

MCKINNEY
- PROPERTIES INC -

1717 Penn Avenue, Suite 5015, Pittsburgh, PA 15221-2695 ♦ (412) 242-5390 ♦ Fax: (412) 242-5391

Resident Handbook

Welcome To Your New Apartment Home!

Dear Resident,

Welcome to your new home!

We sincerely hope that your move here will be the beginning of a long, pleasurable residency.

To help you fully enjoy the lifestyle of the Brittany Apartments, we have provided you with this Resident Handbook. Naturally, it cannot answer all of your questions, but it should serve to meet most of the usual needs. Additionally, our entire staff is available to help you with any issues not covered herein. As updates or bulletins are sent to you, please insert them in your McKinney Properties, Inc. folder for easy reference.

Please sign the attached page to acknowledge your receipt and understanding of this handbook.

Sincerely,

MCKINNEY PROPERTIES, INC.

GENERAL

1. RENTAL PAYMENTS

Rental payments are due and payable on the first (1st) day of each month. Be sure to include your apartment number and building name on the check. Checks should be made payable to: McKinney Properties Inc., and are to be sent to the following address:

**McKinney Properties, Inc.
1717 Penn Ave., Suite #5015
Pittsburgh, PA 15221**

Rental Payments may also be deposited in the McKinney Properties, Inc. Rental Office mail slot when the offices are closed. *Please do not give rental payment to the building personnel.*

Please remember that if your rent is not paid on time, you lose the monthly discount.

2. PERSONAL PROPERTY/RENTERS INSURANCE

In accordance with your Lease, neither McKinney Properties, Inc., nor the building owners are responsible for your personal property including but not limited to: items stored in your storage locker, personal property in the apartment, or your automobile and its contents while parked on the property. We strongly urge that all residents review their insurance policies to make sure their property is insured against theft, fire, and other perils. Renter's insurance policies are required in accordance with your lease. These policies can be obtained at a very low cost from your automobile insurance carrier.

MAINTENANCE

1. MAINTENANCE REQUESTS

All maintenance requests should be reported by use of Maintenance Request Forms which are located in the mail room on the level G-2 level. Please make every attempt to use these maintenance forms as it allows our maintenance service to be more efficient.

2. EMERGENCY MAINTENANCE

Emergency maintenance should be reported by telephoning the McKinney Properties, Inc. Office at (412) 242-5390. If the office is closed please stay on the line and your call will be forwarded to our answering service. The answering service will notify the appropriate McKinney Properties Inc. employee to respond to the emergency situation at hand.

Maintenance requests will be scheduled in accordance with the relative urgency of the problem. Emergencies will take priority, however minor problems will be handled without excessive delay.

Except in instances where we are requested in writing not to do so, our Building Superintendent will enter your apartment to perform necessary maintenance. All maintenance employees are required to knock on a residents door prior to entering. If you are home and we are doubtful of the identity of the maintenance personnel, do not admit them into your apartment. Ask them for identification and/or call the McKinney Properties Inc. office for verification.

In some instances it will be necessary to use outside contractors to make the necessary repairs. Unless instructed otherwise in writing, we will permit these contractors to enter your apartment to make the necessary repairs. Call the McKinney Properties Inc. office if you are doubtful as to the identity of outside contractors.

SAFETY

1. McKinney Properties Inc. wishes to cooperate with our residents and the local police department to prevent crime in our apartment community. Below we suggest several steps designed to increase all residents awareness and increase their safety. Statistics have shown that a most effective deterrent to crime is when all the individuals in a neighborhood look out for each other. This does not mean that you should carry a gun or that you should attempt to apprehend any suspicious looking individuals. However, it does require each resident to be more active in reporting suspicious activities or persons to the proper authorities. Therefore, we encourage each resident to know his or her neighbors and become alert to suspicious persons or activity on the property. Please contact the local police department should you observe any suspicious act or person(s).

The Police encourage early reporting of suspicious activity as means of preventing crime. Please do not hesitate to call if necessary. Lock both the knob and deadbolt on your apartment door at all times. Our previous experiences indicate a much lower incidence of burglaries where deadbolt locks are used.

POLICE EMERGENCY SERVICE – 911

FIRE DEPARTMENT EMERGENCY SERVICE – 911

Please verify the above phone numbers on a frequent basis for any changes.

2. All outside doors leading into the building with the exception of the main (lobby and the fourth (4th) floor doors) are kept locked at all times for the purpose of discouraging intruders from gaining entrance into the building. Although these doors are equipped with door closers, we hereby request each resident to make sure these doors close completely after they have passed through them.
3. The main lobby and fourth (4th) floor entrance doors are locked each night at approximately 5:00 p.m. and opened each day at approximately 7:00 a.m. On weekends these doors are either locked all day long or are open for business hours. When these doors are locked, residents can permit entrance to any guest by operating the door button on their telephone. Please Do Not Permit Entrance

To Anyone Calling You On The Intercom System Unless You Are Expecting That Person And You Know Them Personally. Again, complying with this practice will discourage the unwanted element from entering our building.

4. Should the garage doors or any exterior door malfunction, please report it to the McKinney Properties Inc. Office at (412) 242-5390 immediately.
5. When entering or exiting the garages, please wait until the garage door is completely closed before driving away. Watch for anyone who enters the garage while the door is open or appears to be waiting to enter the garage area. If you do see any one suspicious, contact the McKinney Properties, Inc. Office, or the Wilkesburg Police Department. No apartment building can be 100% safe; however, if all residents strive to comply with the above requests, the Brittany Apartments will be a more enjoyable and safer home for all.

INTERCOM ENTRY SYSTEM

The intercom entry system allows you to remotely unlock the lobby entrance when a guest arrives at the building. You are assigned a three-digit code that when entered into the intercom, will automatically dial your telephone number. **Your code is not your apartment number.** Your guests can find your code by finding your name on the lobby directory. When a guest calls you from the intercom, pressing “6” on your telephone will unlock the door. Please verify the identity of the caller before unlocking the door. If you do not recognize the caller by voice, tune your television to the cable channel identified by your resident manager and you will be able to see who is in the lobby.

Your building manager will need your telephone number to program your apartment into the lobby intercom system.

RECYCLING

Effective September 1, 1990, the Borough of Wilkesburg enacted recycling laws in accordance with Pennsylvania State Law.

The Brittany Apartments has been in compliance with the recycling program which requires all residents to recycle glass containers and metal cans.

McKinney Properties, Inc. requests that before depositing your metal cans and glass containers in the recycling bin, please do the following:

- 1. Rinse metal cans and glass containers.*
- 2. Do not put the recyclables in paper bags or plastic bags before depositing into recycling bins.*
- 3. Only recyclables are to be put in the recycling bin. All other trash is to be deposited in the trash chute.*
- 4. Cardboard boxes should be deposited in the trash container located in the G-1 garage. Please break down all boxes prior to depositing in containers.*
- 5. All garbage must be securely wrapped before placing it into the trash chutes located on each floor. Please do not leave trash outside the chute.*

EMERGENCY PHONE NUMBERS

BRITTANY APARTMENTS

Police	911
Fire	911
Borough of Wilkesburg	(412) 244-2900
Wilkesburg Post Office	(412) 241-0916
Poison Control Center	(412) 681-6669
Comcast Cable-TV	(888) 266-2278
Duquesne Light Company	(888) 393-7100
Verizon	(800) 660-2215
McKinney Properties, Inc.	(412) 242-5390
Leasing Agent – Steve Gramley	(412) 243-2407

Please verify these telephone numbers on a frequent basis for any changes.

As part of our commitment to provide a well-maintained property, we ask that you assist us in eliminating conditions in your apartment home that may lead to moisture buildup. When moisture accumulates indoors mold may grow. Therefore, to prevent mold growth you must keep your apartment home and furnishings free from moisture buildup. Following these few simple steps will minimize moisture buildup in your apartment home and discourage the growth of mold.

Please contact the Leasing Office IMMEDIATELY to report:

- Any evidence of water leak or excessive moisture in your apartment home, storage room, garage or any common area.
- Any evidence of mold or mildew growth.
- Any failure or malfunction with your heating/ventilation/air-conditioning system.
- Any inoperable windows.

Properly ventilate and dehumidify your apartment home by:

- Not running your air conditioning when doors and windows are open.
- Keeping windows and doors closed in damp or rainy weather conditions.
- Maintaining a general temperature of 68.5°F – 70.0°F (winter) and 74.0°F - 80.0°F (summer).
- Not blocking or covering any heating/ventilation/air-conditioning supply diffusers and/or return grilles in your home.
- Not covering your windows and/or doors with plastic.
- Not using a humidifier or air filtration device in your home.

Maintain a clean environment and prevent moisture buildup in your apartment home generally by:

- Regularly vacuuming and cleaning your home using household cleaners.
- Cleaning your home more often if you own a pet.
- Not allowing bird droppings to accumulate on windowsills, decks, patios, etc.
- As soon as reasonably possible, wiping down and drying areas that might accumulate visible moisture, like countertops, windows, windowsills, cove molding and vent covers.
- Limiting houseplants to a reasonable number. Not over-watering houseplants-and cleaning up spills immediately.

Prevent moisture buildup in your kitchen by:

- Using the exhaust fans in your kitchen when cooking or while the dishwasher is on its “dry” cycle, and allowing the fan to run until all excess moisture has vented from the kitchen.

Prevent moisture buildup in your bathroom by:

- Using any pre-installed fan when bathing/showering and allowing the fan to run until all excess moisture has vented from the bathroom.
- Keeping the shower curtain inside the tub or fully closing the shower doors.
- When finished bathing/showering, leaving the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has evaporated.
- Hanging up your towels and bath mats so they will completely dry out.
- Periodically cleaning and drying the walls around the bathtub and shower using a household cleaner.

Prevent moisture buildup in your laundry closet (if applicable) by:

- Making sure that condensation does not form within the washer and dryer closet when washing clothes in warm or hot water and drying any condensation that does gather.
- Ensuring that your dryer vent is properly connected and clear of any obstructions and cleaning the lint screen after every use.
- Drying your laundry in an electrical dryer or outside rather than hanging laundry throughout your home to air-dry.

Prevent moisture buildup in your closets by:

- Not overfilling closets or storage areas with clothes or other soft goods.
- Not allowing damp or moist stacks of clothes or other cloth materials to lie in piles.
- Leaving your closet doors ajar during the summer months.

Please contact the Management Office at 412-243-2407 if you have any questions or concerns regarding moisture.

RESIDENT HANDBOOK RECEIPT AND ACKNOWLEDGEMENT

This handbook contains policies and procedures which apply to me. I/We agree to read this information and follow it during my/our residency. I/We further understand it may be amended at any time.

Please sign this page to acknowledge your receipt and understanding of this handbook.

Resident signature

Date

Resident signature

Date