



WELCOME TO YOUR NEW HOME! We are so pleased to have you as a part of our Parklane community and hope that you enjoy your residency with us. The following information will help you get acclimated to your new home and answer some frequently asked questions. Please do not hesitate to contact us with any questions.

**LEASING &
RENEWALS**
(208) 345-3221
ext. 1

MAINTENANCE
(208) 345-3221
ext. 3

**INVOICE
QUESTIONS**
(208) 345-3221
ext. 4

**GENERAL
CUSTOMER SERVICE:**
(208) 345-3221
ext. 7

FREQUENTLY ASKED QUESTIONS

When is my rent due?

You have until 5:00pm on the 5th of the month to pay, after which it is considered late and you will be charged a \$35 late fee

How can I pay my rent?

You may pay your rent with a check or money order. You may also pay with a credit/debit card or bank account # online at www.parklaneco.com. Cash is NOT accepted.

Can I have guests visit me?

Yes. Guests are expected to adhere to the same rules and policies that are stated in your lease.

What if I get locked out of my apartment?

Contact **Maintenance**. There will be a charge for this service.

What if I lose my keys?

Contact **Maintenance**. There will be a charge for this replacement.

I have a non-emergency maintenance request.

Who do I contact?

Please contact **Maintenance**.

What constitutes an emergency maintenance request?

- No electricity
- No water
- No heat on a very cold day
- No A/C on a very hot day
- Water entering the apartment
- Gas leak
- Broken window or exterior door
- Sewer backup

Am I allowed to get a pet?

Please contact **General Customer Service** before getting a pet.

Can I paint the walls?

You may **not** paint the walls in any of our units.

What do I need to do if I want to move out?

Please contact **Leasing** no less than 30 days prior to the end of your lease. They will send a formal document for you to sign.

What do I do if the smoke alarm is activated?

If your smoke detector goes off and there is smoke in your apartment not related to cooking, evacuate the apartment and call 911. If you are cooking and the smoke detector goes off, remove all food from the burners/oven and properly ventilate the apartment. If the smoke detector goes off and there is no

smoke and it will not stop, please contact **Maintenance**.

What do I do if the carbon monoxide alarm is activated?

If your carbon monoxide alarm goes off, immediately evacuate your apartment, move to a location that has fresh air and call 911. If anyone is experiencing symptoms of carbon monoxide poisoning (headache, dizziness, vomiting), make sure to request an ambulance.

I would like to renew my lease. What steps do I need to take?

Please contact **Leasing and Renewals**. They will be happy to renew your lease.

What cannot go in the garbage disposal?

Please only put soft foods down the disposal. Please do not place fibrous materials (celery, shrimp, onion, etc) or hard materials (bones, potato, carrot) in the disposal. If you do, damage to the disposal could be chargeable to you.

What cannot go in the toilet?

Items that should not go in the toilet include large amounts of toilet paper, paper towels, Band-aids, dental floss, cat litter, prescription/over-the-counter drugs, diapers, feminine products.

What if I spill something on the carpet?

Clean the spill up immediately. If the spill cannot be removed, contact your **Maintenance** so they can assist you before the stain is permanently set. You will be responsible for this cost. Please do not delay; it is less expensive than carpet replacement.

What if my neighbors are making too much noise?

If you feel comfortable speaking with your neighbor, kindly ask them to keep the noise down. If the noise persists or if you do not feel comfortable confronting your neighbor, contact **General Customer Service** and let them know the situation.

Do I need to put a cutting board on the kitchen counter tops?

In order to preserve the counter tops and avoid any charges as time of move out, we ask that you please use a cutting board on the kitchen counter tops.

A light bulb has gone out in my apartment. What do I do?

You are responsible for replacing light bulbs after your move in. Please only use energy efficient lighting when replacing bulbs.