

## NEW TENANT INFORMATION

### MAINTENANCE ISSUES

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- Repair requests/questions must be submitted online: <http://glascottrealty.com/request-maintenance>
- **Emergency Line: 773-991-6656** (Emergencies only!! burst pipes, fires, floods, lock out)
- Lock Out Charge: \$100 (due immediately)
- Lessees and guests are not allowed on any roof where a rooftop deck does not exist. Any lessee found on roof may face eviction, fines for damage and possible criminal trespassing charges. Please call the police if you witness such activity.

### RENT

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- **REFER TO INSTRUCTIONS IN YOUR LEASE WHEN WRITING YOUR RENT CHECK!**
  - NEVER make checks payable to Glascott & Associates! Checks **will** be returned, as they cannot be cashed.
- Address & unit number **MUST** be written in the "memo/for" section of each check!! If you fail to do so, your check will be returned to the address listed on your check!
- Mail all payments to our office or you may use our drop box, located in the apartment door just south of our windows. It is labeled "Glascott Mail Slot & Key Return"
- **Rent is due on the 1<sup>st</sup> of every month; it is considered late on the 2<sup>nd</sup> day.** Per city ordinance, **late fees** are assessed when rent is received after the 5<sup>th</sup> day of the month. This includes weekends & holidays. The late fee must be included with current rent payment or paid within 5 days.

### UTILITIES

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- You **must** put Gas & Electric utilities in your name at least 1 week prior to your move in date! If it is turned off, it can take up to 10 days to be restored. Please **CALL** each company rather than submitting online to ensure accuracy.
  - Commonwealth Edison: 800.334.7661
  - Peoples Gas: 866.556.6001
- Cable Phone & Internet
  - Comcast – Gerrit O'Neill (our account representative): 847-650-1197
  - Tenants are solely responsible for installation cost and maintenance of their cable & internet
- Air Conditioning Information for units without central air
  - Maximum BTU for window units: 6,000
  - Maximum Number of units allowed in apartment: 2

### OFFICE CONTACT INFORMATION

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- Main Office Line: 773.281.0701
- General Issues: [stephanie@glascottrealty.com](mailto:stephanie@glascottrealty.com) (No maintenance requests! Please submit online)
- After hours emergency line: 773-991-6656; to be used for Fire, Flood, Lock-outs **ONLY!** You must leave a voicemail and we will call back if we believe it cannot wait until the next day. You must also submit an online request at <http://glascottrealty.com/request-maintenance>

## **WINTER**

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If you plan on traveling during the winter months, do NOT turn off your heat while you are gone. To prevent frozen/burst pipes, you must maintain a temperature of at least 65 – 68 degrees in your apartment, at all times. You may be asked to take further steps during extreme weather conditions. Contact the management office if you have any questions.

## **ANTS & CENTIPEDES**

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*April showers bring May flowers...and unfortunately, ants and centipedes, as well.* The presence of ants is a common problem in most Chicago households, and fortunately, the problem is very easy to manage and prevent. Keeping your apartment— *especially* the kitchen – clean at all times is the best way to prevent ants. Consider investing in an old-school dust buster and wipe down kitchen & dining areas on a regular basis (don't forget the floors!). You can purchase ant traps and spray at your local hardware store, but if you have animals or children, take necessary precautions. The internet also offers many diy/organic solutions (I hear the cayenne pepper trick *does* work). If you still have an infestation, contact the Management office.

Centipedes are attracted to moist, humid environments such as the kitchen and bath. Chances are, you'll see three or four... it is unlikely that you will see *more* than that.

## **BED BUGS**

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**If you suspect you may have bed bugs, you must notify us in writing IMMEDIATELY.** Once we have confirmed the presence of bed bugs, an exterminator will begin extermination process only **after** you have taken the following steps regarding your own personal property (please refer to Bed Bugs Handout).

*Reduce clutter! Clutter provides bed bugs a safe place to hide and makes it difficult for a pest management professional to inspect and to treat!*

Our pest control professionals may need to make various visits to infested apartments over a two-month period; you must cooperate with their schedules and abide by any instructions and warnings.

*Please remember that bed bugs and bed bug bites can closely resemble those of other insects (mosquitoes, spiders, etc), so stay calm (don't panic!) as it may (hopefully) be something else. Thus far, none of our tenants have ever had bed bugs, and we hope this continues.*

## **RECYCLING IN CHICAGO**

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Please review the Recycling Handout, as there have been a few changes from previous years. Tenants who wish to recycle (hopefully everyone!) **must** follow the guidelines set forth in the hand out. Items in the blue bins must be *loose* (NO plastic bags whatsoever) and *clean* (no used pizza boxes). Shredded paper must be placed in a PAPER bag. Thank you for your cooperation!

## **MAIL DELIVERY**

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Per USPS policy, each mailbox must be labeled with the name and unit number or mail will not be delivered. This is the tenant's responsibility. Please be advised that the management office has zero control over the mail delivery UNLESS the mail carrier misplaces their lobby door key. If you frequently receive large packages and are worried they will be left outside, we suggest having them delivered to your work or a PO box instead of the apartment. If you experience any issues, please contact the carrier directly.