



**LAKE  
MEADOWS  
APARTMENTS**



# **RESIDENT HANDBOOK**



Dear Resident,

Welcome! Congratulations on becoming our newest resident at Lake Meadows Apartments! Lake Meadows is a unique apartment community in the Bronzeville Historic Douglas location of Chicago, establishing itself for over 60 years. We are one of the largest apartment communities in Chicago housing over 3000 people and host the largest amount of green space for your enjoyment and relaxation. Lake Meadows is your community. It is where you will spend a great deal of your leisure time, time that should bring relaxation, enjoyment and satisfaction. To ensure that your expectations are exceeded, we have developed information and policies that are based on our experience and that old standby, common sense.

We have prepared this booklet to fully explain the policies of your new community. It explains what we need from you, and how you can get the things you need from us. It can help us build a happy and long-lasting relationship.

We believe your residency with us is just the first of many good relationships you will discover here at Lake Meadows.

There is a lot to be said for apartment living. Nothing else comes close to the conveniences and the lifestyle. Our management and maintenance team members are here to assist you. If you have a request for service or need information, please call, email, or visit us. Regular hours are posted at the office. Should a serious maintenance problem arise when the office is closed, our answering service will take your message and will direct your request to the appropriate contact. You can also submit maintenance requests via the resident portal at [www.lakemeadowsapts.com](http://www.lakemeadowsapts.com).

**Changes to this Handbook**

These policies may be modified from time to time. Unless local law provides otherwise, violations of these policies will constitute a breach of your lease. If there is a conflict between these policies and the lease, the lease will govern.

Sincerely,

Colleen Needham CPM®, ARM®  
Assistant Vice President - General Manager

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According to your lease, building management is not an insurer of leaseholder(s) person or possessions in your apartment or elsewhere in the building; residents are required to carry **Renters Insurance**. As a leaseholder, you are responsible for damages caused to others as a result of your actions, or of the actions of your family members or guests. Renters Insurance can provide protection from these damages, along with protecting your personal belongings from loss, theft and damage. Contact eRenter Plan at 888-906-5865 or [www.renterslive.com](http://www.renterslive.com) to obtain a free, no obligation quote. Each Leaseholder has to have their own insurance or be combined on the same plan as other Leaseholders in the same apartment home. Renters insurance must be up to date. If your policy is cancelled, expired, and/or not updated with the Management Office, the lease violation is subject to a \$250.00 fee for each occurrence..... 13

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**BUILDING SERVICES & AMENITIES**

**Air Conditioners**

If you would like to purchase an air conditioner, we ask that you contact the Management Office at 312-842-7333 as you must receive written approval from the Management office before an air conditioner is installed. The Management Office will provide you with the written specifications of the units that will fit into our air conditioning sleeves

and are within the electrical service of your particular style apartment. Our sleeves do not accommodate all makes of air conditioners. The installation can only be completed by an outside vendor, in which we schedule service for. There is an installation charge of \$100 per sleeve. **Required dimensions of AC unit W 24 1/6" x 20 4/16" D x 14 8/16" H.**

## **Apartment Inspection Form**

An apartment inspection form is part of the Move-in packet you received at the time of move-in and should be completed and returned to the Management office within **48 hours** of your move in date. Please note on the form any imperfections, such as scratches on counters or chips in tiles, as this information will be used to ensure that there are no extra charges at move-out. Please bring your inspection form to the Management Office and place a work order for the necessary repair(s).

## **Appliances**

You may not install a portable dishwasher, washer or dryer in your unit at any time. Due to the plumbing and ventilation systems currently installed in the building, it will unfortunately not support these additional systems. Furthermore, it is restricted due to the terms of your lease. If you have additional questions, please contact the management office.

## **Balconies & Barbequing**

As outlined in your lease, barbequing is never allowed on balconies. No barbequing is allowed in the central park areas or the green spaces at Lake Meadows. Unless a specified area is determined by management.

## **Bike Room**

Bike Rooms spaces are available at a first come first serve bases. Please contact Management Office at 312-842-7333 to obtain approval process. All items must be tagged with the resident's name and apartment number and updated annually. Items not identified with current information will be disposed of within 30 days. Lake Meadows Apartments is not responsible for any lost, stolen or damaged items.

## **Cable & Television**

Cable Television service is provided and paid by you directly to the cable service provider. You are not obligated to subscribe to the service(s) offered by any preferred provider. The lobby monitoring cameras allow you to view visitors on your TV screen using Astound channel 195 or 196 on your Astound cable box.

## **E-Communications**

We encourage residents to provide us with their e-mail address. Our "**Stay in the Loop**" electronic news distribution system will never be shared with outside companies, and we promise not to bombard you with frivolous matters. To add your email to our list, please register with our resident portal on our website, [www.lakemeadowsapts.com](http://www.lakemeadowsapts.com) and create an account. Creating an account also helps you to pay rent and create service requests online, along with reservations of amenities.

## **Electricity/ComEd**

Electricity is metered separately and billed directly to you through Commonwealth Edison. You must set up your account prior to moving in and provide the LM Management with your account number. For service problems, please contact them at 800.334.7661 or at [www.comed.com](http://www.comed.com).

## **Common Areas Hallways**

As stated in your lease, do not place bicycles, doormats, shoes, newspapers, water bottles, beach chairs, boxes, etc., in the hallways or stairwells as this may create a hazard for yourself and others and is a building code violation, subject to fines from the Chicago Fire Department. There is **NO SMOKING** in common areas of the buildings, including the laundry rooms, amenity spaces and the stairwells. Pets are never allowed in amenity spaces unless designated specifically for pets.

## Decorating

Your apartment has been freshly painted. Any further decorating should be approved through the Management Office, so our building standards are maintained. The hanging of pictures and small mirrors using picture hangers are normally accepted on the walls, however the hanging of larger heavier items that require special fasteners may cause damage to the walls that will necessitate repairs, at your expense. Posters, flags, etc., are not to be hung in the windows.

Redecorating is on a five-year cycle at the resident request unless paint is chipping or peeling, which we will repair at any time. We will provide complimentary touch up painting up to 30 days after your initial move in date (you supply the container).

## Doors and Entrances

Please do not nail, glue or paste seasonal decorations on your apartment door. Payment for the damage to the surface of the door is the responsibility of the leaseholder(s). Door mounted bells and door knockers are not permitted. Fire code regulations prohibit you from leaving any articles outside your apartment door in the common hallway. This includes doormats and door sweeps.

## Door Entry-Lobby Intercom

Your key fob will open the doors in your building. A phone in the lobby of each building enables your guests to notify you when they have arrived. When someone signals your apartment from the lobby vestibule and you have made sure that the caller is someone you want to let into the building, simply press the number '9' on your phone. The lobby monitoring cameras allow you to view the visitor on your TV screen. Use channel 195 or 196 on your RCN cable to view the lobby. **Do not let anyone into the building unless they are your guest.**

## Drug Free Community

Lake Meadows is a Drug Free Community. We have a zero tolerance for anyone impeding on the safety and well-being of others. When caught you will be subject to lease violations and legal termination of your lease. Refrain from using illegal substances in your apartment home, on the premises, common areas and stairwells. There are no second chances.

## Elevators

The freight or service elevator may be used for moving large items in or out of your apartment; elevator usage must be arranged in advance through the resident portal Concierge tab at the top of your landing page. You can also contact the Management or Leasing Center at 312-225-9808. Service elevator cab dimensions for the various buildings are approximately as follows:

### Height Depth Width

- Buildings 1, 2, 4, 5 (7'6" 3'8" 6')
- Buildings 6, 7, 8, 9 (7'4" 3'7" 6')
- 3420 S. Cottage Grove (bldg. 3) Failed to maintain electric elevator equipment provided at premises in safe and sound working condition. (13-196-590, 13- 196-630(b), 18-30-001) (7'6" 3'7" 6')



Residents are responsible for all damages resulting from moving items in or out of the building. Please press the Call/Emergency button next to the Directory in the Lobby when your movers arrive and our Safety Patrol office will assist you.

## Emergency Contact

There is an Emergency Contact form in your Move-In packet. On rare occasions, it becomes necessary for the Management Office to contact someone on your behalf. Your completed form will be kept confidentially in your file and only referred to in case of an emergency. Update the management office if you would like the contact updated, this request can be submitted through the resident portal.

## Emergency Maintenance

After-hours emergencies are those emergencies that need attention after the Management Office is closed. Assistance is available 24/7; please call **312-842-7333, option 2**. Noise disturbances should be reported to Safety Patrol at **312-791-1102**.

The following concerns are considered after-hours emergencies:

- A fire or smoke detector noise - **CALL THE FIRE DEPT 911** if you think there is a fire!
- Loss of heat.
- Loss of electricity - (call **ComEd first at 800-334-7661** to make sure they are not working in the area or that there is not a disruption in your service)
- Loss of refrigeration
- No hot water
- Smell of gas
- A water line break
- Flooding or sewer backup
- A clogged sink or tub if overflowing or backing up
- A stopped-up toilet (if it's your only one) or it's overflowing
- A lock out – See Lockouts for cost and policies.

## Emergency Response List

If you are confined to a wheelchair, have difficulty walking, are unable to walk, or have other health limitations that would restrict you from exiting your apartment independently and quickly, please take a moment to identify yourself by calling the Management Office. We will place you on our special needs list so that this information is available in the event of an emergency.

## Emergency Lighting System

An emergency lighting system is installed on each floor and in the stairwells. This system will activate automatically if there are power failures and will provide temporary lighting throughout the building for two to three hours. If you need assistance exiting the building, please call **312-791-1102**.

## Extermination

Please call the Management Office if you feel that your apartment requires an exterminator. This must be done at the first sign of pests. Residents who do not inform the management office of pest issues will be charged a **\$500 fine and the cost**



**of the extermination of unit and any ancillary units that have been affected.** (Not included are spiders or ants). If a resident fails to prep their apartment home based on instruction given to them by management there will be a **fine of \$500, plus charge of treatment for Bed Bugs.** Residents who self-treat their units in conjunction with the exterminator will be subject to the cost of the treatment charged to management by the vendor.

## **Fire Extinguishers**

Handheld extinguishers are located in all the stairwells and service lobbies. Please make yourself familiar with their location. Do not remove them except in case of an emergency. Upon using the extinguisher make sure to point it away from you and sweep the spray of the extinguisher back and forth at the lowest point of the fire if it becomes necessary.

## **Fuses and Light Bulbs**

Apartments are equipped with 15- and 20-amp fuses. For your own safety, never use fuses of higher amperage or of a different type than are normally used. **Replacement fuses are the responsibility of each resident.** It is a good idea to have an extra supply of each fuse on hand so that you have them in advance of their need. Also, replacement light bulbs are the responsibility of each resident after 1 year of residency. We recommend no more than a 60-watt bulb. Management will replace the florescent lights in the foyer and over the sink.

## **Grounds**

Your cooperation is necessary to keep the spacious, beautiful, landscaped areas attractive for all residents to enjoy. Do not dump garbage on the grounds and out of your vehicles into the parking lots. All garbage/refuse is to be disposed of properly. Please use the sidewalks throughout the property and do not make paths across the lawns. Organized games such as football, baseball, etc., are not permitted on the lawns/green spaces. However, the public park and playground areas south of John J. Pershing School at 31st & Rhodes are available for these purposes. Any person guest or resident found dumping on the grounds including parking lots are subject to a fine.

## **Guest Parking**

There is NO guest parking available in our parking lots, your guest can park on the streets surrounding the property at no cost.

## **Guest Suite**

A Guest Suite for overnight guests is available for rent by our residents. The Guest Suite(s) is fully furnished with queen sized bed(s), sofa, 4K color television and cable service, along with a full-service kitchen with dishes, coffee maker, toaster, and cooking utensils. We provide linens, towels, and toiletries. There is a daily rental charge ranging from \$125 a night to \$175 a night on weekends (Friday-Sunday). Reservations must be made through the resident online portal concierge tab. For further information and reservations please call the Management Office 312-842-7333, option 4. Prices vary during holiday and special event Chicago weekends.

## **Hanging Pictures**

Upon vacating your apartment leaseholders will be charged for any damage to walls and/or ceilings caused by the hanging of lighting, mirrors, pictures, etc. (See Decorating)

## **Heat**

The City of Chicago requires that heat must be supplied between **September 15 and June 1**. Please note the minimum requirements:

8:30 a.m. to 10:30 p.m. 68 Degrees Fahrenheit  
10:30 p.m. to 8:30 a.m. 66 Degrees Fahrenheit

Our aim is to keep you as comfortable as possible. Buildings are heated from a decentralized steam heating system. Residents in the 12-story buildings can control the indoor temperature by opening or closing the air intake grill. A knob at the top center of the radiator is provided for this purpose.

In the 22-story buildings, temperature is controlled by opening or closing the valve in each radiator. It is very important to remove any items that block the heat flow from the convectors in your apartment. Please be sure to close and lock all windows in your apartment when you leave for the day. During the winter months, the cover should be on the air conditioner to minimize cold air getting through the unit. Please contact the Management Office to place a work order to have the air conditioner cover put in place; there is no charge for this to be done. AC covers are only provided on AC units that came with the apartment home and owned by Lake Meadows.

### **Business Center**

The Mid-Rise Business Center is located in the 500 E. 33rd Street building on the west side of the building. There are three desktops available and a station for laptop users. Wireless internet connection is available. Time limits for use are monitored by Prudential Security. The space is equipped with Print with Me, this allows you 10 free prints a month using your email that is setup with LM. High Rise residents your Business Center is located on the first floor of your building.

### **Key Fobs**

You will be given a key fob at the time of move in. This is fob is not to be shared or given to anyone for use. You may obtain a replacement key fob from the Management Office if lost or stolen. The replacement fee for a key fob is \$65. **Key fobs are only given to leaseholders.**

### **Late Payment**

Rent is considered late after **5:00 p.m. on the 5th** of each month and subject to late charges. On the **6th day**, five-day notices are sent to those who have not paid their rent. After the five-day notice period, delinquent notices are sent to our attorney, at which time legal fees are incurred and charged to your account. (See Legal Fees).

### **Laundry Rooms**

The laundry room is located in the basement of each building. Laundry rooms are open daily from **6:00 a.m. to 12:00 a.m.** The washers and dryers operate using debit and credit cards at the machines. Do not leave your laundry unattended in the laundry room. Management is not responsible for laundry or personal articles lost, stolen or damaged. Do not remove laundry carts from the laundry room. Sign up for Wave Vision at [www.mywavevision.com](http://www.mywavevision.com) or upload the APP on your phone to view which machines are in use.

### **Legal Fees**

Legal fees incurred in the filing of forcible detainers and for eviction proceedings will be assessed and payable if rent is not paid on time of your rental account is forwarded to our attorney two or more times during a one-year lease period it will result in a non-renewal of your lease.

## **Lease Renewals**

Lease renewals are processed through the Lease Renewal Coordinator, located in the Management Office. You will be sent a renewal letter approximately 90 days prior to your lease end date. Once you have chosen your term and rate notify the Lease Renewal Coordinator and a new lease and all pertinent addendums and/or riders will be sent to you via email through Blue Moon. When you receive your new lease, please be sure to review and return it within 48 hours to retain the approved upon rate. Failure to do so can result in a new rate or termination of lease. Failure to sign a lease renewal prior to your lease expiration date, will automatically renew the lease on a month-to-month basis and all the terms and conditions of your current lease will remain in full effect except that the monthly rental rate shall be an amount equal to **150%** of the current market rental rate as set forth in your current lease. Please note that late payments, noise complaints, and other complaints may result in your lease not being renewed. If you are not renewing a 60-day notice in writing is required, please refer to page 1 of your lease, days short of the lease incur a daily rate of rent fine as stated in your lease.

## **Lease Violations**

It remains the responsibility of the resident to familiarize him/herself with the provisions of the lease. Dispatch of more than 3 lease violations of any nature, in the course of a 12-month term, will result in issuance of a 10 Day Notice for termination of lease or non-renewal, depending upon the severity of the violation.

## **Lockouts**

The Management Office provides lockout service for residents. The leaseholder must request this service and authorize it by signing a lockout form. There is a **\$75** lockout fee. This fee will be applied to your account. Do not pay Maintenance or Prudential Security. Call 312-842-7333, option 4 during business hours and 312-842-7333, option 2, for afterhours service. Afterhours is defined as Mon-Friday after 5:31pm to 8:59am.

## **Locks and Keys**

One set of keys are provided to each resident at move-in. Each leaseholder will also be given one gate key and one key fob. Replacement keys are available through the Management Office for a nominal fee starting at **\$15-\$65**. All keys are to be returned to the Management Office at the end of the lease. No entry locks may be added or changed without prior written approval of the Management Office. Any unauthorized locks will be replaced by management at the renter's expense. If a complete lock change is requested, the cost is at the resident's expense, at \$250 for top and bottom lock change and apartment keys only. If you add an alarm to your apartment, it must be approved by management and the code must be shared with management in case of an emergency.

## **Move-Out Procedures**

An advanced **60-day notice in writing** is required when you have made the decision to move out at the end of your lease. *Please refer to the Notice to Vacate section of this handbook.* A move-out packet will be emailed to you upon acceptance and receipt of your written notification to vacate. There are various guidelines that must be followed. The cleanliness of your apartment is a significant factor in assessing charges. A detailed cleaning checklist is included in the move-out packet; please follow it carefully so that you will not be assessed a cleaning charge. At the conclusion of your lease, wall paint must be restored to the original color. A fee will be charged if walls require more than one coat of primer and paint. Reasonable wear and tear on the carpet is allowed. Please note that this does not include stains. Your carpet must be cleaned when

you move out. Any charges assessed must be paid in full within 30 days from move out date to avoid being sent to collections.

## Newsletter

A newsletter is published every month and is e-mailed to our Residents. Reminder notices and updates are posted in the elevators, laundry room monitors and lobbies. We hope to keep you informed about what is happening in the building as well as within our neighborhood.

## Noise Complaints

We take pride in providing a peaceful and enjoyable living environment for our residents. High rise living requires everyone to be considerate of their neighbors. Any noise disturbances should be reported to the Safety Patrol Office at 312-791-1102. Quiet Hours per the Chicago RLTO are 10pm -8am, 7 days a week. Parties are prohibited.

## Notices

We offer bulletin boards in the lobby and digital screens for posting general notices, along with email correspondence. Notices or messages from residents or non-residents are not to be posted in the lobby, outside resident doors, on doorknobs, in the elevators or on the mailboxes.

## Notice to Vacate

A notice in writing is required when you have made the decision to move out at the end of your lease. A **60-days advanced written notice** of your intent to move out is required per your lease agreement. Should you fail to provide us with the proper Move-out Notice, you will be liable to us for rent for the number of days that your written notice falls short of the required 60-day notice period. Move out forms are available in the Management office and will be emailed to you when written notice is received.

## Packages

We have partnered with Fetch, a concierge package delivery service that allows you to receive package deliveries in an easy, convenient, and reliable way. This service is a free amenity available to all residents. Once registered, Fetch will provide you with a unique code to enter as your shipping address when making purchases. We encourage you to share this code with your friends and family to ensure you receive any items sent. When packages arrive at the Fetch warehouse, they are delivered straight to your door at the time you choose, even same day. You can reach the Fetch team by emailing, calling, or texting them at [help@fetchpackage.com](mailto:help@fetchpackage.com) or (972) 861-2837. To register, please visit [fetchpackage.com](https://fetchpackage.com).

## Parking & Parking Permits

Residents' vehicles can be parked in the building parking lots if they have a visible current registered plate sticker on the vehicle plates and a current RFID parking sticker attached to the rear or front window, must **be applied within 30 days of registration** in order to not be towed. Motorcycles can park in the lot, in designated spots only with a valid RFID parking sticker. Visitor parking is available on the surrounding streets ONLY. Parking is never allowed in the areas designated with yellow curbs or in fire lanes. The Landlord is not liable for any damages, stolen items or personal injuries and Resident agrees to hold Landlord harmless in all such matters.

RFID Parking Stickers are available when you register with Contract Tow at [www.ContractTow.com](http://www.ContractTow.com). To receive one, please bring your valid driver license, current insurance card and vehicle registration to the management office to receive the Lake Meadows login information. Stickers should be placed on the **Left side of the Rear or Front Windshield** so that the antenna built into the sticker can be seen through the windshield. Vehicles without a visible current sticker are subject to be towed at the vehicle owner's expense – **MUST BE DISPLAYED WITHIN 30 DAYS OF REGISTRATION or you will be towed!**

If you get a new vehicle, please go onto the Contract Tow website and register your new vehicle. You will need to purchase a new RFID sticker for **\$65.00 if you purchase a new vehicle**. We provide one sticker per Leaseholder and the vehicle must be in the Leaseholder's name. Lake Meadows will not issue stickers to non-residents, or if a vehicle is not in the resident's name. The RFID stickers 12-month annual renewal cost is **\$65.00. \*Permit cost is subject to change.** Loner or rental vehicles are not allowed to park in the parking lots.

Registered vehicles will be towed, without notice, from the "Leasing Parking Lot" spaces located near the 400 E 33<sup>rd</sup> Street/ 3233 S King Dr. building during the hours of 8 am to 8 pm 7 days a week. Spaces are reserved during these hours are for the daily operations of the Leasing & Management Office. Vehicles with expired license plates are also subject to being towed. All towed vehicles are the responsibility of the resident.

An overnight winter parking ban is in effect along King Drive from **December 1 to April 1, between 3:00 a.m. to 7:00 a.m.** regardless of whether snow is present. The City of Chicago fines include a towing fee and a ticket, plus storage fees for each day the car is in the auto pound.

## Pets

Written authorization is required for you to have a pet in your apartment, a maximum of two (2). Cats are permitted in all buildings, if they are neutered and de-clawed and must be registered through the Leasing or Management office. Dogs are not allowed to live on the premises, except for residents who live in the 3445 S. Rhodes building & 400 E. 33<sup>rd</sup> Street building. Dog owners must register their dog at the time of move in or in the Management Office if you are a current resident. A photo of the dog or cat, shot records, and proof of renter's insurance are required (must be updated at renewal). Please contact the Management or Leasing to get a copy of the Pet Policy and Fees. Breed Restrictions do apply. Visiting pets are not allowed in any of the buildings including the 3445 S. Rhodes building & the 400 E. 33<sup>rd</sup> Street building. Any damage to an apartment by a pet will be charged to you. Your dog must maintain valid registration with the City of Chicago <https://webapps1.cityofchicago.org/ezbuy/>. Dogs are to be on leashes outside the apartment at all times, unless in the dog park. **You must pick up after your pet 100% of the time to avoid a fine of \$250. A monthly cat rent fee is \$35.00. A monthly dog rent fee is \$45.00. A non-refundable pet fee for a cat is \$400.00, a non-refundable pet fee for a dog is \$450.00.**

## Recycling

Recycling bins are located in the basement of each building for paper, plastic and glass recycling. Please break all boxes down before placing in the recycle bins, do not ever place household trash in recycle bins. Follow all guidelines for the Chicago Recycling Ordinance laid in your lease.

## Rent Payments

Rent payments are due on or before the first day of the month. Payment of rent is to be done through the resident section of the Lake Meadows website at [www.lakemeadowsapts.com](http://www.lakemeadowsapts.com). If you have not setup your resident portal, you will need an e-mail address and your account # which can be given to you by Management or Leasing Office. Rent is considered late after **5:00 p.m. on the 5th** of each month and subject to late charges. On the **6th day**, five-day notices are sent to those who

have not paid their rent. After the five-day notice period, delinquent notices are sent to our attorney, at which time legal fees are incurred and charged to your account. (See Legal Fees)

## **Renters Insurance**

According to your lease, building management is not an insurer of leaseholder(s) person or possessions in your apartment or elsewhere in the building; residents are required to carry **Renters Insurance**. As a leaseholder, you are responsible for damages caused to others as a result of your actions, or of the actions of your family members or guests. Renters Insurance can provide protection from these damages, along with protecting your personal belongings from loss, theft, and damage. Contact eRenter Plan at 888-906-5865 or [www.renterslive.com](http://www.renterslive.com) to obtain a free, no obligation quote. Each Leaseholder must have their own insurance or be combined on the same plan as other Leaseholders in the same apartment home. Renters insurance must be up to date. If your policy is cancelled, expired, and/or not updated with the Management Office, the lease violation is subject to a \$250.00 fee for each occurrence.

## **Resident Referrals**

Residents who refer their family and friends to Lake Meadows Apartments can receive a fee when the person that you refer to Lake Meadows signs a lease and moves in. A minimum of a 12-month lease is required and other restrictions apply. New resident **MUST** state they were referred by you at the time of the initial visit or when submitting the application. A referred new resident cannot be a current or previous resident of any Draper and Kramer, Inc. properties. The referring resident **MUST** be a current resident at the time payment is to be issued. Illinois law states that referrals cannot exceed \$1500, or one month's rent (whichever is less) in one calendar year, and a resident may not be compensated for more than three referrals in one calendar year. The referring resident must have a valid Social Security Number or Taxpayer Identification Number in order to any referral compensation and must apply for the referral within 30 days of the resident's lease start date. Referral compensation will be paid in the form of a check. Payment is processed after the first full month following the referred resident's beginning lease term and after proper forms are submitted. Resident referral bonus amounts are subject to change without notice.

## **Returned Check**

A **\$75 NSF** fee will be assessed to your account for every check returned by your bank for insufficient funds, stopped payment, closed account, etc. If two NSF checks are received within a twelve-month period, all future rent payments must be in the form of a cashier's check (no money orders) for the remainder of your lease term or up to 6 months whichever is greater.

## **Safety Patrol**

Safety Patrol can be contacted at 312-791-1102. If an emergency, please call 911 first and then call Safety Patrol.

## **Satellite Dishes**

Please contact the Management Office before you purchase or install a satellite dish. You are required to have a balcony unit facing south. Not all apartment homes facing south will get a signal due to the height of the building and trees. Fees apply.

## **Service Requests**

At your convenience, please submit non-emergency service requests online through the resident portal at [www.lakemeadowsapts.com](http://www.lakemeadowsapts.com). You can submit 24/7, if an emergency call 312-842-7333, option 2, after hours Monday

through Friday after 5:30pm and anytime on weekends. If an emergency occurs during management office hours Monday through Friday, please call the office at 312-842-7333, option 4. We are normally able to complete requests within 24 business hours, but are unable to give a specific time when maintenance may be in your apartment. Once the service is completed, the maintenance person will leave a copy of the service request for your records. Please notify the Management Office for all service requests, do not approach a maintenance person directly unless it is an emergency. Maintenance is required to have a request submitted in order to complete any and all work. Maintenance is required to complete requests in the order in which they are received.

### **Smoke Alarms/Smoke Detectors/Carbon Monoxide Detector**

Each apartment has a smoke/CO detector combo, which is supplied with a new battery at the time of Move-In. Per the City of Chicago Ordinance, it is the **responsibility of the resident** to test their smoke/CO detectors periodically and to keep them supplied with functional batteries. To test the smoke detector – push the red button on the cover. A loud shrill indicates that the unit is working properly. An intermittent beep will sound when the battery needs to be changed. Any smoke detector found removed at time of inspections and completion of work orders will incur a fine to the resident as this is a life safety device. Follow these steps to change the battery:

1. Twist the smoke detector cover until it disengages.
2. Remove the old battery by snapping it out of the clip.
3. Snap in a new battery. The detector requires a rectangular 9-volt battery.

### **Smoking Ordinance**

As of January 1, 2019, Lake Meadows Apartments became a **NO SMOKING community**. This includes any common area inside or outside the buildings, including your apartment home, hallways, balconies, stairwells, laundry rooms and other within the building. When going outside to smoke you must be **25 feet away** from the building. **Smoking includes but not limited to cigarettes, hookahs, vapors, cigars, marijuana, and pipes. If you or a guest is caught smoking, a fine of \$500 will be assessed to your ledger and 10-day notice to quit will be delivered.**

### **Solicitors and Loitering**

Soliciting and Loitering is not permitted in the buildings, grounds, or parking lots. Please immediately report the presence of solicitors and anyone loitering to the Safety Patrol Office at 312-791-1102.

### **Storage Lockers**

Storage lockers are available in the basement of each building upon availability, there is a **monthly fee of \$15.00**. Each resident is responsible to provide a lock and to keep the interior of the locker neat. Hazardous materials or chemicals are prohibited in the storage areas, storage locker usage and rules are posted at the entrance to the storage locker area. All articles are stored at your own risk, as the landlord and management do not assume any responsibility for the stored articles. (*See Renters Insurance*).

### **Sub-Leasing & Buyout Procedures**

Please contact the Management Office if you need to break your lease before the expiration date. We will provide you with options, as outlined in the City of Chicago Residential and Tenant Ordinance and Sublet/Buyout Agreements.

### **Telephone**

Residents are responsible for their own telephone service. Service may be initiated through



AT&T at 800.244.4444 and [www.att.com](http://www.att.com) or RCN at (312) 955-2025 and [www.RCN.com](http://www.RCN.com) or from a telephone/cable provider of your choice. Please contact the Management Office and provide us with your telephone number after installation, or if you make a phone number change during your lease term.

## Trash

A trash chute is located on every floor, near the elevator. We ask each resident to help us maintain a clean area by putting all refuse into the chutes. All garbage and refuse must be put in garbage bags and tied at the top. All cat litter must be double wrapped in plastic bags and never dumped directly from the box. Do not dump cat litter down the toilet. Please do not dispose of clothes hangers, other sharp objects or items of an explosive nature down the chute. Large items and empty boxes must be broken down and taken to the basement. Please do not leave any items in the hallway or chute room. Contact the Management Office for disposal instructions of items such as furniture and bedding. As a courtesy to your neighbors please refrain from using the trash chute between the hours of **10:00 p.m. and 8:00 a.m.**

## Transferring Apartments

You must occupy your current apartment for no less than six months prior to transferring. Mid lease transfers may only be applicable for upgrades in unit size and/or rent. Downgrades in apartments will only be allowed at the end of current lease and with Management approval. No exceptions will be made on this policy. A transfer fee of either **\$400** (*if transferring at the end of the lease*) or **\$750** (*if transferring during the lease*) is required at the time of application. All transfers require a minimum 30 days written notice of your intent to transfer, pass all pre-transfer inspections and meet all rental criteria. Your rental account and resident file will be reviewed for any balances due, five-day notices, and any other problems that may have occurred during your residency (noise, housekeeping issues, pest issues). Your account must be current prior to transferring. You may not have a history of late payments, or noise or other lease violations. These can cause your request to be denied. If you are thinking of transferring, we ask that you schedule an appointment to meet with one of our leasing representatives.

## Unauthorized Persons

Door to door canvassing, soliciting, peddling or the distribution of handbills or other written materials is prohibited. Residents should report any violations to Safety Patrol by calling 312.791.1102. Access to apartments is strictly to those who are listed on the lease and their guests. Guests of residents may gain entry only when accompanied by the resident or authorized by the resident.

## U.S. Mail

Mailboxes are located on the first-floor lobby of each building. A mailbox is assigned to each apartment and may be opened with your mailbox key. If you will be away from the building for a period of time complete a Temporary/Vacation Hold form available at any post office or on the Web at [www.usps.com](http://www.usps.com). Lake Meadows Apartments is not responsible for lost or stolen mail or packages left by USPS. Upon moving make sure to contact USPS to do a forwarding of mail. Management will not be able to give access to obtain mail left in the mailbox after your lease has expired, due to federal regulations.

## Utilities

It is your responsibility to contact all utilities before you move-in or out of your apartment. We have a Utility fee for our units. This flat Utility fee per month captures only a portion of the entire bill for water, sewer and trash. **Utility Package Rates: Studio-\$65, 1Bed-\$75, 2Bed-\$95, 3Bed-\$105** – \*subject to change

## Vending Machines

Beverage and snack vending machines are located in the laundry room. Should you experience any problems with the machines, contact the vending company directly. Their information is located on the machines.

### **Window Cleaning**

All apartment windows are cleaned on the outside, weather permitting. You will be notified when cleaning is scheduled. It is necessary to close and lock all windows when washing is being done.

### **Window Décor**

Blinds have been installed in your apartment; they cannot be removed. We ask residents to keep the white side of the blind turned to the outside to ensure a uniform look from the exterior of the building. If you choose to add draperies or curtains, please install them on the room side of the blinds. You are responsible for the cleaning of your blinds. Should the blinds require repair, please call the Management Office. Replacement slats are \$5 each, make sure all slats are facing the same direction and overlapping before opening and to limit repairs to the slats and header mechanism.

## **MAINTAINING YOUR HOME**

**Appliances:** You will find most appliance manuals in one of the kitchen drawers. Please contact the Management office if you need information about the safe operation of any appliance.

**Refrigerators:** If you use both compartments, the best setting is usually midway on the control. Wash crispers in warm soapy water and dry before replacing. Wash the interiors of the freezer and refrigerator with a solution of 2 tablespoons of baking soda to 1 quart of warm water.

**Bathtubs:** Clean bathtubs with nonabrasive cleaners, such as Soft Scrub. Other cleaners may damage bathtub finishes and scratch bathtubs, ultimately making cleaning more difficult.

**Cabinets:** Cabinets are finished in enamel paint. To avoid scratching, do not use abrasives or scouring pads. Only clean with a mild detergent.

**Countertops:** Countertops are finished in laminate but are susceptible to scorching from hotpots, cigarettes and scratches from knives, etc. If a countertop is damaged, the resident will be charged for replacement. Clean countertops with a mild detergent.

**Doors:** Please do not nail, paste, or tape anything to your front door or interior apartment doors. Damage to doors will result in a charge to the resident. Fire regulations prohibit you from leaving any articles on the floor outside your apartment door in the hallway.

**Drains:** Drains are not to be used to dispose of grease. This will cause a kitchen sink backup throughout the building which can effectively create serious damage in your home and others. If your kitchen or bathroom sink is draining slowly, please put in a service request. Do not use drain cleaners such as Draino, as it causes more issues in a multifamily high-rise building.

**Floors:** Floors are ceramic, vinyl or nylon carpet. Most floor/carpet spot removers will be effective in removing stains, however, be sure to read and follow product directions. For best results, carpets should be vacuumed at least every two weeks. Clean ceramic tile with an all-purpose or disinfectant cleaner. Vinyl floors can be cleaned with mild detergent.

**Toilets:** Do not flush anything down the toilet other than toilet paper. Food, grease, Q-tips, cotton balls and coffee grinds can cause backups. Toilet backups impact your apartment and apartments throughout the building.

## **EMERGENCY PROCEDURES**

### **Disturbance or Harassment**

Minor security matters such as noise complaints, solicitors, loitering, or suspicious looking persons or activities should be reported to Safety Patrol at 312-791-1102. In the event of an aggressive confrontation, call the police at **911** and then call Safety Patrol at 312-791-1102.

### **Electrical Failure**

During an electrical outage, the safest place is inside the apartment where you will not disturb those responding to the emergency. Contact ComEd for up-to-date information on outages in the area and restore time.

#### **In the event of an electrical failure residents should:**

- Stay in the apartment and await instructions from Management.
- Locate personal flashlights.
- Do not light candles, they are a fire hazard.
- Do not call the Management Office, as this will tie up the telephone.

### **Elevator Malfunction**

If an elevator malfunctions, please notify the Management Office or Safety Patrol after hours and give them the following information:

- Details of the problem and your name and telephone number. Elevator malfunctions may include a slow trip, erratic, or slow door closure, or improper leveling. **Please Report these conditions immediately.**

### **Elevator Entrapment**

Our elevators are equipped with a communication system for emergency use only. To operate the Emergency Telephone:

- The Emergency Telephone is located below the selector buttons.
- Press the button on the bottom of the speaker box and speak naturally. Advise them of the problem and they will dispatch someone to assist you.
- Assistance is available 24 hours a day.
- Press the alarm bell to notify building personnel.
- If the elevator stops between floors and the door opens, stay in the elevator. Do not try to jump or climb out of the elevator. Do not try to pry open the doors; it may cause other damage to the equipment that could prolong the emergency.
- Stay calm and wait for help to arrive. To feel less confined, sit on the floor and look up or ahead.

### **Fire & Fire Drill Procedures**

Residents share in the responsibility of avoiding fires and knowing what to do in case of a fire. The Chicago Fire Department recommends that you keep a flashlight, whistle, and a two-inch roll of duct tape in an easily accessible kit in case of emergencies. The duct tape is to prevent smoke in the hall from entering your apartment from below the door. Keep keys nearby at all times. It is also recommended that you purchase a portable household fire extinguisher, to be placed outside the kitchen area (the site of most household fires). A hand-held fire extinguisher is available in each stairwell.

### **In the event of a fire:**

#### **IF YOU SEE EVIDENCE OF SMOKE AND/OR FIRE – Notify the Fire Department by calling 911.**

Provide this information:

1. Your address
2. Floor
3. Location of fire on floor
4. Your name

Notify the Management Office at 312.842.7333 and Safety Patrol at 312.791.1102.

If possible, attempt to extinguish small controllable fires. If you are unable to control the fire, without endangering yourself or others, leave the scene of the fire and close (but leave unlocked) all doors behind you. Always touch a door before opening it. If the door is hot do not open it, there is fire on the other side of the door. Close doors behind you. Most fires can be contained by simply closing doors and minimizing drafts in the area. Go to the nearest stairwell, pull the Fire Alarm Switch, and exit the building. Stay to the right or railing side of the stairwell as you descend. Do not use the elevator. Do not break any outside windows or attempt to jump from a window. This will decrease your safety. Do not attempt to exit the building until you reach the ground floor. Do not re-enter the building until advised by the Fire Department. Follow instructions of Fire Department personnel. The elevator will be recalled to the ground floor. Special attention will be given to residents who may have difficulty hearing, comprehending emergency instructions, opening doors, negotiating exit stairwells, or generally needing assistance.

Evacuation Team Members are assigned to assist in the evacuation of persons who may require assistance. The stairwells are built specifically to evacuate people in case of a fire. The floor plans in each apartment are general in nature and are for information purposes only. Please familiarize yourself with the exact location of both stairwells on your floor.

### **Medical Emergency**

In case of an accident or illness while in your apartment or a building common area, **call 911** immediately. Then call Safety Patrol at 312.791.1102.

### **Power Failure**

In case of a power outage in your apartment, it is likely that a fuse has blown. For service, call the Management Office. Turn off electrical equipment to reduce the load on the system before power is restored.

### **Severe Weather/Tornado**

Tornadoes are an extreme rarity in urban Chicago. However, high winds are not uncommon and occur in the spring and fall. If severe weather conditions are forecasted, doors and windows should be closed. Move to an interior room, close doors, and windows.

All items within the Resident Handbook can be changed without reissue of handbook to residents.

We appreciate your valued residency at Lake Meadows Apartments.