

GRANDIN PROPERTIES

MOST FREQUENTLY ASKED QUESTIONS

1. **WHO DO I CALL WHEN I HAVE A PROBLEM?** For a maintenance problem, please call **(513) 871-7110**. This call constitutes authorization to enter your apartment at the earliest possible time for non-emergency problems; we will attempt to solve emergency problems immediately. An emergency is defined as a fire, burst pipe, etc.; an emergency is not a broken garbage disposal or broken windows.

2. **HOW AND WHEN DO I PAY RENT?** The rent should be sent to: Grandin Properties, Ltd., 1995 Madison Road, Cincinnati, OH 45208. Pre-labeled envelopes are available upon request.

Rent **MUST** be received by the 1st of the month. Late penalties of \$50 plus \$5 per day will be charged. Our bank deducts mortgage money on the 1st and with the high administrative costs associated with delinquent payees, we cannot extend any exceptions to this policy. Tolerating lateness from a few careless tenants would cause rent increases for those who act responsibly.

3. **WHAT AM I RESPONSIBLE FOR WITHIN THE APARTMENT?** Tenants are responsible for those matters that would fall under the heading of housekeeping. This includes; but is not limited to, changing light bulbs and smoke alarm batteries; plunging toilets when clogged; re-setting circuit breakers or fuses when blown; keeping the apartment clean and orderly; and removing trash from the apartment on a daily basis (accumulated trash draws rodents and pests). We expect residents to be considerate of the neighbors. Tenants are also responsible for notifying us immediately of any maintenance problems to prevent further damage.

Rent charges are not designed to encompass full service to the tenants on every matter. For example, putting diapers or foreign materials in the toilet or vegetable/fruit peelings in a disposal can cause problems. In fact, stopped-up plumbing problems are typically the expense of the tenant rather than the landlord because they are normally tenant-caused.

4. **HOW DO I GET MY SECURITY DEPOSIT BACK?** *By caring for the apartment as if it is your very own home.* Additionally, complete the move-in/move-out checklist and return to us within five days of moving both in and out. When leaving, tenant is responsible for having the apartment thoroughly cleaned including refrigerator and stove; assuring that all appliances and light bulbs are in working condition; repairing any damages in the unit; and returning all keys (apartment, common area and mail box). Regarding nail holes and repainting, it is best to have our maintenance people handle these since it will be professional and the cost to you reasonable.

To maximize the return of your security deposit, be aware of the typical problem areas that prevent this: dirty appliances, food left in kitchen, dirty bathrooms, damage to the hardwood floors.

5. **WHAT ABOUT NOISE?** *Be considerate of your neighbors.* After 9:00 on weekdays and 11:00 on weekends, quiet would be generally appreciated.

6. **CARING FOR THE FLOORS?** Please make sure that no wax-containing products are used on the floors since they destroy the finish. To clean the floors, use ¼ cup vinegar per gallon of water. To avoid scratches, remember to protect the floors with rugs and to use felt/rubber protectors under chairs. Anything left wet on the floor will cause staining/damage.

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