

**Seminary Properties and Management Ltd.** (Seminary Properties) would like to thank you for choosing to reside in one of our residences. We are a hands-on company with members of our team regularly seen around the properties making sure they are kept aesthetically pleasing and functioning properly. This welcome packet will inform you of many essential items that new residents should be aware. If there is something not covered in this packet, please feel free to contact Seminary Properties with any question. To server our residents better, we welcome your questions or suggestions.

### **Contacting Seminary Properties**

To ensure that we can be reached at all times, we have several numbers for different uses/purposes. In this section our numbers are provided with a summary of what each number is intended for.

Office number: **773-529-3700**                      Office fax: 773-728-6910  
General office hours: M-F, 9am – 5pm      (Due to the nature of property management, we may be on-site and therefore not in the office to take your call. If a live person is unable to answer your call, please leave a message and we will return it promptly)

Weekend – open by appointment only

This number is for all general questions a resident may encounter. It should also be used for problems that occur in the apartments that are not an urgent emergency. Problems that arise that would be called in through this line include: maintenance requests (i.e. lights in apartment, appliance problems, window problems, doors being jammed, keys working but not with ease), questions, issues with neighbors, or any other matter.

Emergency Number: 773-977-8072

This number will get a live person and should only be used if an urgent emergency exists which can not wait till the next regular business hours. It should be outside of our office hours or if no one is in the office. Calls that should be reported through this line include: lack of heat during the winter, air conditioning not functioning during a heat wave, break-ins, frozen pipes or broken pipes during extreme cold weather, lockouts, or any other problems that constitute an urgent emergency. This phone number will get a live person at all times of day or night. If a live person is not reached using the emergency number, please leave a voicemail and we will respond immediately (sometimes we are unable to pick-up the phone in time). Please do not abuse this number; residents that use the emergency line for non-emergencies will have their emergency access revoked. Once this number is called, if it is a true emergency, a Seminary Properties representative will respond promptly.

### **Other Important Numbers**

City information/parking problems/police or fire department non-emergency: **311**

Any questions relating to city services or events should be directed to 311. For non-emergency police or fire department needs, please call 311 and not 911 (i.e. If a neighbor is being noisy and does not respond to a reasonable request to moderate the noise, the police can respond to a disturbance of the peace call).

Police: **911**

If an apartment does experience a break in, call the Police immediately. After the Police are notified, call Seminary Properties emergency or office number. Seminary Properties will get a representative out immediately to find out what we can do to make the unit more secure. Safety is one of our top concerns for all our residents. Please call this number for any emergency police need.

ComEd: **800-334-7661**

It is not uncommon in Chicago during extreme weather conditions to have black outs. If you do experience a power outage, check to see if the building's hall lights are working. If they are on, the problem is most likely a blown circuit breaker in the respective unit's circuit breaker box. If the lights are out in the hall, look out the window to see if the lights in neighboring buildings are out; if they are call ComEd and report the problem.

### **Staying Updated with Facebook**

Seminary Properties and Management, Ltd. operates a Facebook fan page that is used to post changes to polices, neighborhood events and new listings; reminders about maintenance to be performed by tenants and post office/mail closures; and other important information useful for living in Chicago and renting with Seminary Properties. Please join our fan page to stay current on news from Seminary Properties and events taking place in your area.

[www.facebook.com/pages/Chicago-IL/Seminary-Properties-and-Management-Ltd/348806974258](http://www.facebook.com/pages/Chicago-IL/Seminary-Properties-and-Management-Ltd/348806974258)

### **Public Transportation**

All Seminary Properties buildings are located near public transportation. It might be beneficial to visit [www.transitchicago.com](http://www.transitchicago.com) in order to find what buses and train lines are in your area. Please take the time to adjust to new surroundings.

(over)

## MOVING IN & OUT

### Utilities

It is vital that a resident calls and sets up all their utilities before moving in. Failure to arrange utilities such as gas (heat) and electric may result in loss of these services and all appliances that require them to function. This can make the beginning of a tenancy very uncomfortable, and unfortunately there is nothing Seminary Properties can do to help this situation. In addition to the main utilities, other services such as cable are also listed below:

ComEd/Commonwealth Edison (electric): 800-334-7661

Peoples Energy (gas): 866-556-6001

RCN (Cable/Internet/Phone): 312-804-1837, Jerome

AT&T (Phone/DSL): 800-288-2020

Seminary Properties does not allow satellite dish installations on our buildings.

### Moving In & Out

When moving any items in or out of an apartment, all the moving **MUST** be done through the rear of the building per the Lease Rider. An automatic fee of \$100.00 shall be assessed for violation of this provision in the Lease Rider. Seminary Properties does regularly check common areas of building and take pictures of any damages that exist. On moving days our managers check the entrance hall areas even more closely. If any damages are found in this area, all damages will be debited to the respective resident's account. Moving in via the front entrances often damages doors resulting in reduced security and safety. Per the Lease Rider, the apartment is to be vacated by 12:00pm (noon) on the last day of the lease term.

### Condition of Apartments Upon Moving In & Out

Seminary Properties managers inspect each apartment upon move-out and prior to move-in. Each apartment is prepared for move-in, by making sure:

It is generally clean.

All lights are working.

Furnace filter is clean/new.

Smoke and carbon monoxide detectors have working batteries.

Any damage is noted.

The maintenance staff is notified on items that need repair.

Either touch-up or a complete paint job is done, depending on the apartment's condition.

Upon move-in you may notice items that need to be addressed by maintenance; please call or fax these items to our office.

We recommend that residents have their apartment thoroughly cleaned upon move-in, as a general cleaning may either miss an item or not meet the cleanliness that each resident desires. If you do not initially have all the sets of keys for your apartment, the additional sets will be placed on the kitchen counter.

Upon move-out we inspect each apartment to make sure:

The apartment is generally clean.

All items have been removed from the apartment, stairs, porches, or any area.

All lights are working.

The furnace filter has been changed and is clean.

Smoke and carbon monoxide detectors have working batteries.

All keys were left on the kitchen counter.

Forwarding address is on kitchen counter, if not previously provided.

### Renters Insurance

Seminary Properties strongly recommends that all residents obtain renter's insurance. All tenants' personal property in the apartment and elsewhere in the building shall be at the residents' risk only. Seminary Properties does not insure residents' personal property against loss for any reason. Storage, if available, is unsecured and is provided at the residents' sole risk.

(continued)

### **Property Maintenance by Seminary Properties**

Seminary Properties is responsible for maintaining each property's common areas. The services that are regularly done by Seminary Properties include: cleaning of halls, changing lights in public areas, removal of junk mail, and seasonal care (including shoveling, salting, and lawn mowing). If a resident notices interior or exterior lights in common areas that are burnt out and have not been changed, please contact Seminary Properties and they will be replaced immediately. The cleaning of halls is done regularly and at that time all junk mail will be thrown out. If a resident wants specific mail or newspapers, please pick them up the day they arrive so that they will not be thrown out. Shoveling and salting during the winter is started and completed at the end of the snow storm and during the final accumulation of snow. Another, responsibility of Seminary Properties is to fix problems inside apartments. If a problem does occur in an apartment, notify Seminary Properties and the proper repair crew will be notified to remedy the problem. Depending on the priority of the problem, most problems are repaired within a week. These problems include: electrical problems, lock problems, door problems, window problems, plumbing problems (i.e. draining slowly), water damage (discoloration of walls/ceilings), and other parts of the unit that are not working optimally.

### **Responsibilities of Residents**

Residents are primarily responsible for their apartment. They also share a responsibility relative to common areas (i.e. not leaving trash in halls, not propping doors open reducing others safety, picking up after themselves). If a bulb burns out inside an apartment, it is the responsibility of the resident to change the bulb. It is also the responsibility of all residents to be courteous to other residents. Please do not play music at such a level that other units can hear it. In addition, if you are planning an event, please notify other residents as a courtesy. While having the event, make sure to remain considerate of other residents' desires for peace and quiet. If a resident does ask in a reasonable manner for the noise to be moderated, please comply.

#### **Furnace Filters:**

Every furnace has a furnace filter unless you live in an apartment without gas forced heat in which case you have radiators. These filters make sure your furnace is running with the most efficiency. If this filter is neglected, a resident can expect the gas bill to increase, the temperature will not be able to stay at the desired temperature, or the complete break-down of the furnace may occur. If the furnace breaks because a filter has not been changed by the resident as stated in the Lease Rider, or no filter is in the furnace, the cost of repairs will be passed on to the resident.

The filter should be changed every month even in the summer time if you have central air conditioning (may need to be changed less depending on AC usage). The air conditioning still uses the ductwork and filter that the furnace uses. In the winter the filter should be changed every month. This is not only for the efficiency of the furnace but to help keep gas bills as low as possible.

A filter is located in one of four places:

- 1) When looking at the furnace, look to the side of the bottom section of the furnace. Normally a duct is going out to one side of the furnace and between the duct and the furnace is a long narrow space that has a cardboard end in it. The cardboard end belongs to the filter and the filter slides in and out of that opening. The dimensions of the filter are written on the filter. All hardware stores carry these filters, and they are not expensive.
- 2) When looking at the furnace, pull off the top front panel of the furnace; it just slides up and will come off. Then slide the bottom section of the furnace front off; it will also just slide up and off. When looking into the bottom of the furnace, either laying on the bottom or on the side of the bottom section you will find the cardboard-framed filter. Take it out, purchase a new filter, and place it where the old one was located. The furnace will not run while these doors are removed.
- 3) If the furnace filter is not located in either of those locations, look at your furnace. Some furnaces in the middle of the top and bottom section have a metal flap. Lift up this flap and the filter is located in this space. Pull out the old filter and slide in the new filter.
- 4) Once these three areas have been checked and no filter has been found, there is only one other place it will be. Look around the apartment near the furnace closet for a large vent with clasps or screws around it; the clasps look like metal switches. Unhook these switches and the vent will swing out. The filter will be inside this vent. Take out the old filter and replace with the new filter.

#### **Garbage:**

All Seminary Properties building have garbage exclusively for the building. It is the responsibilities of residents to take their garbage and place it in the receptacles outside the buildings. Do not leave or store garbage in common areas or back porches. This will attract rodents and animals. It is easier to keep the premises clear of rodents and animals than getting rid of these creatures once they are in.

(over)

**Services Provided By Seminary Properties For a Fee**

**Lights:**

Seminary Properties will change lights inside apartments for \$3.00 a regular light bulb (\$6.00 per indoor flood light or specialty bulb) as stated in the Lease Rider. This fee is still charged, even if the residents provide the bulbs they would like to have installed.

**Filters:**

Seminary Properties will change filters for \$10.00 a filter. This fee is still charged, even if the residents provide a new filter they would like installed.

**Battery Replacement:**

Seminary Properties will change batteries in smoke and carbon monoxide detectors inside apartments for:

- \$5.00 for each 9-volt battery
- \$15.00 for each carbon monoxide special battery
- \$5.00 for each double-A battery

This service fee is still charged, even if the residents provide the batteries they would like to have installed.

**Replacement Keys:**

Seminary Properties will issue extra or replacement keys for \$7.50 per key. If the original key is lost, stolen, or the resident just wants a new key, the fee will still be charged.

**Lock-Outs:**

If a resident is locked out of the apartment, Seminary Properties will open the door for a \$75.00 fee, as stated in the Lease Rider. If this happens, please call the emergency line to notify management of the lock-out. Please be aware that response time for this service varies. As we do not always recognize individuals, we ask that you have identification available to present to the representative of Seminary Properties.

**Fees charged by Seminary Properties**

**Missing Smoke or Carbon Monoxide detectors:**

Residents will be charge cost plus \$150.00 for each smoke or carbon monoxide detector missing. For each battery missing, Seminary Properties will charge the standard battery replacement rates listed above. Detectors can be inspected by Seminary Properties if a representative of Seminary Properties is in the apartment for maintenance or other purposes, or on occasions that the residents have been notified of pending inspection.

**Filters:**

Seminary Properties will inspect furnace filters on occasion and will charge \$10.00 for any filter found either clogged or partially clogged. This fee is still charged, even if the residents provide a new filter they would like installed. Inspections can occur if a representative of Seminary Properties is in the apartment for maintenance or other purposes, or on occasions that the residents have been notified of pending inspection.

**Dogs:**

Per the Lease Rider, if Seminary Properties or its agents discover that a dog has been brought into an apartment, even temporarily, there will be an automatic charge of \$300.00 as a penalty, plus the cost of repair from any damage. The presence of a dog is automatic grounds for an eviction.

**Returned/NSF Checks:**

Per the Lease Rider, an automatic \$50.00 fee will be charged each time a check tendered is returned to Seminary Properties uncollected, due to insufficient funds.