

MCKINNEY
- PROPERTIES INC -

1717 Penn Avenue, Suite 5015, Pittsburgh, PA 15221-2695 ♦ (412) 242-5390 ♦ Fax: (412) 242-5391

Resident Handbook

Welcome To Your New Apartment Home!

Dear Resident,

Welcome to your new home!

We sincerely hope that your move here will be the beginning of a long, pleasurable residency.

To help you fully enjoy the lifestyle of the Washington Gardens Apartments, we have provided you with a Resident Handbook. Naturally, it cannot answer all of your questions, but it should serve to meet most of the usual needs. Additionally, our entire staff is available to help you with any issues not covered herein. As updates or bulletins are sent to you, please insert them in your McKinney Properties, Inc. folder for easy reference.

Please sign the attached page to acknowledge your receipt and understanding of this handbook.

Sincerely,

McKINNEY PROPERTIES, INC.

MANAGEMENT AND OTHER IMPORTANT TELEPHONE NUMBERS

EMERGENCIES Fire – 911 Police – 911

OFFICE OF MCKINNEY PROPERTIES, INC.

Location: 1717 Penn Avenue, Suite 5015, Pittsburgh, PA 15221

Hours: 8:30 a.m. to 5:00 p.m.

Telephone: 412-242-5390

Fax: 412-242-5391

Website: www.mckinneyproperties.com

OFFICE OF WASHINGTON GARDENS APARTMENTS:

Resident Manager: Jill M. Lutz

Lead Maintenance Technician: Aaron Blair

Assistant Maintenance Technician: Rory Coats

Telephone: 412-276-5544

Fax: 412-279-3261

Website: www.washingtongardens.com

UTILITIES

Electricity: Duquesne Light.....1-888-393-7100

Water & Sewage: AUM.....1-866-520-1245

Cable TV: Comcast..... 1-888-266-2278

Telephone: Verizon..... 1-800-660-2215

MAINTENANCE

All maintenance requests should be reported by use of Maintenance Request Forms which are located in the Mail Room on the lobby level.

Emergency maintenance should be reported by phone or in person to the Washington Gardens Office. If the Washington Gardens Office cannot be reached, contact the McKinney Properties, Inc. office at 412-242-5390. If the McKinney Properties, Inc. office is closed, please stay on the line and your call will be forwarded to our answering service. The answering service will notify the appropriate McKinney Properties, Inc. employee to respond to the emergency situation at hand.

Maintenance requests will be scheduled in accordance with the relative urgency of the problem. Emergencies will take priority, however minor problems will be handled without excessive delay.

Except in instances where we are requested in writing not to do so, our Building Superintendent will enter your apartment to perform necessary maintenance. All maintenance employees are required to knock on a resident's door prior to entering. If you are home and are doubtful of the identity of the maintenance personnel, do not admit them into your apartment. Ask them for identification and/or call the Washington Gardens office for verification.

In some instances it will be necessary to use outside contractors to make the necessary repairs. Unless instructed otherwise in writing, we will permit these contractors to enter your apartment to make the necessary repairs. Call the Washington Gardens Office if you are doubtful as to the identity of outside contractors.

RENTAL PAYMENTS

Rent is due and payable on the first day of each month. Be sure to include your apartment number and building name on the check. *Checks should be made payable to: **McKinney Properties, Inc.**, and are to be placed in the rent drop box located in your building. The drop box is located in the Mail Room at 834 Washington Avenue (Building 1) and in the Social Room at 133 Lee Street (Building 2).*

Please remember that if your rent is not paid on time, you lose the monthly discount.

PERSONAL PROPERTY/INSURANCE

In accordance with your lease neither McKinney Properties, Inc. nor the building owners are responsible for your personal property including but not limited to: items stored in your storage locker, personal property in the apartment, or your automobile and its contents while parked on the property. We strongly urge that all residents review their insurance policies to make sure their personal property is insured against theft, fire, and other perils. Renter's insurance policies are required in accordance with your lease. These policies can be obtained at a very low cost from your automobile insurance carrier.

SAFETY

McKinney Properties, Inc. wishes to cooperate with our residents and the local police department to prevent crime in our apartment community. Below we suggest several steps designed to increase all resident's awareness and increase their safety.

Statistics have shown that a most effective deterrent to crime is when all of the individuals in a neighborhood look out for each other. This does not require anyone to carry any weapons nor does it require anyone to apprehend any suspicious looking individuals. However, it does require each resident to be more active in reporting suspicious activities or persons to the proper authorities. Therefore, we encourage each resident to know his or her neighbors and become alert to suspicious persons or activity on the property. Please contact the local police department should you observe any suspicious act or person(s).

The police encourage early reporting of suspicious activity as means of preventing crime. Please do not hesitate to call if necessary.

Lock both the knob and deadbolt lock on your apartment door at all times. Our experience indicates a much lower incidence of burglaries where deadbolt locks are used.

Use common sense with all ground level windows and doors. Do not leave your apartment or fall asleep with a ground level window or door open or unlocked.

When possible, leave a light on in your apartment if you are leaving overnight. Timer devices are available at most hardware stores which can turn on lights automatically at set times.

Exercise caution when using the garages and laundries especially in the late evening hours. These areas offer potential hiding places for unauthorized persons.

Lastly, report any suspicious activity, persons, or noises to the Building manager in addition to the local police. If you have any further suggestions or comments on how to make our community safer please contact our office at your convenience.

POLICE EMERGENCY SERVICE – 911

FIRE DEPARTMENT EMERGENCY SERVICE – 911

Please verify the above phone numbers on a frequent basis for any changes.

INTERCOM ENTRY SYSTEM

The intercom entry system allows you to remotely unlock the lobby entrance when a guest arrives at the building. You are assigned a three-digit code that when entered into the intercom, will automatically dial your telephone number. **Your code is not your apartment number.** Your guests can find your code by finding your name on the Directory Board. When a guest calls you from the intercom, pressing “6” on your telephone will unlock the door. Please verify the identity of the caller before unlocking the door. If you do not recognize the caller by voice, tune your television to the cable channel identified by your resident manager and you will be able to see who is in the lobby.

REFUSE AND GARBAGE DISPOSITION

All garbage must be securely wrapped before placing it into the trash chutes. All bottles and cans must be deposited there also. Please do not leave trash outside the chute.

Recycling-Recycling instructions are posted on the bulletin board in the laundry room. Check with the Building Superintendent for specific recycling questions.

STORAGE

A storage locker is provided for you on the first floor of the building. This is the only additional storage space provided. Use of any other space is not permitted and any belongings not in lockers will be removed. Your locker must be kept free of all debris at all times. Do not store any flammable or combustible liquids or objects.

LAUNDRY ROOM USAGE

Coin operated washers and dryers are located on each floor of the building for your convenience.

Make sure you follow directions and please report all problems encountered in connection with the operation of this equipment to the Building Superintendent. Trash receptacles located in the laundry are for deposit of lint from dryers and empty soap and detergent containers. Please make sure the door is closed and the lights are turned off when you have completed your laundry.

T.V., STEREO, RADIO, APPLIANCES, ETC.

When operating television, radios, disposal, etc., use them within normal hours and at tolerable volume levels. Dishwashers should not be operated after 11:00 p.m.

Please be as considerate of your neighbors as you would want them to be considerate of you.

PARKING

All indoor parking spaces are assigned. Please be considerate of your neighbors and use only your designated space. Guest parking is available outside only.

THE SOCIAL ROOM

The use of this room is limited and is available for private use only by prior reservation. Only residents of the building are permitted to reserve the social room and he/she must be present at all times while the room is in use. The resident who is registered as having the party is liable for the conduct of his or her guests.

There will be a deposit charged for use of this room which will be fully refunded if there is no damage done to the social room and if it is left clean to the satisfaction of the Building Superintendent. All debris and supplies, etc. must be removed immediately after use of said room.

LEAVING PREMISES

If you plan to be away for any length of time, please notify your Building Superintendent as to where you can be reached in case of emergency. Also, turn your central heating thermostat down a few degrees to save fuel. Do not turn heat completely off. You may turn your air conditioning unit off in order to save on your energy bills.

Upon moving at the expiration of your lease, the Building Superintendent will make arrangements for the inspection of your apartment. In general, charges will be made for damages other than normal wear and tear. Refer to your Security Deposit Agreement which itemizes standard and possible

deductions for cleaning. Turn in all keys, together with a forwarding address and forwarding phone number to the Resident Manger.

APPLIANCES AND EQUIPMENT CLEANING

FOR INFORMATION REGARDING THE OPERATIONS OF YOUR KITCHEN APPLIANCES, CONSULT THE PROVIDED BROCHURES OR ASK THE BUILDING SUPERINTENDENT.

Refrigerators - Most refrigerators are frost free.

Caution - never use gritty soaps, abrasive cleaners or heavy duty cleaners on any part of your refrigerator.

Before you start cleaning, turn temperature control to off.

Food Compartment - Wash with warm water and baking soda solution (3 tablespoons to a quart of water) or mild sudsy water. Rinse and dry.

Door Seal - Clean with mild soap and water, mild detergent, or soda solution described above.

Exterior - Wipe with damp cloth.

Dishwashers - Do not use hand or laundry detergent.

Interior - Wipe with damp cloth and a mild cleansing powder.

Exterior - Wipe with a warm, damp, sudsy cloth; rinse and wipe dry.

Do not use gritty or harsh cleansers.

Range and Oven - If you have trouble with their operations please ask the building superintendent for instructions.

Be sure to turn off all controls before cleaning.

Exterior - Wipe up spills at once with a paper towel. Clean with damp, sudsy cloth when surface cools. Then rinse and dry with a cloth.

Control Panel - Wash with damp, sudsy cloth. Then rinse and dry with a cloth.

Do not use sharp instruments to clean any surface.

EXTREME CAUTION SHOULD BE EXERCISED WHEN THE RANGE IS USED FOR HEATING QUANTITIES OF OIL OR FAT FOR DEEP FRYING. IF IT BOILS OVER, DAMAGE TO YOUR PROPERTY AND THAT OF THE BUILDING (FOR WHICH YOU ARE LIABLE) CAN BE VERY EXTENSIVE.

Disposal - Garbage disposal can be temperamental, make certain you understand the following instructions.

- a. Turn on strong stream of COLD water.
- b. Turn disposal switch on.

- c. Feed food into disposal.

Things you should do.

1. Allow disposer and cold water to run after grinding or draining the sink of dishwasher.
2. Do grind food waste only with a strong flow of cold water.
3. Run your disposal at least one time per week to avoid corrosion.

Things you should not do:

1. Don't turn off water until grinding is completed and only water and motor sounds are heard.
2. Don't use hot water when grinding food waste.
3. Don't feed food like celery husks and corn husks into disposer.
4. Don't put bones into the disposer.
5. Don't stuff large bulky food waste into disposer opening.
It should be broken or cut in pieces that will drop readily into the disposer.
6. Don't let dish cloths, glass, string, silverware, etc., get into the disposer.
These items can cause jamming or drain stoppage. This type of material could even cause damage to the disposer.

Kitchen Floor - Clean no wax sheet goods with a NO RINSE CLEANER.

TEMPERATURE CONTROL

Heating and cooling within each apartment is separately controlled. It is recommended that you set your thermostat between 68 and 72 depending upon your requirements for comfort. However, in the cooling cycle, do not expect your apartment temperature to reach more than a 15 degree variation below the outside temperature. The thermostat cover does contain a thermometer which registers actual room temperature. If you experience any difficulty, call the Building Superintendent.

TOILETS

If flushing becomes sluggish, call for service. If stoppage occurs, close the shut-off valve which is located in back of the commode and call for service.

Your commode is not designed for disposal of materials such as paper towels, trash, or left over foods, etc.. These items are all to be deposited in trash receptacles.

CABLE TELEVISION

Cable television outlets are provided in each apartment. However, you are responsible for obtaining and maintaining service.

SATELLITE DISHES

Please contact building manager for specific rules and regulations regarding the installation of satellite dishes.

CARPETING

Floor covering has been supplied by the owners, please care for it as if it were your own.

Vacuuming daily in high traffic areas and weekly throughout the apartment will remove loose soil and keep the pile erect for a longer life. Please contact the building superintendent for immediate stain removal procedures.

FORMICA SURFACE CARE (KITCHEN AND BATH)

Formica is resistant to many ordinarily destructive elements and is a superior covering for that reason, but RESISTANT does not mean FOOL PROOF: Therefore, care is necessary to keep formica from being permanently marred. Stains from fruit juices should be wiped up immediately and will leave no after-mark. Cigarettes will burn or deeply mark formica and should not be brought in contact with the surface.

Oven and stove containers should not be put directly on formica. USE HOT PADS, TRIVETS, OR OTHER PROTECTIVE SEPARATORS BETWEEN HOT POTS AND PANS AND THE FORMICA. Do not chop foods or cut bread, etc. directly on the formica. Most ordinary stains or marks can be removed by lightly rubbing with a gentle cleaner, wiping dry and applying a light coat of wax. WITH REASONABLE CARE, THE FORMICA TOPS IN YOUR APARTMENT WILL REMAIN BEAUTIFUL AND DECORATIVE.

Resident “Tip Sheet” to Prevent Mold Growth

As part of our commitment to provide a well-maintained property, we ask that you assist us in eliminating conditions in your apartment home that may lead to moisture buildup. When moisture accumulates indoors mold may grow. Therefore, to prevent mold growth you must keep your apartment home and furnishings free from moisture buildup. Following these few simple steps will minimize moisture buildup in your apartment home and discourage the growth of mold.

Please contact the Leasing Office IMMEDIATELY to report:

- Any evidence of water leak or excessive moisture in your apartment home, storage room, garage or any common area.
- Any evidence of mold or mildew growth.
- Any failure or malfunction with your heating/ventilation/air-conditioning system.
- Any inoperable windows.

Properly ventilate and dehumidify your apartment home by:

- Not running your air conditioning when doors and windows are open.
- Keeping windows and doors closed in damp or rainy weather conditions.
- Maintaining a general temperature of 68.5°F – 70.0°F (winter) and 74.0°F - 80.0°F (summer).
- Not blocking or covering any heating/ventilation/air-conditioning supply diffusers and/or return grilles in your home.
- Not covering your windows and/or doors with plastic.
- Not using a humidifier or air filtration device in your home.

Maintain a clean environment and prevent moisture buildup in your apartment home generally by:

- Regularly vacuuming and cleaning your home using household cleaners.
- Cleaning your home more often if you own a pet.
- Not allowing bird droppings to accumulate on windowsills, decks, patios, etc.
- As soon as reasonably possible, wiping down and drying areas that might accumulate visible moisture, like countertops, windows, windowsills, cove molding and vent covers.
- Limiting houseplants to a reasonable number. Not over-watering houseplants-and cleaning up spills immediately.

Prevent moisture buildup in your kitchen by:

- Using the exhaust fans in your kitchen when cooking or while the dishwasher is on its “dry” cycle, and allowing the fan to run until all excess moisture has vented from the kitchen.

Prevent moisture buildup in your bathroom by:

- Using any pre-installed fan when bathing/showering and allowing the fan to run until all excess moisture has vented from the bathroom.
- Keeping the shower curtain inside the tub or fully closing the shower doors.
- When finished bathing/showering, leaving the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has evaporated.
- Hanging up your towels and bath mats so they will completely dry out.
- Periodically cleaning and drying the walls around the bathtub and shower using a household cleaner.

Prevent moisture buildup in your laundry closet (if applicable) by:

- Making sure that condensation does not form within the washer and dryer closet when washing clothes in warm or hot water and drying any condensation that does gather.

- Ensuring that your dryer vent is properly connected and clear of any obstructions and cleaning the lint screen after every use.
- Drying your laundry in an electrical dryer or outside rather than hanging laundry throughout your home to air-dry.

Prevent moisture buildup in your closets by:

- Not overfilling closets or storage areas with clothes or other soft goods.
- Not allowing damp or moist stacks of clothes or other cloth materials to lie in piles.
- Leaving your closet doors ajar during the summer months.

Please contact the Management Office at 412-276-5544 if you have any questions or concerns regarding moisture.

The foregoing has been outlined to acquaint you with the various operations of the building. We anticipate that with cooperation regarding our mutual obligations covered in this handbook and in your lease, your residency in your new home at the Washington Gardens will be as pleasant as possible. We are open to any suggestions which you might have for the betterment of all, because after all, this is your home. WE WELCOME YOU!

RESIDENT HANDBOOK RECEIPT AND ACKNOWLEDGMENT

This handbook contains policies and procedures which apply to me. I/We agree to read this information and follow it during my/our residency. I/We further understand it may be amended at anytime.

Please sign this page to acknowledge your receipt and understanding of this handbook.

Resident signature

Date

Resident signature

Date