

# WELCOME TO YOUR NEW HOME!

**This guide contains important information, please read it carefully.**

We want to make your move-in and stay as pleasant as possible. This guide includes utility and other helpful information, including some of your responsibilities as a tenant. Your lease covers additional responsibilities, but we have provided these tips to help make your stay more enjoyable.

## Key Information

### Emergencies

For life threatening emergencies, dial 911. For all other emergencies, please call our office at (847) 551-1313. If there is no answer, and it is a water related emergency, please call the Rage Property Management after hours answering service at (847) 879-6737. Do NOT use e-mail for emergencies.

### Maintenance Requests

Requests for maintenance are to be submitted online: [www.inkyenterprises.com/request.htm](http://www.inkyenterprises.com/request.htm)

### Rent Reminders & Payments

Rent reminder invoices are emailed during the third or fourth week of each month. These invoices are provided so you may pay your rent online using your personal checking account, and there is absolutely no cost to you for this service. There is also an option to register for an account which gives you the ability to select a payment date in the future. This will allow you to schedule your payment to us for the 1st day of the month, on the same day you receive the invoice.

Because of the reliability of email and the nature of this service, it is possible that you may not receive the invoice in a timely manner or possibly not at all. Regardless of whether the invoice is received or not, it is still your responsibility to make sure your rent payment is received by us on or before the 1st of the month to avoid any late fees. **Keep in mind that rent is due on the 1<sup>st</sup>, and that there are no grace periods.**

## Important Information for Silverstone Condominiums Tenants

**If your residence is in Silverstone Condominiums, it is extremely important you read and understand the below information. Failure to follow these rules WILL result in costly expenses and fines.**

### Silverstone Condominium Parking Stickers

It is important to register your vehicles PRIOR to moving in--unregistered vehicles WILL be towed. Parking stickers are \$10 each and will need to be purchased from Rage Property Management in Elgin. Their phone number is (847) 742-5555. They keep typical office hours and are NOT open on weekends, so please plan accordingly if you are moving in over the weekend or during a holiday. Please note that with your lease, you should have received 3-pages of detailed parking information. If you did not receive it, please let us know immediately.

### Silverstone Condominium Garbage Fines

The association has strict rules regarding trash being left on the ground or outside the dumpsters and they WILL issue fines. When trash is found they will attempt to identify where it came from and issue a \$100 fine for which you will be responsible. If you find the dumpster is full, please deposit your trash in the next closest dumpster. If you find your dumpster is frequently full, please call Rage Property Management at (847) 742-5555 and advise them of the location.

### Gas Grills

Per village ordinance and the homeowner's association, charcoal grills are prohibited. Only gas grills are allowed and they must be used at ground level. Storing or grilling is not allowed on or under balconies. Violators may face fines up to \$1000.

### Exteriors

NO alterations are to be made to the exterior of the unit. In addition, ONLY patio furniture is allowed on balconies and patios. NO garbage, bicycles, brooms, tools, toys, etc. may be stored outside. Flower pots are limited to 2 per balcony or patio. The association can issue a \$100 fine, plus the cost of removal, for violating these rules.

## Utilities

**Don't be left in the dark! Utilities WILL be shut off on the first day of your lease—management does NOT arrange for your utilities. Be sure to call and arrange for start of service for the day PRIOR to moving in to avoid costly reconnection fees.**

### **Cable TV/Internet/Telephone Service**

Internet, Cable TV and Telephone service are available from AT&T and Comcast.

AT&T: (888) 944-0447 | [www.att.com](http://www.att.com)

Comcast: (800) XFINITY / (800) 934-6489 | [www.xfinity.com](http://www.xfinity.com)

### **Dish Network/DirectTV**

Individual dishes are NOT allowed--there are community dishes on the roof of each building. Service for these providers MUST be ordered by calling Cable Busters. Please be sure to use the number below in order to avoid reaching another company of a similar name. Do NOT call Dish Network or DirectTV directly. Although they will be happy to come out and set up service, your dish will eventually be removed, and service disconnected, resulting in costly fees. Cable Busters charges the same fees you will find on the Dish Network/DirectTV web sites.

Cable Busters: (630) 715-8910 | [www.luxehometheater.com](http://www.luxehometheater.com)

### **Electricity**

The start of service for electric must be arranged for the day PRIOR to moving in in order to avoid disconnection. Electric service is provided by ComEd.

ComEd: (800) 334-7661 | [www.comed.com](http://www.comed.com)

Electric bills can vary widely depending on your usage and the season. ComEd offers a program called Budget Billing which allows you to spread your electric service costs evenly throughout the year based on the previous 12-month usage (your payment is adjusted every six months to help keep your payment in line with your actual usage). We highly recommend enrolling in this optional program to avoid unexpected bills during colder winter months.

### **Water/Sewer**

Water/Sewer service is the only utility that WILL be transferred by our office and begins the first day of the lease. If you have any questions, please call the Village of Carpentersville Water Department.

Village of Carpentersville Water Department: (847) 551-3476 | [www.cville.org](http://www.cville.org)

## **Additional Information & Responsibilities**

### **A/C & Heater**

Change or clean filter every 30 days. Cleaning the filters saves *you* money and reduces service calls.

Please do not set your heat in any room below 65 degrees. Failure to do so may prevent air from circulating through the unit.

In heating mode, the fan will go on and off with the heat. In cooling mode, the fan will stay on all the time, so it is possible you will put your hand over the unit and not feel cold air depending on what cycle the compressor is in. This is normal operation.

### **Automatic Toilet Bowl Cleaners**

Do NOT use blue drop-in toilet bowl cleaner tablets. While they may seem like a simple solution, they are often more trouble than they are worth, resulting in costly repairs because the tablets deteriorate rubber and plastic parts inside the tank. They can also get lodged against the flapper, causing the toilet to run and creating higher water bills. Many of these products are also harmful to pets and the environment.

### **Bath Tubs**

While durable, bath tubs can be damaged. Do NOT use abrasive cleaners such as SOS Pads, Comet or Soft Scrub. Use only non-abrasive liquid cleaners such as Mr. Clean, Dow Scrubbing Bubbles or Fantastic. We also do not recommend the use of bathmats. The best way to keep your bath tub clean is to wipe it down after each use (does not need to be dry) and clean it on a regular basis.

### **Carpets**

Bleach and plant fertilizer WILL cause costly damage to carpet. Be cautious when using bleach or watering plants in or around carpeted areas. Do not allow plants to sit directly on carpet.

### **Counters**

Always USE cutting boards in the kitchen as cutting on the counters WILL damage them.

### **Drains and/or Septic**

Do NOT pour bleach, drain cleaner, grease, food, baby wipes or any feminine products down the drain at any time.

For properties with a septic, put Rid-X Septic System Treatment down one toilet once a month (follow instructions on package). Be mindful of the amount of water discharged at any given time (i.e., don't run the washing machine, dishwasher and take a shower at the same time). This may cause a backup of the septic system into the house.

If you find your bath tub starts to drain slow, check for hair around the drain stop. In most cases, the drain does not require a plumber, and simple removal of hair caught underneath the drain stop will remedy the problem.

### **Garbage Disposal**

Upon occasion your disposal may jam, which can be remedied with normal user maintenance. Start by turning power off to the disposal. Look into disposal, and using tongs, remove any object(s) which may have caused the jam. On the bottom of the disposal, lightly push the small reset button and turn the power back on. If the disposal is still jammed, turn the power off and insert a 1/4" hex key wrench into the bottom center of the disposal (under the sink) and gently work back and forth until the disposal turns free. Then push the reset button again. Often you will find a disposal wrench underneath the sink.

### **Glass Top Range**

Do NOT use any abrasive cleaners on a glass top stove. Abrasive cleaners WILL damage the stove top. Please purchase cleaners, such as Cerama Bryte, which are designed for cleaning glass cooktops.

### **Lockout Fees**

The fee to come out and unlock a door generally runs around \$100, but could be more or less depending upon the urgency, the time of the day and who is available.

### **Mirrors**

Do NOT use glass cleaners that contain ammonia. Ammonia damages the reflective coating on mirrors, typically starting at the bottom and working its way up. Over time ammoniated cleaners WILL damage the mirror beyond repair. Some good ammonia-free products to use for mirrors and glass are Windex Crystal Rain and Sparkle.

### **Renter's Insurance**

Our Tenants are required to carry Renter's insurance. Renter's insurance is a policy for renters that can typically cover the loss or damage of your personal possessions. Even though the owner of your property carries insurance on the property in which you reside, the owner's insurance does not cover your personal possessions such as computers, tablets, cell phones, clothing, jewelry, furniture or any other personal possessions. In the event of water, fire, vandalism, theft, you could face repair or replacement costs for part or all of your belongings. Liability is usually included in a Renter's policy and could protect you if someone were to be hurt in the residence you are renting. Renter's insurance may also cover damage to the property if you were to accidentally overfill your bath and cause water damage or were to accidentally start a fire while cooking. If you need a recommendation for an insurer, please let us know.

### **Smoke Detectors, Carbon Monoxide Detectors & Fire Extinguishers**

It is the tenant's responsibility to regularly test the smoke detectors, carbon monoxide detectors and/or fire extinguisher(s) and to immediately notify the office in writing of any problem, defect, malfunction or failure. Tenants are to replace the battery(s) if at any time the existing battery(s) becomes unserviceable.

Owner or agent is not the operator, manufacturer, distributor, retailer or supplier of the smoke detectors, carbon monoxide detectors and/or fire extinguishers and tenant assumes full and complete responsibility for all risks and hazards attributable, connected with or in any way related to the operation, malfunction or failure of these devices. No representation, warranties, undertakings or promises, whether oral or implied, or otherwise, have been made by owner, its agents or employees regarding said smoke detectors, carbon monoxide detectors and/or fire extinguishers or the alleged performance of the same. Owner or agent neither makes nor adopts any warranty on any nature regarding said smoke detectors, carbon monoxide detectors and/or fire extinguishers and expressly disclaims all warranties of fitness for a particular purpose, of habitability, or any and all other expressed or implied property.

### **Text Messaging**

In general, you will find we prefer to communicate by e-mail, fax or phone. However, there may be some occasions where we, or a third-party vendor hired by Inky Enterprises LLC, may send text messages to your mobile device. Examples of text messaging include, but are not limited to, rent due reminders, showings, maintenance calls, and inspection notices. Under **NO** circumstance, shall texting be a substitute for the prescribed means of communication set forth in the lease. You may choose to opt out of text messaging by notifying us in writing.

### **Village of Carpentersville Vehicle Stickers**

The Village of Carpentersville has not required vehicle stickers since 2013. However, since policies change, we suggest visiting the Village web site at: <http://vil.carpentersville.il.us> for the latest updates.

### **Washing Machine & Dryer**

It is recommended that you use liquid detergent instead of powdered detergent. This helps reduce maintenance and lessens the chance of a backup.

Always clean the dryer lint filter before every use. This will help your clothes dry faster and help save electricity.

### **Water Heater**

All water heaters installed in the Silverstone condo complex hold 30 gallons. To help maximize your shower time, we have installed special water saving shower heads that will provide approximately 15-20 minutes of hot water, depending on usage. We do not recommend replacing them, as it may affect shower run time. To maximize hot water, try to avoid washing laundry, washing dishes or running the dishwasher prior to taking a shower or bath, since they share the same hot water supply.

The water heater is located underneath the countertop in your kitchen with access through the living or dining room, and is equipped with an alarm. If your alarm goes off, call our office immediately. It is a sign of a problem and failure to call may result in a loss of hot water and/or serious damage to your unit and surrounding units.

### **Water System/Softener**

For properties with a water softener, keep salt tank a minimum of ½ full of salt at all times. Make sure there is always power to the softener and that the time on the display is correct. This will prevent costly damage to the softener.

If you have any questions about or do not understand the above instructions, it is your responsibility to call the office for more details. If any of the above systems fail due to the tenant not following these rules, they will be held responsible for any repairs.

We appreciate your understanding and agreement.

Property Address \_\_\_\_\_

Resident's Signature \_\_\_\_\_ Date: \_\_\_\_\_

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Resident's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Resident's Signature \_\_\_\_\_ Date: \_\_\_\_\_

Landlord's Signature \_\_\_\_\_ Date: \_\_\_\_\_