

Dear Students,

Being a first-time renter, and being away from your normal residence, is a wonderful experience and first impression of what living on your own may be like in the years to come. Hopefully, this experience living off campus in the James Street Properties can contribute to your expansive knowledge base you are forming here at F&M.

There are many benefits to living off-campus; having a full kitchen, fridge, and freezer to grow your culinary skills, access to private outdoor space to enjoy small gatherings, and more importantly, you are building the foundation for home ownership, and learning firsthand what to expect with having these responsibilities and all the fun nuances that come along with maintaining a home.

We, the management team, would like to review all the tenant expectations and responsibilities, as well as outline what you can expect from the property managers.

Student responsibilities prior to moving in:

- Read and sign the occupancy agreement. This must be complete prior to picking up keys.
- Confirm with roommates who will be establishing the utility accounts. You or a roommate must have the applicable utilities in your name. Most students are required to set up electric and gas utility. Internet is not required, but is not supplied by the landlord or the college. There is a separate document that explains that process in detail. Proof of utility enrollment is required prior to picking up keys.
- Confirm a your move in date and contact the property manager to schedule key pick up. We are open Monday-Friday 8:00am-4:30pm and DO NOT have weekend hours. No keys will be handed out on weekends. You may send someone on your behalf to pick up keys during our business hours.
- Refer to the “What you should bring” document for items to consider packing

Student responsibilities during residency:

- **Reporting Urgent Maintenance Concerns:** Like any good relationship, communication is key! Reporting issues via the right medium is also important. For instance, the following are instances require immediate attention and should be called in to our maintenance line (717)- 415-0622 Ext 5 as well as submitted online to our website www.jamesstreethousing.com
 - Issues involving unsecure properties (broken windows, broken door locks)
 - Toilet overflowing or only toilet in house is clogged
 - Active water leaks from ceilings, walls, windows, or from behind locked doors
 - Most of the HVAC and Hot Water Tanks are behind locked doors, but if you hear a loud chirping noise it is a water alarm sensor that we installed near those areas to alert you of a water leak.
- **Reporting Non-Urgent Maintenance Concerns:** All non urgent concerns should reported via the website www.jamesstreethousing.com. Typically work orders are addressed within 2 business days, however if you haven't received any follow up within 3 days, please email and call us directly. The website should send you a confirmation of receipt of the work request. If you don't receive the automated confirmation please wait an hour and resend the ticket, it does sometimes take a moment to process.
- **Exterior Upkeep:** Students are required to maintain the cleanliness of the exterior, this includes front, sides, and rear of property. This includes:
 - Keeping the yards, porches, sidewalks, stairwells, fire escapes, and trash / recycling area free of all trash.
 - Keeping trash in bags or organized in a container that does not allow for debris to blow away.
 - Taking the trash out each week. Trash goes out to the curb on Monday evening between 6pm and 6am, gets picked up Tuesday, and bins returned by no later than Wednesday morning at 8am.
 - Keeping the grass and mulch areas free of items that prevent mowing.
 - Picking up after gatherings, including personal items, decorations, exterior furniture in the yard.
- **Interior Cleaning:** Maintain a clean and safe environment for you, your roommates, and guests. This includes weekly cleaning:

- All areas of the property swept, vacuumed and/or mopped,
 - All surfaces clean and free of clutter
 - All walkways, stairwells, common areas, and entrances are free of obstructions
 - Kitchen sinks and counter space
 - HVAC vent register grates
 - Bathroom sinks, toilets, showers / bathtubs (sometimes more than weekly depending on usage)
 - All trash is picked up and promptly taken to the exterior bins to avoid food waste accumulating inside
 - Oven(s) regularly cleaned -see appliance guide Gas Oven or Electric Oven
 - Refrigerator, freezer, and pantry are regularly cleaned and free of opened and expired food
- **Appliance Care:** Appliance care is a critical aspect of maintaining your space. Failure to use the appliances in the manner they were intended can result in damage to the appliance or property. All costs associated with mis-use of appliances will be assessed to the responsible party. Please refer to appliance guide for more detail.
 - Refrigerator and freezers:
 - Do not over stock the unit, doors should easily close without force. You may have mini-fridges in your bedrooms for extra space.
 - Do not adjust the setting in the fridge past mid-way, if you need to adjust temperature, your unit may need serviced.
 - Keep an eye out for any water collecting or excessive ice build in in the freezer. If the light goes out, submit a work order, do not attempt to change bulbs yourself.
 - Cloths Washer and Dryer: Depending on your unit location, you will have a gas or electric dryer. These units come as stackable or side by side.
 - Do not overload washing machine or dryer.
 - Only use cloths washing detergent in the machine
 - Clean out lint traps after every load- if you cannot locate your lint trip, please contact the property manager for instruction on your specific unit.
 - Do not wash items such as pillows, comforters, large quilts, duvets, or any clothing items not fit for machine wash. This includes clothing with things that easily fall off (i.e. sewn on items, glitter, etc.) When in doubt, do not machine wash. There may be times you will need to utilize a local laundry mat to wash larger items
 - Ovens: Depending on your unit location, you may have a gas or electric oven (or range). Regular oven maintenance includes:
 - Regularly using effective cleaning products (i.e. degreaser) on the stove top and inside oven. Refer to this resource for properly cleaning Tenant Handbook
 - Before using the oven or cook top, make sure there is nothing inside the oven that could burn, or on or nearby the cooktop.
 - Never leave sight of the oven when using cooktop burners and never leave the house for any extended period with the oven on.
 - The smoke detectors are extremely sensitive, any burning in the oven or stove top will result in the smoke detectors going off and the fire department to come out. If this happens, make sure to turn everything off and exit the building and wait for public safety and the fire department.
 - Heating Ventilation Air Conditioning (HVAC) and Hot Water Tank
 - You must change the thermostat to COOL or HEAT at the appropriate times of the year. DO NOT TURN THE THERMOSTAT OFF. The Thermostat must be set to either HEAT or COOL but never turned off.
 - The COOL air should be set no less than 68 degrees and no more than 78 degrees.
 - The HEAT should never be set higher than 78 degrees and never set lower than 55 Degrees. Setting the temps lower or higher than recommended temps could cause the unit to overload and stop working.
 - To turn on the cool air, flip the switch on the thermostat to COOL. To turn on the warm air, flip the switch to HEAT

- Always keep the FAN set to ON (not set to AUTO). Keeping the fan on circulates the air and helps keep the temperature more consistent throughout the unit. The energy use from keeping the FAN on is negligible and will not impact your PPL bill drastically.
- There are two temperature readings on the thermostat- One is the SET temperature, and the other is the ACTUAL temperature. Within 3-4 hours after setting the temperature the two numbers should match. If those numbers aren't matching, or you do not have any reading on the thermostat, please let us know right away by placing a work order at www.jamesstreethousing.com
- Check all windows and doors to make sure they are fully closed and locked.
- Check to make sure all floor and wall vents and registers are not obstructed, including the doors to the HVAC closet.
- Reminder for Hot Water issues:
 - If you are without hot water, first check to make sure others haven't used an excessive amount of hot water recently, and check back within 20-30 minutes, if you still don't have hot water, place a work order to report this issue.
- **Plumbing**
 - Toilets and Sinks: Toilets and sinks often need to be unclogged through the year, it is important to know what to look for in toilet issues. We don't expect you to repair anything on the toilet, but identifying the issue can help you temporarily and/or provide faster resolution with troubleshooting....plus, knowledge is power!
 - Most important with sinks or toilet issues is stopping any active water. Make sure you know where the shut of valve is for your toilet and sinks in case the toilet overflows or the spigot leaks.
 - Toilet Clogs: If you cannot get the clog free and you have more than 1 toilet in the house, please submit a work order. If you only have 1 toilet, please contact the manager-on-call at (717)-415-0622 ext. 5
 - If you hear the toilet running or it will not stop after you flush, you can check the tank on the back of the toilet to determine if the flapper is stuck open or faulty, or if the fill valve needs to be adjusted or fix.
 - If your toilet will not flush, check the toilet tank to make sure the chain is attached to the handle, often you can get the toilet to flush by lifting on the flapper.
 - Dishwasher and Sink Garbage Disposal: Your dishwasher drain line connects to your garbage disposal (or food waste, it is equally as important to keep your garbage disposal and sink free of obstruction as it is to keep the dishwasher cleared. If the disposal is clogged and you run the dishwasher, you water will back up and come out of the dishwasher.
 - Rinse off all food waste before putting items in the dishwasher
 - Do not overload the dishwasher or obstruct the washer arms. Please refer to this resource for how to properly load a dishwasher
 - Never use dish soap (Dawn) in the dishwasher, only use dish detergent. Students often use the tabs or gel pods without issues, as it portions out the correct amount of detergent needed.
 - Keep items away from the heating element on the bottom
 - Regularly wipe clean the dishwasher and check the filter at the bottom. Most dishwashers have a similar screen or filter that can be removed and washed out. Contact the property manager for help cleaning the dish washer
 - We recommend purchasing sink screens to keep unwanted items from falling into.
 - If an item falls in the disposal that should not, or if the disposal makes any sounds indicating its obstructed, do not attempt to retrieve it, please submit a work order.

Property Manager Responsibilities:

- Timely Maintenance Repairs
- Furnishing the apartment- please refer to this <guide> for more information on the furnishings and expectations on what to bring to your apartment.

- Cleaning of Common areas. If your building doesn't have a shared common entrance, it is tenant responsibility to clean it.
- Keeping records of keys signed out
- Scheduling and approving 3rd party repair work
 - At no time shall the student schedule any work or perform any work that makes alterations to the interior or exterior of the building
- Preventative Maintenance
 - HVAC
 - Pest Control
 - Life Safety Systems
- Lawn Care and Snow Removal
 - Lawns that cannot be mowed due to student's belongings or trash from students will be billed to the student at current landscaping rates.
 - Weeding throughout the year
 - Mulching is done once a year
 - Snow will be removed up to all entrances, sidewalks and the parking lot. There is limited space to push snow. We are not responsible for snow that gets plowed in front of vehicles on street or in the lot.
 - Ice melt application will be applied for potential freezes without snow.