. Should you require, that maintenance personnel come out and change the battery for you, a \$35 service fee will be applied as well as the cost of materials.

If your battery is low, the detector will beep periodically. Should your detector become sensitive to smoke and steam and tend to go off when it should not, your smoke detector itself may be bad. Please put in a written request and we will replace it. If for any reason you have doubts call 911.



## FURNACE FILTERS

Please keep in mind your furnace has a disposable filter that requires changing every 2-3 months. Filters are changed at the time the apartment is prepared for occupancy. It is the resident's responsibility to change the filters thereafter. No furnace filters are necessary in the following locations: Hunterbrook Garden Style, Meadowbrook Park, and inside the main building at The Willows. Changing the filter regularly provides cleaner air for you to breath, and keeps your furnace operating efficiently. The filters are inexpensive and can be purchased at any hardware store. Please feel free to contact the office for filter size and instructions regarding installation. Certain apartments/townhomes will need to contact the maintenance dept. to change your furnace filters. (ie. Cottage Hill, Hiland Springs Way, Deer Run phase 1 townhomes and The Oaks townhomes)



## LOCKOUTS

Should you lock yourself out of your apartment after office hours or on weekends, please contact a local locksmith, you will be solely responsible for all costs associated with said locksmith. Be sure to submit a workorder to Schermerhorn so that we can arrange to come and master key your new lockset at no charge to you during normal business hours.

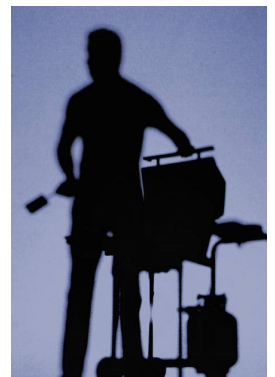
If you lock yourself out during business hours 8:30 - 5:00 on weekdays and you can make it to our office, we will lend you a key at no cost. If you need a replacement key, there will be a \$10.00 charge.



## STORAGE & USE OF OUTDOOR GAS GRILLS

### Permitted only in apartments/townhomes with patios.

The Fire Code of New York State contains regulations that prohibit the use or storage of these cooking appliances on or near combustible construction such as the building you will reside in. Storage and use cannot be within 10 feet of the combustible balconies. Additionally, the heat emitted from the operation of these appliances near the buildings may cause damage to the siding, which will be charged to the resident. We must advise our residents that the violations will be dealt with on an advisory basis at first, with a warning to the offender. Continued violations will result in a court summons being issued to the offending party. If you have further questions in regards to these requirements please contact your local Fire Marshal.





## Heating Season - Troubleshooting Checklist

### Thermostat Check: Emergency Shut-Off Switch



Is the system selector switch in the “heat” position?

- Is the temperature set at least 3 degrees above current room temperature?
- Are the thermostat batteries charged? If the display reads “Low Bat” replace the batteries.
- If your thermostat has a switch to control the furnace fan, switch the fan to “Auto”.

(This switch will usually be located at the bottom of the thermostat, closer to the left side and will be marked “ON” and “AUTO”.) Listen to hear the furnace fan coming on. If you cannot hear the fan, go to one of the supply registers and see if you can feel any air coming up. If the fan is not running, there may be no power to the furnace. Your heating system is equipped with an emergency shut-off switch for the furnace. Locate it just inside the door of the utility closet or in the garage and make sure it is turned on. **It is quite common for this switch to be turned off accidentally.** If the switch is in the “ON” position and there still is no heat, call the rental office for assistance. **If a work request is made for no heat and the problem is a turned off emergency switch, you will incur a service call fee.**

## Cooling Season

**Apartments with Central Air :** Air conditioners must not be turned on and run unless the outside temperatures are consistently above 65 degrees. Turning your central air on when the outside temperatures are too low, will cause damage and burn up the compressor, if damage is done at the result of your negligence, you will be responsible for costs to repair or replaced.

### Apartments without Central Air

Any air conditioning units provided by tenants must be installed in back windows of apartments, air conditioning units are not allowed in front windows ever, unless it's a free standing indoor unit.



Schermernhorn Real Estate Holdings encourages healthy living and discourages smoking in our communities. If you are a smoker please be aware smoking is not permitted in the common areas of the buildings. If you smoke outside the buildings please extinguish your cigarette butts properly and place them in a fire proof receptacle. Discarding your cigarette butts on our landscaping, sidewalks and parking areas is considered littering and will be addressed. Thank you for your cooperation in this matter.

**1-866-NY-QUITS**



# For Our Residents at Our Senior Communities

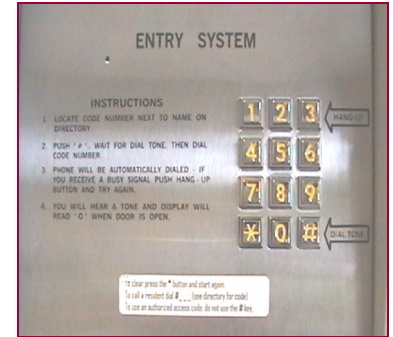
## NON-SMOKING POLICY

The community for seniors enforces a 'no smoking' policy in the main building apartments as well as the indoor public areas. **No representations are made that any particular unit is (or previously was if you are not the first to occupy the suite), pet-free or allergy-free.**

## TELEPHONE/INTERCOM ENTRY SYSTEM

A telephone/intercom entry system is located at the main entrance to the building. Guests wishing to enter the building should refer to the directory at the entrance and dial the code next to your name. **(The code is the same as your suite number.)**

The intercom system will sound a double-ring on your telephone when you pick up the phone, you will activate the intercom talk feature and speak with your guest. To release the door lock press 9 on your phone and the door will automatically open to the lobby for your guest.



## THE GATHERING/COMMUNITY ROOM, THE FITNESS CENTER, BILLARD ROOM & LIBRARY Are open to all Residents 24-hours a day, 7 days a week.

### The following rules and regulations are to be observed:

- These areas are for Residents use ONLY.
- Exclusion of any residents from any of these areas at any time is strictly prohibited, and will be considered a violation of your lease, and dealt with accordingly.
- No food or drinks, except water, are permitted in the Fitness Center/Health Club.
- Proper attire is required in the public areas of the building.
- Any person with heart disease, abnormal blood pressure or other chronic diseases should consult a physician before using the fitness equipment.
- Residents must accept full responsibility for themselves while using the common areas.
- Management is not responsible for any injuries.
- Management reserves the right to enforce rules posted.

## TRASH REMOVAL

For your convenience, trash bins have been placed in disposal service rooms at the end of hall way on the first floor of your building. The rubbish is removed on a regular basis from the disposal service rooms. Please refer to the building plan for the location nearest to your suite.

