

*Carroll Heights
Independent
Senior
Apartments*

Tenant Handbook

*3505 Park Lane Drive
La Crosse WI 54601*

*785-5500
Katerina Manske, Household Coordinator
Carroll Heights & Hillview Terrace*

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Apartment **Options**

****Studio/efficiency**
370-407 sq ft

****Small 1 Bedroom**
428-462 sq ft

****Med 1 Bedroom**
490 sq ft

****Large 1 Bedroom**
580-611 sq. ft

****2 bedroom**
857-1200 sq ft

CARROLL HEIGHTS

TENANT HANDBOOK

WELCOME

Management wishes to extend a warm welcome to you in your new home at Carroll Heights. The staff, neighboring tenants, and their families, looks forward to meeting you. Hopefully, Carroll Heights will enable you to meet new friends and provide many opportunities for companionship and involvement in a variety of activities.

We are providing you with this Tenant Handbook to explain policies adopted by the Carroll Heights Management which affect your residency. Please read this handbook carefully. It is for your information and protection. **PLEASE KEEP THIS HANDBOOK** and refer to it when you have a question or concern. For further information you may contact the Household Coordinator at 785-5500.

PURPOSE

Carroll Heights Apartments were developed by La Crosse County to provide housing for adults, over 62-years of age, at a reasonable cost enabling individuals to continue to maintain an independent lifestyle.

POLICIES/PROCEDURES

Each tenant is guaranteed the basic rights of a landlord/tenant relationship. For management to provide a safe, secure, and clean environment, as well as a comfortable and enjoyable atmosphere, it is necessary for us to establish and enforce certain policies and procedures. These policies will be updated as needed. (Revised 8/09, 3/10, 11/12, 4/13, 9/14, 7/19,7/22)

ABSENCES - Management should be notified if you will be away from your apartment for an extended period (vacations, hospitalization, etc.). We recommend that you have someone collect your mail and newspaper deliveries. You may contact the U.S. Post Office and the newspaper office to stop deliveries during that time if you wish. Be sure to plan for timely payments of your rental fees. Refer to "Absence Notification Form." Additional forms are provided in the Manager's office.

ADDITIONAL CHARGES - Additional service fees charged to the Tenant are as follows:

- 1) Carports – A limited number of carports are available on an annual basis for a monthly fee.
- 2) Late Rent - a \$5 penalty is assessed for rent not paid by the end of the 5th business day of the month for the first late rental, \$10 for the second late rental and \$15 for the third late rental within a calendar year.
- 3) Lockouts - Lockout responses are free during weekdays when staff is present. A \$5 charge must be paid for evenings, nights, weekends, and holiday hours.
- 4) Damages - Damages to premises for which the Tenant is responsible will be billed on a time and material basis or the cost of an outside contractor.
- 5) Carpet shampooing - Shampooing will be done by appointment on a time and material basis. One complimentary carpet shampoo will be provided annually. Please make an appointment with Maintenance. Large furniture items will not be moved while shampooing.
- 6) Keys - Additional keys can be provided for \$5 per key. Please request keys by using the Maintenance Request form. Lost keys cost is \$50 to replace. (8-8-12)
- 7) Light Bulbs - Replacement light bulbs are the responsibility of the Tenant. Maintenance personnel will replace the bulbs for you. Please request bulb replacement using the Maintenance Request form and indicate whether you have a bulb or would like to purchase a bulb. You will be responsible for any damages if you use a higher wattage bulb than the fixture is rated.
- 8) Housekeeping Services - Housekeeping services for apartments are not available from the Hillview Campus staff. You may hire services to come in from the outside. We are happy to assist with recommendations of such providers.

AIR CONDITIONING - The air conditioner(s) is furnished as part of the rental agreement and has individual controls. Instructions for operating the air conditioning units are located within this handbook. A huffer (cover) for air conditioners is available for the winter months upon request using the Maintenance Request Form.

ALTERATIONS - Alterations, decoration, and repairs to the apartment interior, including appliances, are the responsibility of Management and only authorized personnel are permitted to do this work. If you wish to make a permanent alteration to your unit, it must be with the understanding that it becomes permanent and must remain behind when you vacate your apartment. Authorization for a permanent alteration must

be requested from Management, in writing, on a Permanent Alteration Request Form and approved, in writing, by Management. See copy of this form towards end of handbook. A supply is available in the HHC's office. Maintenance staff must perform work following approval.

ANNOUNCEMENTS - Special announcements will be posted on bulletin boards in the elevator lobbies on each floor. We encourage you to check the bulletin boards regularly.

APARTMENT USE - The apartments are single family units - no more than two persons may occupy the unit. The units may not be used for any other purpose.

APPLIANCES - The Tenant is responsible for keeping appliances in clean, operating condition. Instruction information for your refrigerator/stove is provided toward the end of this handbook.

BULLETIN BOARDS - Bulletin boards are in each of the elevator lobbies. All notices should be posted by or approved by Management. Tenants are encouraged to check bulletin boards routinely for important announcements.

CABLE TV - Carroll Heights provides the apartments with expanded basic Cable TV service at no additional charge.

CARS/CARPORTS - All cars must be in operating condition. Carports are available on an annual/seniority basis at \$47 per month.

CHRISTMAS TREES/DECORATIONS - No fresh Christmas trees, wreaths or decorations containing flammable materials are permitted in the apartments, lobbies, or common areas by order of the City of La Crosse Fire Department. No open flames, candles in the apt.

CLEANLINESS/CLEANING - Tenants are always expected to keep their apartments in a clean and sanitary manner. Carpeting should be vacuumed, and vinyl flooring cleaned regularly. Periodic health/safety checks may be made with a twenty-four (24) hour notice.

Do not use harsh abrasives on your sinks and tub/shower; non-abrasive cleaners such as "Soft Scrub" are preferred. Stainless steel cleaners are available in most grocery stores.

COMMON AREAS/COMMUNITY ROOM - The Community Room, common areas, gazebo, etc., are available for Tenant use for social gatherings, card

playing, meetings, etc. Please be respectful of all areas and share the space we provide all to enjoy. Please be sure these areas are kept neat and clean. Tenant reservations for these areas for family gatherings or parties should be made through Management. Special events and programs are posted on the Bulletin Boards.

CONDITION CHECKLIST - Each Tenant is asked to sign a "Condition Check List" (see in handbook) upon moving in to indicate the condition of the apartment as you take possession and when you vacate your apartment. As determined in the checkout, you will be charged for actual cost of necessary cleaning, replacement and/or damages beyond normal use.

DAMAGES – Any repair costs resulting from damage to the apartment, appliances, or any common area, due to misuse or negligence, will be charged to the Tenant on a time-and-material basis.

DONATIONS - Donations of quality furniture, lamps, tables, chairs, artwork, wall hangings, plants, books, game tables, etc., may be accepted. Management reserves the right to accept or reject any donations. We ask that you keep this in mind while going through your possessions prior to moving to Carroll Heights.

DOORS - Apartment doors should be kept closed and locked for security reasons. Keys are provided at the time of occupancy. Duplicate keys can be made for you for a nominal fee (\$5/key). **DEAD BOLT LOCKS OR ADDITIONAL LOCKS OF ANY KIND MAY NOT BE INSTALLED.** The connecting doorway between Carroll Heights and Hillview will be always locked to assure security for the Tenants of Carroll Heights. A Carroll Heights entrance key will be required to enter through that door. Please be sure this door latches behind you. A \$50 charge will be made to change locks if requested by Tenants or if keys are lost.

ELEVATOR - There is only one elevator in the building. If there is a problem with the elevator, please report problems to Management at 785-5500 or 789-4800. Only authorized personnel may call for elevator repair service.

EMERGENCY CALL SYSTEM - There are basically two types of emergencies, medical and non-medical. In the case of a medical emergency, it is the responsibility of the Tenant, if possible, to contact medical services, or 911. You should also pull the emergency pull cord located in the bathroom so that neighbors can alert Carroll Heights/Hillview staff to open your apartment door if you are unable to do this. Leave the emergency call system in the "on" position until help arrives. For non-medical emergencies such as maintenance repairs, call Management weekdays at 785-5500 during regular business hours or Hillview at 789-4800 during non-business hours if maintenance is available. If the repair can wait until regular business hours (8:00 a.m.), please call at that time.

EMERGENCY MEDICAL INFORMATION CARD - Tenants are required to provide Management with two names and telephone numbers of relatives or friends to notify in the event of an emergency on the Emergency Medical Information Card" once completed, should be placed with the evacuation plan on the inside of each apartment door. (Card is received upon initial tenancy found in the pocket of this folder) This information includes Social Security and Medicare number, insurance information, hospital, and doctor preference, etc. Use of this card is mandatory. Completion of this information will be checked during Health/Safety Checks. Additional cards are available from Management.

ENTRY SYSTEM - The entry system will allow you to admit visitors into the building from your apartment. The visitor must dial the assigned two-digit access number for your apartment (from the directory in the front/rear entries.) If you know the visitor and wish to authorize entry, press "6" on your touch-tone phone to release the door before either of you hangs up the phone. Door release will be indicated by a buzzing sound. Residential telephone service with a touch-tone phone/cell phone is necessary for the entry system. Please give Management your phone number as soon as possible so that your access number may be programmed into the system.

EVACUATION PLAN - An Evacuation Plan is located on the inside of each apartment door. Your location, as well as the nearest exit is indicated. For your safety, you need to be familiar with the location of the stairwells and with fire safety procedures.

EVICTION – Excessive noise, smoking, causing damage to the apartment or common areas, and failure to make timely rental payments, etc. are all reasons for eviction process to be initiated. All evictions will be reviewed by the Carroll Heights/Hillview management and reviewed by our corporation council prior to initiating eviction proceedings.

FIRE/EVACUATION PLAN - The fire system in the building, when activated, will automatically alert the La Crosse Fire Department but you are asked to call 911 to report location in the building. If you discover a fire:

- 1) Sound the alarm by pulling the nearest fire alarm pull box. These boxes are located at exterior exits and hallway doors leading to those exits. The pull boxes and smoke alarms in the halls are connected to 911 and will summon the fire department automatically. Apartment smoke detectors are not connected to the fire department.
- 2) Call 911 and report location of the fire - "Carroll Heights, 3505 Park Lane Drive, giving floor and apartment number if available.
- 3) Close all doors and windows to isolate fire and smoke.
- 4) Turn on all lights.

- 5) Turn off all electrical appliances.
- 6) Be prepared to evacuate.
- 7) If it is necessary to evacuate the building, leave the building using the nearest exit away from the emergency. **DO NOT USE THE ELEVATOR!** If smoke is present, stay below the smoke by crawling. Congregate in the Hillview Health Care Center Main Dining Room as soon as possible. In the event access is blocked, gather near the Hillview garage area.
- 8) If you are trapped in your apartment, call 911 and report your location in the building.
- 9) There are fire extinguishers near each end of the hallway and near the elevator on each floor.
- 10) All fires must be reported to Management immediately.

An Evacuation Plan is located on the inside of each apartment door that indicates your location and the nearest exit. Tenants are asked to be familiar with the location of the stairwells and with fire safety procedures.

FIRE SAFETY - Fire pull stations and fire extinguishers are in the hallways and are indicated on your Fire Evacuation Plan which is located on the inside of your apartment door. Please review the evacuation plan and locate the nearest exit, pull station, and fire extinguishers.

There are smoke detectors in each apartment. Please do not cover the smoke detectors or de-activate them in any way. They are for your protection. It is your responsibility to advise Management, in writing, of any smoke detector problems. Management has five (5) days to correct the problem.

For the safety of all Tenants, open flame use (candles, incense burners, etc.) is not allowed. No flammable decorations or fresh Christmas tree material may be used. All furnishings, drapes, etc., are to be kept away from the heating units to prevent damage and/or fire.

GENERATOR/FIRE ALARM SYSTEM - There is a generator in the building to provide emergency power in the hallways in the event of a power outage. This generator and the fire alarm system will be tested weekly.

GUEST Room and GUEST Suite- A "guest room" is available for visitors/families of Carroll Heights Tenants or Hillview and Terrace residents and families. The Guest room and the Guest suite are available for a nightly rate. Reservations should be made with the Manager as far in advance as possible to assure availability.

HALLWAYS - Hallways are always to be free of litter or obstacles. As a safety precaution, no boxes, wheelchairs, doormats, or other materials may be left in the hallways as a safety precaution.

HANDBOOK - This handbook containing helpful information, policies and procedures is provided to all Tenants at the time of occupancy. It includes information on the operation of the air conditioner, stove and refrigerator and various forms for your use. All changes to this handbook will be approved by Management. Tenants will be informed, in writing, of any changes to the handbook.

HANDICAPPED EQUIPMENT - Handicapped equipment such as safety bars may be added to an apartment as a permanent alteration. Cost of equipment is the responsibility of the tenants. Please contact Management for any permanent alteration requests.

HEALTH/SAFETY CHECKS - Each apartment will be inspected on an annual basis to check for proper operation of smoke detectors, air conditioners, emergency call system, appliances, sinks, tub, and the general cleanliness of the unit. Tenants will be given a twenty-four (24) hour notice of inspections. This will be by the means of a posted notice of apartment checks in the lobby at least a week prior. Staff will note maintenance work that may be necessary. Tenants are asked to be present during the inspection or make other arrangements.

HEATING - Your heat is individually controlled. The apartments have electrical heat that is included in the rental fee. The thermostats are in the living room and bedroom areas. If you should have any questions, please contact Management.

HOMESTEAD TAX CREDIT – Since the Carroll Heights building is exempt from property taxes, Carroll Heights Tenants **DO NOT** qualify for Homestead Tax Credit. According to the IRS and La Crosse County Corporation Counsel (10/14/85), only those tenants residing in tax assessed buildings are eligible for Homestead Tax Credit.

HOUSEKEEPING SERVICES - If you are interested in housekeeping services, we offer contact information of outside agencies. Please see management if interested. Residents are required to be present during the time in which services are provided.

INSURANCE – It is the Tenants responsibility to obtain renters' insurance on personal items and furniture. Carroll Heights does not carry insurance to protect tenant belongings against theft or fire.

KEYS – You will be issued one mailbox key, two entrance keys and two apartment keys when you lease your apartment. The entrance keys open all exterior doors, as well as the storage door and the connecting door to Hillview. You will be asked to sign a key card indicating you have received these and any additional keys. Keys are not to be duplicated except by Carroll Heights' staff. A nominal fee of \$5/key is charged for the replacement of lost or missing keys. Always check to be sure that you have your keys before leaving the apartment. There is a charge of \$50 to replace lost keys.

LAUNDRY FACILITIES - Coin operated automatic washers and dryers are furnished on each floor near the elevator and are **for Tenant use only**. If the washer/dryer on your floor is in use when you wish to wash; feel free to use the laundry facilities on another floor. We ask that the lint be removed from the dryers when you finish, and the laundry room is kept neat and clean. Please do not use more than one washer/dryer at a time in consideration of other Tenants who may need to use the machines or have providers with limited amount of time to complete laundry. DO NOT OVERSTUFF the machines please.

LAWN AREA - The lawn area reflects our building and is for the general use and enjoyment of the Tenants. Please be sure to pick up anything you may drop or see on the lawn area.

LEASE - The lease is for a period of one year with a forty-five (45) day cancellation clause. The initial lease duration is to the end of the year. Rental rates most often go up at the beginning of the year. A lease must be signed prior to occupancy. A copy of the lease shall be given to each tenant upon occupancy.

LIBRARIES - Carroll Heights has many donated books. We have installed bookshelves on each floor in the elevator lobbies to provide easy Tenant access to reading materials. Please enjoy the books or magazines but return them when you are through so others may enjoy them also.

LIGHT BULBS - Light bulbs are furnished in all Carroll Height's fixtures at the time of occupancy. The Maintenance staff will install light bulbs for you. You will be responsible for any damage if you use a higher wattage bulb than the fixture is rated.

LOBBIES/LOUNGES - See "Common Areas."

LOCKOUT - The entrance doors are always locked. If you are locked out of the building, go through the entry system to another tenant. Management or staff from Hillview have access to the Master Keys and can let Tenants into their apartment. A charge of \$5 will be made for lockouts occurring for evening, weekend, and holiday

lockouts.

MAIL - Arrangements should be made through the postal service to have your mail forwarded to Carroll Heights. Your new address is:

_____Your Name _____
Carroll Heights - Apt. # _____
3505 Park Lane Drive
La Crosse, WI 54601

The mailboxes are all located in the main lobby. You are issued a key to your mailbox at the time of occupancy. You are encouraged to empty your mailbox daily. UPS deliveries will be made to your apartment. If you are going to be absent for a period, arrangements should be made to have someone pick up your mail or you may request the postal service to hold your mail.

MAINTENANCE REQUESTS - All maintenance requests must be made in writing using a Maintenance Request Slip. A supply is found on each floor on the bulletin board. Maintenance will be available, by written request, to hang pictures, mirrors, shelves, etc. When you are ready to have this done, please fill out a "Maintenance Request" form and submit to Maintenance in the mailbox by the Maintenance Shop on 1st Floor. All necessary repair or maintenance work must be done by Maintenance personnel. Hanging or re-hanging pictures, mirrors, etc., more than sixty (60) days following move-in will be charged on a "time" basis. Equipment failure (stove, refrigerator, air-conditioners, etc.) should be reported to Management/Maintenance immediately.

A maintenance emergency should be reported to the Manager and followed by a completed, signed Maintenance Request form. The Manager and/or Maintenance staff may enter an apartment for the purpose of a maintenance emergency.

NEGLIGENCE - If a Tenant, a family member, or guest damage the apartment or common area, the resident will be billed for damages, repairs and/or replacement as may be determined by Management.

NEWSPAPER DELIVERY - Newspapers are delivered to The lobby of Carroll Heights. Please contact the La Crosse Tribune for delivery. Old newspapers should be taken to the Re-cycling room on 1st Floor across from the elevator.

NOISE CONTROL - Tenants should maintain noise levels to a degree that is not offensive to other Tenants. Tenants should be considerate of neighbors and refrain from making loud noise that will disturb other Tenants. It is requested that no unnecessary noise (including TV, radio, stereo, etc.) be made after 10:00 p.m. and before 8:00 a.m. (Use of earphones is suggested.) Tenants should respect the rights of others to privacy, safety, and security. Guests, particularly children, are not to run in

the hallways or be disruptive in common areas. Please do not slam doors but close quietly.

NOTARY SERVICE - There is a Notary Public in the Hillview Business Office for your convenience in notarizing documents.

PAINTING - Apartments will be re-painted every eight years at no cost to Tenants. Please contact Management to plan for the re-painting. Tenants are asked **NOT** to do any painting on their own.

PARKING - Parking is available to Tenants both in front and behind the building. If you park in front of the building, it is suggested you use the lower level to allow for visitor parking on the upper level. A limited number of carports are available for a rental fee. If interested, contact the Household Coordinator.

PATIO - A patio area is provided during the summer months for the enjoyment of the Tenants and their guests. It is located at the rear of the building by the carports. No grills are allowed.

PEST CONTROL - There is an annual contract for exterminator/pest control. Each apartment is treated three times per year, or more often, if necessary. Any problems/concerns should be reported to Management.

PETS - Pets such as cats and dogs are not allowed at this time.

PICTURE HANGING - Your pictures, mirrors, etc., are to be hung by our Maintenance personnel. We recommend this work be done as soon as possible after your arrival. After 60 days a charge may be assessed for this service.

PROBLEMS/COMPLAINTS - Problems or complaints should be presented to Management in writing. If possible, Management will attempt to resolve problems on a first-come, first serve basis depending on the degree of emergency.

RE-CYCLING - Carroll Heights is engaged in recycling newspapers, glass, aluminum cans and plastics. Please take these items to the recycling room located across from the elevator on 1st Floor. Recycling helps the environment and reduces our trash removal charges. Money received from recycling is used for decorating the hallways and for social events.

RENT - Rent is payable one month in advance on or before the 5th business day of

the month. A \$5 penalty will be assessed for rent not paid by the end of the 5th business day of the month for the first late rental, \$10 for the second late rental and \$15 for the third late rental within a calendar year. We encourage you to pay rent by check or money order. No bills will be issued for rental fee, please submit monthly checks in the rent box on 1st Floor by the Household Coordinator's Office.

Rental Fee Re-Evaluation/Adjustments will be determined by the Governing Board. You will be notified forty-five (45) days in advance, in writing, as stipulated in the lease agreement.

REPAIRS - All repairs are to be made by Maintenance personnel. Please submit request for repairs on a Maintenance Request form.

SECURITY - The entrance doors to Carroll Heights are always locked. All Tenants should be sure the doors are latched tightly when entering or exiting the building. Guests may use the entry phone in the front/rear entrances for admittance.

SECURITY DEPOSIT - The security deposit is one (1) month's rent and must be paid prior to occupancy or with the first month's rent.

SMOKE DETECTORS - Smoke detectors have been provided in each apartment for your safety. These are checked periodically by the Maintenance staff. Please do not de-activate your smoke detector or cover them. It is your responsibility to advise Management, in writing, of any smoke detector problems. Management has five (5) days to correct the problem.

SMOKING - Smoking is not permitted in your apartment or on the Carroll Heights premises. All Carroll Heights apartments are smoke-free as of April 9, 2003.

SNOW REMOVAL - All parking lots, driveways and walks are maintained and cleared by the Maintenance staff. Residents are asked to move their cars to a plowed area after a snowfall.

SOLICITING - No door-to-door soliciting is allowed. Residents should notify Management when solicitors or other unauthorized persons are present in the building.

STAIRS/EXITS - For emergency purposes, it is important for you to know the location of stairs/exits in relation to your apartment. This information is shown on the evacuation plan on the inside of your apartment door.

STORAGE - Storage is provided in each apartment. Additional storage is

provided for each Tenant on 3rd Floor, East of the elevator. Tenants must provide their own padlock for their storage. The door to this room is kept locked and the entrance key will open the door.

TELEPHONE - The telephone jacks are in the living room of each apartment. Each Tenant is responsible for securing telephone installation from Century Link Telephone by contacting Residential installation services at 608-796-5300 or 1-800-201-4099. There will be an initial hook-up charge and monthly service fee based on what services you wish to purchase. (See Century Telephone Information Sheet.). Carroll Heights is not liable for telephone equipment, charges, or services.

TIPPING – Tipping staff or gift giving is not permitted.

TORNADO SAFETY - When the possibility of severe weather exists, please stay tuned to local radio and/or TV stations for up-to-date weather reports. When a tornado warning is issued for the immediate area, please pull drapes, and stay away from window areas. You may wish to go to an area that does not have windows such as the bathrooms, hallways, or the East Hall on 1st Floor (near maintenance office) with fire door closed to the lobby to prevent injury from flying glass. Remain in the sheltered area until the threatening weather has passed or an all clear is given on radio or television.

TRASH - We ask that all trash/garbage be disposed of using **REGULATION** trash bags. The trash chute is located across from the elevator on 2nd, 3rd, and 4th floors. The trash cart is in the recycling room across from the elevator on 1st floor. Our dumpster is not to be used to dispose of large personal items.

TV/PHONE JACKS - Television and phone jacks are in the living room area of each apartment.

VOLUNTEERS - Tenants are encouraged to consider volunteering at Hillview!! Volunteers help with social events or assist with one on ones with residents. All volunteers are greatly appreciated and an important piece to the care we provide. Please contact Management if you would be willing to volunteer.

VOTING -

La Crosse City	- 15th District
La Crosse County	- 15th District
State Senate	- 32nd District
State Assembly	- 95th District
Congress	- 3rd District
US Senate	- 2 Senate Positions

Polls

Mary Mother of the Church Parish Hall
2006 Weston St.
Use west entrance for parish hall.

WALLS/WALL HANGINGS - All wall decorations, pictures, mirrors, etc. will be hung by Maintenance staff. New tenants may have this completed within 60 days of move-in at no charge. Beyond 60 days, a service charge may be made for this service.

WINDOWS - Residents should be conscientious about keeping windows closed during heavy rains and storms to avoid water damage. When leaving the apartment for any length of time, the windows should be closed to avoid energy loss. No additional materials may be added to the windows without prior written approval of Management utilizing the Permanent Alteration Agreement. We will contract an outside service to do occasional outside window cleaning. Tenants are responsible for their own interior windows.

APPLIANCE OPERATING/CLEANING INSTRUCTIONS

AIR CONDITIONERS

for normal cooling set the switch at HIGH COOL. Set the Thermostat control at desired number. If room temperature is not satisfactory after a reasonable time, set the temperature control at a higher number for a warmer room and lower number for a cooler room.

For quieter operation set the switch at LOW COOL. In extreme hot conditions we always recommend setting your switch to HIGH COOL.

STOVE

Controls – The top surface burners and oven are controlled by switches located on the front of the unit. The signal light located next to the switches shows when the oven or burners are operating. To turn oven on, turn control knob clockwise to desired temperature.

Care – The top surface burners and oven should be cleaned when spills occur. To clean surface burners, remove the element by lifting the edge to clear surface and disengage by pulling the element horizontally away from opening.

Use stainless steel cleaner on stainless area of the unit and a “Soft Scrub” type cleaner on any enamel/painted surfaces.

REFRIGERATOR:

Controls- The temperature control dial has nine settings plus **0**. **1** is the warmest. **9** is the coldest. At first, set the dial at **5**. After using the refrigerator, adjust the dial if necessary.

Allow 24 hours for the refrigerator to get cold.

Note: Turning the dial to **0** stops cooling in both compartments – fresh food and freezer. It does not shut off power to the refrigerator.

For proper circulation of air, shelves should **NOT** be lined with aluminum foil or wax paper.

Care – Although the refrigerator and freezer sections are frost free, they should be cleaned periodically. Do not use abrasive cleaners or scouring pads to clean. Wash with warm, sudsy water, rinse well and dry. Clean door gaskets with mild soap, rinse well and dry.

Maintenance – Please fill out a “Maintenance Request Form” for any repairs which may be necessary on any appliance provided.

CARROLL HEIGHTS APARTMENT CONDITION CHECK LIST

Tenant _____ Apt.# _____

Date In _____

Date Out _____

IN” CONDITIONS

“OUT” CONDITIONS

Living Room

Carpet _____

Paint/Walls _____

Windows/Screen/Blinds _____

Door _____

Kitchen

Vinyl floor (transition strip) _____

Paint/Walls _____

Windows/Screens/Blinds _____

Refrigerator _____

Stove _____

Cabinets/Counter _____

Light fixture _____

Bathroom

Vinyl _____

Paint/Walls _____

Shower/ rods _____

Shower Head _____

Medicine Cabinet/Sink _____

Towel Bar _____

Paper Holder _____

Tub _____

Toilet _____

Bedroom #1

Carpet _____

Paint/Walls _____

Windows/Screens _____

Door _____

Light
Fixture/Fan _____

Closet Door/Rod _____

Bedroom #2 (where applicable)

Carpet _____

Paint/Walls _____

Windows/Screens _____

Door _____

Light Fixture/Fan _____

Closet Door/Rod _____

Miscellaneous

General _____

Other _____

The above check list was made in our presence and with our approval on. We have read and understand the contents of the checklist.

Apartment Management/Date

Apartment Management/Date

Tenant/Date

Tenant/Date

For SECURITY DEPOSIT RETURNS:

As determined in the "Check Out," you will be charged for the actual cost of necessary cleaning, replacement and/or repairs upon vacating the apartment.

Forwarding Address:

Please advise us as to where the Security Deposit Refund should be sent. The check will be made out to the tenant or the estate of. The check will be processed through our downtown office. If you wish the check to be made out otherwise, you will need to complete the affidavit paperwork. Thank you for your understanding.

Name:

Street Address:

City:

State:

Zip:

