

## Taking Care of Your Apartment

### 260 Washington Avenue, Albany NY 12210

As a renter, you may have questions about what you are required to do to take care of your apartment and what you can expect from the landlord's property manager. Your lease spells out most of this information, and here is some more detail.

You are responsible for taking care of the appliances, equipment, and other items the landlord provides in the apartment. It is expected that there will be normal wear and tear, such as minor scuffs or marks on walls and floors, small nail holes left by picture hangers, faded paint, and minor wear on appliances that occurs through normal use. Anything more may result in a direct charge or when you move out, a deduction from your security deposit.

#### Here are a few tips for maintenance by tenants

1. Washing machine: Clean it once a month with a solution of vinegar and baking soda. Be sure to clean the rubber gasket next to the door. <https://www.marthastewart.com/7536879/cleaning-washing-machine>.
2. Dryer: Clean your lint filter after each use. Lint build-up creates the risk of a fire.
3. Dish washer: Clean it once a month without your dishes.  
<https://www.popsugar.com/smart-living/How-Clean-Your-Dishwasher-34501196>
4. Oven: Don't let grease build up  
<https://www.realsimple.com/home-organizing/cleaning/how-to-clean-an-oven>
5. Microwave: Don't let the splatter damage the microwave surface  
<https://www.goodhousekeeping.com/home/cleaning/tips/a17694/spring-cleaning-microwave-grime/>
6. Lightbulbs: Change them as needed. If you cannot reach the fixture, send a maintenance request through Buildium and the property manager will change it for you or provide a ladder.
7. Window sills: Wipe them down periodically. Mold can build up if sills are not kept clean and dry.
8. Window shades and pulls: Dust your window shades periodically. If you break the pulls, it is not considered ordinary wear and tear and you may be responsible for replacement.
9. Front door of your apartment: Clean any marks you create with a "magic eraser" or similar product. The janitorial maintenance company will report to the property manager excessive dirt and damage to the doors that may result in direct charges to the tenant.

Mold build-up on window sills, in washing machines, dryers or other appliances typically occur because of poor maintenance. You will be charged for mold abatement due to poor maintenance

Please be aware that if you hang pictures or wall-hangings, you should use "command strips" or carefully use picture hooks. Your lease states that you are **not permitted** to paint or touch up the paint in your apartment without the landlord's consent, nor to repair holes of any size in the walls. Tenants

who have tried to touch up paint often cause more damage than the intended repairs. You may clean marks on walls with magic erasers or similar cleaning products that do not damage paint.

**Here are situations that may require the property manager's attention, and your cooperation**

The property manager and its contractors take care of many maintenance needs and repairs in your apartment and the building. Please report any of the situations listed below through Buildium so that the property manager can give your requests appropriate attention.

Delays in reporting these issues may create further deterioration and more costly repairs; a renter will bear responsibility and cost for any situation they create. Please report those items marked as "possible emergency" immediately.

1. Leaking water. [POSSIBLE EMERGENCY].
2. Fires in cooking and any hazardous condition requiring the use of a fire extinguisher [POSSIBLE EMERGENCY]
3. Windows: drafts and leaks. [POSSIBLE EMERGENCY]
4. Smoke and carbon monoxide detectors. Chirping indicates a need for new batteries or replacement of the unit. Report to the property manager for further instructions.
5. Lighting. Broken light fixtures, appliance bulbs and dusty fixtures should be reported.
6. Appliances. Washer, dryer, refrigerator, dishwasher, stove, microwave – Report unusual noise and smells.
7. Ice maker. Please report clogs when ice does not flow through the ice dispenser on the door.
8. Faucets. If it's dripping, please report it.
9. Clogged drains. If water doesn't drain properly, please report it.
10. Toilets. If you are unsuccessful after using a plunger, please report it so the property manager can call the plumber.
11. Broken windows and mirrors. Report to the property manager for instructions to mitigate further breakage until damage can be inspected.
12. Door handles, particularly to the entrance door to your apartment. If they do not work properly, please report it.

Renters are expected to cooperate with the property manager and its contractors in providing access to the apartment to make repairs and handle maintenance requests.

- You should schedule an appointment directly with the service provider during their regular business hours. Costs incurred for service requests outside regular business hours are the tenant's responsibility.
- The service provider will advise the property manager of the scheduled time and resolution of the service request.

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- If you are unable to meet the service provider at the scheduled time or fail to provide reasonable notice of a need to change, you will be charged for any additional expenses incurred by the property manager to service your maintenance or repair need.

Only contractors approved by the property manager may make repairs or maintain equipment and appliances in the apartment. Any tampering resulting in damage caused by the tenant or an unauthorized service provider may result in the full charge of replacement of an appliance or equipment, in the landlord's sole discretion.

### **Trash**

Clutter outside the apartment is prohibited and may result in a direct charge to a tenant. Leaving mail or package deliveries in common areas, such as the mailbox area or hallways is considered clutter.

As you dispose of items, you must divide such them into two categories: those accepted by the garbage company and those that they do not accept. The garbage company that collects trash and recyclable items from the building does not accept electronics, furniture, mattresses, bicycles, kayaks, or any items that do not fit in the garbage bins in the trash room. You may only put items into the trash room that they accept and tenants are responsible for the cost of disposing of any items that the garbage company will not accept.

If you need help removing such items, please make a request through Buildium and the property manager will provide you with contact information for someone who is able to remove such items for you. You must schedule the removal and pay the person who removes these items directly.

### **Summary**

Some of these items may seem like common sense, others may be new. Remember to submit all requests for maintenance and repairs through the Buildium app. If you have any questions, please contact [packardapartments@greenshedsllc.com](mailto:packardapartments@greenshedsllc.com)