



MELROSE STATION APARTMENTS

- A FIRST MONTGOMERY GROUP COMMUNITY -

NEW RESIDENT  
HANDBOOK



# WELCOME TO YOUR NEW HOME!

## YOUR NEW ADDRESS IS:

902 Valley Road Unit# \_\_\_\_\_  
Melrose Park, P.A. 19027

This handbook will answer questions that may arise regarding the care and use of your apartment. Please take the time to read it. Keep this handbook handy so you can refer to it as needed.

## **Our #1 Priority is to Provide Outstanding Service to Our Residents.**

Customer Service is available to assist you weekdays 9AM - 5PM  
Monday thru Friday, and Saturday 11AM - 5PM.

**CUSTOMER SERVICE: 215-635-1600**

## **EMERGENCY MAINTENANCE**

Weekdays before 9AM and after 5PM.

Weekends and holidays, please call:

**1-800-355-1334**

In addition to the telephone numbers listed above, you can contact us by:

- Submitting an email or non-emergency service request on-line, our website address is: [melrose@.fmgnj.com](mailto:melrose@.fmgnj.com)
- Mailing Correspondence to:  
902 Valley Rd #34 Clubhouse, Melrose Park, PA 19027
- Like us on facebook:  
<https://www.facebook.com/MelroseStationApartments>

*Thank you for choosing an apartment managed by  
First Montgomery Group, Creator of Fine Properties.*



## TABLE OF CONTENTS

Air Conditioner	6	Locked Out Of Apartment	5
Appliances: Refrigerator, Range, Oven, Dishwasher, Disposal, Trash Compactor	9	Mold Provention	14
Asphalt	30	Moving	31
Balconies	26	Patio Area	26
Barbecues	24	Payment Centers	1
Cable	29	Pest Control	28
Carbon Monoxide and Smoke Alarm	24	Pet Policy	30
Ceramic Tile	17	Plumbing Fixtures	16
Clubhouse	30	Resident Referral	4
Cold Weather Precautions	30	Safety Tips	20
Correspondence	1	Satellite Dish	29
Customer Service Phone Numbers	1	Smoke Detectors	22
Electrical Systems	19	Snow Removal	30
E-mail Contact Information	1	Trash Compactor/ Dumpster	29
Emergency Maintenance	5	Utility Bills	8
FansVentilating	13	Utility Installation or Changes	29
Fire Prevention	20	Vacation Helpful Hints	29
Floors: Tiles, Wood, Vinyl, Carpet	17	Walls	26
Insurance	25	Water Heaters	16
Key Replacement	6	Water Leaks	16
Kitchen Cabinets, Counter Tops, Faucet, Sink	11	Windows, Screens, Patio Doors	26
Laundry Facilities	27		



## MELROSE STATION APARTMENTS RESIDENT REFERRAL

**Refer a friend and you could receive  
a check for \$200 - \$400!**

**Our way of saying thank you when you refer a  
friend to any community owned and managed by  
The First Montgomery Group.**

- Tell your friend about your great apartment.
- Come to the office for the correct forms
- We will send you a \$200 - \$400 reward 30 days after your friend moves in.

SOME RESTRICTIONS APPLY.

*If you have any questions regarding any of the information contained  
in this handbook, please do not hesitate to contact our office.*

*Thank You!*

## - EMERGENCY MAINTENANCE -

For emergency maintenance before 9AM and after 5PM,  
weekends and holidays, please call :

**800-355-1334**

An "Emergency" is defined as a situation which threatens the life,  
health or safety of the resident, other residents, or the apartment  
building, including, but not limited to the following:

- No electrical power
- No entrance hall light
- No water
- No heat
- No A/C- if called in before 8:00 p.m.
  - If request is received after 8 p.m., on call personnel shall contact the resident and perform minor troubleshooting over the phone: "Is the thermostat set on cool?" "Is the thermostat set so that it's calling for cooling?" "Is the HVAC breaker tripped and need re-set?", etc. If none of these resolve the situation, on call personnel shall advise the resident that they will be out of the following morning to address the situation.
- Refrigerator not working
- Doors and windows not securable
- Sewer back-up
- Clogged commode (if unit has only one bathroom)
- Fire - call 911 first
- Major water leak
- Storm damage
- Icy walk, stairs, snow issues that pose a risk to the Residents and their guest
- Fire/Smoke/CO Detector Alarming

## - IF YOU ARE LOCKED OUT OF YOUR APARTMENT -

Please call the Leasing Office during regular business hours.

After hours, residents must contact a locksmith.

**Only leaseholders and occupants named on the application to lease  
the apartment age 8 or older will be allowed entry,  
after showing identification.**

## - KEY REPLACEMENT -

We are happy to comply with a request for a replacement key between 9:00 a.m. and 5:00 p.m. A leaseholder must be at home to accept delivery of the key and there is a fee of \$5.00 per key, except in the case of a mailbox key replacement, the charge will be \$10.00. The fee is to be paid with your monthly rent on the first of the month following the lock-out.

## - HEATING AND AIR CONDITIONING -

We take care of your unit for heating and air conditioning. The units on the property are quite simply air handlers. The units on site are one or the other. Once AC is enabled, heat can NOT be used, and visa versa. Once the heat is turned on, the AC can NOT be used. On or before May 15th we enable the air conditioning to the unit by turning OFF the heat to the unit. On or before October 1st, the heat is enabled into the unit.

Should you need heat earlier in the year, or AC earlier, please call customer service to have your unit specifically turned back to the other setting. Using the HEAT during the AC season, will cause excessive use to the unit, and thus your electric bill. We ask for your understanding during these transition times of the year.

### **The Proper Use Of Your Air Conditioner**

Your air conditioner is designed to reduce the temperature in your apartment and make you feel more comfortable by also reducing the relative humidity in the apartment. As a precaution, test your air conditioner in April to be sure it is operating properly.

Depending on the location of your apartment and the direction it faces, the cooling system should reduce the inside temperature to 15° lower than the outside temperature as well as reduce the relative humidity.

If you set the thermostat at more than 15°- 20° less than the outside temperature, the air conditioner will run constantly at a greater cost to you. The air conditioner is not designed to run continually and may malfunction if operated around the clock.

*Listed on the following pages are some "DO's and DON'T's" which will keep your apartment more comfortable at a lower cost to you.*

## - DON'Ts -

**DON'T** be a "Thermostat Jiggler". You should turn your thermostat to the cool position, place your fan switch in the automatic position, set the temperature desired and forget it.

**DON'T** be alarmed if, on an extremely hot day, the indoor temperature increases several degrees above the thermostat setting although the unit is operating. A three through six degree increase is normal due to the peak demand on this system. As the outdoor temperature decreases in the evening hours, your temperature setting will be regained.

**DON'T** turn off the air conditioner even if you are away all day as this will increase the humidity in the air. It will take quite a while to get the temperature and the humidity down to a comfortable level. On a hot, humid day, 8 to 12 hours of operation is required to obtain this comfortable level.

**DON'T** be concerned if your unit runs continuously after nightfall on a hot day. While the outside air will cool after sundown, the heat stored in your outside walls during the day will continue to flow into the apartment for several hours.

**DON'T** block supply or return air ducts.

**DON'T** open windows after sundown. While night air seems cool, it is generally loaded with moisture which is soaked up by furniture and fabrics. This moisture will have to be removed the next day when you again turn on the air conditioner.

**DON'T** call the customer service department before checking the thermostat. It may have been accidentally bumped and the setting changed or it could be a BGE cycling event as explained on page 2.

## - DO's -

**DO** turn on your bathroom exhaust fan while showering and leave it on until excess moisture is removed.

**DO** lower your thermostat setting two or three degrees before entertaining. People give off constant heat and moisture, and a large group can create an extra cooling load.

**DO** call the customer service department for any repairs to the unit. Our staff is trained to perform this service. Turn the unit off immediately so it can be serviced. Service cannot be performed if the unit is overheated.

**DO** call customer service in the event the filter has not been changed by the end of May and by the end of October.

## - UTILITY BILLS -

You are responsible for the utilities consumed within your apartment. The following suggestions are offered as ways to possibly lower your gas and electric bills.

## - HEATING AND AIR CONDITIONING -

As a precaution, test your air conditioner in April and heat in October to be your sure each is operating properly.

Maintain thermostat controls for cooling at not less than 75° during the cooling season and heat controls at not more than 68° during the heating season.

Adjusting drapes, blinds or shades can help insulate your apartment. The use of insulated drapes will greatly decrease heat transfer. For example, during the winter keep them open to let the sunlight warm the air and reduce the heating system's load. On summer days, close drapes on the sunny side to reduce incoming heat.

Keep doors and windows to the outside shut when the air conditioning or heat is on.

The filter will be changed on the heating and cooling system quarterly. You can periodically check the filter, if accessible. If the filter needs to be replaced, please call customer service.

Never block the filter or registers with clothes, furniture, or bulky items as they will decrease the efficiency of the unit.

Appliances give off heat which the cooling system has to counteract, so during the hottest time of day, minimize their use.

After bathing, keep the bathroom door closed and turn on the bathroom exhaust fan or open the bathroom window to remove the moisture and prevent it from circulating throughout the apartment.

## - KITCHEN -

The range will cook more efficiently if you match the diameter of pots and pans to those of the heating elements to prevent heat from escaping into the air.

Oven heat will not circulate efficiently, never use the oven to heat your kitchen.

Glass or glass ceramic baking dishes transfer heat better than metal and can be used in an oven set at 25° lower than required.

Whether cooked in the oven, broiler or on top of the range, frozen foods will use less energy if they are removed from the freezer and thawed in the refrigerator compartment first.

Do not set your refrigerator or freezer to run colder than necessary.

Small appliances such as microwave ovens, electric skillets, toasters, crock pots, etc. are an economical way to prepare small meals since they use less energy than the range.

## - APPLIANCES -

Any damage other than ordinary wear and tear will be your sole responsibility. Do not add decals or any type of stick-on decorations to the enamel surface of any appliance. Follow all directions in the instruction booklet as to operation and cleaning. If you have any further questions, call customer service.

## REFRIGERATORS

Do not overload the freezers; this will block air flow which will create a problem with the freezer temperature. For maximum efficiency the refrigerator coils should be dusted periodically.

In addition, you may have a grille on the front at floor level. Check the grille periodically and clear the lint using a brush or vacuum cleaner attachment. At least twice a year, remove the grille and clean the area behind it with a vacuum cleaner attachment.

**Before you start cleaning, turn temperature control to OFF.**

***Refrigerator Cleaning Caution: never use gritty soaps, abrasive cleaners or heavy duty cleaners on any part of your refrigerator.***

- **Food Compartment:** Wash with warm water and baking soda solution (3tablespoons to a quart of water) or mild sudsy water. Rinse and dry.
- **Ice Trays:** Wash with warm sudsy water. Don't use hot water or abrasive cleaners.
- **Door Seal:** Clean with mild soap and water, mild detergent, or soda solution described above.
- **Exterior:** Wipe with a damp cloth.



### BEFORE CALLING FOR SERVICE:

1. Is the cord firmly plugged into the wall outlet?
2. Have you tripped a circuit breaker?
3. Check the front grille for heavy dirt accumulation and clean if necessary.

## RANGES

### General

Be sure to turn off all controls before cleaning. Do not use or spill oven cleaner on metal trim! Never use gritty soaps or abrasive cleaners on any surface. Do not use any sharp instrument (like a knife or razor blade) to clean any surface. Use gentle cleaners on all surfaces if you are only wiping it clean.

### Exterior

Wipe up spills at once with a paper towel. Clean with a damp, sudsy cloth when surface cools. Then rinse and dry with a cloth.

### Control Panel

Wash with a damp, sudsy cloth, then rinse and dry with a cloth.

### ELECTRIC RANGES (Where Applicable)

**NEVER** cover the stove top drip pans with aluminum foil, this creates a fire hazard.

**NEVER** cover the oven bottom or oven rack with aluminum foil. Improper use can cause poor heat flow, poor baking results, and may damage the oven finish. To prevent staining from spillovers, you may place a piece of aluminum foil or a cookie sheet on the rack below the food which may spill over.

The oven vent is located under the right or left rear burner. This area could become hot during oven use. It is normal for steam to come out of the vent and/or collect moisture underneath when the oven is in use. The vent is important for proper air circulation. *Never block this vent.*

## GAS RANGES

Some ranges are equipped with an electric ignition feature, rather than a standing pilot. To light the burner, turn the burner control knob to the light position. Once it lights, turn the knob from the light position to the desired flame height. Clean cook top units with detergent and hot water.

Rinse and dry. Check burner holes in cooking tops occasionally.

If they are clogged, contact customer service.

**NEVER** cover any slots, holes or passages in the oven bottom or cover an entire shelf with materials such as aluminum foil. Doing so blocks air flow through the oven and may cause carbon monoxide poisoning. Aluminum foil linings may also trap heat, causing a fire hazard.

## SELF CLEANING OVEN

A self-cleaning oven cleans itself through a heat process. This should only be done with the windows open (as a small amount of 'burn-off' may occur) The self-cleaning oven will remove baked-on spatters and drippings of all sorts and eliminate the messy, difficult chore of oven cleaning

**NOTE:** *the use of abrasive or commercial oven cleaners, such as "Easy Off" will permanently scar the inside surface of the oven and ruin it.*

## CONTINUOUS CLEANING OVEN

The ceramic coating of the continuous-cleaning oven can spare you hours of messy, tedious oven cleaning. It begins to clean whenever the oven is turned on. The entire oven interior, except oven racks, rack supports and the door, has been coated with a unique ceramic compound which is bonded to steel. This special ceramic coating allows greasy spatters to disperse rapidly over a large area instead of forming beads of grease which bake on. Therefore, your oven is always clean.

**NOTE:** *the use of abrasive or commercial oven cleaners such as "Easy Off" on the continuous cleaning ovens will permanently scar the inside surfaces of these ovens. Use only liquid detergent such as Ivory liquid and semi-stiff nylon brush in warm water*

### BEFORE CALLING FOR SERVICE:

#### Electric Ranges

1. Is the electrical cord plugged firmly into the wall outlet?
2. Have you tripped a circuit breaker?
3. Is surface heating element level? Was unit replaced properly after cleaning?
4. Is burner perfectly flat? Is range level?
5. If oven doesn't heat, is oven control turned to BAKE or BROIL position and temperature control turned to ON?

### **Gas Ranges**

1. Is pilot light on? There are instructions on the **INSIDE** of the lower stove door. There are typically 2 standing (always lit) pilots under the cover of the stove top. This will cause some minor heat to be consistently radiated. Please be aware of this and do not store items or food on the stove top. There is also a pilot light in the very bottom of the stove, along the back of the oven, underneath. These are typically difficult to relight. Please read the directions located on the stove interior door to relight this pilot.
2. If oven is not heating properly, is the heat sensing capillary tube in oven covered with grease or oven cleaner? This could cause false temperature readings.
3. Are gas flame holes in cook tops clogged?

### **DISHWASHER**

#### **Interior**

Generally, the dishwasher tub is self-cleaning. However, after long usage in hard water areas, a white film may develop. The tub should then be wiped with a damp cloth and a mild cleansing powder.

#### **Exterior**

To clean, wipe with a warm, damp, sudsy cloth; rinse and wipe dry.  
Do not use gritty or harsh cleaners.

#### **Use of Dishwasher**

Do not use liquid soap unless it is specifically made for a dishwasher.

#### **BEFORE CALLING FOR SERVICE:**

1. Is the control that starts your dishwasher in the "ON" position?
2. Is the door closed?
3. Have you tripped a circuit breaker?
4. Is the water supply shut-off valve turned on?

### **- GARBAGE DISPOSAL -**

#### **DON'T PUT ANY DRAIN CLEANER INTO THE DISPOSAL.**

The chemicals in drain cleaners can ruin a disposal. If disposal won't operate or stops while running, it is usually due to an overloaded or jammed condition. Remember, do not put bones or fibrous materials such as potato skins, onion skins, banana peels, etc. into the disposal.

Be sure to run cold water while disposal is being used. Use extreme caution due to sharpness of blades.

#### **BEFORE CALLING FOR SERVICE:**

1. Wait about 3 minutes before pushing the reset button (usually red in color) on or near the bottom of the disposal.
2. Check to make sure you haven't tripped a circuit breaker.
3. Turn disposal switch to ON.
4. If still not working, please call the customer service department

#### **- FANS & VENTILATING -**

*Be sure to turn the fan off before cleaning or removing the filter.*

#### **Filters**

The mesh filters in your kitchen range hood fan should be cleaned regularly to reduce fire hazard and keep the pulling power of your fan up to its maximum. This will also help keep the area walls, floors and ceiling clean.

Clean the filter or filters by swishing them up and down in hot sudsy water. Then rinse with hot water and let drip dry. When replacing the filter, be sure it does not prevent the fan from spinning freely.

#### **Fan Blades and Motor**

Clean with a damp, sudsy cloth. Do not put the fan or motor in water

#### **Hood**

Excessive grease/residue can be a fire hazard. Clean both the top and underside of the hood with a damp, sudsy cloth. Cleaning the underside is very important since deposits here will form a hard residue that is very difficult to remove if not cleaned regularly.

### **- KITCHEN - CABINETS, COUNTER TOPS, FAUCET AND SINK**

#### **Kitchen Cabinets**

Wood cabinets should be treated as any other wood furniture.  
Clean with the same cleaners and polishes you use for the rest of your wood furniture.

To clean laminated plastic cabinets such as Formica and metal cabinets, simply wash with mild soap and water, rinse and dry.

**DO NOT** hang wet or damp cloths or towels over the cabinet doors. This could cause swelling and damage to the door.



### **Counter Tops**

These are made of high pressure, laminated plastic and are not harmed by ordinary solvents, alcohol, boiling water, acids and alkalies. They withstand heat up to 275°, but do not set cooking utensils from your oven or range top directly on the counter since the utensil will be hotter than 275°. Do not cut anything directly on the counter top. Use a cutting board. Some apartments may have counter tops that look like wood-grained butcherblock. However, they are not wood and will scratch like Formica. Please use a separate cutting board in these apartments as well.

To clean, simply wash with mild soap and water; rinse and dry. Do not allow water to stand or puddle on counter top surface.

Waxing is not necessary.

### **Kitchen Faucet & Sinks**

To clean, use soap and water with a sponge or cloth. Then rinse with clear water and polish with a dry cloth.

*If the faucet drips after being turned off, or you suspect the sink trap or disposal leaks, please contact customer service promptly as water leaks can be very destructive.*

### **- MOLD PREVENTION -**

Molds are part of the natural environment and are naturally found outdoors as well as indoors. Molds are usually not a problem indoors unless they land on wet or damp spots and begin growing. While there are many types of mold, none of them will grow without moisture. Since it is impossible to eliminate all mold and mold spores indoors, some mold spores will be found floating through the air and in house dust. The mold spores will not grow if moisture is not present. Indoor mold growth can be reduced or controlled by controlling moisture indoors.

### **TIPS FOR RESIDENTS**

***Residents can help minimize mold growth in their homes by taking the following actions:***

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature between 50° and 80° Fahrenheit within your apartment at all times. This will help control the humidity level.
- Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of

environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth

- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture accumulates, like counter tops, windows and windowsills.
- Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- If overused, humidifiers used to add moisture to the air can contribute to potential mold growth.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills or pet urine on carpeting.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist shoes, stacks of clothes or other cloth materials to be in piles for an extended period of time.
- Immediately report any evidence of a water leak or excessive moisture in your apartment, storage room, or any common area.
- Immediately report any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning. Immediately report any failure or malfunction of your heating, ventilation, air-conditioning system, or laundry system. As your Rental Agreement provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.
- Immediately report any inoperable windows or doors.
- Immediately report any musty odors that you notice in your apartment.

## - PLUMBING FIXTURES -

### **SINKS, TOILETS AND BATHTUBS**

*Please report all leaks and dripping faucets to customer service promptly.*

**DO NOT** place decals on the bathtub, sink or toilet. To clean fixtures, use soap and water with a sponge or cloth. Then rinse with clear water and polish with a dry cloth. If this method does not clean satisfactorily, a mild cleaning compound may be substituted for soap. But use only a mild cleaner. Avoid harsh, gritty compounds. In removing foreign deposits, avoid using a knife or razor blade. These may damage the glaze.

**DO NOT** place lit smoking materials on vanity tops. Use caution when placing hot curling irons, etc. on vanity tops.

Minerals in some water can discolor and stain surfaces. Spilled medicines, hair rinses, and drain pipe solvents should be cleaned up immediately.

Use fixtures with care. A blow from a heavy or sharp object may mar or ruin a fixture.

After a toilet has been cleaned with cleanser, swab and flush bowl before using.

Don't drop refuse, toys, sanitary napkins, disposable diapers, combs, and/or toothbrushes into the toilet. They can cause a stoppage and you may be charged to unclog the toilet.

## - WATER HEATERS -

State mandated MAX temperature is 120°. Our water heaters are located in the basement to which you don't have access to. If you need yours serviced, or are having any trouble with them, please contact customer service.

*Water heaters should be serviced by the maintenance department only.*

## - WATER LEAKS -

Please report all leaks, dripping faucets and/or water that is not draining properly to customer service promptly because a single water leak can cause damage to many apartments.

*Failure to report water leakage may result in you being held responsible for damage which may occur.*

## - CERAMIC TILE -

Very little maintenance is required for ceramic tile. It does not need waxing or polishing. It does need to be washed with warm water and a mild detergent. Rinse and wipe clean and dry with a soft cloth. To clean the grout between the tiles, use a bristle brush and a mild scouring powder.

Avoid dropping heavy, sharp or solid objects on ceramic surfaces.

You can use a silicone sealer material that will leave a transparent film on the surface of the ceramic tile. It results in a high luster that reduces surface attraction of dust, dirt, staining and water spotting. The silicone sealer will also deposit a waterproof seal on the grout between tiles which resists water and dirt penetration, helping to retain the original new look.

## - FLOORS -

### **WOOD, VINYL AND LAMINATE FLOORS**

*The first rule for proper care is... never use water on wood or laminate floors.*

That is why self polishing waxes which contain water should not be used on wood. Rather, use a polishing type wax, in liquid or paste form. The frequency of application depends on floor wear. For regular maintenance a liquid "cleaning" wax that removes dirt, scuff marks, and grease, and leaves a protective coat of wax is preferred.

If excessively soiled, hardwood floors may be cleaned with mineral spirits, or some of the brand name cleaners designed for this purpose.

To protect the finish of the floors and prevent indentations, it is wise to put furniture rests under the legs of furniture to distribute the weight.

### *Special Suggestions*

1. Do not use paste wax or those containing petroleum solvents. Use only self-polishing wax or vinyl floor polish.
2. Do not use cleaning agents containing caustics, strong soaps or powders or solvents such as gasoline, kerosene, turpentine or benzene.
3. Use damp cleansing pad (or swiffer) and mild cleansing solutions to clean laminate floor.
4. All non-wood floors are subject to indentation from heavy loads. The use of non-staining casters and glides is necessary to provide adequate protection.

5. On new floors, allow sufficient time for the tile to set before washing. This may take from a week to 10 days. Daily sweeping with a soft broom is the only maintenance recommended for this period.
6. Never use sweeping compounds that contain free fats, oils or chemicals on asphalt tile, as they will soften the tile and muddy its appearance.
7. Coatings such as shellac, lacquer, varnish or plastic finishes are not recommended for non-wood floors. They may permanently injure the floor.

### **Carpet**

Carpets will give excellent service if they get reasonable care and attention. They are designed to last at a minimum of 5 years. Periodical cleaning may take place. Please use a regular carpet cleaner. Do not place bleach or any harsh chemical on the carpet surface

#### ***Day-to-Day Vacuuming***

This has two purposes: to remove loose soil and to keep the pile erect. Vacuum daily in moderate and heavy traffic areas such as doorways, halls, etc. Vacuum entire carpet weekly. If applying any type of carpet deodorizer, it is very important to follow the instructions included with the deodorizer. If the instructions include vacuuming, be sure to do this thoroughly to avoid carpet damage. This prolongs the life of the carpet and delays the need for wet shampooing.

#### ***Quick Attention to Spots***

Act quickly when anything is dropped or spilled to remove spots and stains before they dry or set. Have necessary cleaning equipment always on hand and try to identify what caused the spot or stain and remove it by following directions carefully. You will be charged if the spot cannot be removed with normal cleaning. You could be charged for carpet replacement if the spots cannot be removed. If you cannot remove the stain, please call customer service as soon as possible.

#### ***Important Reminder:***

PLEASE DO NOT PLACE FLOWER OR PLANT POTS DIRECTLY ON THE CARPETING in your apartment. When the plants are watered, many of the chemicals that are used to fertilize them can cause stains.

Even professional carpet cleaners cannot remove these stains.

Any flower pot placed on the floor should be placed in a plastic container or a saucer that is non-porous. Porous saucers and containers (like terra cotta) allow water seepage onto the carpet.

Check under all plants that are placed on the carpet EACH WEEK and notify customer service at once if a stain does occur.

*Thank you for your cooperation.*

### **- ELECTRICAL SYSTEMS -**

The wiring in your apartment building meets code requirements and safety standards, and will accommodate an adequate number of electrical appliances. Portable appliances which require your personal attendance for their operation may be used.

#### **Electrical Systems Safety Devices**

The electrical wiring and equipment in your apartment are protected by circuit breakers located in a main electrical panel. They are the safety valves of your apartment's electrical system. The circuit breaker panel is for your safety.

If a breaker is tripped, determine which circuit. Push the switch fully to the "off" position and then return the switch to the "on" position. You may have overloaded the capacity of that circuit and may need to relocate an appliance or lamp to a different circuit. If the breaker trips a second time, report it to customer service or emergency maintenance depending on the time of day this occurs.

#### **Power Failure**

In case of complete power failure in your apartment, first check to see if your neighbors have power; if so, probably one of your main breakers tripped. Find out what caused the breaker to trip before you reset it.

Your breakers are located behind a pull-out in your panel bearing the designation MAIN. If your neighbors do not have power, the difficulty is probably somewhere on the power lines outside the apartment. Please report this to PECO at 1-800-494-4000. Also, report it to customer service or emergency maintenance depending on the time and day.

- FIRE PREVENTION -

***BE SURE THAT ALL OCCUPANTS KNOW WHAT TO DO IN THE EVENT OF A FIRE. AN ESCAPE PLAN IS NECESSARY.***

**If a fire occurs, GET OUT OF THE BUILDING.  
DO NOT RE-ENTER A BURNING BUILDING.**

**Call 911 to report the fire; do not depend on someone else to notify the Fire Department.**

Upon moving into your apartment, familiarize yourself with the hallway in your building. Fire extinguishers are located in the public hallways. Check to see if there is a pull alarm located in the hallway. If possible, in the event of a fire you should pull the alarm when exiting the building.

This will sound an alarm that will notify your neighbors to exit the building. The pull alarm will not notify the fire department or police department.

**Safety Tips for preventing fires:**

- KEROSENE HEATERS ARE NOT PERMITTED IN YOUR APARTMENT OR THE STORAGE AREA WITHIN THE COMMUNITY.
- The use or storage of charcoal, gas grills or open-flame burners is prohibited anywhere in the apartment, balcony or patio.
- Keep cooking areas clean and clear of materials that could catch fire.
- Keep kitchen ranges, hoods and surrounding walls clean; make sure nothing is stored in the oven before lighting it. Do not hang towels, curtains or combustibles above range burners.
- Do not store mops, brooms, ironing boards or combustibles near a water heater or furnace. **ABSOLUTELY NOTHING SHOULD BE STORED IN A FURNACE ROOM.**
- Never leave food cooking on the stove top unattended. Keep a close eye on food cooking in the oven.
- Lit candles should be constantly monitored by an adult and extinguished when adults leave the room or go to sleep. Use candle holders that will not tip over, are made of non-combustible materials and are big enough to catch dripping wax safely.
- Supervise children at all times.
- Keep matches and lighters up high and out of children's sight and reach.

- Smokers must be sure that ashtrays are large and deep and will not tip over. Douse cigarette and cigar butts with water before discarding. **NEVER SMOKE IN BED.** Smoking is not permitted in the common area hallway. When smoking outdoors, fully extinguish smoking materials and place them in a proper receptacle.
- Never store flammable liquids or gases in your apartment or in any storage area within the community
- Keep trash and refuse in plastic or metal containers with tight fitting lids. Do not accumulate rubbish, such as old paper, broken furniture, old cloths, paint cans or other useless items.
- Do not place mattresses or other furniture tight against appliance plugs or outlets.
- If you have small children, install outlet covers to prevent them from harming themselves by inserting anything into receptacles.
- Replace all loose, frayed or broken cords on electrical devices immediately.
- Do not overload extension cords by plugging in appliances that draw a total of more watts than the rating of the cord.
- Follow the manufacturer's instructions for plugging an appliance into a receptacle outlet. As an added precaution, avoid plugging more than one high wattage appliance into a single receptacle.
- Replace cracked or worn extension cords immediately.
- Use extension cords only when necessary and on a temporary basis. Never use an extension cord when it is coiled or looped. Never cover any part of an extension cord with newspapers, clothing, rugs or any objects. Never place an extension cord where it is likely to be damaged by furniture or foot traffic.
- Never use a damaged or spliced extension cord.
- Never use staples or nails to attach extension cords to a baseboard or to any other surface. This could damage the cord or present a shock or fire hazard.
- Check the extension cord plug and body of the extension cord while the cord is in use. If the cord feels hot or there is a softening of plastic, this is a warning that the plug wires or connections are failing and the extension cord should be discarded and replaced.
- Water heaters, furnaces and air-conditioning equipment are to be serviced by the Maintenance Department only.



## **SMOKE DETECTOR AND/OR COMBINATION SMOKE AND CARBON MONOXIDE ALARM**

YOUR APARTMENT IS EQUIPPED WITH AT LEAST ONE SMOKE DETECTOR OR CARBON MONOXIDE ALARM OR A COMBINATION SMOKE DETECTOR AND CARBON MONOXIDE ALARM. FAMILIARIZE YOURSELF WITH THE LOCATION(S) AT MOVE-IN.

NEVER ATTEMPT TO REPAIR OR DISABLE THE DETECTOR(S) ALARM, THIS MAY BE FATAL TO YOU IN CASE OF FIRE.

TEST EVERY DETECTOR(S) ALARM AT MOVE-IN AND WEEKLY THEREAFTER FOLLOWING THE DIRECTIONS IN THIS HANDBOOK..

### **SMOKE DETECTOR AND HOW IT OPERATES**

It is an established fact most fire fatalities are overcome by smoke before the flames even touch them.

To provide early warning against dangerous smoke accumulations, your apartment has an Electronic Smoke Detector that sounds an alarm whenever there is excessive smoke, which may be caused by smoldering cigarettes in your trash container, overheated pots or ovens in your kitchen - or any number of reasons.

When the alarm sounds a “smoke alert,” investigate immediately what is causing the alert. Once the emergency is over, press the test button to reactivate the smoke detector.

Please check your smoke detector at move-in and weekly thereafter by pushing the light, which may be red or green. If the buzzer does not sound, call customer service or emergency maintenance depending on the time and day immediately. Report this or any malfunctioning detector at once.

## **WHAT TO DO IF THE SMOKE DETECTOR SOUNDS**

*Check for fires first. If a fire is discovered follow these steps. Become thoroughly familiar with these items, and review with all family members!*

- Alert small children in the home.
- Leave immediately using one of your planned escape routes. Every second counts, don't stop to get dressed or pick up valuables
- Before opening inside doors, look for smoke seeping in around the edges and feel with back of your hand. If the door is hot use your second exit. If you feel it's safe, open the door very slowly and be prepared to close immediately if smoke and heat rush in.
- If the escape route requires you to go through smoke, crawl low under the smoke where the air is clearer.
- Go to your predetermined meeting place. When two people have arrived one should leave to call 911 from a neighbor's home, and the other should stay to perform a head count.
- Do not reenter under any circumstances until fire officials give the go ahead.
- There are situations where a smoke alarm may not be effective to protect against fire as stated in the NFPA Standard 72. For instance:
  - a. smoking in bed
  - b. leaving children unsupervised
  - c. cleaning with flammable liquids, such as gasoline

## **WHAT TO DO IF THE CARBON MONOXIDE ALARM SOUNDS**

**WARNING - Actuation of your CO Alarm indicates the presence of Carbon Monoxide (CO) which can kill you.**

The alarm/voice pattern is four short alarm beeps followed by the verbal message “WARNING! CARBON MONOXIDE!”

This warning continues until the unit is reset or the CO is eliminated. The unit will automatically reset when the CO concentration drops to an acceptable level or the unit can be manually reset by pushing the test button on the unit. If the CO concentration is at an acceptable level, the unit will return to the “normal” mode. If the concentration remains too high, the unit will reactivate.

While powered by battery only, after four minutes the alarm I voice pattern will sound once every minute. The red LED light will flash while in alarm I voice mode.

### **IF ALARM SIGNAL SOUNDS:**

1. Operate the test button on the unit. If the CO concentration is at an acceptable level, this will reset the alarm to the “normal” mode. If the CO level is above acceptable limits, the unit will reactivate.
2. Call 911 to report the problem.
3. Immediately move to fresh air - outdoors or by an open door I window. Do a head count to check that all persons are accounted for. Do not reenter the premises nor move away from the open door I window until the emergency services responders have arrived, the premises have been aired out, and your alarm has reset and remains in its normal mode.
4. Contact customer service or emergency maintenance, depending on the time and day, to have them investigate and eliminate any conditions causing the elevated CO level or causing the unit to malfunction.

*Never restart the source of a CO problem until it has been fixed.  
**NEVER IGNORE THE ALARM!***

### **BARBECUES BANNED**

COOKING, OF ANY TYPE, IS PROHIBITED ON BALCONIES AND PATIOS. THE USE OR STORAGE OF ANY CHARCOAL OR GAS GRILL OR OTHER OPEN FLAME DEVICES IS PROHIBITED

### **HOW TO USE YOUR RESIDENT-ACTIVATED MAIN ENTRANCE CONTROL**

Your apartment may be equipped with the Electronic Intercom Door Control System that provides you with a fast and reliable means of identifying and admitting every visitor.

Upon approaching your apartment building, a visitor will see the Intercom System with a directory panel that lists each apartment letter and a push button after the letter. Before the visitor can open the locked door, he must press your button to buzz your apartment. You will have buttons on your end of the intercom. You will be able to talk, listen and open the locked door. After you have identified your visitor to your satisfaction, press the lock release button on your end of the intercom and the door of your building will open. Again, please do not release lock until you have identified your visitor to your satisfaction.

IF THE SYSTEM DOES NOT WORK PROPERLY, PLEASE PROMPTLY CONTACT CUSTOMER SERVICE.

PLEASE BE SURE THE DOOR CLOSSES FULLY WHEN ENTERING OR EXITING THE BUILDING. PLEASE DO NOT PROP THE DOOR OPEN. IF THE DOOR DOES NOTWORK PROPERLY, PLEASE CONTACT CUSTOMER SERVICE IMMEDIATELY. DO NOT ALTER THE EXTERIOR INTERCOM DIRECTORY PANEL

### **- INSURANCE -**

Melrose Station Apartments requires all residents to obtain Apartment Renters Liability Insurance of at least \$100,000 through the duration of your lease. In addition, you are required and responsible to obtain Personal Property Insurance of at least \$20,000 or replacement value of personal property in the apartment, through the duration of your lease since you are not covered by our community’s insurance policy. You will not be given keys to move in unless the renter’s insurance policy has been received. The “renters” policy is especially designed to fit the needs of apartment dwellers, providing protection of personal property and for personal liability:

**PERSONAL PROPERTY COVERAGE** is available to protect against loss or damage caused by fire, theft, smoke, vandalism, accidental leakage, overflow of the plumbing systems, and other causes.

**FAMILY LIABILITY COVERAGE** protects against accidental injury within your apartment premises of someone not a member of your household and against bodily injury or damage to the property of others for which you may be legally liable, including cost of legal defense. It generally covers liability arising out of fire, flood or explosion for damage to the premises or to property within the premises. This is particularly pertinent as a resident could be held liable for fire damage to the apartment premises.

The owner of the apartment has no legal liability for damage to your personal property whether caused by your negligence, the negligence of others, the malfunctioning of an appliance, or by the effects of weather.

Thus, if there were a fire in your building started by another person which caused damage to your property and that person had no insurance, any repairs or replacement to your property would be at your expense.



### - BALCONIES/PATIO AREAS -

A balcony I patio area is an area to enjoy. If you store items on the balcony or patio area, it not only detracts from the community, it can be a safety hazard. Only outdoor patio furniture is permitted. In the event of high winds, the furniture should be stored inside of your apartment.

If your balcony floor is made of wood with space between the flooring, be careful when you clean so as not to drip or spill water on your neighbor below. The best way to clean is with a damp mop with most of the water squeezed out.

Do not permanently install floor coverings such as indoor/outdoor carpet on your balcony or patio area.

*Never allow children to be unattended on a balcony.*

### - WINDOWS/PATIO DOORS -

Do not cover the windows or patio doors with paper or plastic or any other materials other than white backed window coverings. Do not use duct tape, masking tape or any other adhering type material on the window frame or the window.

Even though windows are weather-stripped, cold panes can set up a current of cool air which will move through the room. This makes people think there is leakage around the windows. Actually it is caused by the chilling of the room air against the window, which then sets up a cold-air current. Air in motion feels colder, as in the case of an electric fan which does not cool air but sets it in motion.

Windows are the first indicators of excessive moisture in a room. Condensation occurs when moist warm room air comes in contact with a colder surface such as glass. The remedy is to cut down the moisture content of the area by opening windows and turning on bath and kitchen fans or using the HVAC system.

### ALUMINUM AND VINYL WINDOWS

These can be maintained in proper operating condition by the use of soap and water on the frames when washing the glass. Most sliding windows, horizontal or vertical, are designed for a ten pound pull. If sticking occurs or excessive pressure to open and close is necessary, silicone lubricant in spray cans is available in most hardware stores. Do not use a petroleum base material.

### PATIO DOORS

The same care given to windows should be applied. Be sure there are no foreign objects in the track which might impede the proper operation.

Acquaint yourself with the operation of the door hardware for maximum security.

### SCREENS/WINDOW LEDGE

Screens are provided for windows and sliding patio doors. Please contact customer service for repairs I replacements. If screens are damaged by your abuse, you may be held responsible for the cost of repairing them.

No one is to stand on any window ledge or lean on any screen in or outside of the apartment or in the community.

### - HALLS & STAIRWAYS -

All hallways, vestibules and stairways MUST be kept free of obstructions. Bicycles, shoes, baby carriages, etc. must be kept inside your apartment. Loitering is not permitted in the hallways or in the community.

Smoking or carrying lighted tobacco products in the hallways is prohibited. Please remove your mail circulars, etc. promptly to keep the hallway tidy at all times

### - WALLS -

When placing furniture in your rooms, keep it at least 3 inches from walls. The furniture causes a dark line on the walls which is impossible to wash off. Before hanging pictures or wall objects in your apartment, consult with your property manager on the type of hanger to use.

### - LAUNDRY FACILITIES -

Communities with card operated laundry facilities available for our resident's use may be used 24hrs a day. The hours of operation for the card loading station are 9am-5pm Monday – Friday and 11am-5pm on Saturday. Failure to remove laundry by the times stated will result in your belongings being locked in the facility until the next day. We are not responsible for left, lost, or damaged garments.

- Please do not prop the laundry room door open, it should be closed and locked at all times.
- Please do not tint or dye any articles in the laundry tub or washing machine.
- Loitering, smoking or carrying lighted tobacco products is prohibited.

### **Helpful Hints For Your Card Operated Washer & Dryer**

1. Read the directions on the appliance before starting the washer or dryer.
2. Check inside of the washer and dryer before putting in your items
3. Empty pockets of nails, bolts, hairpins, tools, money, etc. These articles may damage the machine and impair its operation.
4. Go easy on soap: overloading will not give you a bright wash and takes longer to dry. Use about 1 cup of soap per load.
5. Do not overload because:
  - Your wash will not get as clean as it should.
  - Drying takes longer.
  - It may cause unnecessary repairs
6. **DO NOT TINT OR DYE ARTICLES IN THE WASHERS.**
7. Do not dry garments that are trimmed with plastic, leather or rubber, as they may melt or burn.
8. Clean machines after using them. The next person using them will appreciate your thoughtfulness.
9. When cycle is finished, remove your laundry promptly.
10. Should you experience any type of problem with the washer or dryer, call 610-692-5600.

### **- PEST CONTROL -**

Insects that invade an apartment can be divided into 3 classifications. Some are destructive to the building, others are a menace to health and some are a nuisance to have around.

Keep in mind, it is almost impossible to control all insects 100% of the time. A number of insects, like clover mites and flying ants, have a short life span. They originate outside and migrate into the dwelling at certain times of the year - for a short time.

Roaches ... most kinds can be controlled with insecticides available at your supermarket. You can keep an infestation from getting started by practicing good housekeeping and being very careful about things brought into your apartment from the grocery and other stores.

If a situation is beyond your control, call customer service so professional help can be obtained.

Insects that are destructive to property are termites, powder post beetles and carpenter ants. If any of these are found,

call customer service right away.

If any quantity of insects is found, put a specimen in a bottle or envelope for later identification. Report any significant or recurring pest activity or infestation to Customer Service promptly.

### **- UTILITY INSTALLATION OR CHANGES -**

In order for the gas and electric or telephone company to enter your apartment, you must be there as we will not open the apartment for the utility company except in an emergency.

### **- CABLE TV -**

Comcast is the provider for this area. Please call the main office at 609-265-3939 for our direct representative's name and phone number.

### **- SATELLITE DISH INSTALLATION -**

These are not allowed on the property.

### **- TRASH/DUMPSTERS -**

For the use of our residents, dumpsters have been situated throughout your community. Please place all trash and garbage in the dumpster, not beside it. Further, large items such as mattresses, furniture, etc., may not be placed in or around the dumpster. It will be necessary for you to take this to a facility that accepts large items.

All Recycle Dumpsters are smaller and green in color. A list of the items that can be recycled are listed on the front of each recycle dumpster.

Plastic bags can NOT be recycled.

### **- HELPFUL HINTS FOR VACATIONS -**

1. Stop your mail, newspapers, and other regular deliveries normally left at the front door of your apartment.
2. Don't pull all the drapes or close all the blinds unless you normally keep them closed.
3. Turn your central heating thermostat down or air conditioning thermostat up a few degrees to save energy. Do not turn control completely off. You will be responsible for any damages to your apartment and others if your failure to leave the heat or air conditioning on is the cause of those damages.
4. Close and lock all windows. Even windows open just a fraction of an inch can let in a lot of water in a driving rain storm if it blows from the right direction.
5. If you normally keep a light on all night, leave it on so things look normal in your apartment.

**- ASPHALT -**

Asphalt driveways, parking areas, walks and other areas can be seriously damaged if gasoline, oil or other such materials are dropped or spilled on them. If you do spill such materials on blacktop, wash off immediately with lots of water.

**- COLD WEATHER PRECAUTIONS -**

1. THE HEAT IN YOUR APARTMENT SHOULD NOT BE TURNED OFF AT ANY TIME because the pipes in your apartment or an adjacent apartment could freeze.
2. When the temperature is 20 degrees or below, allow the faucets to trickle to prevent the pipes from freezing.
3. When entering or leaving the building, close the entrance door tightly.

**- SNOW REMOVAL -**

During the winter we can expect snow and ice to accumulate. The Maintenance Department will make every effort to clear walks and parking lots in your community in a timely manner. When storms produce these conditions, we cannot stop to clean your vehicle without inconveniencing all of our residents by not clearing lots and walks. You should consider purchasing a snow shovel to use around your vehicle when these conditions prevail.

Try to be courteous and avoid covering or blocking your neighbor's vehicle as you remove accumulated snow from and beside your vehicle. Do not attempt to block or save parking spaces previously cleared of snow. To the extent possible, do not shovel snow onto walks or streets that have been cleared of snow.

**- CLUBHOUSE -**

The clubhouse can be rented for a fee of \$200.00. A \$100.00 deposit is also required. The deposit will be used to have the clubhouse professionally cleaned if the clubhouse is not returned to the proper standards. Please inquire with the leasing office for available dates.

**- PET POLICY -**

2 pets maximum are allowed per home.  
Cats only, sorry no dogs.

**- WHEN YOU MOVE -**

Your keys must be returned to the rental office; otherwise, you will be held responsible for the replacement of keys or the lock.

- Spackle all holes in walls.
- Clean the entire apartment, including all appliances.
- Remove all items from the refrigerator, unplug it and leave the doors open.
- Make the apartment paint ready.
- Remove ALL items, even items you do not want, you will be charged a moving fee for anything left behind.

Any items remaining in the apartment or the storage area after the expiration date of the lease will be disposed of at your own risk and expense.

Do not park or drive on the grass or the sidewalk when moving or at any time during your tenancy.

**IF YOU HAVE ANY QUESTIONS REGARDING ANY OF THE INFORMATION CONTAINED IN THIS HANDBOOK, PLEASE DO NOT HESITATE TO CONTACT CUSTOMER SERVICE.**

*THANK YOU*

## THE FAIRWAYS

CHESTER COUNTY › THORNDALE, PA

[thefairwaysfmg.com](http://thefairwaysfmg.com)

## THE COURTYARDS

BURLINGTON COUNTY › EDGEWATER PARK, NJ

[thecourtyardsfmg.com](http://thecourtyardsfmg.com)

## WESTGATE VILLAGE

CHESTER COUNTY › MALVERN, PA

[westgatevillagefmg.com](http://westgatevillagefmg.com)

## MELROSE STATION

MONTGOMERY COUNTY › MELROSE PARK, PA

[melrostationfmg.com](http://melrostationfmg.com)

## VILLAGE SQUARE

BURLINGTON COUNTY - MOUNT HOLLY, NJ

[villagesquarefmg.com](http://villagesquarefmg.com)

## THE VILLAGE AT VOORHEES

CAMDEN COUNTY - VOORHEES, NJ

[thevillagefmg.com](http://thevillagefmg.com)

## APPLEBY APARTMENTS

NEW CASTLE COUNTY - NEW CASTLE, DE

[applebyfmg.com](http://applebyfmg.com)

## UNITED COMMUNITIES

MCGUIRE AIR FORCE BASE - NJ

[UCMDL.com](http://UCMDL.com)



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FIRST MONTGOMERY GROUP

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- CREATOR OF FINE COMMUNITIES -

[FMGNJ.COM](http://FMGNJ.COM)