

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 if you have additional questions.

FREQUENTLY ASKED QUESTIONS

When is my rent due?

Your lease will provide the specific date on which your rent is due each month. Rent paid after the due date will be considered late and you will be charged a late fee.

How can I pay my rent?

You may pay with a credit/debit card or bank account # online at www.parklaneco.com. You may also pay your rent by dropping a check or money order off in the payment drop box at our office. Make sure your Name and Apartment # are clearly noted. 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.

Am I allowed to get a pet?

Please contact **Leasing** before getting a pet.

Can I paint the walls?

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

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

Please contact **Leasing** to discuss your options.

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

Please contact **Billing** at least 30 days prior to your anticipated move out date and they will provide you with the required documents.

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 to replace your keys/locks.

What constitutes an emergency maintenance request?

•No electricity (entire apartment) •No running 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

I have a non-emergency maintenance request.

Who do I contact?

Please go to www.parklaneco.com and fill out a **Maintenance Request**. It is important that you fill out the form entirely.

What if my neighbors are making too much noise?

Start by kindly asking them to keep the noise down. If the noise persists or if you do not feel comfortable confronting your neighbor, contact **Tenant Relations** and let them know the situation.

What do I do if the smoke alarm is activated?

If your smoke detector goes off and there is smoke in your apartment, 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, but 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.

What cannot go in the garbage disposal?

Never put grease down the drains. Please only put soft foods down the disposal. Please do not place fibrous materials (celery, shrimp, onion, etc.) or hard materials (bones, potatoes, carrots) in the disposal. If you do, damage to the disposal or drains 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 **Maintenance**. 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.

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

In order to preserve the counter tops and avoid any charges at the 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. Make sure you replace bulbs with the same type and color temperature.

Contact Information

WWW.PARKLANECO.COM

208-345-3221

Leasing – Leasing@parklaneco.com

Maintenance – Maintenance@parklaneco.com

Billing – Invoicing@parklaneco.com

Tenant Relations – Tenantrelations@parklaneco.com