



RESIDENT GUEST HANDBOOK



EMERGENCY



CONTACT



MOVE-IN



PAYING RENT



MAINTENANCE



INSPECTIONS



MOVE-OUT



SECURITY DEPOSITS



EMERGENCY

Emergencies often happen before you have time to plan. As you move in, please take time to familiarize yourself with the apartment.

Locate the fire extinguisher.

Check your smoke and carbon monoxide detectors to be sure they are showing a green light.

Locate the emergency exits in all directions from your apartment.

If you ever find yourself in an emergency situation, DIAL 911 IMMEDIATELY.



CONTACT

Our contact with you is most effective via e-mail. It allows us to ensure that we have reached you with all important correspondence in a timely manner. When you completed your application and lease, you provided us with an e-mail address for this purpose. Please ensure that our leasing office is updated with any changes to your email address during your stay with us.

While e-mail is efficient, we want to be sure you know that we always welcome your calls to our office. Our office address and contact information are listed below.

The Apartment Store
200 Campus View Drive
Altoona, PA 16601
(814) 940-6101
altoona@apartmentstore.com



MOVE-IN

Welcome to The Apartment Store!

We have taken the time to prepare your apartment prior to your arrival. We believe we have addressed all the items that required attention during that effort, but it is not our opinion that counts.

The “Move-In Satisfaction” information inside includes instructions on how to contact us to ensure you are satisfied with the cleanliness and maintenance condition of your apartment.

Move-In Checklist: It is extremely important that you take the time to complete this checklist and return it to our office within 5 days. We will review the information you provided to us; issue work orders as necessary and keep them on file for your move-out.

Cleaning Call Back: If you have a cleaning concern, please do not list it on the Move-In Checklist. Instead, call the leasing office within 24 hours of the first Resident Guest moving in. We will schedule a cleaning technician to correct the issue.

If there is work to be done, we will contact you and arrange a convenient time for us to do our work.

If there are immediate SAFETY concerns, during office hours please contact our office at:

(814) 940-6101

After office hours our 24-hour Emergency Maintenance Hotline can be reached at:

(814) 278-5822



PAYING RENT

For your convenience, there are several ways to pay your rent.

Resident Portal:

Your Resident Portal login provides you with the opportunity to link payment of your rent to a bank account or credit card.

<https://www.apartmentstore.com/resident-login/>

Pay by Check / Money Order:

You can deliver your check or money order to your local rental office by mail or in person.

If there is ever a time that you will not be able to pay your rent on time, please call our leasing office. Open and honest communication can go a long way to helping in the resolution of your obligations.

UTILITIES: Dealing with utility companies can be a frustrating and expensive experience. As a service to you, we have negotiated bulk rates with local utility providers and maintain all accounts in our name, saving you time and money.

Utility companies bill us directly. We pay the bill and charge your rental account for your share of each bill. Please note, there is a \$3.50/month fee for this service as stated in your lease agreement.

* In a few special cases, your lease may have terms that require you to pay for certain utilities (electric, natural gas, water, or sewer). Please check your lease to determine if you are responsible for utility payments.



MAINTENANCE

Maintenance needs are inevitable in any house or apartment. When these instances arise, we are here ready to support those needs whenever you need them. Attention to items sooner rather than later is the best way to keep repairs small and manageable.

If you need to place a maintenance request, please do one of the following:

Resident Portal:

Log into your Resident Portal and “Request Maintenance”.
(<https://apartmentstore.residentportal.com>)

E-Mail:

Send your request to altoona@apartmentstore.com, please be sure to clearly identify your property name, apartment number, and your contact information.

Every service we provide to you is worthy of your feedback. We may be calling or e-mailing you to ensure our service was provided to your satisfaction. Please accept our calls and emails as your opportunity to let us know how we are doing. Your feedback is valuable to us and we do appreciate your time.

Who Pays for Maintenance Services?

Please refer to your lease to identify your responsibilities for general maintenance items. Routine maintenance repairs are completed at no charge to our Resident Guests. Repairs required for damages caused by negligence are the responsibility of our Resident Guests.

How to Avoid Charges for Maintenance Services:

The easiest way to avoid maintenance charges is to treat your apartment with respect. It will serve you well to treat the properties and your neighbors with care and consideration. There are also a few routine simple fixes that you can try on your own. Our most common requests and simple fixes can be found on the next page.



MAINTENANCE: SIMPLE FIXES

SAFETY FIRST! The most important aspect of “Simple Fix” maintenance is SAFETY. If you are uncomfortable performing any of the “Simple Fix” suggestions below, DO NOT ATTEMPT THEM. Contact Building Services to assist you.

Power Outages – Loss of power is generally related to one of two causes:

- Power Service to the building is interrupted by the service provider. Unfortunately, this is a patience game we all play with the restoration of service to the property.
- Circuit Breakers (located in your apartment) can “trip” due to voltage variance or excess demand from appliances and fixtures. A breaker “tripping” is normal and is a safety feature of electrical systems.

1. The first step to restoring power is to look in the room where power has been interrupted and see if there are heavy-demand appliances plugged into the outlets (powerful lighting and the like are examples of heavy-demand items). Unplug any accessory items plugged into outlets throughout the room.

2. Next, attempt to locate the “tripped” breaker in the panel box. Look for a breaker switch that shows a red or orange tab and is misaligned with the other breakers in the panel.

3. Lastly reset the breaker by pushing it to the “OFF” position and then back to the “ON” position.



MAINTENANCE: SIMPLE FIXES

Garbage Disposals: A “RESET” button is located on the bottom of the disposal under the sink. After pressing the “RESET” button, try the switch again. Please remember to always run water in the sink when the disposal switch is on. NEVER put your hand in the disposal to clear blockages. If a maintenance technician is called for the garbage disposal and we cannot find a simple fix, we are no longer installing garbage disposals at any of our properties. We will simply remove the disposal without replacing it.

Light Bulbs: You are responsible for replacing light bulbs in your apartment. If a light goes out, try to replace the bulb before calling maintenance.

Clogged Drains: Drains clog for any number of reasons (some more embarrassing than others). Please attempt to plunge your sink or toilet prior to calling Building Services. It can save you money and red cheeks upon their arrival.

Vandalism: If you witness acts of vandalism, please call the police and file a police report as soon as possible. Report the police report incident number to The Rental Office immediately. Doing so will provide the necessary information for us to investigate the damage and to seek and prosecute the responsible party(s) accordingly.

Lock Outs: During regular business hours, you may come to the rental office and sign out a “temporary key” to enter your apartment (if one is available). You must return that key to our office. If the lockout occurs after hours, please attempt to enter by asking a roommate to help (if you have one). Otherwise, unfortunately, we must charge your account for the service of responding.

As mentioned, please use care when attempting any of the suggested items described above. Our Building Services department is here to help you. Please use our service any time you feel the corrective measures are beyond your skill or comfort level. The items above are suggestions that may help you avoid unnecessary charges.



INSPECTIONS

We perform routine inspections of the properties as defined in the schedule below. These inspections allow us a chance to say hello and see how the property is holding up during your stay. The results of the inspections allow us to communicate with you if there are any issues we need to address during your stay and plan for improvements to the property overall.

MARCH

Mid-Term

This is a chance to say hello and to address any items requiring attention during your stay.

APRIL

Pre-Move-Out

This inspection is another chance to say hello and address any items requiring attention prior to the end of your lease term. It helps to ensure there are no surprises at move-out.

MAY

JUNE

JULY

Move-Out

Your property lease defines the end of your lease term with us, which is usually in May, June, or July. Depending on your lease term, we will be inspecting your unit as you move out. This is further described on the next page, "Move-Out."

AUGUST

Pre-Move-In

This is our chance to make sure we have done our best in preparing for your arrival.

SEPTEMBER

Capital Projects

This is us making inspections to determine what property-wide improvements will be made in the upcoming year.

DECEMBER

Mid-Term

This is a chance to say hello and to address any items requiring attention during your stay.



MOVE-OUT

When you moved into your apartment, you were able to assess the readiness of the apartment for you as you completed the Move-In Satisfaction Checklist. Upon move-out, please do your best to return the apartment to the condition in which you found it. Your best efforts to clean and ready your apartment for the next guest go a long way towards receiving the balance of your security deposit.

At the end of your lease term, please visit our leasing office and complete a "Surrender of Possession" form. In doing so, you and your roommates (if applicable) will be asked to return all apartment keys. Once all roommates have returned the keys and signed the surrender form, we will proceed with the move-out inspections and begin the process of security deposit returns without you being present.

If you plan to stay in your apartment until the end of your lease term, you will receive an e-mail notifying you of the date(s) and time(s) your building moveout inspections will occur. These inspections occur on the last day of the lease term.

You are invited to attend this inspection to witness our staff making an assessment of the property condition following your stay with us (and surrender your keys to the inspector), or you can simply surrender your keys in our office.

Our inspection will note any needs required to ready the apartment for the next guest. The inspector is not capable of providing any estimate of costs associated with the remedy work. They are simply there to identify the work that needs to be done. If you have any questions regarding this work (or the costs associated with the same), please contact the leasing office.

The inspector will provide you with a copy of the inspection report for your records. After the inspection, our maintenance department will perform the necessary repair and cleaning work. Their time and material costs are submitted to the leasing office for billing and security deposit refund processing.



SECURITY DEPOSITS

The inspection, subsequent cleaning and/or maintenance, and security deposit refund process is completed within 30 days of the end of your lease term.

Your security deposit is administered as follows:

- When you moved in with us, we retained a security deposit in your name in a separate holding account in a bank, as required by real estate laws. You were notified of the location of the account shortly after you moved in.
- Throughout your stay with us, we monitor interest rates on the accounts holding the security deposit. If you have chosen to stay with us for two or more years and if interest rates on the deposit account rise above 1.0%, we are required to credit your account with the interest earned on the account for the second year and beyond. As we calculate the return of your security deposit, earned interest is included, if applicable.
- When your stay with us ends, we are required to return the security deposit to you, less three items:
 1. As per your lease agreement, carpet cleaning will be completed at the end of your lease and deducted from your deposit refund.
 2. Any remaining rental or utility charge balances accumulated during your lease term.
 3. Any charges related to damage or cleaning identified in your move-out inspection.
- Your deposit return is administered within 30 days of your move-out date. If you have any questions during that time, please direct them to The Apartment Store leasing office.

IMPORTANT: Upon moving out, it is imperative that you provide a forwarding address to the leasing office so that your security deposit refund check can be sent to the correct address.