

IMPORTANT CONTACTS

AND POLICY INFORMATION

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).

Work Order Submission Form



Scan to submit a maintenance or work order request anytime at www.JamesStreetHousing.com. No app is needed; just point your phone camera at the code. Keep this sheet handy so your contacts and work orders are always one scan away.

Life Safety Emergencies: 9-1-1

F&M Public Safety: (717) 358-3939

11 Marshall-Buchanan Hall

Maintenance Management Office: 717-415-0622 ext. 1

Gatehouse Management, LLC

448 West James Street, 1st Floor

services@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 Housing Administration: (717) 358-3829

Director of Housing

Housing@fandm.edu

PCA&D House Administration: (717)-396-7833 ext. 1081

Director of Housing

housingservice@pcad.edu

RULES AND GUIDELINES

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 complete and submit your Rental Property Inventory and Condition Form online at www.JamesStreetHousing.com within 48 hours.

Maintenance/Work Orders:

All work order requests are to be submitted through 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 the Leased Premises after an 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 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 / Life Safety Devices:

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 and CO detectors, sprinkler heads, sprinkler piping, and all other life safety devices cannot be tampered with, covered, obstructed, or removed, and nothing may be hung from sprinkler pipes or heads at any time. Tampering with a life safety device, or hanging items on or over sprinkler pipes or heads, will result in a \$75.00 fee per occurrence, in addition to the cost of any repair and any fire department response charges. Altering a life saving device endangers the safety of all tenants and is illegal.

False Fire Alarms:

Please use the venting systems for the kitchen (stove hood or microwave vent) and the bathroom (bath fan). False fire alarms are costly. When the fire alarm is activated by a condition inside the unit, an alarm-related call-out fee applies: \$75.00 during business hours or \$150.00 after hours, per activation. This fee covers the trip to the property and the time on site to reset or inspect the system following the activation. Common causes of a false alarm include cooking, steam from a shower, smoking or vaping indoors, aerosol sprays near a detector, and candles or incense. This list is descriptive, not a standard of care; any activation caused by a condition inside the unit will result in the charge regardless of the precautions taken. Separately, if the City of Lancaster Fire Department is dispatched and issues a citation or service-call charge to the property, that amount will be billed to the occupants of the unit where the alarm originated, in addition to the call-out fee above, along with a 15% administrative fee for processing the citation. Under your Occupancy Agreement, occupants are responsible for costs incurred as a result of a failure to abide by applicable laws, ordinances, and regulations, and City of Lancaster Fire Department dispatch and monitoring runner charges are billed to and paid by the occupant as additional rent. If the fire alarm goes off, exit the building immediately and wait for the fire department; they will be dispatched automatically.

Sprinkler Heads/Pipes:

Do not hang ANYTHING from the sprinkler pipes or sprinkler heads located throughout the property EVER. Doing so will result in a \$75.00 fee per occurrence. 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 damage. All costs of repairs will be forwarded to the responsible tenants.

Trash Policy:

Please place your trash at the curb Monday evening after 2pm and pull your cans back in by Wednesday morning by 8am. 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 use the dumpsters behind your property. The trash receptacles located at the entrance ways of 520 and 526 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 stops working due to negligence (i.e. dropping a foreign object such as a bottle cap, shot glass, fork, spoon, or any item other than food) a 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 foreign objects fall into the disposal.

Grills:

Grills and similar cooking devices may only be used outside of the Leased Premises. The grill must be positioned at least 15 feet from any structure, including garages and neighboring properties, and can only be used 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 used outside of their respective units. Any City of Lancaster fines received by JSH will be charged to the entire house. Any JSH-provided furniture found outside by management will be deemed purchased by the tenants, and the tenants will be billed for the cost of that piece of furniture. No upholstered furniture or mattresses may be brought into your unit unless you have a receipt for purchase within the last thirty (30) days. Any such 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 rooftops 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, and 602 North Pine are for tenants only. All tenants who claimed to have a vehicle were given a JSH parking tag. Vehicles parked in the grass, mulch, blocking doors, blocking roadways, etc. are subject to towing. All vehicles parked in these areas without a visible parking tag will be towed at the owner's expense.

Toilets:

Please only dispose of toilet paper in the toilets. Other products such as paper towels, newspaper, and feminine hygiene products can clog pipes and drains. All plumbing service charges will be forwarded to the tenants in the event that it is deemed the fault of the 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 setting the thermostat to "heat" at 55 degrees in winter and a/c at 78 degrees in summer if no one will be in your unit for an extended period. If we find a unit that has turned its thermostat "off" during winter or summer break, we will set it to the corresponding temperature above.

Hot Appliances:

Items such as a hair straightener, curling iron, iron, and hot plate 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 and while left to cool down. Residents are also responsible for damages caused by guests.

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.