



APARTMENT CARE INFORMATION

THE MANAGEMENT OF MALLARD LAKE APARTMENTS WELCOMES YOU TO YOUR NEW HOME!

Our staff has made every effort to see that your apartment is in good condition upon your move-in, and we want to take a moment to alert you to certain apartment housekeeping and maintenance procedures you may encounter during your residency. Careful attention should be given to these procedures so that penalty charges can be avoided upon your departure from Mallard Lake.

Although we expect a reasonable amount of wear and tear on the apartment and appliances, we also expect that you will observe appropriate housekeeping practices at all times. Your apartment should be well maintained with careful attention to neatness, tidiness, and cleanliness resulting in minimal wear and tear on the unit.

Please take some time to review the following guidelines. We hope they help as you settle into your new home. As always, we are available in the Leasing Office to help you with any questions you have.

COM-ED

All residents are responsible for establishing an account with the electric company, Commonwealth Edison. By this time you should have contacted the utility companies for service in your name. If you have not done so, please call immediately.

Commonwealth Edison (Electric):	800-334-7661
Comcast (Cable):	847-980-0425
AT&T (Telephone & DSL):	800-723-9592

APPLIANCE MAINTENANCE

At the time of your move-out, we expect that your apartment will be left in the same condition as it was when you moved in. This will be visible on your apartment move-in inspection form, which you will find in this folder. Please complete this form carefully, as you could be charged for existing damages. You will be charged for appliances, cabinets, and bathrooms that you damage and/or do not thoroughly clean. You may also incur charges for carpeting that is excessively stained and/or worn, and for wall markings that require extra cost to paint. Kitchen areas and floors are particularly susceptible to additional charges and must be carefully maintained. It is important to remember that good housekeeping practices mean a more enjoyable environment for all!

1. **GARBAGE DISPOSAL:** Do not overload or run stringy or bulky materials such as potatoes, carrots, onion peelings or celery through the garbage disposal. Also, avoid running rice or pasta through the disposal, as these materials tend to expand in the pipes and cause clogging.
2. **STOVE:** Be sure to keep the stovetop and burners free from splattered oils and grease. Also, because oil buildup can affect the operation of the exhaust fan, the fan should be kept clean. The oven interior, including racks, should be thoroughly cleaned periodically to prevent materials from baking on. Further, the drip pan under the stove burners should be kept clean by lifting up the stovetop and cleaning the pan below. Please note: Oil and grease can build up and be **EXTREMELY FLAMMABLE**. A build-up also may attract insects and rodents. Finally, do not cover stove or range hood with foil to avoid cleaning. This is a fire hazard.
3. **COUNTERTOPS:** Do not place any pots on countertops as the heat can cause burn marks. Please use a trivet or hot pad when setting hot dishes on the countertops. Do not cut or slide directly onto the counters as scratching or marring may occur. Please use a proper cutting board.

MALLARD LAKE APARTMENTS

Live Smart at Mallard Lake!

4. **DISHWASHER:** We recommend dishwasher detergent Cascade (powder form) for the most effective results. Do not use dish detergent in your dishwasher! Extreme leakage and damage to your appliance will result. Clean your dishwasher inside and out regularly. Wash the door gasket (rubber seal) frequently to keep clean and prevent leakage. Do not stand on dishwasher door. Avoid misuse and damage to the appliance. Replacement is costly.
5. **REFRIGERATOR/FREEZER:** This is your easiest appliance to maintain. Clean by washing the interior and exterior regularly. The freezer is frost-free and only needs to be washed out. Clean the coils on the back of the refrigerator by carefully vacuuming them on a regular basis with the brush or upholstery attachment of your vacuum cleaner. This will allow the refrigerator to run at its maximum efficiency. Avoid misuse or damage to the appliance.
6. **CABINETS AND FLOORS:** Be sure to keep the cabinets and the kitchen floor free from oil and grease build-up. For residents who do a lot of cooking, it is important that these surfaces be cleaned at least once a week. We suggest using a degreaser for wood surfaces and floor cleaner for the tile in the kitchen and bathrooms.
7. **SMOKE DETECTORS:** Smoke detectors are placed in each apartment for your protection, and, according to the village fire marshal, under penalty of law must not be disconnected. The replacement of batteries is the resident's responsibility and must be done at least twice a year or as needed.
8. **ODORS:** Over the years we have found that some cooking odors tend to linger in the apartment when it is vacated. If these odors do not dissipate after normal cleaning, a special treatment is required for odor elimination and will be charged back to the resident, itemized on the security deposit deduction. Suggestions to lessen the odor: use an air purifier, use the kitchen exhaust fan during all cooking (clean weekly), open your patio/balcony door for air circulation (weather permitting), etc.
9. **BATHROOMS:** When showering, shower curtain liners must be used and placed on the inside of the tub to keep water from running onto the bathroom floor. It is also important to clean tiles and grout weekly to prevent deterioration. We suggest Scrubbing Bubbles Blaster or Lysol Soap Scum Remover. Deteriorated grout can result in structural drywall damage to your apartment as well as those adjacent to and below you. You will be assessed damages for any negligence in bathroom tile care. Further, do not flush facial tissue, hand towels, feminine products, diapers, grease, food, etc. down the toilets. This will prevent a severe back-up situation from occurring.
10. **CARPETING:** In case of accidental staining to your carpet, do not attempt to remove or rub out as severe damage may result. Notify the office of the problem so that we can have professionals determine the treatment needed and whether charges will be assessed. Off-the-shelf carpet cleaning and stain removal products may actually cause more damage and bleaching to the carpet. Furthermore, to preserve the appearance and life of your carpet, please vacuum frequently

STORAGE AND LAUNDRY FACILITY LOCATIONS

Please refer to the following to determine where additional facilities are located in your building:

TWO-STORY BUILDINGS:

- **LAUNDRY ROOM:** Located on the first floor behind the double doors.
- **STORAGE ROOM:** *First Floor Apartments:* Your storage room is located in the second floor hallway directly above your apartment. Your apartment keys will open your storage room lock. *Second Floor Apartments:* Your storage room is located within your apartment on the dining room wall opposite the kitchen.
- **BIKE ROOM:** Located in the first floor hallway, requires a separate key issued upon request.

MALLARD LAKE APARTMENTS
Live Smart at Mallard Lake!

THREE-STORY BUILDINGS:

- LAUNDRY ROOM: Located in the second floor behind the double doors.
- STORAGE ROOM: *First Floor Apartments:* Your storage room is located within your apartment on the dining room wall opposite the kitchen. *Second Floor Apartments:* Your storage room is located in the third floor hallway directly above your apartment. Your apartment key will open the storage room lock. *Third Floor Apartments:* Your storage room is located within your apartment on the dining room wall opposite the kitchen.
- BIKE ROOM: Located in the first floor hallway and will require a separate key issued upon request.

PLUMBING BACK-UPS

Over the years, Mallard Lake has experienced several back-ups in various buildings throughout the community. When the sewer lines were cleaned out, different types of foreign objects were found to be causing these back-ups. Therefore, the problem was not due to sewer back-ups, but from these foreign objects being flushed down toilets or from unacceptable materials that have been put in the sink drains. These items either build up or cause a blockage and ultimately inconvenience everyone in the building and incur major expenses to repair.

NOTHING is to be put into the toilets except for toilet paper and human waste products. Paper towels, cooking grease, food, feminine products, facial tissue, cotton swabs, diapers, underwear, etc. should be disposed of in a waste basket and never in a toilet. Also, NEVER put cooking grease down any toilet or kitchen/bathroom drain.

Remember, the costs of the service and maintenance to repair these back-ups is ultimately reflected in rent increases.

SHOWER CURTAIN LINERS

Residents must install a shower curtain to prevent any water damage to tile and drywall within the apartment, and to prevent damage to the ceiling in the apartment below. Any resident found with no shower liner where damage was reported will be responsible for the damage due to neglect in installing the shower curtain as required. You may purchase a shower curtain and shower rings at any department or discount store.

DISPOSING LARGE BOXES

Remember to break down all large cardboard boxes before disposing of them in the garbage dumpster. Please use the back dumpsters first or recycle the materials if possible.

SNOW REMOVAL PROCEDURE

We must ask for everyone's cooperation in order to make snow removal on the property as quick and efficient as possible. Please adhere to the following guidelines after a heavy snowfall.

When pulling or backing your vehicle into a parking stall, do not allow tires to hit the curb and prevent your vehicle from "hanging over" the sidewalk. This will allow for proper snow removal of the walkway. Move your vehicle after a snowfall into cleared stalls so that we may expedite the snow removal of all parking stalls. It is extremely important in this type of weather that infrequently driven vehicles be moved at least every three (3) days or as specified above. Remember, vehicles may not be stored in Mallard Lake parking lots.

If you will be out of town two or more days during the snow season, even for a short period of time, we ask that you park your vehicle in our "Vacation Parking" area. This is located on Hintz Road at the southeast end of the community across from 1576 & 1582 Hintz Lane. Notify the office if you plan on parking in this area. Mallard Lake parking tags must be displayed in the vehicle window. We will do our best to plow around the vehicles, but we are not responsible for clearing off cars or for removing snow from around the vehicle.

MALLARD LAKE APARTMENTS
Live Smart at Mallard Lake!

Watch for the snow plows. Don't forget that your Mallard Lake parking sticker must be visibly displayed in your vehicle window. Any vehicle not moved according to these procedures may be towed by Red's Towing at the vehicle owner's expense without prior warning.

HINTZ, LAKEVIEW, HUNTER, WIDGEON

During the first day of snow removal after snowfall, please have your vehicles moved to the OUTSIDE perimeter parking stalls (the lots across from the buildings). This will enable us to plow all parking stalls and the sidewalks. After these stalls have been plowed, move your vehicles to the cleared area as soon as possible so that we may plow the rest of the stalls.

MALLARD, TEAL, WOODDUCK, SHELDRAKE

On the first day of snow removal after a snowfall, residents should park their vehicles on the east or north side of the streets depending on the street you park on. After these stalls are plowed, please move your vehicles to the plowed areas as soon as possible. This will enable us to plow all stalls at one time as well as clear the sidewalks properly.

FIREPLACE USE

The following are some tips for the use and upkeep of the apartment fireplaces.

1. Oak and birch wood is recommended. Make sure the firewood you purchase is "seasoned;" this means the wood has dried out for over a year. Unseasoned wood will not burn properly if it burns at all. NEVER burn furniture, treated wood, Christmas trees, cardboard boxes, etc; these items are highly flammable, can quickly get out of control, and inevitably result in tragedy.
2. There are several places in the area to purchase firewood. Check the Yellow Pages or the classifieds in the local paper. However, make sure your purchase is made at a reputable location to ensure your wood is seasoned. Prices vary from merchant to merchant so be sure to shop for the best price.
3. Firewood can be stored on you balcony, but please do not store more than ¼ face cord on the balcony at a time due to the weight and strain it causes the supports. It is not necessary to cover the wood stored outside but doing so would prevent the wood from becoming frozen together in the winter. DO NOT store wood in your apartment; bugs nest in dead wood and you may create an insect problem. ALSO, please clean out the firewood regularly as this is a favorable nesting place for birds.
4. Fireplace tools are available in a large range of prices. Inexpensive sets can be found at K-Mart, Wal-Mart, etc. More expensive sets are sold at specialty stores.
5. When using your fireplace, please make sure the flue is open (handle in the vertical position). The flue should be kept closed (horizontal position) when the fireplace is not in use to cut down on drafts from the chimney.
6. Only burn 2-3 logs at a time. Start your fire with kindling, newspapers, or "fire-starters" which can be purchased almost anywhere. They are easy to light and burn up to three hours (just remember to burn only one log at a time and carefully read the instructions before you light the log). Always make sure your fireplace screen doors are shut, handle your fireplace tools with great care when adjusting the logs.
7. Allow at least one-inch of air space under the grate between the ashes and the grate. Any less than one inch means the fireplace should be cleaned. You should clean the fireplace the day after EACH use after the embers have cooled. There is a flap under the grate which should be opened to brush the ashes into the drawer below (this flap must be closed when using the fireplace). To empty the drawer, pull the knob handle towards you (this closes the drawer to prevent ashes from flying out) and empty the drawer in a bag by pushing the handle in. Slowly let ashes drop into the bag to avoid a mess. Return drawer back to fireplace.
8. You may wish to purchase firewood with your neighbors to share the expense. Some places even deliver!

If you are still unsure of anything regarding the fireplace, please feel free to call the Leasing Office.