

**Welcome to**

**PROPERTY**

We are confident that you will find PROPERTY to be a comfortable and convenient location during your stay in Chicago. If you should need any assistance, please do not hesitate to contact us.

**In case of an Emergency**

**Police ● Fire ● Ambulance**

**Dial: 911**

**For Customer Service:**

312-902-2090

All of our rooms are non-smoking. Many apartment communities prohibit smoking from all common areas

## CONFIRMING YOUR DEPARTURE DATE

Please check your lease agreement to determine your requirements for providing us with  
notice of your departure day.

**Departure Instructions**

1. **Keys:**  Please Return the keys to the Doorperson in the key envelope you received upon arrival.
2. **Utilities:** Please be sure to turn your heater/air conditioner to a low level and turn off all of your lights.
3. **Garbage:** Discard **ALL** of your disposables, garbage, boxes, and bottles etc. in the designated garbage area of your PROPERTY. You may leave behind non-perishable food. Any food items will be donated to Move for Hunger.
4. **Dirty Dishes:** Please load all of your dirty dishes in the dishwasher, and start before you depart.
5. **Mail:** Please arrange to have your mail forwarded to your new address. USPS.com has the appropriate on-line forms for this process.

Emergency Information

Your safety and comfort is a primary concern of ours. Please read the following helpful information to make your stay more enjoyable and most importantly: safe.

**IN CASE OF EMERGENCY**

**Police ● Fire ● Ambulance**

Dial: **911**

**FIRE ALARMS**

Smoke detectors and sprinklers are located in every apartment and in all public areas of the building. If you discover smoke or fire, do not investigate. Instead, please use the closest pull-station and exit the building. IN CASE OF A FIRE, DO NOT USE THE ELEVATORS.

The alarm system may be set-off by a smoke filled room, burning food or an accumulation of steam. DO NOT disconnect the smoke detector. DO NOT open your apartment door. Open your windows to ventilate. A beeping sound indicates a low battery in your device.

Your unit may also be equipped with a Carbon Monoxide detector. Do not ignore the alarms, please contact customer service immediately. Please read the detailed evacuation information on the next page.

**TORNADO WARNING**  
All suburban Chicago communities are equipped with audible warnings in case of severe weather or tornado. These alarms are tested the first Tuesday of each month at 10:00 am.

**SECURITY**

The entry doors to the building are secure for your protection. For the safety of you and your neighbors, please be sure the door is locked whenever you enter or leave the building. Good security is everyone's responsibility. Never allow strangers to follow you into the building. If you suspect something is wrong, contact the Management Office immediately.

**LIABILITY**

We are not liable to the renter, guests or any other person(s) for the loss of any personal PROPERTY. We recommend you consult a local insurance agent and obtain Renter’s Insurance for your belongings.

**DISTURBANCE**

The sounds of stereos, video games, and television sets may carry easily in an apartment building environment. Please keep the volume down so as not to disturb your neighbors, and please be considerate of neighbors when you are entertaining. If a neighbor is causing a disturbance to you, please do not make contact with them, instead contact our office for immediate assistance.

**Emergency Evacuations**

In some cases, it may not be necessary to evacuate your home in some cases it may not be. The fire department official; who will arrive at the scene will determine the location of the emergency and will alert residents of the building via the public address system in the event an evacuation is necessary. Evacuation is used as a last resort when a serious threat to public safety exists. On the other hand, the sounding of a fire alarm must always be treated as an emergency as smoke and toxic gases from even a small fire can be very dangerous.

**Evacuate Immediately When You:**

* Are directed to do so by an emergency official.
* Are in immediate danger.

**Evacuation Preparation Plan:**

* If there is time, secure your home; close and lock windows and doors, unplug all household appliances before you leave.
* Wear sturdy shoes and comfortable, protective clothing such as long pants and long sleeved shirts.
* Go to the nearest stairwell or designated exit area. Take only what is necessary with you (for example, cell phone, coats, keys, purse, bottled water, flashlight, radio, first aid kit). You may not be able to re-enter the building. Enter the stairwell. Proceed carefully but quickly down the stairs.
* Keep talking to a minimum so that all verbal commands or other sounds can be heard( crackling sound of fire, calls for help, instructions given by building management, Security, Fire Department, etc.).
* Once you exit at the ground floor or designated exit do not stop, proceed directly outside, away from the building and await further instructions. LOOK OUT FOR ARRIVING EMERGENCY RESPONE VEHICLES as you lease the building.
* Do not re-enter the building until told so by Fire Department or Building personnel.

**High Rise Fire Safety Emergencies**

The Chicago Fire Department responds to all residential high-rise building alarms promptly and with a host of equipment and firefighters who are highly experienced in rescue and fire control operations.

It is important to understand that the sounding of a fire alarm must always be treated as an emergency as smoke and toxic gases from even a small fire can be very dangerous. Knowing in advance where the two nearest exits are located and how to get to them. Remember that you might have to be able to find them in the dark.

If a fire occurs in your apartment or in a neighboring apartment, it is likely that you will need to seek safety as soon as possible.

Apartment Information

**AIR CONDITIONING/HEATING**

Thermostats are located on the wall in the living/dining area of the apartment. If you need help in operating the thermostat please contact our office.

**DISHWASHER**

Please use dishwashing powder specifically designed for use with automatic dishwashers only, since other detergents may damage the appliance or lead to serious plumbing problems. Please make sure dishes or pots on the lower level do not cover the lower center spray valve; this is the *only* device that will clean the top level. The shutoff valve for the water supply for your dishwasher is under the kitchen sink in the cabinet. If the dishwasher malfunctions and threatens an overflow of water, turn this valve off immediately. Once the valve is turned off and the flow of water stops, call our office. Some apartments have a wall switch near the dishwasher that is designed to cut the power to the dishwasher.

**ELECTRICITY**

If you have an electrical problem, circuit breakers are located in each apartment. If a circuit breaker is in the mid-position or tripped, push it all the way to the “off” position and then back to the “on” position.

**Energy Conservation**

For the sake of our earth’s natural resources we ask you to monitor your energy consumption in your apartment. Please adjust the settings in your apartment to help conserve electricity in the night hours while sleeping, and during the day while at work. Please turn off all your lights when absent, and please don’t leave windows open while running the heat or air conditioning. Electric and gas bills in excess of our average usage will be billed to the tenant. The combined current averages for electric and gas are: $110 per month for a one bedroom apartment, and $152 for a two-bedroom apartment.

The most economical temperatures to set your apartment at are:

\*Summer: 75-78 degrees

\*Winter: 65 to 68 degrees

Of course it is best to use the fresh air during the more moderate spring and fall.

## Laundry

Laundry machines are standard in many of our units. Please be sure to use appropriate soap products in the washing machine. Models vary, but normal cycles are approximately 30 to 40 minutes long.

## Sink garbage disposal

Turn on cold water before starting the disposal. The drains and sink disposals are designed for *small* amounts of food scraps. Unfortunately people often *over-do it*, and too much waste ends up down the drain causing blockage and back-ups. Please be careful to use the disposal sparingly. Never put rice down a disposal. If the disposal stops, check the reset button on the outside of the disposal unit under the sink.

# ODOR CONTROL

It is important to be cognizant of odors in your apartment. Odors from cooking can sometimes have a lingering effect. Measures to return the apartment to a condition acceptable for a new guest can be expensive, and the costs will be passed on. Our guests also need to be careful not to expose neighbors to odors that may escape from their apartment.

PROPERTY Information

# PARKING

To make arrangements for parking, please contact your Corporate Suites Network Sales representative. At 312-902-2090 for rates and availability.

# BUILDING ACCESS and Keys

Building Access:   **FOB**

* The FOB allows access to the entrance(s) of the building and to the building amenities and recreational facilities.
* If you lose your FOB please contact our office immediately so that we may deactivate the lost FOB and provide a replacement. Fees will apply.
* Along with your FOB, you will receive an apartment key and a mailbox key. The charge for a lost apartment key, mailbox key, and flex pass is $50.00 each. In addition, there is a $75.00 non-refundable lock change fee.

# MAIL AND PACK AGES

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# GARBAGE

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**PROPERTY Amenities**

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**HEALTH CLUB/FITNESS CENTER**

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**YOU MUST BE 18 YEARS OR OLDER TO ENTER THE FITNESS ROOM.**

**VISITORS/GUEST**

If you are expecting a guest, please be sure you will be at home when they arrive. For proper security, building personnel will not allow guests into your apartment when you are not at home. Please be sure that your guests know your apartment number.

**CHILDREN**

Parents are responsible for the behavior of their children even when they are not at home. Please let your children know the conduct expected of them while living in an apartment environment, i.e. to respect the privacy and quietness of other residents. Children may not use the elevators, lobby, or hallways as play areas. Be sure your children know what to do in an emergency. The Police and Fire department may be reached in an emergency by dialing 911. Children under age 14 must always be accompanied by a parent or guardian when using a common area of the building or recreational facilities.

**PETS**

Pets are allowed in certain buildings with specific prior approval and inclusion on your lease. Your pet must not be an inconvenience to any other guest in the community.

Outside your apartment, your pets must be leashed at all times and be under your direct control. Please use only the stairwells indicated. Pet owners are responsible for cleaning up after their pets.

Each community has their own standards of pet conduct and rules and regulations affecting where pets may be walked. Other areas of the buildings and community may also have restrictions. The building management imposes severe penalties for those who do not following pet rules. Three such occurrences will result in removal of the pet from the PROPERTY. The non-refundable fee is for cleaning and pet rent, it does not cover damage. You are responsible for any and all damages done to the apartment by your pet.

Services

**Department Hours Telephone**

|  |  |  |
| --- | --- | --- |
| Doorperson | 24 Hours | **888888888** |
| Sales | 8:00am-5:30pm  Mon-Fri | 312-902-2092 |
| Accounting | 8:00am-5:00  Mon-Fri | 312-902-2695 |
| Housekeeping & Customer Service | 8:00am-5:00pm  Mon-Fri | 312-902-4700 |

**HOUSEKEEPING**

Our Housekeeping department prepares for *extended stay* guests by thoroughly cleaning every room of your corporate suite, including shampooing the carpet professionally laundering all bedding. We maintain the quality of our units through a weekly cleaning of each apartment, using a 48-point inspection checklist. Please call our Housekeeping department if a carpet stain or sipropertyr mishap should occur, so that we may tend to it immediately.

## CLEANING DAYS

Your regular scheduled cleaning day is indicated on your welcome letter or key envelope. *Note: Cleaning days are subject to change when a holiday occurs. A letter will be sent to your apartment advising you of the rescheduled cleaning day.*

**PEST CONTROL**

Although rarely needed, pest control service is available. If you have a specific problem, please contact our office. To avoid problems, be sure to keep all of your food products wrapped properly and keep the counters and floors clear of food debris. Periodic inspections by professionals may occur at some point during your stay, you will be notified prior to any such inspection.

## LOCKOUTS

If you accidentally lock yourself out of your apartment contact the Management office. A Manager will contact someone to let you into your apartment. A lockout fee may apply. You must present identification in order to obtain entry.

**MAINTENANCE SERVICES**

The following problems are considered maintenance *emergencies* and will be handled as soon as possible, 24 hours a day:

* Water Leaks
* No heat in winter\*
* No air conditioning in summer\*
* No Electricity (please check your circuit breakers first)
* No Hot Water
* Broken window
* Refrigerator not working
* Toilet backed up\*\*

\*Two or more separate HVAC units must be out of order before this is considered an emergency.

\*\*One toilet in a 2-bath unit will not be considered an emergency.

All other items will be completed the next business day.

**MOVE OUT FEES**

Lost apartment keys will result in a lock change. See below.

Lock change fee: $100, non-refundable

Lost Fob • Card Key • Lost Key • Mail Key: $50 each

Damaged Furniture: Invoice Price from Furniture Company

Excessive Garbage removal: $100 minimum

Odor Removal: $150 minimum (Deodorize carpets, clean all surfaces and ozone treatment)

Cleaning Services for Excessively Dirty Kitchens/Bathrooms: $85 per hour

Carpet stain removal: $95 minimum

Excessive painting to restore original condition: $100 minimum

Pet Damage: $300 minimum

Rates are subject to change and this list is not inclusive. Your apartment should be left in the original condition, less, normal wear and tear. Please consult your lease agreement.

Cable ⦁ Television

**LIVING ROOM TV**

* Your television is equipped with a cable box and remote.
* The television input should be set to HDMI1.
* TV guide service: Press “Guide” on your remote.
* On Demand Services may be available, some free, some for a fee. You will be billed for any fees charged to the account plus a 20% administration fee.

**BEDROOM TV**

* Your television is equipped with a cable box and remote.
* The television input should be set to HDMI1.
* The TV Guide and On-Demand features may not available with this equipment.

**DVD Player**

* Many apartments come equipped with a DVD player. If your apartment does not and you would like a DVD player installed, (free of charge) please contact our housekeeping department.
* Turn the DVD player on and load your DVD.
* Using your TV remote; (models will vary) locate the “Input” or “TV/Source” or TV/VCR” button.
* Select the highlighted input to view the DVD player. Usual options are:
  + AV In
  + Component
    - You will see the DVD menu appear on your TV screen when you have made the correct selection

**TV/CABLE Trouble-shooting Tips**

* **No Picture**
  + Make sure both the cable box and the TV are on at the same time. Some multi-device remotes can turn and off the cable box and the TV, it may be out of sync.
  + Make sure the input on your TV is selected for the device you are watching (Cable=HDMI1, and DVD= AUX, A/V or Component)
* **Error Message**

Rebooting the cable box often solves this issue.

If you are experience problems with the TV or cable make sure the contact Customer Service.

Internet

**WIRELESS INTERNET**

Our apartments are equipped with Wireless Internet. The Network ID and the password are clearly labeled on all our wireless devices or on a table-top display.

We have a printed guide that may be helpful in connecting. Please contact our office, we will be glad to send you the information via e-mail. If connection issues persist, you may need to consult a technical professional for assistance.

Be aware, that re-configuring our equipment and eliminating encryption security from the wireless device is a violation of your lease.

Also, you may find wireless signals in your apartment from your neighbors that may have no security. Be cognizant of the connections you seek.

**Internet Trouble-shooting:**

* The Cable/Internet light on the modem should not be flashing.
* Rebooting the modem and any attached router will solve 95% of the internet connection problems.

**Reboot Sequence:**

1. Disconnect the power cable from the back of the Cable Modem and/or Router
2. Re-Connect the Cable Modem power supply first. Let the modem re-boot. It may take 1 to 3 minutes.
3. When the Cable/Internet light is solid, you may then re-connect the power cable to the Router. (if one)
4. Close and re-open your Internet Browser to verify connectivity.

Telephone continued

**Local Toll Free and Long Distance Calls:** Unlimited local and domestic long distance calls per month.

**International Calls**

International calls are not available on the provided phone service.

**Voicemail Access (Comcast)**

**From apartment phone:**

1.     Dial **\*99** or dial your home phone number.  
2.     Enter your password when prompted.

**From outside your apartment**

1.     Dial your home phone number.  
2.     Press the **pound** key **(#)** when your personal greeting starts.  
3.     Enter your password when prompted.

**Voicemail Access (ATT)**

**From apartment phone:**

1.     Dial **\*99** or dial your home phone number.  
2.     Enter your password when prompted.

**From outside your apartment**

1.     Dial your home phone number.  
2.     Press the **\*** key when your personal greeting starts.  
3.     Enter your password when prompted.

**Voicemail Access (Wise Connect)**

**From apartment phone:**

1.     Dial **123**   
2.     Listen for prompts to listen and delete messages.

**From outside your apartment**

1.     Dial your home phone number.  
2.     Press the **pound** key **(#)** when your personal greeting starts.  
3.     Enter your PIN (last four of your phone number) when prompted.

**Voicemail Access (RCN)**

First Time Voicemail Set-up

1. Setting up voice mail for the first time must be done from your RCN line.
2. Press \*98 and follow the entrance tutorial.
3. The tutorial states: “Welcome to Subscriber services. First, I would like to walk you through some things we need to do to set up your account.”
4. You’ll have to: (1) Change your pin and (2) Record your name.
5. Set up a greeting that will be played to your callers.

NOTE: You may skip the first-time set up once by pressing the \* key twice, but after skipping it once, you must complete all three steps the next time you call in. You can also end the set-up process at any point by ending the call. If you do so, you are asked to complete the remaining set-up steps the next time you enter your mailbox.

**Accessing Voice Mail From Home AFTER Setting Up Your Mailbox**

* Press \*98.
* Enter your PIN number.
* Press #.

**Accessing Voice Mail AWAY From Home AFTER Setting Up Your Mailbox**

* Call your RCN home telephone number.
* During the greeting, press \*.
* If you make a mistake, press \*.
* Enter your PIN and press #.
* This takes you to the messaging service.

OR

* Dial the RCN voice mail access number for the area from which you are calling.
* Dial your home phone number.
* Press #.
* Enter your PIN number.
* Press #.