

MALLARD LAKE REFLECTIONS

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MALLARD LAKE
APARTMENTS

■ SEPTEMBER 1, 2011 ■ ISSUE 9, VOLUME 4 ■

YOUR FRIENDLY STAFF AT MALLARD LAKE

Leasing Team: Shelly, Jackie, Sudarsana, Nichole, Michelle

Maintenance Team: Kevin, Jim, Adam, Andrew, Helena, Marek & Miguel

OFFICE HOURS

M - W: 10:00am - 7:00 pm
Th - F: 9:00am - 5:00pm
Sat: 10:00am - 5:00pm
Sun: 12:00pm - 4:00pm

MAINTENANCE EMERGENCIES

For after-hours maintenance emergencies, call the leasing office phone number and follow the prompts. For all other emergencies, call 911.

ONLINE WORK ORDERS

Visit us online today at www.mallardlakeapts.com to quickly enter service work orders, download forms, read this newsletter, print event pictures and more!

Username: mallardlake
Password: fixit

QUESTIONS/COMMENTS?

E-mail the Property Manager at mallardlke@aol.com today!

Drop your used pop-tabs in the leasing office to be donated to the Ronald McDonald House Charity!



Don't forget to recycle this newsletter when you finish reading it. Thank you!



Mallard Lake News & Notes

Trick-Or-Treat!

The Wheeling Halloween Trick-or-Treat hours are Monday, October 31, from 3:00pm to 7:00pm.

Have a safe and spooky Halloween! We can't wait to see your costumes.

Fitness Center Renovations

The fitness center will be closed from Friday, September 30 to Tuesday, October 4. As part of our on-going renovation efforts, we will be removing all of the old equipment and installing three new treadmills, two elliptical machines and a new compact, versatile and durable commercial strength training system.

The new fitness center's grand opening will be Wednesday, October 5. Thank you for your patience while we work to improve this wonderful amenity.

Resident Referral Recognition

We would like to thank our residents who referred new tenants to Mallard Lake in September. We love having your friends as our neighbors! Ashok of 672 Lakeview, Prasantha of 1559 Teal, Janaki of 749 Widgeon, Ravi of 650 Lakeview, Seenivasan of 1571 Hunter and Balaji of 758 Lakeview.

Property Survey Raffle Winners

Congratulations to the winners of our Property Survey Raffle. Joy of 760 Mallard Lane, Gunjan of 1641 Hunter Drive, Abhijit of 648 Lakeview Drive, Ashish of 749 S. Widgeon Drive and Elizabeth of 1659 Woodduck Lane won their choice of a free clubhouse rental or a \$100 rent coupon.

We appreciate everyone's feedback and we look forward to using your comments and suggestions to make Mallard Lake and even better place to live!

OCTOBER RENT GIFT



CANDY BARS

Get your full-size candy bar rent gift when you drop off your rent check in the Leasing Office beginning on September 29. There is a limited supply available so hurry in!

Rent Check Names

Rent checks will only be accepted from a leaseholder or authorized occupant. Effective immediately, Mallard Lake will no longer accept a rent payment on your behalf from a neighbor, friend or family member in the form of a personal check.

We will accept money orders, cashier's checks and online rent payments in someone else's name. This policy only applies to paper checks dropped off in the Leasing Office. If the name on the check does not match the name on the lease or any of the names authorized as occupants in the unit, the check will be returned and rent will be considered late until payment is resubmitted. If we receive your new check after the fifth of the month, you are subject to all fines and late penalties. Thank you for your cooperation!

Everyone Can Help You

Recently residents have been demanding to speak only to specific staff members when visiting our office, calling on the phone or emailing Mallard Lake. While we appreciate the personal requests, it is not always in your best interest to do so. Mallard Lake is open seven days a week, so the staff members often have days off in the middle of the week. These days are frequently not consistent and you may find yourself waiting for a response and delaying the help that every staff member can provide you.

Also, while we have some new staff members, they are more than willing to help you. They have the more experienced office staff supporting them, so do not hesitate to request their help. On some occasions, your questions or requests may be directed to a manager. In that case, you may be asked to wait for a response. We apologize for any delay and will assist you as soon as possible.

A Note From
Jackie's Desk...

Have YOU Signed Your Lease?

After you submit your request to renew or extend your lease contract, Mallard Lake will prepare a new lease for you to sign. We will then give you a call to let you know it's ready.

Recently, office staff members have needed to call the same residents multiple times (in some cases five or six times!) in order to get them to come in and sign. Please keep in mind that there are 481 apartments at Mallard Lake and the office staff should not have to remind a resident more than once or twice that their lease is ready to sign.

In fact, it is actually your responsibility to have your lease signed! It is also particularly frustrating when we are asked to rush documents and then they sit in our office for weeks without a signature.

If your current lease expires and you have not yet signed your new contract, your rent will NOT be accepted for the following month until the new lease is signed. This means that you will be subject to all late fees regardless of when you actually submitted your rent check.

We hate to be this strict, but a signed lease contract protects you and Mallard Lake. Without a contract, Mallard Lake could potentially charge you three times your monthly rent or re-rent your apartment! Please help us out by signing your lease as soon as possible after we call you. If you are not able to come in within 48 hours, please let us know!

Preferred Mallard Lake Service Providers

RENTER'S INSURANCE

Looking for renter's insurance? We recommend calling our preferred renter's insurance provider, **State Farm Insurance**. You can agent Tim Ratigan at (847) 342-1200 or call the leasing office for more information!

COMCAST REPRESENTATIVE— NEW # !

Do you need **Comcast Cable**? If so, call Dale, our preferred Comcast representative, for installation of new services. He has the best specials to offer, so call today at (847) 366-3646 for cable, phone, and internet!

LOCKED OUT?

Call our emergency maintenance line first! They will determine if you need to call a locksmith or if they are able to open the door for you. The Emergency Maintenance phone number is (866) 876-9695.



The Late Fee STANDS!

There seems to be some misunderstandings around Mallard Lake about how late fees are addressed by the manager.

All rent for every apartment per the lease agreement is **due on the first of every month**. Mallard Lake extends a courtesy grace period through the fifth of the month for residents who might run into a timing hardship before late fees are applied. Beginning at 12:00am on the sixth of the month, ALL rents paid thereafter are considered late. The rent drop box is actually locked at midnight on the sixth.

Currently at Mallard Lake, we offer direct check payment acceptance to the Leasing Office, online check payments and online credit card payments, post dated check acceptance and a rent payment drop box. With all of the payment options listed, as well as the 5 days grace period, there is no reason for any resident to pay their rent late at Mallard Lake unless they do not have the funds or forget.

Therefore, going forward on October 1, 2011, there will be no more courtesy manager waivers for late payments. There is a rumor, which many of you have come to regard as an expectation of Mallard Lake, that the property manager will waive your late fee if it is the first time you have ever paid late. While we have extended this courtesy in the past, unfortunately, this waiver has now become the expectation and will no longer be extended to *any resident*.

Remember, when your rent is late, per your lease, you are also forfeiting your monthly discount. The Leasing Office will not accept your rent check after the fifth unless all late fees accompany your payment.

Paying late is very expensive. Please do NOT ask for forgiveness of these charges. We all have a story and none are more or less significant than your neighbors.



Rent is late beginning on the sixth of the month, end of story. Please pay on time!

Lost and Found

Did you know that the Leasing Office keeps a Lost and Found basket for residents and maintenance staff to drop off items found around the property? If you are ever missing anything or you find an item you think may be of value to someone, please stop by the office to search through or drop off items into the Lost and Found.

Currently, we have the following items. If any of these things belong to you, please come in and claim them.

1. Saturn car key with glow-in-the-dark keychain that says "New Horizon Car Care Center."
2. Set of keys with Kenneth Cole Reaction leather keychain and Speedway Rewards card. Car key is for a Mitsubishi vehicle and there are 4 other keys on the chain.
3. Nissan car keys with remote door opener and a "Rugrats" baby character keychain.
4. Single car key with a silver "Hare Krishna" keychain.
5. One set of apartment keys (4 keys total) with a red, oval Mallard Lake keychain.
6. One Infosys Titan digital watch with black patent leather strap.
7. One Fastrack men's watch with brown leather strap and white and orange lettering in the face of the watch.
8. One Fastrack men's analog watch with silver chain link wristband.
9. One gold hoop earring (?) or charm of some sort with small blue and red beads. Returning resident reported that it was found near a park.
10. One gray and white checkered handkerchief.

Again, if any of these items belong to you, please come and pick them up. Thank you!



Watch Those Car Doors

Please be careful when opening and closing your car doors! As with most parking lots, Mallard Lake does not have spaces that are wide enough to open your doors entirely and doing so might cause damage to the parked car next to you.

Please keep this in mind when children are getting in and out of the car, as well. Some vehicles have been damaged with car door dents and scratches recently and, should someone see you cause the damage, you are fully responsible!

Apartment Cleaning Services



Looking to treat yourself or just don't feel like cleaning? Call Luis and Company to have your apartment cleaned by one of the experts! Bathrooms, appliances, heavy grease build-up in the kitchen, dirty bathroom shower and tub stalls... they do it all! Call today for an estimate!

Luis & Company Cleaners
(630) 973-3828

~ FUN FALL CRAFTS ~

Tissue Paper Sun Catchers



This fun project looks very pretty hanging in a sunny window! It's easy to put together for kids of any age.

WHAT YOU'LL NEED

- Red, yellow and orange tissue paper
- 1 sheet heavy weight clear self-stick laminating film (recommended: Con-Tact paper)
- 1 sheet black construction paper
- Scissors
- Pen
- Scissors
- 12" length of yarn
- Suction cup window hanger
- Glue stick
- Pattern

HOW TO MAKE IT

1. Tear tissue paper into strips, then cut or tear into squares.
2. Peel back half of the backing from the laminating film, leaving the other half still protected. Fold over the backing to keep out of the way.
3. Place tissue paper squares onto sticky side of laminating film, making about an 8-inch circle. Be sure to alternate colors and keep them close together, overlapping is fine too.
4. Carefully peel the backing off the other side of the laminating film, then fold that film over onto the exposed tissue paper pieces, sandwiching them between the films. Press out any air bubbles. Trim any overlapping film off.
5. Fold construction paper in half cut out pumpkin or leaf shape using a pattern. This should yield two identical shapes because the construction paper was folded.
6. Place the construction paper pumpkin or leaf onto the tissue paper-decorated film. Trace around the pumpkin with a pen and cut out shape with scissors, trimming the film about ¼" smaller than your tracing.
7. Fold the yarn in half creating a loop. Use a glue stick to attach the open ends of that yarn onto one of the black paper pumpkin stems. Cover the rest of the pumpkin shape with glue stick.
8. Place the tissue papered film onto the pumpkin, pressing down to secure, then run a glue stick around the second pumpkin shape and press down on top.
9. Hang in a sunny window.



Join us for Mallard Lake's 3rd annual

Halloween Parade

Thursday, October 27, 5:30-7:00pm
Walking Path Around Mallard Lake

Hey kids! Start planning your costumes for our annual Halloween celebration at Mallard Lake! On Thursday, October 27, from 5:30pm to 7:00pm, you are invited to join the Mallard Lake staff and residents for a parade around the lake where you will be able to trick-or-treat and show off your costume. Be sure to make your way to every treat station for awesome candy and prizes! Please register with the Mallard Lake Leasing Office by October 20. Event will take place rain or shine. Call for more details.



PLUS! The first 100 children to register INSIDE the Leasing Office will receive a free pumpkin bucket for trick-or-treating!



MONSTER CARAMEL APPLES



INGREDIENTS

- 8 to 10 medium apples
- 8 to 10 wooden sticks
- 32 cream-filled chocolate sandwich cookies, coarsely chopped
- 1 cup butter, cubed
- 2 cups packed brown sugar
- 1 can (14 ounces) sweetened condensed milk
- 1 cup light corn syrup
- 1 teaspoon vanilla extract
- 8 squares (1 ounce each) white candy coating, coarsely chopped
- 1/2 cup orange/brown sprinkles

DIRECTIONS

Wash and thoroughly dry apples; insert a wooden stick into each. Place

on a waxed paper-lined baking sheet; chill. Place cookie crumbs in a shallow dish; set aside.

In a heavy 3-qt. saucepan, combine butter, brown sugar, milk and corn syrup; bring to a boil over medium-high heat. Cook and stir until mixture reaches 248° (firm-ball stage) on a candy thermometer, about 30-40 minutes. Remove from the heat; stir in vanilla.

Dip each apple into hot caramel mixture to completely coat, then dip the bottom in cookie crumbs, pressing lightly to adhere. Return to baking sheet to cool.

In a microwave, melt candy coating; stir until smooth. Transfer to a small plastic bag; cut a small hole in a corner of bag. Drizzle coating over apples. Decorate with sprinkles.

October 2011

SUN	MON	TUE	WED	THU	FRI	SAT
						1 RENT DUE
2 Bears vs. Panthers, 12pm	3 Visit Chicago's Daley Plaza and Navy Pier for Chicagoween	4 Exterminator on property. Call for an appointment.	5 LAST DAY TO PAY RENT ON TIME!	6 RENT LATE AT 12:00AM!	7 Six Flags Great American Fright Fest (thru 10/31)	8 Bank of America Chicago Marathon
9 Bears vs. Lions, 7:30pm	10 Columbus Day	11 Exterminator on property. Call for an appointment.	12 Visit the World's Largest Corn Maze in Spring Grove	13 Inaugural Jazz Fest at Cuneo Museum, 7pm	14 Keith Urban, Allstate Arena, 7:30pm	15 Oktoberfest, Long Grove, (10/14 - 10/16)
16 Bears vs. Vikings, 7:30pm	17 National Boss Day	18 Exterminator on property. Call for an appointment.	19 October is National Book Month. Visit Indian Trails Public Library today!	20 See the new <i>Footloose</i> In theaters now!	21 <i>Paranormal Activity 3</i> in theaters tonight.	22 Boo! At the Zoo, Brookfield Zoo
23 Bears vs, Buccaneers in London, 12pm	24 United Nations Day	25 Exterminator on property. Call for an appointment.	26 The Sound of Music, Drury Lane Theater (thru 12/23)	27 HALLOWEEN PARADE 5:30 - 7:00pm	28 Boo-Nanza at Wheeling Park District	29 Mary Poppins on at the Cadillac Palace Theater
30 Good Will Week	31 Halloween					

