



# NEW TENANT INFO

GLASCOTT & ASSOCIATES  
2156 N HALSTED CHICAGO 60614  
WWW.GLASCOTTREALTY.COM  
OFFICE: 773.281.0701  
EMERGENCY LINE: 773.991.6656

## MAINTENANCE ISSUES

- Per the lease, all maintenance requests/issues and questions must be submitted online at <https://glascottrealty.com/request-maintenance/>
- The link above immediately alerts our management and maintenance teams. Please be as specific as possible when submitting requests, and multiple requests should be on same ticket.
- If you have been exposed to COVID-19 you must mention this in your request. Please also mention any pets.
- Save our emergency number in your phone: **773-991-6656**. This number should only be used for true emergencies: fire, flood, lock out.
- If you lose power/gas, contact the utility companies before submitting a request to ensure there is not an outage and that your account is up to date.

## MOVING IN

- Check all keys immediately to ensure they work.
- Painting & major repairs will be done AFTER you move in. Reminder: we do not repair or replace window treatments.
- We request that you take a few days to live in the apartment before submitting non-urgent maintenance requests.
- Put name(s) on your mailbox to ensure mail is properly delivered; management is not responsible for lost/stolen packages.
- All moving boxes must be completely broken down before being placed near dumpsters/bins. Do NOT use commercial dumpsters.

## GENERAL REMINDERS

- Read your lease/rider carefully! It has everything you need to know! Email us with any additional questions!
- Never store any items near furnace or water heater! During winter, heat must be set to 65 degrees or higher at all times to prevent frozen pipes.
- Tenants are not allowed on any roof where a rooftop does not exist or they will be fined and evicted, as well as arrested for trespassing.
- Trash should never be left in any common area for any amount of time or tenants will be fined for cost of cleaning/exterminating entire building and possibly face eviction.
- All units must be cleaned regularly by tenants to prevent pest issues, rust, mold, mildew, etc.
- Management office hours are by appointment only. Most communication should be relayed via email to prevent confusion by any party.

## RENT

- Rent is due on the FIRST day of each month. It is considered late if not received until the 2<sup>nd</sup> day. The late fee is charged on the 5<sup>th</sup> day (per city ordinance).
- While many of our buildings offer online payments, some do not. Tenants should contact their own banks to inquire about auto-check options.
- If paying via check, you must make payable to the correct entity! It can be found on 1<sup>st</sup> page of lease or feel free to email us. Be sure to write unit number in memo section of check.
- Rent checks should be mailed to our office (address at top of this page) or can be dropped in our mail slot located in the green apartment door south of our office windows (marked 2156-3).
- If paying by money order, an appointment is strongly suggested.
- General questions should be emailed to [stephanie@glascottrealty.com](mailto:stephanie@glascottrealty.com)  
Rent questions/issues must be emailed to [marybeth@glascottrealty.com](mailto:marybeth@glascottrealty.com)