



## **RESIDENT HANDBOOK**

4405-A Union Deposit Road  
Harrisburg, PA 17111  
(717) 564-6693

Maintenance:  
(717) 564-6693

[www.rentpmi.com/twinlakes/Index.aspx](http://www.rentpmi.com/twinlakes/Index.aspx)

Welcome to Twin Lakes Manor  
Apartments!

**Please use this handbook as a guideline and become familiar with it.**

Keep it in a place that you can refer to it when needed.

## ***Twin Lakes Manor Apartments***

Twin Lakes Manor Apartments welcomes you to your new home. The following guidelines will help with a successful residency here.

1. Review your lease and follow the rules and regulations.
2. The following numbers will assist you with any utility issues. If you wish to be placed on a Budget Plan, you must contact the utility directly.

PP&L (electric) 1-800-342-5775  
Comcast (Cable TV, Internet, Phone) 717-602-4586  
UGI 1-800-276-2722

3. Rent checks are due in our office with a postmark or hand delivered by the 5<sup>th</sup> of the month. Any rent received after that date will be subject to a late charge. Please remember that our office is closed on weekends and holidays. **The office being closed is not an excuse for rental payments not being received on time.** Your payment must be made by check, certified check or money order. All checks must be clearly marked with your address. **We do not accept cash in our office.**
4. Twin Lakes does offer an automatic withdrawal on the Rent Cafe portal. For more information please contact our office. You may also pay online at [www.rentpmi.com/twinlakes](http://www.rentpmi.com/twinlakes).
5. Renter's Insurance is required and is necessary to cover your personal belongings. The owner or management is not responsible for damage to your personal property and cannot insure your personal goods due to water leaks or other problems that may arise. You must provide insurance documentation if you own a waterbed.
6. Please keep us up to date on your home and office phone numbers.
7. Carpets must be professionally cleaned upon your move out and a receipt presented to the property manager. Do not use dry chemical cleaner. A professional cleaning at least once a year will help maintain the quality of your carpet.
9. If you have a problem of any kind, please call our office. We suggest any serious concerns be put in writing and submitted to our office.
10. Maintenance calls should be called in to **564-6693**. If it is an emergency, calls are taken day or night by an answering service. Please review our "*Maintenance Guidelines*" information enclosed.

### OFFICE STAFF

**Jess Beck**, Property Manager, [jbeck@rentpmi.com](mailto:jbeck@rentpmi.com)  
**Stefanie Feldmann**, Leasing Specialist, [sfeldmann@rentpmi.com](mailto:sfeldmann@rentpmi.com)  
**Angela Rodriguez**, Bookkeeper, [arodriguez@rentpmi.com](mailto:arodriguez@rentpmi.com)  
**Jess Sparks**, Administrative Assistant, [jsparks@rentpmi.com](mailto:jsparks@rentpmi.com)

# ***Twin Lakes Manor Apartments***

## **MAINTENANCE GUIDELINES**

**Regular maintenance should be called Monday through Friday between the hours of 9:00 a.m. and 6:00 p.m., 564-6693.** Call us as soon as you are aware of a problem. This will help us to keep your home in good condition. Maintenance strives to respond to all concerns within 24 hours during normal business hours. *If we do not know there is a problem... We cannot fix it!!*

### **Emergency maintenance should be called in immediately to 564-6693.**

After business hours, you will reach the answering service. Listen to all prompts and leave a message where indicated based on your needs. **A maintenance staff person will call you back if it is on the emergency list below.** Important: If they cannot reach you, they will not respond. Resident must be at home for after hours maintenance issues.

#### **The following are considered emergencies:**

No water	Broken Entrance Lock	No Heat in winter
Major Water Leaks	Smoke Smell or Fumes	Toilet Blockage
Gas Smell or Fumes	Sewer Backup	No electricity
No hot water	Refrigerator not working	

Air conditioning in summer, if there is a medical note on file at the office.

1. In case of fire, smell of smoke or other life threatening situation; **call 911 FIRST**, then the office.
2. If you have no heat, please check your thermostat or circuit breaker first. If it still does not work, call the office.
3. If you have a clogged toilet, try a plunger first. If no success, call the office. PLEASE do not flush paper towels, cigarettes, or sanitary products down the toilet. Do not use a "Bluing Agent" in the toilet. It can cause blockage that requires a plumber.
4. For leaking pipes try to locate the shut off valve and turn off the water. Call the office. If there is a major water leak that threatens damage, call the office immediately.
5. No electricity at all? Check your neighbors' status first, and then check your circuit breakers/fuses. In Phase I and Phase II the breaker box is in the master bedroom closet in the 2 bedroom units and in the hallway in the 1 bedroom units. Phase III has the box in the hallway or kitchen.
6. Cable outage must be reported directly to the cable company.
7. We DO NOT respond to lock outs after hours. Please give a relative or friend a duplicate key.
8. Plastic may not be placed on the exterior of windows.
9. Any broken glass (windows/doors, etc.) is the tenant's financial responsibility.

**When calling for maintenance, please call as early in the day as possible and keep in mind that if a contractor is called out for a non-emergency maintenance item after hours, you may be billed for his time and repairs.**

# ***Twin Lakes Manor Apartments***

## **A-Z Reference Guide**

### AFTER HOURS MAINTENANCE

See Maintenance Guidelines on page 3.

### BALCONIES AND PATIOS

Balconies and Patios are to be kept clean and neat at all times. Furniture used on the patio must be outdoor furniture. The hanging of clothing, rugs, signs, flags, awnings, canopies, shutters, exterior patio blinds or any other items are prohibited. Patios and balconies cannot be used for storage. You cannot add hangers, screws, nails or fasten any item to the head rail, railings or deck boards. All charges for these damages will be incurred by the resident. Gas grills, hibachi cookers, smokers and charcoal grills are also prohibited on the all patios and balconies within the complex. Effective April 1, 2019 lattices are prohibited on all patios and balconies within the complex. See office for Satellite dish restrictions.

### BASKETBALL COURT

The basketball court is located near the playground on Superior Drive and should not be used after 10:00 p.m.

### BREAKER BOXES

In Phase I and Phase II the breaker box is in the master bedroom closet in the 2 bedroom units and in the hallway in the 1 bedroom units. Phase III has the box in the hallway or kitchen.

### CABLE TV

Each apartment is supplied with a cable outlet. Under no circumstances should the outlet be removed from the wall. No additional outlets are to be installed without prior approval from management. If the cable does not work, please call your provider. You are responsible for paying for your cable services.

### CARS

There will be no car maintenance or washing of cars on the premises. Two vehicles are allowed for each apartment

### CARPETS

A professional cleaning, at the expense of the resident, once a year will help maintain the condition of the carpet. At your move out you will be required to have the carpet professionally cleaned and provide a receipt to management. Please call the office for a referral.

### COMMODE

Do not use a "Bluing Agent" in the commode. It can cause blockage that requires a plumber. Do not use the commode for the disposal of trash, food, cigarettes, sanitary napkins, "so called" disposable diapers, paper towels or other such items. NEVER POUR GREASE DOWN YOUR COMMODOE. These items cause many blockages and will result in inconvenience and charges billed to you. Do not put any kind of drain cleaner down the commode or drains. Please call the

office for service if you have a blockage. SUGGESTION: Purchase of a plunger will be a very practical investment.

### COMMON AREAS (PHASE III)

The following areas are considered common areas – stairways, walkways, hallways, foyers, play areas, office and parking lots, etc. Please do not store or leave personal items in common areas. The maintenance staff will remove and dispose of any items left in common areas or that block walkways or entryways. There is no smoking in the common areas.

### DECORATING:

If you wish to paint the walls of your apartment, please contact the office to secure the necessary written permission. Prior approval by the management company is required.

### DELIVERIES

We no longer accept packages at the office as of March 2020.

### DISHWASHER

Remove all food scraps and rinse plates before placing in the dishwasher. Overflows are caused by solid particles blocking the dishwasher drain. Generally, about one-half of the dishwashers' containers for detergent will do the job, and it is not necessary to fill them to the top. Over-filling or using detergent not specifically formulated for dishwashers will also cause overflow problems. NEVER use liquid dishwashing soaps or laundry detergents.

### DRAINS

Grease should not be poured down drains. Hot grease should be placed in a disposable container and disposed in the regular trash. Expenses outside of normal wear and tear can be at the expense of the resident.

### DUMPSTERS

Dumpsters are located throughout the community. Do not let children take trash out unless they have instructed with the proper procedures. If an item does not fit in the dumpster, it is the resident's responsibility to dispose of the item elsewhere.

### EMERGENCY CALLS

See Maintenance Guidelines sheet (page 3).

### EXTERMINATOR

A pest control company services the community on a regular schedule.

### FLAMMABLE MATERIALS

The heat/AC closet is not to be used for any type of storage. It is unlawful to house flammable materials in this area per local fire codes. No other items should be stored as well including, but not limited to, paper products, plastics, or any personal items.

### FOYERS (PHASE I AND II)

It is the responsibility of all residents to keep the foyers clean. The foyer is not to be used for storage. No personal items (including door mats, decorations on the concrete, & furniture) are to be in the foyer area. No smoking is permitted in the foyers. Please notify the office if there are lights out.

### GARBAGE DISPOSALS AND DRAINS

Always allow a generous stream of cold water to run throughout disposal operation and for 30 seconds afterwards. This will flush drain pipes completely and eliminate blockage. Keep in mind that garbage disposals are designed for the disposal of soft foods. If fruit and vegetables are placed in the disposal, be sure that they are cut into small pieces and allow time for the disposal to do its job. GREASE, bones, seeds, bottle caps, spoons; paper, cigarette butts and other such items will not go through the disposal. A maintenance charge will be billed to you for the removal of such foreign items from your disposal.

### GRASS

At no time should anyone be driving on the grass without the permission of Twin Lakes Management. Please keep in mind that any damage caused will be billed to the appropriate resident. **A \$250 charge will be charged to any violators.**

### GRILLS

Grills are no longer permitted on the property as of January 1, 2018. This includes storage of grills with/without tanks.

### HANDICAPPED PARKING

There are designated handicapped parking spaces for those persons with state issued plates and/or hangtags. Do not park in these spaces unless your vehicle is properly labeled. Cars parked in handicap spaces without placards will be towed at the owner's expense. These spots are not assigned.

### HEATING & AIR CONDITIONING

Please call the office if you are having problems with your heat or air conditioning. No additional heating devices are to be used, including kerosene heaters.

### HOUSEKEEPING

It is your responsibility to maintain your home in a safe and sanitary condition. If there is a need to inspect your home for housekeeping problems and is found deficient, you will be notified to correct the deficiency within five days or be cited for a lease violation. It is in your best interest to keep the apartment clean and tidy.

### INSURANCE

As a resident you are required in your lease to obtain proper insurance coverage to provide protection against fire, theft, etc. Owners and managers of the property are not responsible for insuring your personal possessions. Your lease states this very clearly. We urge you to contact your insurance agent and review coverage to make certain you are adequately protected.

### KEYS

When you moved in, you received keys to your apartment. There can be NO removal, addition or changes of the apartment locks without prior permission from the Manager. Replacement keys are available at the rental office for a nominal fee. You will need proper identification to get a replacement key. There is a nominal fee for any requested lock change. The fees are based on cost and labor.

### LATTICES (PHASE I and II)

No lattices are permitted after April 1, 2019. Any installed prior to that date, may stay.

### LAUNDRY ROOMS (PHASE III)

Please read the enclosed laundry room rules and regulations. All residents using the laundry facilities are responsible for keeping the room clean. Do not leave items in the washer or dryer for extended time. Be courteous and respectful of your neighbors.

**PLEASE REPORT ANY PROBLEMS WITH THE MACHINES TO CALECO 1-800-662-7444. You can also report issues to [service@caleco.net](mailto:service@caleco.net).**

### LEAKS

If you have a leak, please call the office immediately. Get to know where the shut off valves are for the toilet and sinks so you can turn them off in the case of a severe leak.

### LEASE

A copy of your lease was given to you at the time you moved in. Please review it and be familiar with its terms. All occupants must be on the lease and approved by our application criteria as any applicant would. To get an additional copy of the lease there is a \$5.00 administrative fee.

### LEASE RENEWAL

At the end of your initial lease, your lease will automatically renew for successive 60 day periods. You may also choose to renew your lease for an additional year term. If you choose to move out, you are required by your lease to notify the rental office in writing 60 days prior to your move out.

### LITTERING

The common area grounds are not to be used as a trash container. Please dispose of your trash and cigarettes appropriately. Cigarettes must not be thrown in the shrubs or tanbark as they could cause a fire or land on someone if thrown from the balcony. Please respect the property and your neighbors by following this request. We continually upgrade the landscaping and want it to be presentable at all times.

### LOCKOUTS

We do not do lockouts afterhours. You will need to contact a locksmith. Financial responsibility is on the resident.

### MAILBOXES

All residents must have their name on their mailbox. Lack of this name could cause non-delivery of the mail. Also, no apartment number on your mail can cause a delay in delivery to you. Replacement cost for the mailbox key is \$10.00.

### MOVE-OUTS

An inspection is required of your apartment at the time of move out. We request that you be present for this inspection so that we may agree on any unusual damages or missing equipment. Inspections will be done only after all possessions are removed and you are ready to hand in the keys and vacate the premises. These inspections are only conducted during business hours and from the hours of 10am to 4pm with a scheduled appointment. You must notify PP&L to turn electric back into Twin Lakes' name and request the last meter reading; Verizon and Comcast Cable of your departure. Failure to contact these companies makes it very difficult for the next resident moving in to have their service connected. Be certain that your forwarding address is

on file at our office. This must be in writing and signed by all. You will receive cleaning instructions and notification of when we will be performing a move-out pre-inspection when you give us notice to vacate.

#### NEWSLETTER

The newsletter provides community information as well as articles and recipes. They may be picked up at the rental office and are emailed out monthly through rent cafe.

#### NOISE AND DISTURBANCES

No immoral, improper, noxious or offensive activity shall be carried on in any unit or on the common elements, nor shall anything be done therein which may be or become an annoyance or nuisance to the other units or occupants. No unit shall make or permit any disturbing noises in the buildings or do or permit anything that will interfere with the rights, comforts or convenience of other unit owners. All residents shall keep the volume of any radio, television, or musical instrument in their units sufficiently reduced at all times so as not to disturb other unit owners. Despite such reduced volume, no resident shall operate or permit to be operated any such sound producing devices in a unit between the hours of nine o'clock p.m. and the following seven o'clock a.m. if such operation shall disturb or annoy other occupants of the building.

#### NOTICE TO VACATE

When you have fulfilled your lease and plan to give notice to leave our community, we must be notified in writing at least 60 days in advance.

#### NSF CHECKS

If you write two NSF checks you will no longer be allowed to pay rent with a check. A money order or cashier's check will be required after this point.

#### PARKING

All residents shall observe and abide by all parking and traffic regulations as posted by the property or by municipal authorities. Vehicles parked in violation of any such regulations may be towed away at the owner's expense. Two vehicles are allowed for each apartment. Vehicles are not to be parked on the grass at any time, including moving in or moving out.

- Park between the lines.
- Be careful opening doors.
- Only residents with handicapped licenses or placards are allowed to park in the handicapped parking spaces.
- Do not park in fire lanes marked off in yellow.
- Only residents may park in front of the building. All visitors should use the overflow parking areas.
- Motorcycles should not take up a full space. It should be parked in front or behind your vehicle. Please place a block under the kickstand to prevent damage to the lot.
- Tractors and/or trailers, cargo trucks, and box trucks are not permitted to park in the community.
- Vehicles parked on the property must be registered, inspected and in operable condition. Vehicle maintenance and car washing is prohibited.
- Boats may not be parked in regular parking areas. See the office for approval to use the rear overflow area, if available.
- Parking of 18 wheelers or their cabs is prohibited.



- Do not block dumpsters, cars that block dumpster are at risk for being towed without warning as well as being charged additional fees for rescheduled service.

**Driver's Slow Down!!! Please drive slowly and cautiously throughout the community.**

PESTS

If you are having a pest issue, please call the office to schedule a service call for your apartment.

PETS

ALL pets MUST be registered with the office. ALL pets will be leashed and under human control when outside the apartment. NO pets may be on the grounds, balconies or patios unattended and/or unleashed. The pet owner bears the responsibility of cleaning up after the pet IMMEDIATELY. No pet may be tied, either attended or unattended to any temporary or permanent fixture on the premises of the property including but not limited to balconies, patios, poles, posts, etc.

PLAY AREAS

The children's play area is located on Superior Drive. Children must be supervised at all times. Always keep your personal items and litter cleaned up in this area. Acceptable forms of recreation and play at Twin Lakes Manor Apartments are as follows.

1. Grass areas on the sides and rear of all buildings are permissible areas for play during daylight hours; such as ball games, Frisbees, hula hoops, playing with toys, etc. At no time should ball games or use of toys be done on or near Twin Lakes roadways for everyone's safety and concern.
2. Bicycles are permitted on the roadways and all cyclists must follow bicycle safety rules including wearing an appropriate helmet. Bicycles must be stored properly inside your apartment and not in any common area. Be careful around parked cars.
3. Operation of remote controlled toys should be done in the basketball court area when it is not in use or on the sidewalks during daylight hours. Pedestrians always have the right of way. Operators need to be aware of their surroundings and allow clear passage of pedestrians on the sidewalk.
4. Skateboard use at Twin Lakes Manor Apartments' grounds is strictly prohibited.

RECYCLING

Please remember to recycle your plastics and glass and place in the totes near the dumpsters. Also – do not put plastic bags in the tote – just cans, bottles, etc.

REFERRALS

We will give you a \$100.00 referral fee when you refer someone who moves into Twin Lakes. They should put your name on the application. This is an unlimited offer so you can refer many new residents. We do offer double and triple referrals fees occasionally so check the newsletter for details.

RENT

We request that payments be made online at [www.rentpmi.com](http://www.rentpmi.com) or by check, certified check or money order. No cash will be accepted in our office. For your convenience, you may drop your payment off at our office between the hours of 9:00 a.m. and 6:00 p.m. or in our locked mail slot on the office door after hours. **The office being closed is not an excuse for rental payments**

**not being received on time.** Rent payment is due on or before the 5<sup>th</sup> of each month and a 10% late fee is assessed automatically on any unpaid rent amount 5 PM. As of the 6<sup>th</sup> of each month Management may take immediate action to file a Landlord Tenant Complaint with the local Magistrate. All legal fees incurred for the collection of rent will be charged to the resident.

#### SATELLITE DISH

Satellite dishes are permitted with approval from management and a signed addendum. There are certain stipulations so please check with the office prior to any installation. Telecommunication devices may be installed in accordance with the Property's rules of installation.

#### SERVICE REQUEST AND MAINTENANCE

All service requests must be called into the office or placed online through rent café. The number to use is 564-6693. This system is necessary so that we can organize and supervise the activities of the maintenance personnel. The staff is instructed not to take a service request in any other manner. Whenever the office is closed, you can still call 564-6693 and leave a message on the service. Anything left on the service outside of the emergency line will be addressed the next business day.

#### SNOW REMOVAL

Any amount of snow accumulation can be frustrating for all of us, so we would like to ask for your cooperation with parking during this time. Our goal is to have the walkways and roads cleared as early as possible. Twin Lakes staff does not clear the parking spaces if there are cars parked. We will clear the empty spaces to the best of our ability.

**In the event of a sizeable snow, please be prepared to move your cars after the initial plowing to any already cleared areas, so that all areas can be cleared. The large plows cannot maneuver between vehicles without the risk of damaging them.**

#### SMOKING

There will be no smoking in any common areas of the buildings including the laundry rooms in Phase III.

#### TELEPHONE:

Please register your number with the office. All numbers will be kept confidential. We would appreciate you informing your friends and relatives of your new address and phone number, as we will not give anyone this information.

#### THERMOSTAT

Your thermostat gives you individual temperature control for you apartment and may be set at any level necessary to maintain a temperature comfortable for you. However, if you are going to be away from your apartment during cold weather, please do not turn off your thermostat you may set it around 55-60 degrees. If you are an end unit, open the cabinet doors under the sink. This will help prevent the pipes in your apartment from freezing and causing you problems when you arrive home. This will also conserve energy.

#### TRASH:

Each resident is required to place their trash in the dumpsters. Please use them as intended. Do not place trash around them on the outside. Do not send your trash to the Dumpster with children too small to reach the opening. When you have an abundance of cardboard boxes or large items to throw away please be sure they are IN the dumpster. **Cardboard boxes**

**should be flattened before placing in the dumpster.** The trash man does not leave his truck to pick up excess trash. Please be courteous. Any charges incurred by the trash company could be billed to the residents.

#### VIOLATIONS

In order to maintain a harmonious community, residents agree to abide by rules and regulations established in the lease. They help insure that residents treat each other with mutual respect and allow for quiet and peaceful enjoyment of the property by all. You read and signed a lease including the rules and regulations when you moved in. Lease violations are handled on an individual basis and may result in eviction.

#### WASHER/DRYER- Phase I and II

Do not operate when you are not at home. Clean the lint trap after each use. Do not operate after 11:00 p.m.

#### WATER BEDS

Water beds are permitted in first floor apartments only and resident must show proof of renter's insurance.

#### WATER USAGE

Water and sewer are included in your rent. Let's work together to conserve by informing the staff of any drips and leaks as soon as possible. Increased usage will result in charges from the management company. NO KIDDIE POOLS are allowed.

## **LAUNDRY ROOMS -- PHASE III**

### **RULES AND REGULATIONS**

PLEASE TAKE A MOMENT TO READ OVER THE FOLLOWING RULES.

HOURS: 8:00A.M. UNTIL 10:00 P.M.

- **DO NOT OVERLOAD THE MACHINES.**
  - ONE LOAD OF LAUNDRY IN THE WASHER SHOULD EQUAL ONE LOAD IN THE DRYER, EVEN THOUGH THE DRYER LOOKS LARGER IN SIZE.
  - ONE LOAD IN THE DRYER WILL COST APPROXIMATELY \$1.50 PER LOAD.
- WHEN YOU LEAVE THE LAUNDRY AREA, PLEASE REMOVE YOUR ITEMS WITH YOU.
- PLEASE KEEP THE MACHINES AND SINKS CLEAN FOR THE NEXT RESIDENT.
- IF YOU FIND A MACHINE NOT WORKING, PLEASE PUT A NOTE ON IT AND NOTIFY CALECO 1-800-662-7444, SO THAT IT CAN BE REPAIRED.
- TRASH CANS PROVIDED IN THE LAUNDRY ROOMS ARE FOR LAUNDRY ROOM TRASH ONLY. PLEASE DO NOT DISPOSE OF ANY OTHER ITEMS IN THESE TRASH CANS.
- IF YOU SEE ANYONE DAMAGING THE MACHINES, PLEASE NOTIFY THE OFFICE IMMEDIATELY.
- DO NOT USE DYES, BLUING, ETC. IN THE WASHER.
- THE LAUNDRY ROOMS ARE SCHEDULED TO BE CLEANED TWICE A MONTH. IF WE ALL WORK TOGETHER WE CAN KEEP THEM NICE FOR EVERYONE.
- THE LAUNDRY ROOMS ARE FOR THE RESIDENTS OF TWIN LAKES APARTMENTS. NOT FOR GUESTS AND RELATIVES, OF THE RESIDENTS.
- **NO SMOKING.**

THANK YOU FOR YOUR COOPERATION REGARDING THE  
LAUNDRY ROOM RULES AND REGULATIONS.

## ***Twin Lakes Manor Apartments***

***4405-A Union Deposit Road  
Harrisburg, PA 17111***

***(717) 564-6693  
fax: (717) 564-6011***

**We wish to welcome you to Twin Lakes Manor Apartments and thank you for choosing to make our community your new home. We have gathered a list of telephone numbers that you may need in order to make your move easier.**

### ELECTRIC

PPL 1-800-642-5775

### GAS

UGI 1-800-276-2722

### CABLE TV/INTERNET/PHONE

Comcast 717-654-0249

### EMERGENCY CALLS

Fire and Ambulance

911

(Be sure to give your correct address)

Poison Control

1-800-521-6110

### SCHOOLS [www.cdschools.org](http://www.cdschools.org)

Central Dauphin School District 717-545-4703

Central Dauphin East High School 717-541-1662

### LOWER PAXTON TOWNSHIP POLICE

Non-Emergency Number 717-558-6900

### HOSPITALS

Harrisburg Hospital 717-782-3131

Holy Spirit Hospital 717-763-2100

Polyclinic Hospital 717-782-4141

Community General Hospital 717-652-3000

Hershey Medical Center 717-531-8521