

## **Prestige Properties - General Information for Tenants**

**CONTACT INFO: Office: 319-512-7616, Routine maintenance: 319-512-7616 x4,  
Maintenance hotline: 319-331-0232, Police or Fire Emergency: Dial 911, admin@prestigeprop.com**

**RENT:** Rent is due on the 1<sup>st</sup> of the month (even if it falls on a Sunday or holiday!). A late fee of \$10 per day will be automatically assessed to your account starting on the 2<sup>nd</sup> day of every month.

**MAINTENANCE:** Call Prestige Maintenance at 319-512-7616 extension 204 anytime (24 hours per day) for routine maintenance. If you get voice mail, please leave your name, address, apartment number, telephone number and a brief description of the problem. Routine maintenance is done Monday through Friday 8am to 5pm.

**EMERGENCIES:** Heat outages, major sewage backups, water emergencies and water shortages (which indicate a leak elsewhere) are classified as emergencies. **Please call 319-331-0232 in case of emergency! IN CASE OF FIRE, CALL 911 FIRST!**

**ELECTRICITY/ POWER OFF:** If the electricity or power is off to the stove, refrigerator, etc., please check the circuit breaker located in the hall, bedroom or entry closet of your apartment. Turn the circuit breaker to the off position, then back to the on position in order to reset it.

If you lose electricity to your whole apartment, please check with your neighbors. If the electricity to the entire building is off, call MidAmerican Energy at 1-888-427-5632 to report the problem.

If you are responsible for electricity for your apartment, DO NOT have the electricity turned off until the last day of your lease.

**PATIOS AND PORCHES:** NO indoor furniture, NO beer kegs, NO grills and NO garbage are allowed on porches. Grills may be used on patios and lawns only.

**PETS:** Unless otherwise specified in lease, **Absolutely NO pets are allowed visiting or living in the building at anytime!** An administrative fee of \$200 will be assessed for violation of this rule, in addition to any necessary cleaning charges.

**GARBAGE DISPOSAL:** Always run cold water into the disposal when it is on and a little more after it is turned off to clear the pipes. If your garbage disposal does not work, first unplug it under the sink by the disposal tank. Then use a flashlight to check to see if items are caught in the drain opening and remove them. Plug the unit back in and check it. If it still does not work, find the small reset button on the bottom of the disposal tank and press it. Try the disposal again. If it still does not work, insert the small crank (which you can find taped under the sink near the disposal) into the hole in the bottom of the disposal tank and turn it a few times to loosen the gears, then try the disposal again. If none of these actions work, call maintenance. **DO NOT PUT COFFEE GROUNDS, BANANA PEELS, EGG SHELLS, ONION PEELS, BONES, CELERY, POPCORN OR GREASE** down the disposal.

**THERMOSTAT:** In cold weather, never turn your heat below 65 degrees. If you leave for winter break, inform the landlord by email ([admin@prestigeprop.com](mailto:admin@prestigeprop.com)) of your absence and leave the heat at 65 degrees.

**REFRIGERATOR:** If your refrigerator or freezer is not working, first make sure the freezer is not overloaded as this can affect the functioning of the refrigerator. Next, defrost the freezer if there is frost of 1/2 inch or more on the inside walls of the freezer. (Never use a knife to remove frost, as you could puncture the wall of the refrigerator and ruin the appliance!) If neither action helps, call maintenance at 319-331-0232. Remove all perishable items from the unit and place them in a cooler or a friend's refrigerator/ freezer until repairs can be made.

**SEWER BACKUPS:** If you live on the first floor or bottom level and the water is backing up in the kitchen sink or bathtub, turn off the dishwasher and all water faucets. Immediately call the maintenance hot line 319-331-0232. Please notify the apartments directly above you, across the hall, and directly above them not to use any water until repairs can be made.

**WATER LEAKS:** If there is a major water leak, please turn off all water and immediately call the office 319-512-7616 x4. If there is no answer call maintenance hotline 319-331-0232.

**TOILET OVERFLOW:** Tenants of each apartment must obtain their own ball-type plunger for unclogging drains and toilets. Turn off the water to the toilet by turning the valve located to the left and under the toilet water tank. Plunge the toilet until the line clears. Turn the water back on and check to see if working properly. Clean up any water on floor.

**FIRE OR SMOKE SMELL:** Call the fire department – 911.