

Ithaca Renting Company - Tenant Information and Apartment Upkeep

Rental Office: (607) 273-9462

downtown@ithacarenting.com

Website

www.ithacarenting.com

Maintenance: (607) 277-0179

maintenance@ithacarenting.com

Welcome home to Ithaca Renting Company! Please keep this sheet as a reference for common questions about maintenance, heat, trash & recycling, laundry, and other miscellaneous information.

Maintenance Department: Call (607) 277-0179 or email maintenance@ithacarenting.com.

Include your name, apartment, phone number, and detailed request. Call for these types of requests:

- Replacement light bulbs
- Running toilets & toilets that won't flush
- Clogged toilets (try to plunge first)
- Dripping or leaking faucets & drains
- Ceiling/window leaks & other water issues
- Malfunctioning heat or air conditioning
- Malfunctioning washers & dryers
- Other malfunctioning appliances
- Problems with doors or locks
- Other general maintenance items

Cityview-

Fitness Room: Floor 1 – end of the hall on the east side of the building. Cityview tenant use only. No guests.

Laundry: Floor 1 – next to the fitness room. Coin/Credit Card operated.

Trash Chutes: Trash placed in the chute must be in small, **tyed** bags only. Do not put loose trash in chute. Place recyclable items in the marked bins. Floor 1 tenants use recycling bins by back door & dumpster in parking lot.

Heat: The temperature is set at 68 F/ 20 C. Turn the dial on your thermostat to adjust your heat. Adjust vent fan with small black switch. Do not block heaters.

Whiton Hall-

Laundry: Basement. Enter from the east door (facing Aurora Street). Coin/Credit Card operated.

Trash: Bring all **bagged** trash and recycling to the dumpsters behind Whiton Hall. Do not leave room trash in kitchen or bathroom trash bins.

Heat: The temperature is set at 68 F/ 20 C, as required by the City of Ithaca. Do not block heaters.

Common Areas: Do not leave personal items in Common Areas. Clean up after yourself (i.e. do your own dishes, wipe the counters off when you are done, clear hair from shower drains, etc.)

Commons West / 154 & 156 E. State Street-

Laundry: Floor 2 – turn left when exiting the passenger elevator. Coin/Credit Card operated.

Trash: Bring all **bagged** trash and recycling to the trash room at the end of each hall, next to the freight elevator.

Heat: The temperature is set at 68 F/ 20 C, as required by the City of Ithaca. Do not block heaters.

Old Cigar Factory-

Laundry: Floor 2 – across from rear stairwell. Coin/Credit Card operated.

Trash: Bring all **bagged** trash and recycling to the dumpster and recycling bins outside the rear exit door. Do not put trash in restaurant bins.

Heat: The temperature is set at 68 F/ 20 C, as required by the City of Ithaca. Do not block heaters.

Ivy-

Trash: Bring all **bagged** trash to the dumpster behind Commons West, accessed via Green Street. Do not put trash in restaurant bins.

Heat: The temperature is set at 68 F/ 20 C, as required by the City of Ithaca. Do not block heaters.

Colonial Building-

Laundry: Floor 2 – in kitchen and lounge area. Coin/Credit Card operated.

Trash: Your **bagged** trash and sorted recycling should be brought to the trash room on each floor.

Heat: The temperature is set at 68 F/ 20 C, as required by the City of Ithaca. Do not block heaters.

Common Areas: Do not leave personal items in Common Areas. Clean up after yourself (i.e. do your own dishes, wipe the counters off when you are done, etc.)

Commons Studios-

Laundry: Between Apartments E and F, across from the lounge. Coin/Credit Card operated.

Trash: Your **bagged** trash and sorted recycling should be brought to the trash room at the top of the rear stairs. Do not put trash in restaurant bins.

Heat: The temperature is set at 68 F/ 20 C, as required by the City of Ithaca. Do not block heaters.

Common Areas: Do not leave personal items in Common Areas. Clean up after yourself (i.e. do your own dishes, wipe the counters off when you are done, etc.)

Important Information

FIRE AND SAFETY:

- There are no fire drills. For your safety and protection, treat every fire alarm as if it is a true emergency. Exit the building immediately, using the stairs. Do not use the elevator. New York state law requires all tenants to vacate the building if the fire alarm goes off. You may be cited and fined by the Fire Department if you do not exit.
- Always lock your apartment doors for your own safety and protection, even if you are home.
- Do not prop open any of the locking building doors.
- Notify the Ithaca Police Department if you suspect any suspicious activity in or around the building, or have noise complaints, and then report the problem to Ithaca Renting Company. Police: 607-272-3245

PARKING: Parking or unloading in the fire lanes is not allowed. It is a violation of fire safety regulations. You may park on the street in marked spaces or in off-street parking that you have paid to use. All off-street parking is private – unless you have rented a space, you must park on the street or in the City Parking Garages on Green Street, Seneca Street, or Cayuga Street. If you park in a space you have not paid for, you risk being ticketed and towed! Tickets and towing fees are at your expense. There is no ‘loading zone’ parking for any building.

TRASH & RECYCLING: Take out your trash weekly to prevent bugs and unpleasant odors. All newspaper, regular paper, glass bottles & containers, metal cans & containers, pizza boxes, books, magazines, clean corrugated cardboard, **#1, #2, and #5 plastic containers** (including milk cartons, yogurt cups, detergent bottles), and aerosol cans should be recycled. Recycling is single stream, so you can mix items. No Styrofoam allowed!

HEAT: Building heat will be turned on when the weather turns cold in the autumn. Arrange your bed and other furniture to be at least 4 inches away from your vents or radiators to allow the heat to circulate. If you are too hot or too cold, please call the Maintenance Department for assistance.

KEYS: Report all lost keys immediately. If your keys are lost or stolen, we must order a lock change at a cost of \$125. Replacement Proximity Reader Tag fee: \$20. Retrieval fee for keys dropped down elevator shaft: \$50.

RENT: Pay your rent on time. It is your responsibility to check your lease for dates and amounts of rent due. Late rent is subject to a 5% late fee on the amount past due, with a maximum charge of \$50.

SUBLETS: All apartment sublets require written authorization.

INSURANCE: You must secure your own Renter’s Insurance to cover personal belongings.

PACKAGES & DELIVERIES: Cityview and Whiton Hall packages are delivered directly to the mail room lobby in Cityview. Packages for all other properties are delivered directly to the front door of your building. Please pick up all packages promptly. DoorDash, Uber Eats, Instacart, Walmart, and other delivery services leave packages **at the building door**, not at apartment doors. Please collect all deliveries promptly!

BE A GOOD NEIGHBOR: Pets are not allowed, even for a brief visit. Respect your neighbors. Be considerate with use of stereos, TVs, and loud activity. You are responsible for the behavior of your guests. All tenants are entitled to ‘quiet enjoyment of their dwelling’, which means that no tenant should be disrupted by loud, improper, or boisterous conduct by other tenants. This policy is in effect at all times.

SMOKING: Smoking any substance is prohibited in all buildings and apartments, including building entrances, halls, stairs, elevator, or lobby of any building. Smoking Violations are \$250 per incident, plus any cleaning fees.

FIXTURES/APPLIANCES:

- Extension cords are not permitted. Use surge protectors with an on/off switch.
- Use fully enclosing, zippered mattress covers on both your mattress and box spring.
- Use your bathroom fan while showering to prevent moisture buildup. This will help prevent mildew.
- Use only dishwasher detergent in the dishwashers. Regular dish soap causes them to overflow.
- Use non-abrasive cleansers on counters, tub and sinks. Abrasives like Comet or Ajax will damage the finish.
- You may use tacks, pushpins or small nails on walls. **Do not** use Command strips or other adhesive fasteners. You will be charged for any damage to walls, cabinets, and other surfaces caused by tape or adhesives.
- Do not remove window screens.
- Avoid clogged toilets. Do not flush tampons, sanitary napkins, condoms, grease, q-tips, cotton balls, hairballs, paper towels, sanitary wipes, or anything other than toilet tissue/human waste. Unclog your toilets with a plunger. Do not flush a clogged toilet – it may overflow.

Remember: you must leave your apartment in clean condition when you move out!