

WELCOME TO YOUR NEW APARTMENT

Welcome to your new apartment, owned and managed by AUSTIN APARTMENTS LLC. Your apartment should be in order and ready for occupancy. We are pleased that you have chosen our property as your new home. Please take the time to review this Welcome Package. The following pages contain handy hints and helpful information including address and phone numbers of your utility companies. Please take time to review the following frequently asked questions. Please keep this information sheet for your reference.

How do I handle repairs that may be needed?

First, you must notify your superintendent of any repairs needed, no matter how minor they may seem. Such notification may be done in verbal or written form. If you do not get a response from the maintenance office you may contact the management office. Make sure that all repairs are reported in a timely manner. Remember that an ignored repair may become a large project, therefore subjecting you and the Landlord to a large inconvenience. You will find management and other emergency contact numbers enclosed in this package.

What if my rent is late?

Your rent is due and expected on the rent due date (the 1st of each month) specified in your Lease agreement. Payment not received on time may be subject to late fees or other charges. It is important that rent payments are paid promptly. Remember that chronic late payments may result in legal measures that may lead to your eviction.

What do I do if I lose my key?

The management will provide tenants with two keys to each exterior door lock on the premises at no cost. Additional keys are available for a small fee. This includes any and all mailbox keys. It is important that you take care of your entrance keys. If you get locked out of your apartment; please contact management so that we can provide you access to your apartment.

Can I install my own washing machine?

No, the building plumbing does not support washing machines in individual units.

Why is it important to have Renter's Insurance?

Under most circumstances the Landlord is not responsible for your personal property. It is important to have renter's insurance to cover your belongings in the event of unforeseen disaster. This type of insurance is inexpensive and well worth it.

What if I am having a problem or concern with a neighbor?

It is important to try to get along with your neighbors. If you have a problem or concern with a neighbor, it is usually best to try to resolve the problem among yourselves. Refrain from using foul language or engaging in verbal arguments. Of course, if you are unable to resolve the problem, feel free to contact the management office. Complaints must be made in written form.

Can I make any changes or improvements to the Leased Premises, such as painting?

Before making any changes we ask that you check with your management office first. Structural alterations such as partitions or any built in cabinetry or furniture are not permitted under any circumstances.

- It is important to keep the leased premises in a clean sanitary and safe condition.
- Please make sure that trash is disposed correctly to avoid any pest control problems.
- Make sure to check the batteries in the smoke detectors, periodically, to ensure the safety of your family.
- Tenants are responsible for replacing their own fuses, therefore, please keep spare fuses handy.
- Be considerate of your neighbors.



IMPORTANT CONTACT INFORMATION

Marilyn Jusino/ General Questions / Repairs

T: (718) 897-6500 ext. 10

F: (718) 897-5417

E: MJusino@triumphpropertymgmt.com

Robert Simone/Building Manager

T: (718) 897-6500 ext. 10

F: (718) 897-5417

E: RSimone@triumphpropertymgmt.com

Alexandra Manzueta/ Leasing Department

T: (718) 897-6500 ext. 24

F: (718) 897-5417

E: Amanzueta@triumphpropertymgmt.com

Maintenance Office/Superintendent

Rafael Chuan

82-67 Austin Street Basement

Kew Gardens, NY 11415

Office: 718-846-2404

Cell: 347-949-1860

Emergency

911

Con-Edison

1(800) 752-6633

Hercules

550 West John Street

Hicksville, NY 11801-1039

P: 1(516) 822-9300

E-Mail: Service@hercnet.com

Time Warner Cable / High Speed Internet connection

P: 718-358-0900

Work Orders and Maintenance

During Regular Business Hours: (718) 897-6500

After Hours Emergencies: (347) 784-0944 / (347) 784-0445



HOURS OF OPERATION

Management office is open from 9:00 am – 5:00 pm

Maintenance office is open from 8:00 am – 4:00 pm

Laundry is open from 8:00am – 11:00 pm



PAYMENT OF RENT

Rent is due and payable on the first day of the month. Please return a copy of your statement with your check. Please note that the monthly statements are issued for your convenience. If the invoice is lost or misplaced, timely payment of rent and any additional costs are still due per the terms of your lease.

Make checks payable to:

AUSTIN APARTMENTS LLC
63-07 Saunders Street
Suite 1F
Rego Park, NY 11374

Notice to Customers Making Payment by Check

If you pay your rent by check and your check is dishonored by the bank on which the check was drawn for any reason, you will be responsible to pay the Landlord a Insufficient Fund fee of **\$25.00**. This fee is an additional charge and may be the subject of a non-payment summary proceeding. *If two or more checks are dishonored by the bank, the Landlord will not accept any future personal checks.*



PROTECTING YOUR HOME

We encourage all of our tenants to obtain *renters insurance*. For a small fee per month, depending on coverage, you can protect your home and valuables. You also may be able to protect yourself from any possible fees charged to you for any damage done to the apartment and/or building.



THINK GREEN SAVE ENERGY IN YOUR APARTMENT

Here are some tips on how to keep your apartment warm and save energy.

1. We are pleased to inform you that we are providing you with energy efficient light fixtures that use compact fluorescent light bulbs. These bulbs will last significantly longer and help the environment. Replace incandescent light bulbs with compact fluorescent bulbs. They use 75% less energy.
2. Remove window air conditioners for the winter and close the window. If the air conditioner cannot be removed weatherize with a properly fitting air conditioning cover.
3. Open window coverings in the daytime to let the sun heat your home and close them at sundown to insulate.
4. Lock your windows so they will seal better.
5. Keep doors and windows closed to keep the heat inside.
6. Use as much natural light as possible

SERVICES OFFERED BY THE MANAGEMENT

To accommodate the needs of our residents this management offers the following services:

a. Laundry Facility

We offer laundry facilities on site for your convenience. Please use the enclosed value added card to utilize the laundry machines that are located in the basement/ground floor of your building. You will need to add value to your card before use. Card machines are located in each laundry room. Please follow the instructions on the machine. Additional cards may be purchased from the management office located at 63-07 Saunders Street, Rego Park, NY 11374 at a cost of \$5.00 each.

Laundry hours of operation: 8:00am - 11:00pm.

Any problems regarding the operation of the Laundry/Dryer/Money machines should be addressed with Hercules Laundry:

550 West John Street
Hicksville, NY 11801-1039
P: 1(516) 822-9300
E-Mail: Service@hercnet.com

b. Individual Storage Units

There are a limited number of individual storage rooms located on each floor of your building. This gives you the amenity of having an on-site storage facility where you will have total access to your storage unit. Upon signing up for your storage unit, you secure it with your own padlock. These units are available for rental on a month - to - month basis. Each unit comes complete with a chrome hanging rod. They are excellent for storing seasonal items, bicycles and clothing. To reserve your unit contact the office at 718-459-1615 x 24.

HOUSE RULES NOTICE TO ALL TENANTS

- 1) No mats in halls in front of apartment doors.
- 2) Nobody is permitted on the roof.
- 3) No articles of any kind to be left on fire escapes and terraces at anytime. No clothes, bedding, rugs, etc. to be hung out at windows. It is not only unsightly; there is also a real and present danger of fire and structural damage.
- 4) No loitering or playing in front of building, in lobby, in public halls, stairways or laundry room at anytime. No rollerblading, roller-skating, bicycle riding, etc., within building. No congregating outside of building after 10:00 p.m.
- 5) All refuse and garbage is to be placed daily into bags and to be pushed down into the compactor chute provided for that purpose. All refuse and garbage should be separated and disposed of according to the NYC Recycling Laws.
- 6) Please avail yourself of our free exterminating service. Check the days, which your building has extermination service and use the sign up sheet posted at mailboxes.
- 7) Do not buzz anyone into the building through your intercom unless the caller has been properly identified.
- 8) All tenants are requested to play their television, radio, stereo, hi-fi or record player at a reasonable volume so as to avoid disturbance to their neighbors.
- 9) Anyone seen defacing or destroying any part of Landlord's property will be held fully responsible for all damages incurred. Parents will be held accountable for their children's actions.
- 10) No alteration in the apartments permitted unless prior written permission is obtained from Landlord.
- 11) Landlord's appliances and/or fixtures may not be removed without written permission from the landlord.
- 12) No water beds or fish tanks permitted.
- 13) No smoking in any public areas of the building (Lobby, hallways, Stairwells, Garages, Laundry Rooms and Elevators).
- 14) If any tenant has knowledge of anyone defacing or destroying the building in any way, we ask that it be reported to management. Your name will not be used.
- 15) If tenant wants to install an air conditioner unit(s) in the window written permission must be requested to the management office. If tenant installs an air conditioner unit that protrudes beyond the window line, the owner may collect a five (\$5) dollar surcharge per month for each unit installed. Once installed and after the \$5.00 surcharge has been collected the tenant may not remove the air conditioner without landlord's permission.



RECYCLING POLICY

Tenants are required to keep recyclables separate from regular garbage and to recycle according to the building management's instructions (as outlined in your lease provided by the landlord.) We have enclosed a complete package of recycling instructions from the Department Of Sanitation that will help you to dispose of the garbage properly.

***PLEASE SEE ATTACHED

AUSTIN APARTMENTS LLC

63-07 Saunders Street
Suite 1F
Rego Park, NY 11374

Tel. (718) 459-1615 x 24

Fax (718) 897-5417

RE: INTERCOM SYSTEM

Dear Resident:

Welcome to your new apartment, located at 82-67 Austin Street, Kew Gardens, NY 11415.

Here is some important information with regard to the intercom system.

When you receive visitors they will be able to locate your name on our directory and buzz you. With the press of a button our system will call you, so that you can verify the person trying to reach you. If you wish to allow them to enter the building, simply dial "9".

If you haven't already done so, please provide us with a telephone number where the system will call you so that you can speak to the visitor. (Yes! mobile numbers are accepted.)

As a precaution, never allow anyone access that you do not know or recognize into the building. This is to ensure the safety of you and the rest of the Austin tenants.

Should you have any additional questions or concerns, please feel free to contact me.

Warmest Regards,

Alexandra M.
Austin Apartments LLC