

GRANDIN PROPERTIES

MOST FREQUENTLY ASKED QUESTIONS

1. **WHO DO I CALL WHEN I HAVE A PROBLEM?** For a maintenance problem, please call **(513) 871-7110**. This call constitutes authorization to enter your apartment at the earliest possible time for non-emergency problems; we will attempt to solve emergency problems immediately. An emergency is defined as a fire, burst pipe, etc.; an emergency is not a broken garbage disposal or broken windows.
2. **HOW AND WHEN DO I PAY RENT?** The rent should be sent to: Grandin Properties, Ltd., 1995 Madison Road, Cincinnati, OH 45208. Pre-labeled envelopes are available upon request.

Rent **MUST** be received by the 1st of the month. Late penalties of \$50 plus \$5 per day will be charged. Our bank deducts mortgage money on the 1st and with the high administrative costs associated with delinquent payees, we cannot extend any exceptions to this policy. Tolerating lateness from a few careless tenants would cause rent increases for those who act responsibly.

3. **WHAT AM I RESPONSIBLE FOR WITHIN THE APARTMENT?** Tenants are responsible for those matters that would fall under the heading of housekeeping. This includes; but is not limited to, changing light bulbs and smoke alarm batteries; cleaning air conditioning and furnace filters monthly; plunging toilets when clogged; re-setting circuit breakers or fuses when blown; keeping the apartment clean and orderly; and removing trash from the apartment on a daily basis (accumulated trash draws rodents and pests). We expect residents to be considerate of the neighbors. Tenants are also responsible for notifying us immediately of any maintenance problems to prevent further damage.

Rent charges are not designed to encompass full service to the tenants on every matter. For example, putting diapers or foreign materials in the toilet or vegetable/fruit peelings in a disposal can cause problems. In fact, stopped-up plumbing problems are typically the expense of the tenant rather than the landlord because they are normally tenant-caused.

4. **WHAT ABOUT COMMON AREAS?** Common areas – front and back entrances, halls, parking lots, laundry rooms and other basement areas – are for the enjoyment of all the tenants. We cannot permit personal items to be left in common areas and, if found, will be removed immediately. Boxes and other materials can be a danger in common areas and our insurance company tells us we have no choice in this matter. If you temporarily leave an item (at your own risk) in the common area, label it clearly with your name, address, and both home and work numbers lest it be thrown out inadvertently by one of our workmen. If we move it, there will be a charge. Trash must be taken directly from the units to the garbage cans - never left in common areas.
5. **WHAT CAN I PUT ON THE BALCONY?** Porches and decks are, in effect, the “front door” for the entire building and should be decorated accordingly: outdoor furniture and plants can beautify the apartment. We ask that these areas not be used to hang laundry, leave extra boxes, beer kegs, etc. It detracts from the “street appeal” of our building – something which helps us all.
6. **HOW DO I GET MY SECURITY DEPOSIT BACK?** *By caring for the apartment as if it is your very own home.* Additionally, complete the move-in/move-out checklist and return to us within five days of moving both in and out. When leaving, tenant is responsible for having the

apartment thoroughly cleaned including refrigerator and stove; assuring that all appliances and light bulbs are in working condition; repairing any damages in the unit; and returning all keys (apartment, common area and mail box). Regarding nail holes and repainting, it is best to have our maintenance people handle these since it will be professional and the cost to you reasonable.

To maximize the return of your security deposit, be aware of the typical problem areas that prevent this: dirty appliances, food left in kitchen, dirty bathrooms, damage to the hardwood floors.

7. **WHAT ABOUT NOISE?** *Be considerate of your neighbors.* After 9:00 on weekdays and 11:00 on weekends, quiet would be generally appreciated.
8. **WHEN DO I CONTACT THE UTILITY COMPANIES?** Utilities must be put in your name effective date your lease begins and removed on your move-out date (date keys are turned in). For your convenience, we list the telephone numbers for various utility companies below:

Telephone - 565-2210

Cable – 469-1112

Gas & Electric – 421-9500

9. **CARING FOR THE FLOORS?** Please make sure that no wax-containing products are used on the floors since they destroy the finish. To clean the floors, use ¼ cup vinegar per gallon of water. To avoid scratches, remember to protect the floors with rugs and to use felt/rubber protectors under chairs. Anything left wet on the floor will cause staining/damage.
10. **WHAT DOES “OLD WORLD” REALLY MEAN?** *The good news is that Old World character* typically includes the very best locations in town (Hyde Park Square has no new apartment complexes) with amenities affordable in days when craftsman could be hired for reasonable fees. These amenities typically include hardwood floors, large windows, and high ceilings - things that new buildings simply cannot afford.

However, there are trade offs. Older buildings are harder to heat evenly – especially during transitional months. Floors are not always even and challenging plumbing and electrical situations arise from time to time. We are in the business of renovating and managing old properties and do it as well as anyone. But in the event there are problems, we ask for your understanding.

11. **WHAT ARE THE LANDLORD’S RESPONSIBILITIES?** The landlord is responsible for maintaining the exterior of the building and the mechanical systems; for paying taxes, insurance and mortgages and, depending on the building, certain utilities; and for general maintenance. These costs typically absorb 90% of the rent. The tenant pays for broken screens, stopped up toilets, situations where the electrical power is overloaded within a unit.
12. **CAN I PROP OPEN THE DOOR FOR FRIENDS OR DELIVERIES?** *Absolutely not.* For security reasons, the door to the main entrance must be locked at all times. It may be an inconvenience to arrange for package delivery or to let in visitors, but propping up the door or manipulating the locks so it does not lock is an unacceptable security violation. Any tenant doing this will be asked to leave the Grandin Properties’ building.
13. **ARE THERE ANY RESTRICTIONS ON PARKING?** Yes. Parking is a premium at all of our buildings. Be considerate of tenants and neighboring businesses by parking only in the space allotted for your unit. Improper use could result in your car being towed at your expense.