



# Cross Creek & Oak Crossing Apartments

Managed by PPM, inc.



## RESIDENT HANDBOOK

CROSS CREEK & OAK CROSSING APARTMENTS

8714 MEREDITH DR. #1100

URBANDALE, IOWA 50322

ALTOONA, IOWA 50009

515-270-0000

[www.crosscreekurbandale.com](http://www.crosscreekurbandale.com)

[www.oakcrossing.com](http://www.oakcrossing.com)



Professional Property  
Management, Inc.

## Resident Satisfaction Process

### Getting to Know You

- Needs
- Wants
- History

### Tour/View

- Choice
- Amenities
- See Actual Apartment

### Application & Approval

- Application
- Lease Signed
- Tenant Screening
- Notification of approval
- Deposit

### Move In

- Make ready
- Walk through checklist
- Keys
- Resident Handbook
- Tenant Follow Up

### On Going

- 24-hour response
- Health/Security
- Smoke free
- Crime free
- Onsite maintenance
- Fitness center
- Security cameras
- License recognition



Professional Property  
Management, Inc.

## Core Values

### Integrity/Honest

- Truthful disclose of issues, answers & respectful communication towards others
- Provide factual & truthful information
- Perform work with standards of ethical and moral conduct
- Inform management when observing dishonest or unethical behavior
- Confidentiality of staff

### Motivated

- Initiate goal-oriented behavior
- Invest in time, energy, and resources
- Love coming to work
- Arrive ready to start the day
- Be excited to learn something new
- Excel at your job

### Positive Attitude

- Actively listen and seek first to understand without judging
- Share the end goal in mind and frequent feedback and coaching

### Accountability

- Acknowledge and correct errors promptly
- Continually seek better, faster, affordable ways of providing exceptional customer service
- Speak up when making an observation of concern (i.e. quality, errors, waste, or dishonest conduct)

### Customer Focused

- Maintain confidentiality
- You only get one chance to make a first impression. Make it good
- Demonstrate good listening skills
- Make a Raving Fan
- Residents feel valued and appreciated

### Teamwork

- Act for the greater good of the organization
- Work to compliment one another
- Enthusiastically help others when needed

We become what we tolerate. We encourage what we allow.



# Cross Creek & Oak Crossing Apartments

Managed by PPM, inc.

515-270-0000

## Regular Office Hours

Monday - Friday: 8:00 am to 5:30 pm

Saturday: 9:00 am to 1:00 pm (unless posted)

For our Resident,s convenience, our office is always open on the 1st and last day of the month, including Sunday,s and Holiday,s. The hours are typically shorter and they are posted on the office door in advance.

## After Hours Emergency

These numbers are for EMERGENCIES ONLY!

(Anything that cannot wait until the office opens the following day.)

On-call Maintenance.....515-979-1498

On-call Disturbance/Lock-Outs.....515-979-0193

## Utility Numbers

Vision Systems (cable/internet).....515-222-9997

MidAmerican Energy (electric).....888-427-5632

## Additional Numbers

Police, Fire or Ambulance (Emergency).....911

Urbandale Police (Non-Emergency).....515-278-3938

Grimes Police (Non-Emergency).....515-286-3333

Crime Stoppers (Anonymous).....515-223-1400

Urbandale Post Office.....515-334-5683

Grimes Post Office.....515-986-3460

*This Handbook is for informational purposes only; it does not change the terms of your lease. Please see your lease for more details.2023*

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**2023 Edition**

## Solicitors

It is unlawful in Urbandale and Grimes to solicit without a permit. It is also unlawful to solicit (even with a permit) where signs are posted prohibiting solicitation. Cross Creek and Oak Crossing have "No Soliciting," signs posted on all building entrance doors and at all property driveways.

We are very concerned about solicitors that canvass our property.

..Solicitors have defaced the buildings.

..Solicitors have pushed their way into residents, apartments and have refused to leave.

..Solicitors have stolen property.

..Residents have lost money by not receiving products they ordered.

If you see solicitors, politely ask them to leave and call the police on their non-emergency line at 515-278-3938 in Urbandale and 515-286-3333 in Grimes and the office at 515-270-0000. This applies to ALL solicitors - do not set yourself up to be potential victims of crime by allowing these strangers to enter your apartment.

*NOTE: Individuals who are distributing religious and political information are exercising their right to freedom of speech and are NOT considered solicitors. If you do not wish to engage with them, simply do not answer your door.*

## Parking

Cross Creek and Oak Crossing do not require residents to have a parking permit. Parking is available in front of each building. We reserve the right to ticket or tow your vehicle (which will be at your expense) for any of the following:

- Vehicle has not moved from parking space in 14 days (21 days if waiting for repairs).
- Vehicle is not operable or has major body damage.
- Vehicle is parked in front of garages.
- Vehicle is parked in a fire lane.
- Vehicle is blocking another vehicle or is taking up more than one space.
- Any of the following vehicles without prior permission: boats, semis, campers, or trailers.
- Residents shall not park in handicapped parking unless they are allowed by Iowa law.

## **Snow Removal**

In order to adequately clear snow from our lots and sidewalks, it is imperative you DO NOT PARK with your bumper extending over the sidewalk. This will allow for better snow removal and reduces the chance of a snow plow damaging your vehicle. Also, do not park in front of fire hydrants or garages. The lots need to be passable for everyone and we may need to tow any vehicle that is improperly parked and/or abandoned. Please try to park in spots that have already been cleared, if at all possible. This usually means the spots that are a little farther from the building, so we will be able to clear out the front spaces.

As always, please use caution (both on and off the property) when it is snowy and icy – if you don't have a pair already, you might want to look into a good pair of snow boots with traction!

## **Candles**

The use of Candles or oil lamps is NOT permitted.

## **Animals**

ALL RESIDENTS MUST GET APPROVAL PRIOR TO GETTING AN ANIMAL! We are animal friendly. We allow either dogs, cats or small caged animals after the appropriate paperwork is completed and the deposit submitted. If you would like to have an animal, please contact the office. As a reminder, animal sitting for non-residents is not allowed. For sanitation reasons, all animal waste is to be placed in the animal waste stations only. ABSOLUTELY no litter boxes in the furnace room.

### **Animal DNA Testing**

1. All pets living at Cross Creek/Oak Crossing Apartments must be registered with the office and the residents must sign the Pet Addendum.
2. Each animal must have a completed information card on file.
3. Swabbing/sample will be needed for each dog. The owner will bring the dog to the office and the owner will swab the dog's mouth in front of an employee.
4. Picture(s) of your pet will be kept on file. Please stop by the office and provide a picture if you have not already done so.

5. Feces not picked up are subjected to the following fines and all fines are required to be paid by the end of the month it was fined:

1st Instance- \$150.00 fine, resident infraction

2nd Instance-\$200.00 fine, resident infraction

3rd Instance-\$250.00 fine, resident infraction, possible eviction action

6. Any resident who has a dog and declines to participate in the DNA testing program will be considered to have an unauthorized pet and will be required to remove the pet from the property permanently.

7. Dogs will be required to pay a \$50.00 DNA Registration Fee.

8. Any unauthorized dogs found on the property will be charged a \$75 pet fee (non-refundable) and will be required to be removed from the property immediately or signed onto the lease and DNA.

9. Everyone will sign that they have read and understand the above information. By signing this form I understand that I will be responsible for any charges that may occur. The signing resident is also responsible for advising any guest of said apartment of the dog addendum.

10. The following list are the restricted dog breeds that will not be approved.

Pit Bull Terrier

Dogue de Bordeaux

Doberman Pinscher

American Staffordshire Terrier

Akita

Boxer

Staffordshire Terrier

Wolf-hybrid

Dalmation

Rottweiler

Mastiff

German Shepherd

Cane Corso

Fila Brasileiro Presa

Presa Canario

Great Dane

Canario

Chow Chow

Tosa

Alaskan Malamute

Siberian Husky

St Bernard

# **Zero Tolerance to Drugs Policy**

## **What is the Zero Tolerance To Drugs Policy?**

Zero tolerance to drugs means exactly that...PPM shall not allow any drugs or drug paraphernalia to be used or possessed on any of its properties. If drugs or drug paraphernalia are found in or on the property, PPM will immediately pursue action against the offenders.

## **Why has PPM adopted such an aggressive policy?**

- 1.We want to promote a safe environment for our residents.
- 2.Federal Forfeiture Laws state that if a property owner has knowledge of or should have knowledge of drug use on the property and fails to report it to the proper authorities, the property would be subject to seizure by the Federal Government.

## **How would PPM know if drugs are used in an apartment?**

- 1.If there is a strange odor coming from an apartment.
- 2.If there is an excessive number of people going in and out of an apartment consistently or at odd hours.

## **How will PPM respond to this information?**

All information regarding suspected drug use or activity will be reported to the police. This may include license plate numbers, descriptions of people coming and going from the apartment as well as information about the tenant living in the apartment. If the information received is of a drug-like odor currently coming from an apartment, we will call the police to meet us at the apartment.

## **What will happen if drugs or paraphernalia are discovered?**

If drugs or paraphernalia are discovered, PPM will serve the tenant with a 3-day notice to quit and to terminate, pursuant to Iowa Code 562A.27A. This notice will result in the tenant having to vacate the unit within three days of receipt, effectively ending their right to occupy the unit. This does not release the tenant or guarantor of responsibility for unpaid rent, outstanding balances, or damages for the duration of the lease. This is in addition to any action the police may take, including criminal charges.

## **What this means for you, our tenant?**

It is important that all tenants are aware of PPM's Zero Tolerance to Drugs policy so they know exactly what will happen if drugs or paraphernalia is found in their apartments. Tenants are responsible for their guests so it is important to not allow guests who use drugs or have paraphernalia in their possession onto the property. We encourage tenants to phone in any concerns of suspected drug activity to the office, especially when it is occurring so the police can be contacted.

## **Playground Rules**

- 1.The Playground is reserved for residents and their guests.
- 2.Children only.
- 3.Take turns. Only one child per seat.
- 4.Do not throw sand or stones.
- 5.Be cautious when equipment is wet.
- 6.No jumping off swings while in motion.
- 7.No climbing on or hanging from the frame.
- 8.Playground open during daylight hours only.
- 9.Because we care, residents under 7 years of age must be supervised by an adult.
- 10.Sit in center of swings with full weight on seat.
- 11.Be considerate of others; no rough playing or yelling permitted.
- 12.Use equipment properly; no jumping off sliding board or twisting chains. Please use the equipment in the manner it was intended to be used.
- 13.Think safety. No alcohol, glass or smoking permitted at the playground.

## **Pool Rules**

- 1.Absolutely no glass, sharp items, or electrical devices in or around the pool. The pool may have to be closed for several days if glass is broken.
- 2.No diving, no running, and no horseplay!
- 3.Suntan oils are prohibited by law while swimming.
- 4.You MUST SHOWER before using the pool, especially after using suntan oils or sunscreen.
- 5.Any person having an infectious or contagious disease is prohibited from using the pool.
- 6.No lifeguard on duty. Swim at your own risk. We are not responsible for accidents.
- 7.NO CHILDREN UNDER 16 permitted unless accompanied by an adult 18 years or older.
- 8.Guests are only permitted when accompanied by a resident.
- 9.Do not use the pool after consuming alcohol, drugs or medication.
- 10.NO ALCOHOL permitted within the fenced pool area.
- 11.Management reserves the right to deny use of the pool to any one at any time.
- 12.No roller-blades, roller-skates, bikes, or squirt guns are allowed.
- 13.Emergency telephone number is 911.
- 14.Radios are not welcome unless battery operated and played quietly next to your area.

FOR HEALTH AND SAFETY REASONS: Children of diaper age are not permitted in the water unless they're wearing a disposable diaper designed for swimming.

## **Inclement Weather**

In the case of inclement weather, such as a tornado, please go to the first floor laundry room or first floor hallway. If you live on the first floor, the best place is inside your bathroom tub. Also, remember to take a book or something hard to cover your head in case of flying debris.

### **School Information**

#### **Urbandale Community School District**

11152 Aurora Avenue, Urbandale

515-457-5000

[www.urbandaleschools.com](http://www.urbandaleschools.com)

#### **Valerius Elementary**

Grades K - 5

3305 92nd Street, Urbandale

457-6500

#### **Urbandale Middle School**

Grades 6 - 8

7701 Aurora Ave, Urbandale

515-457-6600

#### **Webster Elementary**

Grades K - 5

2955 Aurora Ave, Urbandale 515-

515-331-8600

#### **Urbandale High School**

Grades 9 - 12

7111 Aurora Ave, Urbandale

515-457-6800

#### **Dallas Center-Grimes Community School District**

1414 Walnut Street, Suite 200, Dallas Center

515-992-3866      [www.dcgsschools.com](http://www.dcgsschools.com)

#### **Grimes Elementary**

Grades K - 2

500 SW James Street, Grimes

515-986-4057

#### **Dallas Center Elementary**

Grades 4 - 5

1205 13th Street, Dallas Center

515-992-3838

#### **DC-G Meadows**

Grades 8 - 9

2555 W 1st Street, Grimes

515-986-0105

#### **North Ridge**

Grades 3 - 4

400 NW 27th Street, Grimes

515-986-5674

#### **DC-G Middle School**

Grades 6 - 7

1400 Vine Street, Dallas Center

515-992-4343

#### **DC-G High School**

Grades 10 - 12

2555 W 1st Street, Grimes

515-986-9747

## **Fire Safety Tips**

- ..Exit Building if fire alarm goes off in the building and call 911.
- ..Use only gas grills. Charcoal grills are not permitted on apartment decks or patios per city code. Fire code only allows one propane tank per deck.
- ..Check smoke detectors on a regular basis and replace batteries when the detectors start to "chirp."
- ..Be careful while cooking and do not leave the kitchen when preparing food.
- ..Do not store flammable items in your home.
- ..Do not burn candles.
- ..Do not throw blankets over lights.
- ..Do not overload electrical outlets or use defective appliances.
- ..Double check to see that stove and oven are turned off after use.
- ..Unplug flat irons and curling irons.

## **Holiday Lights & Christmas Trees**

Holiday lights are not allowed to be hung from your balconies or patios. Because of our steel framework on the patio doors, running electrical wires from your apartment to your patio can be an extreme fire hazard and is against the city fire code. Holiday light displays indoors are fine, but avoid attachment to the valances or window quilts to prevent damage.

Artificial Christmas trees are allowed; however, real Christmas trees are not permitted in the apartments per city code.

## **Non-Smoking Policy**

For the safety and comfort of our Residents, Cross Creek and Oak Crossings not permitted in the apartments, the common areas, on balconies or patios, or the grounds. The only place smoking is allowed is in your vehicle or in the designated outdoor smoking areas.

## Cross Creek and Oak Crossing After Hours On Call Service

Cross Creek and Oak Crossing Apartments provides you with two after hours phone numbers for **emergency** use only. While the following lists are by no means all inclusive, it does give you an idea of what is considered an emergency.

### **Noise Disturbance/Lock-Out: 515-979-0193**

..**Lock-outs:** In the case of a lock-out, a member of our staff is able to let you in to your apartment. We will only let you in if you are a Lease Signer and have photo identification. There will also be a \$35 fee for any after-hours lock-out and you must meet us at the office. Our on call employees will not come to property after 9:00 pm.

..**Noise Complaints:** Noise complaints (such as a loud party or music, and yelling or fighting, etc.) should first be addressed with your neighbor directly. Most residents prefer a friendly visit from their neighbor before getting a phone call from the office. If you feel the situation is one that should be handled by an office member, or if you try to resolve the situation yourself unsuccessfully, contact the on-call staff. Our on call employees will not come to property after 9:00 pm. They will call or ask you to knock on their door and ask them to lower the noise level in a kind manner. If the noise persists you will be asked to call the police department to intervene.

..**Other Emergencies:** If anything else is occurring, such as an assault, fire, medical emergency, suspected drug use, etc., immediately call police dispatch or Crime Stoppers at 223-1400. Then contact the on-call staff to let them know the situation. Please know we appreciate all feedback and sharing of concerns, but if it is not an urgent matter, please wait until the next business day to speak with someone at the office at 515-270-0000.

### **Emergency Maintenance: 515-979-1498**

The following are examples of emergencies where the maintenance on-call staff should be contacted:

- 1.No Heat
- 2.Loss of Electricity (please call MidAmerican first)
- 3.Refrigerator not working
- 4.Water leaks
- 5.Smell of natural gas
- 6.Any slips, falls or other injuries
- 7.Broken, shattered or cracked glass
- 8.Unsecured apartment, storage unit or garage

Please use your best judgment - if it's not an emergency, please make a work order on the next business day at 515-270-0000.

## Moving Into Your New Apartment

While you are moving into your new apartment, there are a few things you should keep in mind:

- ..**Change Your Address:** If you have not already done so, you will need to change your address with the post office. Your mail will be forwarded from your old address for six months from the date of change. Please note that you must change your address with each business, creditor, friend and family member that you receive mail from or else you will no longer receive the mail after the six month forwarding period. You can also change your address online at <http://moversguide.usps.com>.
- ..**Getting Someone Else's Mail:** If you should receive mail that is not yours but is addressed to a specific person, please do not throw it away. Write "Addressee does not live here. Please forward," and put it back in your mailbox. If the mail you are receiving is addressed to "Current Resident," it is safe to assume it is junk mail, and can be thrown away.
- ..**Driving Vehicles On the Grass:** When you are moving into your new apartment, please do not park on the grass. This will not only block traffic coming in and out of the building, but could also break a sprinkler head or damage the landscaping.
- ..**Noise While Moving In:** We understand what a huge task moving is, but we ask that you be aware of the noise you are making. Bumping things against the walls and rearranging furniture can be quite loud to the people around you, so please be considerate.
- ..**Damage Report:** You will receive a damage report at move-in that needs to be completed and returned within one week of move-in. This form is your opportunity to document any damage or maintenance concerns in your apartment. If you have any concerns with the cleanliness of your apartment at move-in, you must let us know within 24-hours of move-in or we will assume the cleaning meets your expectations.

## Moving Out of Your Apartment

Please keep the following in mind as you prepare for your move-out:

- ..**Notice of Intent to Vacate:** Written notice that you are vacating your apartment at the end of your lease must be received **no later than 12:00 Noon** on the last day of the month prior to the month in which you will move out.
- ..**Cleaning:** The entire apartment must be cleaned either by yourself, or we will hire an approved vendor to clean the apartment for you. If you have us hire vendors on your behalf, charges will be taken directly out of your security deposit and the remainder will be forwarded to you. Discount prices are available for those residents who schedule their final inspection 10 days prior to their move-out. Please see Unit Maintenance by Tenant in your lease for more information.
- ..**Final Inspection:** You are required, as a condition of your lease, to contact the office to schedule cleaning and your final inspection. As a reminder, you must be **completely** out of the apartment *no later than 12:00 noon* on the last day of the month. Failure to be out by noon may result in extra charges for labor or damages if late move out prevents us from having the apartment ready for the new resident to move in. During the final inspection, PPM staff will walk through the apartment and check for damages and cleanliness, collect all keys and get your forwarding address. It is not a requirement to be present for the final inspection; however, it is beneficial for anyone cleaning the apartment on their own or wanting to discuss any final details.
- ..**Utilities:** The electricity needs to be left in your name until your lease ends, not when you move out.
- ..**Laundry Cards:** Cross Creek and Oak Crossing will not reimburse money on laundry cards. We recommend selling or giving the card to another resident who lives in the same area as you.
- ..**Cable/Internet/Phone:** Contact your cable/internet/phone company to have your service disconnected the day you will be moving. New residents cannot hook up these utilities until former residents have disconnected their service.

## Heating and Cooling

The thermostat in your unit controls heat in the entire apartment. It opens and closes a valve which when opened, allows water to circulate through the radiators in your apartment. When the valve is closed it causes the water to bypass your apartment. To control the temperature between the different rooms in your apartment, open and close the moveable dampers on the top of the radiators. The dampers are the adjustable metal strips which run the length of the radiator.

### **If your apartment is too cold:**

Make sure the dampers are open and the thermostat is turned to the desired room temperature. There is no advantage of turning the heat up to maximum; it heats at the same speed until it reaches the set temperature.

If the heat is on, the dampers are open, and your apartment is not as warm as you would like, then make sure all the windows are tightly closed and latched with the window quilts completely down. A majority of the heat loss is through the windows. The quilts will have a dramatic impact upon keeping the apartment warm.

Please carefully feel the pipe under the radiator (not the radiator cover). If the pipe is warm, the system is providing heat and the apartment should eventually warm. In the event the pipe is cold, please contact the office immediately.

### **If your apartment is too hot:**

During heating season, carefully make sure that the pipe under your radiator is not warm. Although it rarely occurs, there is a valve which can become stuck in the open position. The apartment will continue to get warmer even though the thermostat is not calling for heat. If the pipes are cold, they are not providing any heat. Heat gain may be due to sunshine so you will want to close your window quilts during the day.

During A/C season, you will want to clean the A/C filter once a month so it will operate efficiently and cool effectively. You can clean the filter by removing it and rinsing it under tap water. Please be careful so the filter does not tear.

## Air Conditioner Operation

To turn on the air conditioner, use the *High Cool*, *Low Cool* or *On/Off* switch.

### To set desired temperature:

Set the desired temperature with the numbered settings. The lowest number is the warmest setting and the highest number is the coolest setting. If the Air Conditioner has digital readings, set to desired temperature by pushing the arrow button up or down.

### To set fan speed:

Set on high or low. The Exhaust should be open for the vent and closed for air conditioning. The fan speed will run the fan only unless cool is turned on.

## Ceiling Fan Operation

Using the ceiling fans in your apartment will help heat and cool the apartment. The ceiling fans have multiple speeds which are controlled by pulling the chain on the side of the fan. The direction of the air is controlled by moving the switch under the blades. If the switch is up, it will push the air towards the ceiling and if the switch is down, it will move the air towards the floor.

## Garbage Disposal Operation

When using the garbage disposal, be sure to run plenty of cold water. It is important to run cold water for a full minute after you use the disposal.

### ***Do not put the following types of items in your disposal:***

**Grease or Oil:** Never put oil or grease down the sink.

**Stringy or Tough Vegetables/Fruits:** including, but not limited to, potatoes and carrots (or their peels), onions or skins, celery, lettuce, rhubarb, banana and apple peels, melons, squash, beans, pea pods.

**Meats or Poultry**

**Pasta or Rice (raw or cooked):** These items will gum up the disposal.

**Large portions of food:** Garbage disposals are designed to dispose of small portions of scraps left on your plate after eating a meal.

**Gravel from fish tanks:** Please use a filter in the sink when cleaning them.

## **Laundry Room Etiquette**

- ..Laundry room hours are 8:00 am to 9:00 pm. This means that you may not start loads before 8:00 am or after 9:00 pm.
- ..Please time your loads to reduce wait times for your neighbors. Most washers have a 30-45 minute cycle; dryers have 40-45 minute cycles.
- ..If your clothes sit for longer than 15 minutes after the machine has finished, expect them to be removed by the next person. If you remove someone else's clothes, please use care.
- ..The laundry room trash can is for disposal of items pertaining to laundry, not for disposal of personal trash. Please make sure you empty the lint trap after each load.
- ..If you accidentally open someone else's dryer while their load is still going, be sure to re-start the machine. The machines will timeout if you do not re-start them, and your neighbor will have to pay again to start the machine.
- ..If you notice a machine not working, please put an "out of order" sign on the machine and call the office at 515-270-0000 to place a maintenance request. Please leave a detailed message and your name and number if you reach voice mail.
- ..If there is water on the floor, call the office at 515-270-0000. If it is after hours, call the after-hour maintenance staff at 515-979-1498.

## **Making a Maintenance Request**

If there is something in your apartment that is not functioning properly or needs to be replaced, you need to leave a message for the maintenance department at 515-270-0000 or make the request online at [www.ppm-inc.com](http://www.ppm-inc.com) or through the portal app. Maintenance requests are prioritized by importance, and requests are generally processed within 24-hours unless an emergency causes us to re-prioritize our schedule. While leaving a message make sure you state your name, building and apartment number, your home and work phone number, and a detailed description of the problem. If you have an emergency during office hours call 515-270-0000 to reach the staff. For after-hours emergencies, call 515-979-1498.

## Window Quilts

The window quilts are one of the reasons we can provide the heat and guarantee the electric. The following are key items to remember:

- ..You should always use the cord to raise and lower the quilt.
- ..Do not pull on the bottom of the quilt, it may damage or possibly break the roller.
- ..Do not hang wet clothes or hangers on the valance. This could bend or discolor the valance.
- ..When lowering the quilt, make sure the window is completely closed. The air suction can cause the quilt to come off the track or become dirty or wet depending on the weather.

If the quilt is not working properly or is off track, please let us know. Continued use can cause damage for which you would be responsible.

## Humidistat/Condensation

Excessive humidity in your apartment may cause condensation to form on the windows and patio door. If this happens, you will need to adjust the humidistat. The humidistat controls the humidity in the apartment by turning the exhaust fans in the bathrooms on and off until the desired humidity is reached. The humidistat is located near the ceiling on the wall next to the bathroom door. A good place to start the setting is at 50 although you may adjust it to your liking.

Similarly, if your exhaust fan turns on and off on its own, your humidistat might be set at too low of a level. Try turning your dial up until you hear a slight clicking sound and the fan turns off.

## Laundry Cards

When you move in, you will be given a laundry card. The purpose of these cards is not only to save you the hassle of carrying around a bunch of quarters, but if you use your card in the laundry rooms, you will save 20%. Please keep in mind that we do not replace the dollar amount on lost or stolen cards, or on cards that have malfunctioned due to improper use and/or damage. Replacement cards may be purchased in the office for \$5.00.

To add money to your laundry card, please go to the 8704 building at Cross Creek and the 310 building at Oak Crossing. The add value machines are located on the first floor.

## **Moisture and Mold**

It is important to minimize the occurrence of mold growth in your apartment. The best way to do this is by cleaning and dusting your apartment regularly, particularly in the kitchen and bathrooms. Please use bathroom exhaust fans to limit moisture in bathrooms as well as the humidistat to reduce moisture during the winter months or during times when your apartment is closed up.

Because tenants can be liable for damages resulting from failure to report moisture or mold, it is important to notify the office immediately about any of the following:

- ..Water leaks
- ..Excessive moisture
- ..Standing water in apartment or common area
- ..Mold growth
- ..Heating, A/C or ventilation system malfunctions

## **Cable Service**

The cable/internet is provided by Vision Systems (515)222-9997. These services are included in the rent. Satellite dishes may not be installed under any circumstances. DISH NETWORK is available through Vision Systems.

## **Pests**

As a resident, you need to be observant and keep your home in a manner that discourages pests. While we do treat the grounds surrounding the buildings with insecticide, it is possible that you may see ants, spiders, etc. occasionally come in from the outdoors. These insects can be treated with a standard household spray. If you need some spray, please come to the office to get some for free. If you see any other type of pest, including bed bugs, let us know immediately so we can treat quickly and aggressively.

## **Fitness Facility**

Cross Creek/Oak Crossing has formed a partnership with Genesis Fitness Center at 4875 Mills Civic Pkwy West Des Moines IA 50226. There is no joining fees and no contracts. Residents will have access to all classes as well as every aspect of the facility, including all machines and equipment.

Residents will have the opportunity to access the facility prior to joining. Residents will pay only \$30/mo for the first household membership and \$15/mo for each after. If the resident uses the facility 13 days or more every 3 month period, and brings us a print out which Genesis will provide, we will credit the resident's account the amount paid into Genesis, towards their rent.

Please see the Genesis Fitness Center instructions in the move in pack for membership details. They can be contacted at 515-223-5999

## **Renewing Your Lease**

Our accounting department will send you a letter normally 45 days prior to your lease end date as a reminder of what options are available, as well as any changes to rent including what the month-to-month fee would be if you choose to stay in your apartment but not sign a new lease. If you would like to renew, please fill out the Lease Renewal Request. We will prepare your new lease and email it to you when it is ready to be signed. Lease Renewal Requests must be done before the 20th of the month preceding the first month of your new lease to avoid month-to-month charges for one month. If you have in questions call 515-270-0000.

## **Adding or Deleting Roommates**

Before you move a new roommate in, or have an existing roommate move out, an Amendment to Lease to Change Tenants needs to be filled out by all parties including the guarantor, if applicable. Moving people into your apartment prior to approval could result in a 7-Day Notice.

Before the request can be approved, the remaining and/or new tenant(s) need to meet our tenant selection criteria. There is a \$40 application fee for each tenant being added and a \$40 roommate deletion fee for each tenant being deleted.

## **Late Rent**

Rent is due on the first day of every month. The office is always open on the first and last day of the month, regardless if it is a Sunday or a holiday. There is a drop box outside the office. If your rent is not paid in full on the first of the month you will be assessed a late fee of \$20 per day (not to exceed \$100) or whatever the law allows.

## **Notice to Vacate**

If you plan on moving out of your apartment, you must give written notice by 12:00 Noon on the last day of the month preceding your final month of residency. (Example: If you want to move May 31, you need to give notice on or before noon on April 30.) If your notice is not received within this time frame, it will not go into effect until the following month. We do not do mid-month move outs.

## **Fire Alarms**

If fire alarms go off in the building, follow the exit signs in hallway and exit the building. After you have exited the building, call 911, and then call the rental office or after-hours emergency number.

## **Smoke Detectors**

The smoke detectors in your apartment will "chirp", to indicate that the batteries are getting low. You are responsible for changing the batteries, but if you need assistance reaching a smoke detector, please call our office and make a work order.

In addition, please be sure to always use your exhaust fan when showering - some of the smoke detectors can be set off by steam.

If smoke alarms are set off due to cooking, fan smoke alarms with a towel to clear the smoke and open the patio door. Please do not open your entry door as it could set off the fire alarms in the hallway.

## **Sprinkler Heads**

NEVER hang, touch or dust the sprinkler heads.

## **Vehicle Registration**

All resident vehicles must be registered with the rental office. You will receive a vehicle registration form when you move in, which needs to be returned within one week of move-in. If you add or change vehicles, please be sure to notify us as soon as possible.

## **Resident Referrals**

You can pick your neighbor! The best compliment we can get is for you to refer your friends, family, and coworkers to us here at Oakland Pointe and Spruce Pointe. When you do, and they rent an apartment here, we will reward you. We give our current residents a monetary amount to be used toward your next month's rent. So get out there and start rewarding yourself! For further information please call our leasing department.

# Cross Creek Site Map



# Oak Crossing Site Map





# Cross Creek & Oak Crossing Apartments

Managed by PPM, inc.



Maintenance Emergency

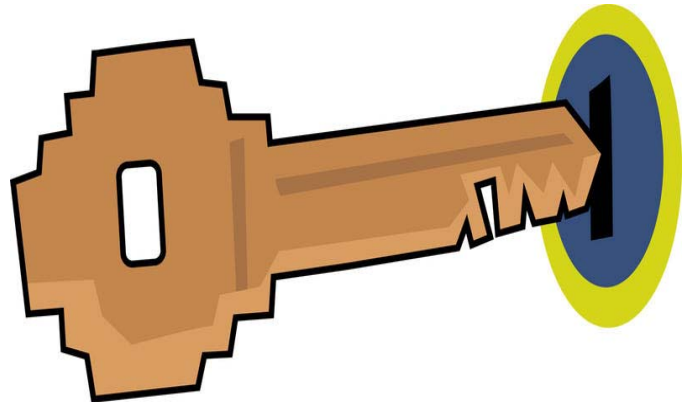
[classroomclipart.com](http://classroomclipart.com)  
<http://classroomclipart.com> 515-979-1498

Non Emergency

515-979-0193

Lock Outs and Noise

515-979-0193



515-270-0000

8714 Meredith Dr. #1100

Urbandale. Iowa 50322

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