



WELCOME TO YOUR NEW HOME!

We are delighted to welcome you to the Parklane community and hope you enjoy your residency with us. Below is some essential information to help you settle in and address common inquiries. If you have any further questions, please feel free to reach out to us.

FREQUENTLY ASKED QUESTIONS

What should I do if my neighbors are being noisy?

Start by politely asking them to lower the volume. If the issue continues or you're uncomfortable approaching them, please contact Tenant Relations to report the situation.

Tenantrelations@parklaneco.com

When is my rent due?

Your lease will specify the due date for rent each month. Payments received after this date will incur a late fee.

How can I pay my rent?

Rent can be paid online at www.parklaneco.com using a credit/debit card or bank account.

Alternatively, you can drop off a check or money order in the payment drop box at our office; please ensure your name and apartment number are clearly marked. Please note, cash payments are not accepted.

Can I have guests over?

Yes, guests are allowed but must follow the same rules and policies outlined in your lease agreement.

Am I allowed to have a pet?

Please consult with Leasing before bringing a pet into the unit. Leasing@parklaneco.com

Can I paint the walls?

Painting the walls in any of our units is not permitted.

How do I renew my lease?

For lease renewal options, please get in touch with Leasing. Leasing@parklaneco.com

What steps should I take if I want to move out?

To initiate the move-out process, please contact Billing at least 60 days before your planned move-out date, and they will provide the necessary documentation.

What should I do if I get locked out of my apartment?

Please contact Maintenance for assistance, noting that there will be a charge for this service.



What happens if I lose my keys?

Contact Maintenance for help. A fee will apply for replacing your keys or locks.

What qualifies as an emergency maintenance request?

If you have an emergency maintenance request please call 208-345-2221 ext 3.

Emergency requests include:

- No electricity (entire apartment)
- No running water
- No heat during extremely cold weather
- No A/C during very hot weather
- Water entering the apartment
- Gas leak
- Broken window or exterior door
- Sewer backup

Who should I contact for non-emergency maintenance requests?

Please fill out a Maintenance Request at www.parklaneco.com/maintenance. Ensure that all information is completed accurately.

What do I do if the smoke alarm goes off?

If there is smoke, evacuate immediately and call 911. If the alarm sounds due to cooking, just ventilate the area and remove the food from the heat. If the alarm continues without any visible smoke, please contact Maintenance.

What should I do if the carbon monoxide alarm activates?

Evacuate your apartment immediately, find fresh air, and call 911. If anyone shows signs of carbon monoxide poisoning (headache, dizziness, nausea), request an ambulance right away.

What are the best practices for garbage disposal?

Please avoid pouring grease down the drains. Soft foods are acceptable, but steer clear of fibrous materials (like celery and onion) and hard objects (like bones). Damage incurred from improper use may be charged to you.

What shouldn't be flushed down the toilet?

Items not to flush include large amounts of toilet paper, paper towels, Band-aids, dental floss, cat litter, medications, diapers, and feminine products.



What if I spill something on the carpet?

Clean up spills immediately. If the stain persists, contact Maintenance for assistance before it sets permanently. You will be responsible for the cost of any necessary cleaning.

Should I use a cutting board on the kitchen countertops?

To maintain the countertops and avoid potential charges at move-out, please use a cutting board when preparing food.

What if a light bulb burns out in my apartment?

You are responsible for replacing light bulbs after your move-in. Be sure to replace them with the same type and color temperature.

Welcome again to your new home! We hope you have a wonderful experience living here.

- *Parklane Team*

Important Contacts

Submitting a Work Order

Please scan the QR Code below to submit a work order



Moving out?

Please use the QR Code below to complete a Notice to Vacate form



Billing - Invoicing@parklaneco.com

Tenant Relations - Tenantrelations@parklaneco.com

Leasing - Leasing@parklaneco.com