

# Colonial Gardens

518 Hooper Rd. #282  
Endwell, NY 13760

(607) 595-2086

management@colonialgardensowego.com  
www.colonialgardensowego.com



## *Welcome to your new home!*

To: Our Tenants

From: Colonial Gardens

Subject: Basic Information

Welcome to your new residence and Colonial Gardens.

We would appreciate it if you would **let us know your new phone numbers and email** as soon as possible. Remember to also **have all the utilities put in your name** effective the first day of your lease.

The following information is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with Colonial Gardens Management.

Included in this package is:

- \* Colonial Gardens contact numbers
- \* Maintenance guidelines
- \* Care and use information
- \* Utility and service directory
- \* Local Police, Fire department & Charities phone numbers
- \* Move-out procedures

Please review these documents and keep them on file for handy reference.

### **Colonial Gardens Contact Information**

Colonial Gardens Management

518 Hooper Rd. #282

Endwell, NY 13760

Colonial Gardens Management's main phone line is (607) 595-2086

Emergency Maintenance line (607) 235-1200

Fax Number (607) 238-1151

Email address is: management@colonialgardensowego.com

Billing email address is: billing@colonialgardensowego.com

## PAYING RENT

\* Rent is due on the 1<sup>st</sup> of each month. It may be mailed to our address.

\* Make checks payable to:

Rob Allegro  
518 Hooper Rd. #282  
Endwell, NY 13760

\* Rent may be paid by personal check, money order or cashier's check. **NO CASH!**

\* Please put your name and rental address on your check/money order every time to ensure that you are properly credited with the payment.

\* Be sure check or money orders are completed with the names of payer and payee.

**Colonial Gardens will not be responsible for incomplete checks or cash mailed to us.**

**Remember that late charges begin on the 6<sup>th</sup> of each month**

(Rent must be postmarked by the 5<sup>th</sup> to avoid late fees).

## MAINTENANCE

\* If a maintenance issue should arise, a Maintenance Request Form must be filled out and submitted to the office. Please send the form to [management@colonialgardensowego.com](mailto:management@colonialgardensowego.com) or fax your request to (805) 520-9093 or fill out the form on-line. We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request.

\* Included in this packet is a copy of the Maintenance Request Form. Should you need another one they are available on our website.

\* When making a request, be specific about the problem and where it is located. Remember to include your name, address and the best time & number(s) to reach you at.

\* Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair person into the property.

\* Tenants are responsible for securing any pets that vendor may encounter. Failure to do so will result in work request to not be completed and Tenant to be charged for the service call.

## EMERGENCY MAINTENANCE

\* If you have an emergency that cannot wait until the next business day and it is before or after regular business hours, you can call or text (607) 235-1200. Leave your name, address, telephone number and nature of the emergency first. Then press the \* key, select option 4 and then option 1 to mark you message urgent. **Make sure the number you leave will accept private calls.** Phone numbers that do not accept private calls will not receive a return call and the request will not be answered.

\* An emergency is considered a fire, flood, or any other hazardous or dangerous condition.

\* An emergency is **NOT** the oven is not working, a problem with the neighbor, etc.

## **LOCKED OUT**

- \* Colonial Gardens keeps extra keys for each property. During regular business hours you may call and we will try to come unlock your door.
- \* After business hours, keys are not available and you will have to call a locksmith.
- \* Be sure to carry all your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property, they are required to secure the premises when they leave. That includes setting the deadbolt or locks whether you set them or not.

## **CARE AND USE INFORMATION**

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times. If you have questions about the use and care for items not on this list, please call Colonial Gardens Apartments Management.

## **PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY**

### **HEATING UNITS**

- \* All Tenants are responsible for cleaning and replacing the filter at least one time per month. Problems caused from the failure to clean/replace the filter may be the tenant's responsibility.
- \* Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away dust and help the unit work more efficiently.
- \* Do not place furnishings or anything against the return vent that will block airflow.
- \* Make sure outside unit is clear and unobstructed. Placing objects upon or against Unit will cause it to burn up the motor.

### **DRAINS AND TOILETS**

- \* Avoid letting food, hair, grease and too much paper get down the drain.
- \* Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility.
- \* An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking Soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- \* After bathing remove excess hair left at drain catcher to avoid clogs.
- \* Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, diaper or handy wipes, napkins or paper towels down the toilet.

## **POWER OUTAGES**

\* If the power goes out in your home, check to see if the whole area is without power. If it is out in the entire area, chances are the provider is already aware, but you can try to call and report it.

\* If the power is only out in your home/unit, check the circuit breaker box. One or More circuits may be tripped and you may see them in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem call your energy provider and report it. If they inform you that it is a problem with your individual unit, then call Colonial Gardens Management.

## **REFRIGERATOR COILS/CATCH PANS**

\* Keep coils on refrigerators free of dust.

\* Most refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. It is normal for the drip pan to accumulate water. Please take a moment to get acquainted with your appliances.

\* Refrigerators need to have a normal amount of contents in order to stabilize their temperature. Make sure you give your unit enough time to get properly cold.

## **OVEN RACKS AND PANS**

\* The easiest way to clean oven racks and pans is to put them in a heavy duty Garbage bag (do this outside), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks and pans and the grease will wipe off with very little effort.

## **MILDEW**

\* Bleach is the best product for removing mildew that forms around the edges of showers, tubs, tile on the walls, around metal windows and anywhere there is moisture. The easiest way to remove mildew is to cut paper towels in half and fold them in one-inch strips. Dip each strip into the bleach bottle. Lay the bleach soaked strips directly on the affected area and leave it there for several hours. It works great! Remember to wear rubber gloves and have proper ventilation.

## **HOUSE PLANTS**

\* Be sure that drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

## **KITCHEN COUNTERS**

\* To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

## **WOOD STEPS**

\* Potted plants and flowers add beauty and appeal to a property. If you have Planters or pots, please put "feet" under them so that they are raised up off the steps a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the wood.

## **SMOKE DETECTORS**

\* Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries at the beginning and end of daylight savings time.

## **GENERAL CLEANLINESS**

\* While most of us don't need reminding, it is important to keep your unit in a clean and sanitary condition.

\* Take trash out immediately to trash receptacles. Do not leave trash outside by your door. This will attract bugs and unwanted pests.

\* Discard cigarette butts in proper containers, not on the ground.

## **FINAL NOTE**

\* Please be courteous to all neighbors.

\* Watch out for children playing.

\* Obey all local and state ordinances.

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## **FREQUENTLY CALLED NUMBERS**

### **Owego County**

In case of emergency-**Fire, Police or Ambulance 911**

Nyseg (power) 607.572.1131

Nyseg (gas) 607.572.1121

Town of Owego (water) 607.625.2197

Tioga County Open Door Mission (607) 687.1121 Call to schedule a pick-up time & date.

(It can take up to a couple of weeks to get a pick up date)