

WELCOME TO C.S.P. MANAGEMENT!

We would like to welcome you to your new apartment, as well as share a few matters that may be of concern in the future. **MOST IMPORTANT IS THAT WE NEED YOUR E-MAIL ADDRESS IF YOU HAVE ONE, AND YOUR LOCAL PHONE NUMBER.** Please provide us with your phone number as soon as your phone service has been established. When contacting you our preferred form of contact will be by e-mail. If you do not have an e-mail address we will contact you by the phone number(s) you have supplied to us on the attached form provided by our office.

For routine maintenance questions and issues please contact our office at: **607-277-6961**. Tenants can request to be present during routine maintenance repairs, but it is incumbent upon the tenant to inform the office of such request at the time the initial call is placed. All C.S.P. Maintenance staff carries a photo ID badge and can produce them upon request. If you have a simple maintenance concern our staff is more than willing to talk you through lighting a pilot light, changing a fuse or plunging a toilet!

For **SERIOUS** maintenance emergencies (i.e. no heat, no water) after our regular business hours (9am-5pm Monday - Friday), tenants should contact our after hours emergency on call maintenance staff member at **607-882-1089**. Be prepared to state your specific issue in addition to your full name and complete address (including apartment number).

TENANTS MUST OBEY ALL RECYCLING AND GARBAGE REMOVAL REGULATIONS THAT ARE MANDATORY IN TOMPKINS COUNTY. You should carefully read all the information given to you in the recycling packet and City of Ithaca Exterior Maintenance Ordinance information sheet. Failure to abide by these rules will result in **STIFF** fines. The city charges a **minimum of \$50** for recycling that has been put out improperly.

Please remember that rent is due ***no later*** than the **5th of each month**, and ***late fees will be charged to you after this date.*** *****PLEASE make sure that your rent check is made payable to the person/ landlord/company indicated in the Payment of Rent section of your lease (Section 2, Paragraph 1).**

The inspection form enclosed is also very important and **MUST** be returned within 10 days from key pick up. Upon the return of this form the list will be evaluated and repairs considered on a priority and "first come first served" basis. Remember the lease stipulates that failure to turn in this inspection form constitutes that the apartment is in good constitution upon move-in. Also, please affix a label with your name and address/apartment number to your mailbox - **YOU WILL NOT RECEIVE MAIL UNTIL THIS LABEL IS AFFIXED TO YOUR MAILBOX.**

If you plan to be away for an extended period of time, please be sure your heat is set above 55°F and let our office know. We hope that your stay with C.S.P. Management is enjoyable and we look forward to being of service to you. If you have any question please contact our office at the number below.

HELPFUL HINTS ON EASY LIVING

BELOW IS A LIST OF A FEW TIPS ON HOW TO MAKE LIVING IN YOUR NEW APARTMENT OR HOUSE EASY AND SAFE.

1) **SMOKE DETECTORS –**

Fully charged batteries are installed in ALL smoke detectors by C.S.P. Management at the beginning of your lease term. However it is important that you test your smoke detector once a month.

Helpful Hint: Your smoke detector battery should be changed with every solstice –

Once when you set your clocks back (in the Fall) and once when you set your clocks ahead (in the Spring)!

2) **FUSE AND BREAKER BOXES –**

Find out if you have a fuse box OR a breaker box for your electric use. When there is too much power being lead to one circuit you are apt to blow a fuse or trip a breaker. This can simply be corrected by taking the following steps:

FOR FUSE BOXES: If you have a fuse box, the fuse itself must be changed. This can be done by unscrewing the fuse in the fuse box that is blackened in the middle (indicating the fuse has blown) and screwing in another with the same amperage. Your electricity should now be ON. Fuses can be bought at some grocery stores and any hardware store. Be sure to replace fuses with the same amp and style as what you remove.

FOR BREAKER BOXES: If you have a breaker box, it's as easy as flipping a switch. Find the switch that is red (on "tripped") and turn it first to the OFF position and then to the ON position. Your electricity should now be ON.

Helpful Hint: Always keep a supply of fuses and have a flashlight handy.

3) **CLOGGED TOILETS –**

If you have a clogged toilet the first thing you should do is try to use a plunger. If you do not have a plunger, borrow one from a neighbor. Using the right kind of plunger can save you from a large mess. Be sure to use the "toilet" plunger (it has the little extra flap of rubber sticking out of the bottom).

1) Insert the rubber end of the plunger into the toilet bowl.

2) Using quick thrusting motions pull the plunger up and down to create suction.

This will free up anything blocking the waters' path. This could get messy so make sure you have a supply of towels handy and/or old rags.

Helpful Hint: A toilet plunger can also double as a sink plunger, by tucking the flap up into the bowl of the plunger.

4) **PILOTS ON STOVES AND OVENS –**

If your stove or oven does not ignite and/or you smell gas there are a few steps to take to possibly correct this situation.

1) Check the pilot lights on the stove and in the oven to see if they are lit.

2) If they are not lit, use a match to light them. This can be done by following these simple steps:

*If you turn the stove knobs and hear a clicking sound, this means you have an electric ignition. You should first check the back of your stove to see if it is plugged in.

***ALL STOVE AND OVEN KNOBS SHOULD BE IN THE OFF POSITION BEFORE TRYING TO RELIGHT THE PILOTS.**

STOVE TOP

- 1) Lift the top of the stove
- 2) You will see two small valves separating the burners
- 3) Place a lit match gently on the valve
- 4) You should now see a small flame, this means the pilot has been lit

OVEN

- 1) Open the broiler door
- 2) Towards the back of the broiler space where the gas line comes in; there will be a small thin tube - (it looks like a thick wire)
- 3) Place a lit match at the top of this tube. A small blue flame will light. This is the pilot light for the oven

Helpful Hint: When cooking be sure not to spill foods or liquids. This will keep the valves from getting clogged and keep the pilot lights from going out.

CAUTION: If you still smell gas, call NYSEG immediately 1-800-572-1111

5) LIGHT BULBS –

Each apartment comes with working light bulbs throughout. During the course of the lease term, the Landlord does not replace blown light bulbs. Light bulbs are quick and easy to change.

- 1) An incandescent (regular) light bulb can be replaced simply by unscrewing the old one and screwing in a new one. The most commonly used is a 60 watt bulb. These bulbs can be purchased at any grocery or hardware store.
- 2) A florescent bulb can be replaced just as easy. Florescent bulbs however are not screwed in. At the end of the bulb you will find peg like metal prongs that clip into the fixture. As far as wattage and size, this information can be found in the bulb itself. These bulbs can be purchased at some grocery stores and any hardware store.

6) SCREENS –

If your windows do not have built in screens you may call our office and request adjustable screens. These screens are quick and easy to install

Simply open the window and place the screen between the sill and the window frame and adjust to the width of your window by gently pulling on each side of the screen.

IF YOU ARE FACED WITH ANY OF THE ABOVE SITUATIONS, PLEASE FOLLOW THE STEPS PROVIDED AND CALL OUR OFFICE IF YOU HAVE ANY QUESTIONS OF CONCERNS. OUR 24 EMERGENCY SERVICE IS FOR EMERGENCIES ONLY, NOT CLOGGED TOILETS AND BLOWN FUSES.

flushable?



What not to flush

- Vitamins, medicines, or pharmaceuticals
- Diapers (cloth, disposable, or "flushable")
- Facial tissues
- Baby wipes, disinfectant wipes, moist wipes, etc.
- Toilet bowl scrub pads
- Swiffer products
- Napkins (paper or cloth), paper towels
- Dental floss
- Fats, oils, and greases
- Sanitary napkins, tampons, or condoms
- Wash cloths, rags
- Plastic wrappers or packaging

think again ...

The toilet is not a trash can.

Many items marketed as disposable and/or flushable do not degrade like toilet paper, and they wind up clogging pipes, tangling pumps, and causing messy and expensive sewer backups into streets, businesses, and homes.

So what CAN I do?

- Only flush human waste and toilet paper.
- Avoid purchasing "flushable" items. Clean with a sponge or rag that can be reused.
- Discard hazardous materials such as used motor oil, antifreeze, etc. at the household hazardous waste collection facility.



TENANT CONTACT INFORMATION


E-mail
→ Me ←

This information is necessary in order to give you notice before entering your apartment for repairs or showings. It is very important that you return this form with your next rental payment or call our office at 277-6961 with the requested information.

E-mail will be our first form of contact unless you indicate otherwise on this form.

THANK YOU!

DATE _____

NAME(S) _____

ADDRESS _____



ADDRESS _____

PHONE(DAY) _____ (EVENINGS) _____

COMMENTS(best times, pet concerns, etc.)

