



# Welcome Home

## To Charter Oaks Apartments

On behalf of Charter Oaks Apartment Homes I welcome you. We pledge to meet and exceed your expectations.

### To Our Valued Residents,

This handbook is designed to answer the majority of questions you might have regarding Charter Oaks. We hope this assists you and we would appreciate if you would take the time to read through the various listings at your convenience. You may want to keep it handy should questions arise.

Nicole Williams Property Manager  
315-457-8892  
315-480-7096 cell, office hours only  
Office closed Sunday and Monday  
Emergency calls OK.



## Settling In

The first thing you will need to do is connect your utilities.

For your convenience, electric service is in the name of the Property Owner at the time your lease begins. It is your responsibility to open an electric account in your name to become effective at the time you take occupancy.

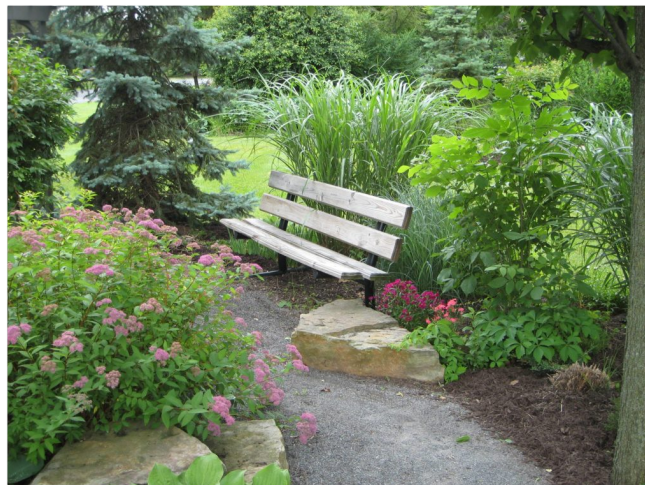
The electric company:  
National Grid 800-642-4272

To connect your phone, internet & cable:  
Verizon Fios 800-837-4966 or Spectrum 315-849-1153

MAINTENANCE REQUESTS: Should go through Nicole at 315-457-8892 or you can fill out an online service request on your tenant portal by clicking [here](#).

MAINTENANCE EMERGENCIES: maintenance cell: 315-569-8744. Emergencies are no heat, refrigerator not working (in winter you may be able to put perishables on your balcony, or in a cooler until help arrives), major water leak (not a slow drip), toilet plugged (please try a plunger first) and lockout. If you have a non-emergency (ie dripping faucet, one stove burner out) please call 315-457-8892 during regular weekday hours. You must arrange to give maintenance access to your apartment.

RENT PAID ON THE FIRST OF MONTH: rent payable online by clicking [here](#) or mail to Charter Oaks Apartments, PO Box 849, Harrison, NY 10528





**Air Conditioner Covers-** Each apartment is supplied with an air conditioner cover which should be placed over the outside of your AC unit approximately between the months of November and April. The cover must be removed before you use the AC unit in spring or summer or you will burn out the motor. If your AC unit starts to leak inside your apartment, check the outside drainage tube to see if it is plugged with debris. A q-tip will usually clean out the small hole in the lower corner of the air conditioner.

**Balconies-** You may have plants, outdoor furniture, etc. on your balcony. We do restrict hanging laundry, storing boxes, cleaning supplies such as brooms, mops and other unsightly items for obvious reasons. No grilling is allowed on balconies. The local fire department reserves the right to fine violators \$500. Please report to office anyone not adhering to this very important restriction.



**Bicycles-** You may store your bicycle under the stairwell in your building (at your own risk) You should chain it to the railing. You could hang one bike in your storage unit, or store a bicycle on your balcony locked to the railing.

**Breaking your lease-** If you need to break your lease after occupancy of one year or more (moving out before the last day of the year term) you will need to give 60 days written notice (and pay for these two months) plus a fee equal to one month's rent. If you move at the end of your lease there are no termination fees. We may be able to offer a month to month lease extension at a higher rent. Call for details- 457-8892.



**Bulletin Boards-** You may use the bulletin boards in all of the laundry rooms and the fitness room to sell items, or offer services. The area above the mailboxes is reserved for important announcements from management.

**Candles-** Candle use is very dangerous. If you do intend to burn candles they must be watched carefully. Candles emit carbon (a sticky black substance) which adheres to walls, clothing, computers and your lungs! Heavy use may cause damage to walls which then have to be sealed and several coats of paint applied to cover the carbon residue. We do not charge to repaint apartments with "normal wear and tear", however, extra work involved with heavy carbon on walls may be charged against a security deposit. Candle warmers are an excellent alternative. There is no flame, yet you experience the wonderful scent of the candle.

**Cars-** Your vehicle may be parked in any parking space except designated handicap spaces requiring a special permit. There is no assigned parking. All vehicles must have correct license plates and current registrations. Flat tires must be fixed right away. Jacking up vehicles and performing oil changes are not permitted. Two vehicles per apartment may be parked near your building. If you have more than two, or frequent visitors, those cars must be parked in the overflow lot located between building # 8 and the gazebo. This will enable all residents to park near their apartment without walking a long distance.

**Christmas trees-** We encourage holiday decorations of all kinds. Real Christmas trees should be thrown off your balcony when you are done with them. Please do not drag them through the hallways (needles are tough to clean up). Maintenance men will dispose of them for you.

**Cigarettes-** This is a smoke-free facility. Please do not smoke in the buildings or at the pool. If you must smoke, please do it far away from the buildings.





**Circuit Breaker-** Each apartment has a circuit breaker box located in the hallway near the bathroom. If you don't have power in any area of your apartment you can check the circuit breaker box to see if a breaker has "tripped" or been turned off and is out of line. You may flip it back or call for a repair.

**Courtesy Hours-** The courtesy hours at Charter Oaks extend from 10 P.M. until 8 A.M. During these hours all residents have the right to "quiet habitability". The vast majority of residents agree with this general rule. This means low volume on any TV, stereo, game-boy, etc. Also, no vacuuming, dishwashers, loud arguments. Following this guideline will enable twelve families to live peacefully together in one building!

**Emergency Phone Number-** The maintenance men carry a cell phone which should be called when you have an emergency. The number is as follows: 315-569-8744, and fire/police/medical 911.

**Emergencies are:** no heat in winter, refrigerator not working (in winter you may be able to put perishables on your balcony, or in a cooler until help arrives), major water leak (not a slow drip), toilet plugged (please try a plunger first), and lock-out. If you have a non-emergency (eg. dripping faucet, one stove burner out) please call the office and I will schedule a work order to help you. Or you can submit your service request online by clicking [here](#). If you are expecting a maintenance man to perform a work order in your apartment you must be home at the time of the scheduled repair or leave your deadbolt unlocked and lock only your lower, doorknob lock. I can sometimes offer a two-hour "window" of time in which to complete your repair for your convenience.

**Fitness Center-** The fitness center is located on the lower level of building #8. All residents are given an entry lock code to the room when they move in. There are no specific hours, however, courtesy hours apply to any loud noises. You must be 18 to use the equipment.





**Fluorescent lights-** We will replace the fluorescent lights in your kitchen as needed and you will be replacing your own light bulbs.

**Garbage Disposals-** Each kitchen is equipped with a garbage disposal. Food should be cut into small pieces and fed down the drain while water is running and the disposal switch is in the "on" position. The disposal will not grind up bones, corn cobs, large pieces of melon rind, aquarium gravel, jewelry, coins, dish cloths, silverware (one woman even tried to grind up a shot glass). You need to use your garbage disposal periodically if you scrape your dinner plates, and pans because this debris will eventually clog the drain!

**Grilling-** There are charcoal grilling stations throughout the grounds for your use. You may also store your own hibachi or gas grill at the station if you like, (at your own risk). We have never had one taken to my knowledge. You may NOT grill on the balconies. It is far too dangerous. A George Foreman electric grill on a stand is a good substitute and may be used on balconies.

**Gardening-** We have a community garden behind the pool with 30 foot rows for those who love to grow vegetables! Simply call in the spring and request a row. There are gardens throughout the grounds and you are welcome to adopt a small area (perhaps an area you can see from your window) and try your hand at flowers. We do ask that you do not pick any of the flowers on the grounds so that everyone can enjoy them.



**Hallways-** We encourage you to hang wreaths and door decorations of all kinds. You may also use your own door mat if you prefer. We limit the number of shoes and boots outside your door to three pairs. Unfortunately, we cannot permit plants, furniture,



racks, golf clubs, bikes, shovels or garbage bags in the hallways. Children are not allowed to play in the hallways. There are areas outside, including the playground, pool, and gazebo where youngsters are encouraged to play.

**Heat-** Hot water heat is a very good heating method. It is not as drying as electric, more economic than natural gas or electric, and cleaner than oil. It works best when you find a suitable temperature and keep your thermostat set. (usually 68 to 72 degrees) If you change your thermostat, it takes some time before your apartment will reach the desired temperature. Try to keep it steady where you are comfortable. Occasionally a "zone valve" will stick open or shut and a minor adjustment will correct this. If your heat is not working check your registers and thermostat before calling so that you will be able to report your problem.

**Internet-** Spectrum (315-849-1153) and Verizon Fios (800-837-4966) are eager to help with your Internet needs. Please stop at the office for a "permission slip" to give to your installer. Direct T-V dishes are no longer permitted due to damage to trees and property.

**Insects-** Insects can occasionally be found in apartments. This happens in everyone's home or apartment sooner or later. Some common causes are food and water supplies left out (often for pets) cracks or crevices in the apartment needing caulk, garbage left out, bulk food not stored in sealed containers, etc. If you have eliminated most of these causes and still have a problem we will be glad to help you. Our men will use the products we have available and then we will turn to the experts if needed.

**Late rent payments-** After the 5th of each month your rent will be considered late. There is a \$50 late fee that must be added to your check amount. If your check "bounces" the insufficient funds fee is \$50. You should have your check in the mail by the 1st of the month at the latest. The address is: Charter Oaks Apts, P.O. Box 849, Harrison, N.Y. 10528. The check should be payable to Charter Oaks and your apartment number should appear under memo.

**Lock-outs-** If you are locked out of your apartment during normal business hours and a staff





member is on the grounds we are happy to let you back in your door at no charge. After business hours there is a \$40 fee which must be given to the staff member who drives back to Charter Oaks to let you in. Call the emergency cell phone for after-hour lockouts (315-569-8744). You may call a locksmith if you prefer. It's always a good idea to leave a spare set of keys with someone.

**Mail-** Outgoing mail should be placed on top of the mailboxes. Incoming mail can jam up your mailbox if you have check orders or magazines delivered. Your mail comes through the Cypress Street Station in Liverpool Village. For more secure outgoing mail the closest public mailbox is in front of Wegmans on West Taft Road.

**Mirrored Closet Doors-** You need to keep all clothing and other articles away from the track on your closet doors. The doors should slide freely back and forth. If anything gets caught in the track, residents tend to pull hard on the door and often pull the frame right off the door. Slamming the doors or moving furniture around is another way to accidentally break the glass. Please treat the mirrored doors gently.



**Mold and Mold Prevention-** We are often asked about mold. While mold is more common on the lower levels it can form anywhere there is moisture and/or lack of air circulation. Using fans and AC in summer are two of the best ways to prevent mold. Tilex, Pro-Force and other products can be used (an old toothbrush works great) to clean between bathtub tiles, around sinks, window frames etc. Condensation and ice may form on metal window frames which should be cleaned occasionally. Closing curtains and blinds over windows does not allow for adequate air circulation and encourages mold. In the bathroom- always use the fan when showering and keep the shower curtain open when not in use so that the walls will dry. Keep furniture,



boxes and other items a few inches from walls to allow for air circulation. Leave closet doors open at least part of the time to improve air flow to your clothes, stored items as well as the walls inside the closet.

**Move-out Inspections-** Your preliminary inspection should be scheduled for a time when your belongings have already been removed and you have finished cleaning your apartment. Inspection is preliminary because condition evaluation will not be final until actual maintenance make-ready. You will receive a move-out letter which details the basic cleaning required. You may pick up the letter if you prefer. Inspection only takes a few minutes and should be scheduled during week day business hours so that a member of the maintenance crew is also available. At the time of inspection you should turn in all keys to your apartment and leave your forwarding address. Money from your security deposit owed to you will be mailed within 30 days of the end of the month you move.

**National Grid-** You are responsible for the electricity bill on your apartment. You must call National Grid to set up your account- 800-642-4272. This should be done by the time you move in. Hot water heat is included in your rent.

**Notary Service-** You may bring unsigned documents to the office to be notarized during business hours. Please bring picture ID. There is no charge for this service.

**Office** (Nicole) 457-8892, maintenance emergency cell, 569-8744. Nicole's office hours, Tues-Fri 10 - 5, Saturday 10 - 3, closed Sunday and Monday.

**Painting-** Apartments are freshly painted before you move in and they will be painted again when you move out. We do not charge to re-paint upon move-out when there is "normal wear and tear" on the walls. We ask that you do not change the paint color. You may, however, hang pictures, posters and plant hooks. Please use small nails and not tacky hangers that can damage sheetrock. We will spackle and re-paint when you leave, no need to fill nail holes.

**Pets-** We do have a limited number of pet leases available which allow one pet per apartment. Dogs must weigh less than twenty-five pounds when fully grown and cats must be spayed or neutered. There is a \$20 charge per month which will be added to monthly rent. We cannot permit rabbits or ferrets at Charter Oaks. Dogs must be leashed and dog feces must be cleaned up immediately. We do reserve the right to impose a \$50 fine if a pet owner does not clean up their pet's mess. We are pleased to be a "pet friendly" community and with everyone's cooperation we hope to remain that way. Please call the office with any questions about pets.



**Phone numbers-** Please make sure that I have your phone number on file. It is very important that we be able to reach you in an emergency. If you change jobs or cell phone numbers, let us know.

**Plants-** We love plants! It's great to see plants on balconies and in windows. You may request a garden row in the spring to grow your own vegetables if you like. Just call the office. Water will be available and the ground will be tilled for you. The community garden is located behind the pool.

**Pool-** The pool is open from Memorial Day through Labor Day, weather permitting, from 11AM until 7PM (closed every Tuesday for maintenance). There will be a lifeguard on duty. You will be asked to sign in with your name and apartment number. The guest fee is \$1 and each apartment may have a maximum of 3 guests at the pool. Pool rules will also be available at the pool.



**Referrals-** We greatly appreciate our residents who refer Charter Oaks to others. When your friend or co-worker signs a lease at Charter Oaks after your recommendation we issue you a letter worth \$100 off your next rent payment. Just ask your friends to mention your name when they stop in for a tour.

**Renter's Insurance-** We encourage you to purchase renter's insurance to cover your belongings. It is fairly inexpensive and definitely worth the peace of mind. I will be glad to answer any questions your agent may have regarding building construction, hydrants.

**Rent-** Rent is due on the first of each month. You can pay online by clicking [here](#). Or make checks payable to "Charter Oaks" and mailed to Charter Oaks, PO Box 849, Harrison NY 10528. Write your apartment number on the memo line. Many residents are still using checks containing previous addresses- we want to be certain that your check is credited to the proper account. If you are



mailing your check after the 5th of the month, please add the \$50 late fee.

**Smoking-** This is a smoke-free facility. Please do not smoke in the buildings or at the pool. If you must smoke, please do it far away from the buildings.

**Snow Removal-** Plowing is an ongoing project throughout the winter. You can help by moving your vehicle to a cleared space when you see the plow. Everyone should own a shovel for heavy snow days when some snow could get packed behind your car. We can't plow too close to vehicles. Please remove snow from your balcony if possible.

**Smoke Alarms-** Your apartment has 3 smoke alarms. The hallway alarm has a ten-year lithium battery and the bedroom smoke alarms require 9-volt batteries. You should check your smoke alarms once a month to be certain that they are functioning properly. Replace the 9-volt batteries as needed. The hallway alarm should not be taken apart. Please read the instructions on the alarm if the lithium battery starts "chirping". Each building has 6 alarms. If an alarm is making noise please call the office and I will have the maintenance department replace the battery. It is helpful if you mention which apartment is adjacent to the alarm.

**Storage Lockers-** In the lower level of each building there is a storage locker with one locker for each apartment. If the locker corresponding to your apartment is being used, please take an empty locker. You should use a lock to protect your belongings. No flammable liquids may be stored in your locker- this includes gasoline, kerosene, and charcoal lighter fluid. Storage at your own risk. We are not responsible for loss or damage. We suggest storing your belongings in plastic bins with seal-tight lids.

**Trash-** Trash receptacles and dumpsters are located between every two buildings. The trash totes are to be used for recyclable glass and plastic. Cardboard boxes must be flattened down. Trash pick-up is twice a week, generally on Tuesday and Friday. We MUST recycle. Do not leave trash bags outside your apartment door. Take out your trash whenever you like. Please see garbage disposal information for more info on food waste.

**Work Orders-** When you need a repair you can go online to your tenant portal by clicking [here](#). Or you can call the office to schedule it unless it is an emergency (call the emergency cell phone). You may give permission to enter your apartment to complete your repair or you may schedule it for a time when you will be home as long as it is during normal working hours.

**Washers and dryers-** laundry loads cost 5 quarters each and may be used anytime after 8 A.M and before 10 P.M. Please move your



laundry along within 20 minutes of the load finishing. There are often other residents waiting to use the equipment. Also, it is important to clean out the dryer lint trap before each use which will make the dryer more efficient and help to prevent fires.



**Lease Controls.** This Welcome Handbook is intended to supply helpful information. It is occasionally out of date. Your lease is the legal document that sets forth your rights and obligations. Your Lease controls in event of ambiguity.

We hope this information assists you. Please don't hesitate to call the office if you have any questions which have not been addressed.

We appreciate your residency at Charter Oaks.

