

# Welcome Home



# Tenant Handbook

## **Apartment Information**

Make all checks payable to: \_\_\_\_\_

{Be sure to include apartment number on memo}

Phone: 314.446.4501

Fax:

Website: [www.frontdoorstl.com](http://www.frontdoorstl.com)

Your Entry Code: \_\_\_\_\_

Your Gate Code: \_\_\_\_\_

Your Alarm Code: \_\_\_\_\_

Your Fitness Code: \_\_\_\_\_

Your New Address:

\_\_\_\_\_  
\_\_\_\_\_

### **Emergency Numbers:**

Emergency pager (after business hours): 314.960.5411

Police/Fire/Medical: 911

## Alarm Information

### At Select Properties

**Please fill out this form and return it to the Leasing Office in order to have your Alarm monitored.**

Apartment burglar alarms will ONLY be monitored if Tenant has a landline phone.

Without a landline phone the alarm will sound but it **will not** contact emergency services.

Burglar Alarms are monitored by **Hackett Security (314) 432-4200**. (If landline and paperwork have been set up.)

Property address: \_\_\_\_\_ Apt. #: \_\_\_\_\_ St. Louis, MO 63\_\_\_\_\_

Landline Phone Number (314) \_\_\_\_\_ - \_\_\_\_\_ Lease Ending Date: \_\_\_\_\_

Alarm Code: \_\_\_\_\_ Alarm Password: \_\_\_\_\_ (provided by Leasing Office)

Tenants Name(s) and Contact Names with telephone numbers (Need @ least 2 contact names).

Name \_\_\_\_\_ Telephone # \_\_\_\_\_

Name \_\_\_\_\_ Telephone # \_\_\_\_\_

The Alarm is very simple:

Enter code then press the **away** button (#2) to exit apartment, unit will beep for 30 to 60 seconds and then ARM (if no **away** option, just enter code).

Enter code then press the **off** button (#1) to disarm system, unit will beep for 30 seconds and then DIS-ARM (if no **off** option, just enter code).

In order for your alarm to be monitored you **MUST** have a land line. It is possible for you to arm your alarm without a "land line"; however it will not contact emergency services. The alarm will still sound but the police will not be called.

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**Disclaimer:** This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.

## **Welcome Letter**

Dear New Tenant,

As your new property management team, we would like to welcome you to your new home and thank you for choosing Front Door as your place to live. The purpose of this handbook is to assist you with caring for your home and will answer the most common questions you will have while working with a property management company.

Please take a moment to look through this packet, it will give you all the basic information you will need to get started and settled in your new home. If after looking through, you still have some questions, feel free to call one of our offices or come in and someone will be happy to answer any questions you might have and help you in any way we can.

Front Door is committed to providing friendly and helpful service to all our tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help.

We look forward to having you as a tenant.

Sincerely,

The Front Door Staff  
314.446.4501

## **Contact Numbers**

Leasing Office– 314-446-4501

Night Staff – 314-800-5650

Emergency Maintenance– 314-960-5411

Charter– 888-345-7139

Spire (Gas)- 314-342-0500

Ameren UE- 800-552-7583

Non-Emergency Police- 314-231-1212

## **Paying Rent**

### **When is rent due:**

- Rent is due on the 1<sup>st</sup> day of each month. A late fee of 5% of the total balance due is assessed after the 5<sup>th</sup> of each month. You must have a -0- balance to avoid late fees. Please remember this includes parking, and any maintenance charges.

### **How to pay rent:**

- Rent can be paid by check, money order, cashier's check or online through your Resident Portal.
- Rent can be paid by mail, but it must be physically received in the office by Noon (12:00PM) on the 5<sup>th</sup>.
- Rent can be paid in person during normal business hours.
- Rent can be automatically withdrawn from your checking account on the 1st weekday of every month thorough your portal. Please contact your leasing office for more information.

### **Important Notes:**

- Place your name, apartment number and property name on the check or money order to ensure that you are properly credited with rental payment.
- Review your check or money order to ensure it has the names of payer and payee
- Leaving cash or an incomplete check or money order on the premises is not Front Door's responsibility.
- If a rent check is returned for insufficient funds (NSF), all charges including NSF, late and posting fees will be charged to you.

## **The Basics**

- **Rental Agreement:** The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the Property Manager.
- **Security Deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent.
- **Pets:** Animals are only allowed with prior approval of the leasing office. Each animal must be 60 pounds or less. A maximum of two pets are allowed. Each pet requires a non-refundable fee. Upon move-out, the property must be professionally treated for odor and pests.
- **Keys:** As stated in your lease, you are responsible for the safekeeping of your keys. Upon move-in, you will receive keycards or keys to your building and apartment. You will also receive one (1) mailbox key per apartment. (Please keep this in a common area so all roommates have access). For replacement of lost keys or keycards, you must submit a maintenance request or stop by our offices with identification. A \$25.00 fee is charged for replacement of building and apartment keys. Mailbox key replacement is \$20.00. Should it be necessary for a staff member to unlock your apartment, during business hours or after, a \$10.00 fee will be charged and payable upon demand.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Please consult the leasing office for more details.
- **Guests:** A guest (s) staying longer than 14 days will require approval by the leasing office.
- **Noise:** Residents, visitors, and guests must be considerate of their neighbors. Excessive noise will not be tolerated. If disturbances are reported, you will be notified. Repeated disturbances are a violation of your lease agreement. Guests in the building are the responsibility of the resident they are visiting. Please close apartment doors at all times – do not ever prop open .



## The Basics

- **Smoking/Drinking:** Smoking is prohibited in buildings and in individual apartments. Drinking is limited to individual apartments. Smoking and drinking is prohibited in the common areas of all the buildings. The management team will not knowingly allow underage drinking and/or illegal substances on property.
- **Apartment Entry:** To authorize a person not on lease access to your apartment, “Permission to Enter” form must be completed in the leasing office. Under no circumstance should you loan, or give your keys, keycard, or code to another individual. This is a violation of our policy and everyone’s safety.
- **Packages:** As a courtesy to our residents, the management office is happy to receive packages and bulk mail. Please know that we are not responsible for lost or damaged packages. As space is limited, packages must be picked up within 3 days. You must bring a photo ID.
- **Unauthorized Parking:** is subject to towing at vehicle owner’s expense and/or boot fee (\$100 removal fee within the first 24 hours, and another \$100 every 48 hours afterward). If you are assigned a space in any of our parking facilities, and someone is in your space, come into the management office with the unauthorized car’s description and license plate number. We will then assign you a temporary space – please do not park in another reserved space – this just creates a domino effect and you will be subject to booting.
- **Notice To Vacate:** If you plan to vacate at the end of your lease term, you MUST submit a Notice to Vacate. These may be obtained in our Management office. These must be submitted to our office **no less than 60 days prior to your lease expiration date** in order to receive your deposit refund. You must schedule a move-out inspection with the leasing office, or we will do the final walk-through in your absence.

## **Maintenance Request**

- If a maintenance issue should arise, please complete a maintenance request by submitting a work order online. By going to our website at [FrontDoorSTL.com](http://FrontDoorSTL.com)
- We ask that you submit any maintenance request in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem.
- When preparing your work order please remember to complete the section on how to enter your apartment. If you need to be present, remember that the maintenance department schedules appointments Monday-Friday, from 8:00AM-5:30PM
- Tenants are responsible for securing any pets that may be encountered on the visit to the property.

## **General Care**

Your unit is equipped with several major appliances. If a serious problem occurs, report it to the office and we will schedule a repairman. However, many minor problems can be remedied or even prevented by proper use and care of appliances.

- **Disposals:**

- ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when it is completely free of garbage.

- Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bones or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal. **These items can seriously damage a disposal; and, as a result, become a costly repair for you.**

- **Walls:** To protect the paint and plaster, do not apply plastic-tac or tape to the wall. Use only picture hangers. Be advised that any damage done to the walls must be repaired by the tenants prior to move-out. Any drywall repair and/or painting done by our staff after move-out will result in deductions from your security deposit.

- **Toilets:** Clogged toilets/overflows are common problems resulting from tenants misuse. To prevent clogging and/or overflowing, **DO NOT** flush items such as paper towels, tampons, facial tissues, or **DISPOSABLE** towels. (Even if the package says “flushable,” they tend to cause plumbing problems.) Preventing overflows is much easier than cleaning up the mess and damage that an overflow can cause. You should keep a plunger handy in case the toilet becomes clogged.

**You will be charged if the toilet is clogged from tenant misuse.**

## **Emergency Procedures**

**In the case of a medical, fire, or other emergency situation that could involve immediate harm to you or someone surrounding you always call your local emergency number or 911.**

**Maintenance Emergency Procedures:** If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night it is very unlikely, we will be able to dispatch a contractor to the property until the morning, so please try and deal with the emergency as best as possible.

- The specific definition of a maintenance emergency is: an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak)
- An emergency is not an annoying sound, air conditioning failure, appliance malfunction, drain stoppage, etc. While inconvenient, these are not considered emergencies.
- If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a work order request.
- If the situation occurs after business hours please call our emergency line at 314-960-5411. Remember to leave your name, phone number, address, and the type of emergency.

### **Emergency failure check steps (prior to contacting the office)**

#### **Heat**

- Check the thermostat to see that the controls are set properly
- Check the circuit breaker to insure it isn't flipped
- Test any other gas appliance to determine if service has been interrupted.

**Water Related Issues:** If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance/fixture.

## **Utility Information**

- Depending on your apartment. You will need to call the following companies and switch service to your name. **Billing must start as of your least start date or occupancy date, whichever is earlier.**
  - Spire– 314-342-0500
  - Ameren UE (electric)- 800-552-7583
- If your apartment has gas, Spire Gas might need to do an inspection and read your meter. When they come, someone from your apartment must be home.
- Once you have made an appointment with Spire Gas, submit a maintenance request **online** to notify us of the date and time. This will avoid any confusion if the gas company needs to inspect a locked area.
- Cable/Internet– If you choose to get cable or internet in your apartment you must submit a maintenance request to notify us of the date and time as well. Again, this will avoid any confusion if the cable company needs to inspect a locked area.

*If utilities are not put in your name prior to your move-in date a \$20 per day billing fee will be applied to your ledger. If the utility company sets up an appointment, they must be made Monday –Friday and FrontDoor needs at least 24 hours' notice.*

## Vacating Checklist

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit to a rentable condition.

### General

- Complete change of address cards for the Post Office and provide our office with a forwarding address which will be located on the Notice to Vacate form.
- All utilities must remain on, but it is your responsibility to cancel any cable, phone, etc. services.
- If vacating in the winter, set the thermostat no lower than 60 degrees to prevent freezing of pipes. The tenant will be responsible if the heater is turned off or is below 60 degrees.

### Refrigerator

- Defrost freezer if needed. **DO NOT** use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. **DO NOT TURN OFF.**
- Sweep down cobwebs on walls and ceiling.
- Replace the light with an appliance bulb, if necessary.

### Stove

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.

## **Vacating Checklist**

- Replace burner pans.

### **Cabinets & Drawers:**

- Wash cupboards inside and out.
- Wipe out drawers with damp rag.
- Clean sink, baskets, and counter tops well.
- Make sure garbage disposal is empty and clean.

### **Miscellaneous In & Near Kitchen:**

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Clean inside and out of dishwasher; include inside seal.
- Wash range hood and clean filter. Change appliance bulb, if necessary.
- Wash windows, blinds screens and clean sills and tracks.
- Scrub kitchen floor, including under movable appliances and baseboards.

### **Living Room**

- Wash windows, blinds screens and clean sills and tracks.
- Wash all light fixtures in warm water and soap. Clean switch plates.
- Sweep down cobwebs.
- Vacuum and/or mop floors and clean baseboards.
- Clean drapes/blinds.

### **Bedrooms:**

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Sweep down cobwebs.
- Vacuum and/or mop floors and clean baseboards.
- Clean drapes/blinds.

## **Vacating Checklist**

### **Bathrooms:**

- Clean bathtub, tile around tub, sink, door, and fixtures.
- Clean the inside and outside of the toilet. These should be free of soap scum.
- Scrub floor, baseboards and behind toilet.
- Clean inside of medicine cabinet.
- Wash mirror.
- Clean windows, sills, and tracks.
- Clean fan.

### **Miscellaneous:**

- Wash inside and outside of front and back doors.
- Replace **ALL** burned out bulbs.
- Clean and dry inside and outside of washer and dryer. Clean lint trap.
- Haul **ALL** trash away.
- Clean out **ALL** floor vents.

**Reminder:** Please reference the cleaning checklist provided on our website. Note that carpets are required to be professionally steam cleaned and sprayed for pests upon vacating.

**Disclaimer:** Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.



## **Security Deposit Refund Policy**

Security Deposit will be returned in full provided all the terms and conditions of the lease are satisfied including the following:

1. The full term of the Lease has expired.
2. Notice was given 60 days prior to lease expiration date.
3. No damage to property beyond reasonable wear-and-tear.
4. Cleaning is not considered normal wear-and-tear.
5. Entire apartment, including range and oven, exhaust fan, refrigerator, bathroom, closets, and cabinets are to be left clean. Refrigerator to be cleaned and /or defrosted. Tubs and showers to be cleaned.
6. No stickers, scratches or holes in walls or ceiling. Small nail holes for pictures are permissible. We pro-rate painting based on 3 years of occupancy.
7. No indentations in wood or tiled resilient flooring.
8. All carpets and or hardwood floors should be cleaned and free of trash and personal property. There shall be no special spotting required. There shall be no tears, stains, burns or any type of damage other than normal use. We recommend vacuuming/mopping weekly.
9. No delinquent rent or unpaid charges.
- 10. All keys are returned to the leasing office at the time of move-out. Security deposit will be forfeited for the failure to return keys.**
11. All debris, rubbish, and discards are placed in the proper rubbish containers.
12. Forwarding address left with LESSOR on a Notice to Vacate form.
13. Notify post office/utility companies of any changes of address.

If your apartment is not returned in clean condition, you will be assessed a cleaning fee no lessor than \$250. If you would prefer to have our contracted maid service clean your apartment through Front Door, please let us know in advance.

The cost of labor and materials for cleaning, painting and repairs beyond normal wear and tear will be deducted from the security deposit.

**REFUNDS CANNOT BE PICKED UP AT THE OFFICE BUT WILL BE MAILED TO ADDRESS PREVIOUSLY PROVIDED ON NOTICE TO VACATE. REFUNDS WILL BE SENT APPROXIMATELY 30 DAYS AFTER THE KEYS HAVE BEEN RETURNED or lease ending whichever is later.**