

IMPORTANT PHONE NUMBERS

Please remember all maintenance issues should be directed through the portal system located at www.JamesStreetHousing.com. For non-maintenance related issues, please reach out to services@jamesstreethousing.com or text 717-415-0622 (during business hours)

Life Safety Emergencies: 9-1-1

F&M Public Safety: (717) 358-3939
11 Marshall-Buchanan Hall

Property Management Office: (717) 947-7453
Nate Andros, James Street Housing
448 West James Street, 1st Floor
Nate@jamesstreethousing.com

Property Manager: For true maintenance emergencies only
(ex. water pipe break or actual fire)
Manager On Call (717) 415-0622 ext. 5

Master Landlord: (610) 263-0134
Silverang Development Company
Wesley Pontius
Woodlands Center
900 East 8TH Avenue, Suite 300
King Of Prussia, PA 19406
WPontius@sanddlawyers.com

F&M House Administration: (717)358-3829
L.J. Morgan, Director of Housing
Housing@fandm.edu

Lock Outs During Business Hours: If you are locked out during business hours, Monday - Friday, 8:00am - 4:30PM, Please call (717)-415-0622 ext. 2 or go to the office at 448 W. James Street.

Lock Outs After Hours: If you are locked out after 4:30pm, call 717-415-0622 ext. 2 and follow the prompts. We use two locksmiths depending on the time of day you are locked out you may be connected with Wizard Lock & Safe Co. (717) 299-2385 or A-1 Locksmith, Inc. (717) 733-6779.

If you or someone else has picked up your keys, remember to turn in your Rental Property Inventory and Condition Form within 48 hours.

Maintenance/Work Orders: All work order requests are to be submitted to our website, www.JamesStreetHousing.com. True maintenance emergencies, (ex. a pipe has burst and water is flowing uncontrollably in your unit) should also be called into James Street Housing IMMEDIATELY at 717-415-0622 ext. 5.

Lockouts/Lost Keys: If Landlord opens Leased Premises after accidental lockout, Landlord may charge \$15.00 during business hours. If you are locked out of your unit after hours, please call 717-415-0622 ext. 2. The fee to unlock your door after hours will not exceed \$150.00. If you use another locksmith and they damage the lock or door, you will be billed for the lock/door repair. You will be billed the following business day by our office. Lost keys are replaced by the locksmith and charged to the tenant on a per incident basis. (i.e. if a front door key is lost then all entrance doors to the building will need to be re-keyed and new keys for all tenants of the building will need to be made)

Access Notice: James Street Housing will notify the unit at least 1 day prior to entry into the unit for maintenance, inspections, etc. In emergency cases, notification will be less than 24 hours.

Monthly Inspections: At least once a month James Street Housing will inspect all common areas and bedrooms of each house and unit. Any damages that are found at this time will be scheduled for repair, and tenants found responsible for those repairs will be charged accordingly. Please keep your unit clean and neat. If your unit is becoming dirty, you will be notified by email.

No Pet Policy: There are to be NO PETS in any James Street Property, including, but not limited to, fish tanks, turtles, birds, gerbils, etc. If any animal is found on the premises, you will be asked to remove it within 5 days-after which you will be charged a daily fine until the animal is removed.

No Smoking Policy/Covering Smoke Detectors: The Fire Department is called out every time a smoke or CO detector is tripped. Multiple call outs for False Alarms will result in fines. There is to be NO SMOKING or vaping inside any James Street property. If you smoke outside, please dispose of the butts properly. Do not throw them on the sidewalk or yard. Smoke detectors cannot be tampered with, covered or removed. Altering a life saving device endangers the safety of tenants, is illegal, and fines will be issued for non-compliance. Fires will be assessed if smoking caused the alarms to go off.

Trash Policy: Please be sure to place your trash at the curb Monday evening after 2pm and pull your cans back in by Wednesday morning by 8 am. Please take care of your trash as failure to do so will result in fines from JSH as well as the City of Lancaster. All city fines will be passed on to the tenants if JSH is charged. If you live in 442-444 W James, 446-448 W James, 520 N Charlotte or 526 N Charlotte, please be sure to use the dumpsters behind your property. Attached is the City of Lancaster Trash and Recycling Newsletter. The trash receptacles located at the entrance ways of 520 and 520 North Charlotte are for loose trash that would otherwise be tossed on the ground. Please do not place your unit's trash bags into the containers.

Garbage Disposal: If your disposal should stop working and has occurred due to negligence, i.e. dropping a foreign object such as a bottle cap, shot glass, fork, spoon or any items other than food, a \$25 dollar repair fee will be charged. When foreign objects are dropped into the disposal and it runs, it can jam the disposal and damage the motor. **If a foreign object is dropped into the disposal, please do not reach in to unclog or retrieve the item as you risk serious injury.** Please make a conscious effort not to let a foreign object fall down into the disposal. Below are some useful tips on garbage disposal "do's and don'ts."

Reference: <http://www.horizonservicesinc.com/reference/tips-articles/plumbing-drain-cleaning-garbage-disposal-dos-donts>

Grills: Grills and similar cooking devices may only be utilized by Occupant outside of the Leased Premises. The grill must be positioned at least 15 feet from any structure, including garages, neighboring properties, etc. and can only be utilized if the exterior permits such placement. These devices as well as propane tanks, bottled gas, lighter fluid, and other flammable liquids are not to be stored inside the properties as they are fire hazards.

Fires/Fire Pits: Fire pits including the iron precast pits are STRICTLY prohibited and will be confiscated!

Furniture: The City of Lancaster Code requires only outdoor furniture to be used on porches, tenants will be fined for violations. Indoor furniture is not to be stored or utilized outside of their respected units. Any City of Lancaster fines that are received by JSH will be charged to the entire house. Any JSH provided furniture that is found outside by management will be deemed to be purchased by the tenants and the tenants will receive a bill for the cost of that piece of furniture. No upholstered furniture or mattresses can be brought into your unit unless you have a receipt for purchase within the last thirty (30) days. Any item(s) found will be removed.

Fire Escapes/Doors: Fire escapes are NOT to be used for storage, trash or entry to units. This is a violation of the City Fire Code. If, at any time, management spots anything being stored on a fire escape you will have 24 hours to remove those items. Otherwise management will do it for you and charge you. Doors to fire escapes are not to be opened unless there is real danger and you need to escape the building.

Rooftops: Access to roof tops is STRICTLY PROHIBITED (for your safety as well as the structural integrity of the waterproofing of the roof). Violations will be referred to the College for judicial action and possible sanctions. The presence of furniture, trash or any other items observed on the roof will also generate a violation notice for the unit. Repair to the roof membrane caused by unauthorized access to the roof will be charged as common damage to the residents of the unit.

Parking Lots: The parking areas at 520/526 North Charlotte – 446/448 West James – 444 North Mary – 504 West James – 512 West James – 554/556 West James – 602 West James – 606 West James - 602 North Pine are for tenants only. All tenants who claimed to have a vehicle were given a JSH parking tag. All vehicles parked in these areas without a visible parking tag will be towed at owner's expense. Do not make your own parking space. Vehicles parked in the grass, mulch, blocking doors, blocking roadways, etc. are subject to towing. All vehicles parked in these areas with or without a visible parking tag will be towed at owner's expense.

Toilets: Please only dispose of toilet paper in the toilets. Other products such as paper towels, newspaper, feminine hygiene products, etc. can clog pipes and drains. All plumbing service charges will be forwarded onto the tenants in the event that it is deemed the fault of tenant due to negligence.

Thermostats: Please do not turn the thermostats off during winter or summer break. The thermostats must stay above 55 degrees to prevent pipes from freezing in the winter and below 78 degrees in the summer to prevent a stale, musty odor from developing. We recommend the thermostat to be set to "heat" at 55 degrees in winter and a/c at 78 degrees in the summer if no one is going to be in your unit for an extended period of time. If we come across a unit that has turned their thermostat "off" during winter or summer break, we will have to set it to the corresponding temperature above.

Hot Appliances: Items such as a hair straighter, curling iron, iron, hot plate, etc. can damage furniture, carpeting or flooring while hot. If damage to furniture, carpeting or other flooring occurs, the resident will be charged for the cost of replacement and administrative fees. Please be careful with all hot appliances while in use or left to cool down. Residents are also responsible for damages caused by guests.

False Fire Alarms: Please utilize the venting systems for the kitchen (stove hood or microwave vent) and the bathroom (bath fan). False fire alarms due to burnt food or steam from the shower are costly. The fire department and the security company issue fines for each occurrence. These fines will be forwarded onto the unit at fault. If the fire alarm goes off, exit the building and wait for the fire department, they will be dispatched immediately.

Sprinkler Heads/Pipes: Do not hang ANYTHING from the sprinkler pipes or sprinkler heads located throughout the property EVER. If a sprinkler pipe or head breaks **the fire company will be dispatched immediately**. Sprinklers are designed to discharge large quantities of water in a short amount of time and can cause significant water. All costs of repairs would be forwarded to the responsible tenants.

Thank you for choosing to live in a James Street Housing Property! We take pride in providing you with quality housing and hope that you will take pride in your new home!