

**MEYERS
MANAGEMENT
COMPANY
RESIDENT
HANDBOOK**

MEYERS MANAGEMENT RESIDENT HANDBOOK

TABLE OF CONTENTS

• ADDING OR SUBTRACTING A TENANT	PAGE 6	
• ALTERATIONS TO APARTMENT	PAGE 7	
• APARTMENT DOORS AND LOCKS	PAGE 4	
• ASSIGNMENT OF YOUR LEASE AGREEMENT	PAGE 6	
• BED BUGS OR OTHER PESTS	PAGE 5	
• BICYCLE STORAGE	PAGE 7	
• CABLE	PAGE 4	
• COMVIBE.COM	PAGE 5	
• SINK DRAINS AND TOILETS	PAGE 7	CLOGS
• ELECTRIC FOR YOUR APARTMENT	PAGE 7	
• EMERGENCY CALLS	PAGE 5	
• FIRE ALARMS	PAGE 5	
• FURNITURE LEFT IN APARTMENTS	PAGE 7	
• GRILLS AND BARBECUES	PAGE 7	
• INTERCOMS BUILDING FRONT DOORS	PAGE 7	
• INTERNET SERVICE	PAGE 4	
• KEYS	PAGE 4	
• LAUNDRY ROOMS	PAGE 6	
• LEAVING FOR VACATIONS	PAGE 6	
• LOCK-OUTS	PAGE 4	
• MAILBOXES AND PACKAGES	PAGE 5	Forwarding mail after moving out
• MAINTENANCE REQUESTS	PAGE 5	<u>For problems in your apartment</u>
• MESSAGE BOARDS	PAGE 7	
• NOISE COMPLAINTS	PAGE 5	
• PACKAGES	PAGE 5	
• PARKING	PAGE 4	
• PETS	PAGE 5	
• RENT PAYMENTS AND STATEMENTS	PAGE 4	
• RENTERS INSURANCE	PAGE 5	
• SECURITY DEPOSITS	PAGE 7	
• SMOKE DETECTORS	PAGE 5	
• SMOKING	PAGE 7	
• STORAGE LOCKERS	PAGE 6	
• SUBLETTING OR ASSIGNING LEASE	PAGE 6	TO NEW TENANTS
• TELEVISION SERVICE	PAGE 4	
• TRASH AND RECYCLING	PAGE 6	
• VISITORS	PAGE 7	
• WINDOWS	PAGE 6	
• WINDOW LOCKS	PAGE 6	

RESIDENT HANDBOOK

MEYERS MANAGEMENT COMPANY

5 BAYARD ROAD

PITTSBURGH, PA 15213

412-682-5886 OFFICE

412-682-0346 FAX

WWW.MEYERSMANAGEMENT.COM

IN CASE OF EMERGENCY

412-682-5886

FOR ALL MAINTENANCE REQUESTS
YOU MUST REGISTER ONLINE ON OUR
WEBSITE

Please See Page 8

RENT PAYMENTS

Rent payments are due by the 5th day of each month. A personal check can be made to: see landlord name on page one of your lease agreement, and mailed to:

MEYERS MANGEMENT, 1823 PENN AVE, PITTSBURGH, PA 15221

Please write your apartment building and apt. # in the memo line at the bottom of your check.

- You can also pay on-line with a credit card by going to **meyersmanagement.com**.
- You can bring your rent check or credit/debit card to the 5 Bayard Road office.
- If you have questions about your rental statement or rent payments, call 412-243-7120x0.

CABLE, INTERNET SERVICE AND TELEVISION SERVICE

Comcast: Go to comcast.com or **1-800-COMCAST**

PARKING

Please know and understand the parking policies and regulations for your building.

You must have a valid parking permit to park in a Meyers Management garage or parking lot.

You can obtain a parking permit at the 5 Bayard Road office. You must bring your car registration and driver's license with you to receive a parking permit.

If your apartment building is located on a street with CITY OF PITTSBURGH PERMIT PARKING, you must obtain a City of Pittsburgh Residential Parking Permit. *The hours of operations for the Residential Permit Parking Program are Monday - Friday, 8:30 a.m. - 4:00 p.m.* Located at the Pittsburgh Parking Authority, 232 Boulevard of the Allies, Pittsburgh, PA 15222 between Wood & Market Streets downtown, or across the street on the Boulevard from Point Park University.

KEYS AND LOCKS AND LOCKOUTS

If you need an additional key to your apartment door, you can have one made at a local locksmith. The office does not carry extra keys. Go (1.3) miles from Meyers office:

Ace/Lock Keys 5964 Baum Boulevard, Pittsburgh, PA. 15206 Phone: (412) 363-3328

For your safety we do not give access to your apartment to any adult not on your lease.

If you are locked out of your apartment during office business hours we will let you in, provided you have identification.

After office hours, (4:30PM-8:30AM) call 412-682-5886 and the answering service will call the on call person.

MAINTENANCE REQUESTS

ALL maintenance requests must be made online through our website. Instructions are on Page 8.

EMERGENCY CALLS

If you have an emergency, please call 412-682-5886. This number answers 24 hours every day. This includes if you smell gas, have water over flowing, toilet running, water leak, etc...

FIRE ALARMS

Landlord periodically tests the buildings fire alarm system. Notice by landlord will be delivered in advance before testing. Otherwise if fire alarm is activated, please evacuate the building immediately.

NOISE COMPLAINTS

Have a noise complaint; please call 412-682-5886. This number answers 24 hours every day.

BED BUGS

If you believe you have bed bugs, call the management office immediately. **Landlord** will treat your apartment for bed bugs. **Tenant** must prepare their apartment in advance before treatment can occur. Ask Meyers Management for their preparation list. If tenant(s) fail to prepare their apartment for treatment, Landlord has the right to prepare apartment for treatment and charge tenant for preparation. This preparation cost could be very expensive depending on preparation needed. Landlord will not be responsible for reimbursing tenant for any costs associated with preparation of apartment, including but not limited to, cleaning clothing, food items affected or additional living or eating expenses.

PETS

Absolutely no pets are permitted inside apartments or buildings. Guests may not bring their pets into buildings.

RENTERS INSURANCE PROTECTION FOR YOUR PERSONAL BELONGINGS

All Residents should purchase insurance to protect their personal belongings against theft and damage. The Landlord's insurance DOES NOT cover the Resident's belongings. Additionally, items in storage areas are not covered by the Landlord's insurance against fire, water, storm, theft or damage of any other nature.

SMOKE AND CO2 DETECTORS

Each apartment is equipped with one smoke and one CO2 detection device. If you do not see one in your apartment or if the smoke/CO2 detector emits any noise, beeping sound, that could indicate low battery, please go on comvibe.com and request a battery or detector.

PACKAGES AND MAIL AND FORWARDING ADDRESSES

The management office will not receive packages or mail for tenants. Landlord does not hold any responsibility for packages left in building lobbies. Upon moving out of your apartment or going on vacation, please notify your local post office to forward your mail.

TRASH FACILITY AND RECYCLING

Do not leave trash in the hallways or stairwells or anywhere outside. All trash and recycling should be placed in the proper bins in the buildings trash rooms.

WINDOWS

The use of foil and other similar unsightly materials or objects, including neon or flashing lights or advertisements over windows is strictly prohibited. Landlord reserves the right to require any items which may detract from appearance of the property to be removed from windows or doors.

WINDOW LOCKS

If you live on the first floor or lower level floor, please make sure your window locks work.

STORAGE LOCKERS

Storage lockers are available on the lower levels in your building. Find an empty locker and place a lock on it. Then notify the office the location and number of your locker. Landlord has no responsibility for damage or theft for any items placed in the storage locker areas.

LEAVING FOR VACATIONS

Please turn off all lights, check that your oven and stove top burners are not on, do not let food or trash rot inside your apartment and make sure your door is locked upon leaving.

ADDING OR SUBTRACTING A ROOMMATE

All roommates must agree in writing to the subtraction or addition of a new roommate.

SUBLETTING

Subletting is for tenants leaving for a period of time and then returning to their apartment. Please call Meyers Management's office 412-682-5886 about subletting your apartment. If there are roommates involved, all roommates must agree to any sublet.

ASSIGNMENT OF YOUR LEASE AGREEMENT

If Tenant wants to cancel their lease agreement, Tenant must have written consent from Landlord. If re-assignment is granted, Tenant being removed from lease agrees to pay a \$100 cancellation/lease transfer fee. Tenants are responsible for finding a replacement for lease. Landlord must approve replacement before transferring lease.

LAUNDRY ROOMS

There are laundry rooms in most buildings. If laundry machines are not coin operated, then a laundry card machine will be located in the building for you to purchase a card to do laundry. Landlord is not responsible for any damage or theft to clothing in machines. If you are having problems with your laundry machine or lost money, please call Apartment Laundries at 412-361-2222.

FURNITURE LEFT IN APARTMENTS

Furniture left in apartments after tenant's lease expires will be removed and thrown out immediately. Please read paragraph 33 in your lease agreement. Do not leave furniture for the next tenant.

BICYCLE STORAGE

Bicycles may not be locked outside the building along railings or other structures. Locks will be cut and bicycles removed if locked outside. Please store your bicycle in your apartment, locker or bike rack (Amberson Gardens 1P Level)

SMOKING

Smoking is permitted in your apartment. Smoking is prohibited in any common area which includes all hallways, laundry rooms, lockers and elevators.

GRILLING

Grilling is prohibited on property grounds.

ALTERATIONS TO APARTMENTS

Tenants may not hammer or drills holes into walls, apply tape or glue that is difficult to remove or paint apartment. Small nails for hanging pictures are acceptable.

MESSAGE BOARDS

Tenants may not post notices anywhere on walls or doors inside or outside the building. Notices will be removed immediately.

VISITORS

It is the responsibility of the tenant to alert their guests to all building and parking rules and regulations. Tenants are held responsible for their guest's actions.

INTERCOMS FOR FRONT DOOR ENTRANCE

To connect your phone to the front door intercom to receive calls from guests at the front door, you must have a 412 area code. Then call the Meyers office with your phone #.

ELECTRIC CONNECTION FOR APARTMENTS

To connect your electric for your apartment, please call Duquesne Light 412-393-7100 or duquesnelight.com. If your electricity goes out call 412-682-5886.

SINK DRAINS AND TOILETS

Please only flush toilet paper down the toilet. Also do not let food, grease or any other object go down your drains.

MAKE A MAINTENANCE REQUEST ONLINE TO HAVE YOUR DRAINS CLEARED IN THE EVENT OF A CLOG.

DO NOT POUR DRAIN OPENER DOWN YOUR DRAINS.

Maintenance Request Instructions

Creating an account at meyersmanagement.com:

- Click on **Maintenance Requests**.
- Under **Create an Account**, click **Get Started**.
- (Ignore the message to Email Property Manager.)
- Fill out the information and check box at bottom of page.
- Click **Create Account**.

If you have any difficulty setting up your account because it is rejecting your information, please contact Kathy Hollingsworth at the leasing office at 412-682-5886.

To place a maintenance request:

- Go to meyersmanagement.com
- Click on the **Maintenance Requests** to sign into your account.
- **Log In** and then follow directions.