

HELLO: WELCOME TO YOUR NEW HOME! Information provided to assure your pleasant stay
PENDEXTER PROPERTY MANAGEMENT CORPORATION GENERAL INFORMATION --- PLEASE KEEP FOR REFERENCE.

website: <http://www.pendexter.net>

FOR "LIFE THREATENING" EMERGENCIES SUCH AS FIRE, EXPLOSIONS, SMOKE, MEDICAL OR CRIME CALL 911.

FOR ROUTINE MAINTENANCE

Call Kathy / Mark **868-5738**
Leave detailed message on machine
Office Visits **by appointment only**;
Mon-Thurs 9-5 Fridays 9-noon
e-mail: office@pendexter.net

FOR SERIOUS & URGENT BUILDING REPAIRS

After Hours, Only:

Heating/Hot Water	966-6820
Power Outages (PSNH)	1-800-662-7764
Plumbing (Martel)	742-4141
Building Crisis:	
Cell# 966-6820 (leave name, phone number, address and unit #)	

* In a "TRUE CRISIS" and only if you cannot reach any of the above, call an electrician of your choice, or using your best judgment in critical situations, call Durham Fire Department 868-5531.

In order to serve you most efficiently you should **always** call the office first. We'll be happy to assist you. The after hours & emergency numbers should only be used if you are experiencing an immediate health / damage crisis and we have not responded to your call because it is after business hours. The overtime differential for any non-emergency repairs performed after hours will be billed to you.

WHEN MOVING IN:

To start electrical service in your name call PSNH: 1-800-662-7764. (A deposit may be required). To minimize service charges & so that there will be electricity while you're moving in **be sure to arrange prior to move-in.**

For landline telephone service and / or DSL - call Verizon 1-800-474-9999. There is one telephone connection provided in each apartment. You may have additional connections at your own expense.

We do not provide cable TV. You may have cable at your own expense. Comcast 1-888-633-4266. Comcast also offers Broadband internet and digital phone service.

You have (5) five "calendar" days in which to return a completed move-in inspection form. This form will remain in your file and be referred to when determining security deposit returns. Deposits: Ocean National Bank in Durham, NH

Rent is to be mailed to:

**Pendexter Property Management
1 Main Street, Suite 16
Durham, N.H. 03824**

Note Apt # and address on check

Checks are payable to: Henderson Family Properties

There will be a \$25.00 charge for all returned checks. Money orders will then be required for all future payments.

GENERAL ITEMS OF INTEREST TO KEEP IN MIND:

Subletting allowed ONLY upon Pendexter Property Management's consent. ALL Sublettor Applications and the fully signed Sublettor Agreement must be submitted at least ONE (1) week in advance of move-in date with \$50 fee. **NO EXCEPTIONS.**

We suggest that you get "RENTER'S INSURANCE" and vehicle insurance to cover your personal property in the building. The owner has insurance on the building, but this does not extend to personal property.

Apartment doors should be locked at all times. Be sure to carry your key. There is a **\$25 fee** (\$50.00 after hours) for each time Pendexter Property Management has to unlock your apartment for you. There is also a \$5.00 key replacement charge.

No grills, bonfires, fire pits or chineas.

Park only in the authorized areas. No parking on the lawn! **At no time should a vehicle be parked in such a way that a dumpster, fire lane, parking lot, or driveway is blocked.** All vehicles **MUST** have a parking permit. Parking is not guaranteed

and privileges may be revoked for lease violations. Violators (including guests) will be towed at vehicle owner's expense. **\$10.00 Fee** for temporary or replacement permits (no new permits issued without return of used permit)

We provide mowing in the summer, and snow removal in the winter. If it becomes obvious that a big snowstorm is imminent or you see the plow, please move or put cars in a location which will not interfere with the snowplow. This is for your benefit: the better the plowing job, the less trouble you will have parking your cars. Tenants are responsible for shoveling out their own cars. We suggest you purchase a shovel before the first snow falls. We also take care of shoveling the walks.

This building is a residence for tenants who are considerate of other tenants and nearby neighbors. Please do not deface walls, doors, or disturb others or you will be billed for damages. Take care of your own light bulbs. Don't take them from hallways or other areas. Dark stairs/hallways are dangerous--be considerate. Please keep hallways clear. Common area damages are billed to tenants, please report vandalism to the police immediately.

No exterior Christmas lights, banners or signs, etc., allowed.

NO KEG PARTIES, DRINKING BOARD GAMES OR LARGE, NOISY GATHERINGS ALLOWED AT ANY TIME.

(Administration & Cleanup Fees Apply; see lease). No noise or other disturbance by which neighbors are offended or the Police become involved.

The floors, ceilings, and walls are not soundproof. Be considerate of other tenants.

Guests and Sublet Residents are expected to follow the same rules as all tenants.

Clothing, blankets, etc. must not be placed on roofs or porches. Nothing may be placed or hung on fire escapes.

No bicycles in hallways. Keep all hallways and porches free of any debris, recycling, trash, furniture, bikes or equipment. Cluttered areas present a health / fire hazard and you can be fined.

KEEP OFF THE ROOF !

Pets are not allowed in the building at any time.

No smoking in the building; no smoking in the apartment, hallways or near building entries. Do not throw cigarette butts on the ground. All tenants in the building will be charged for cleanup of cigarette butts.

Do not iron on the floor. You will be responsible for the full replacement cost of flooring if damaged.

Liquid Plumber used per directions will help keep drains clear. Care should be taken to prevent anything from falling into drains, including food scraps, (try not to brush hair over sink). It is the tenant's responsibility to keep a plunger in their apartment at all times, to take care of minor drain & toilet problems. Tenants will be charged for plunging done by our crew or plumbers. Please call if there are any serious problems. **NEVER flush tampons, napkins, condoms, cigarette butts, paper towels, food or anything other than human waste down the toilet.**

We have persons to replace common area light bulbs and to take care of general repairs and maintenance, but their responsibilities do not include picking up your trash. A dumpster and a recycling area have been provided for your convenience. **PLEASE TAKE CARE OF YOUR OWN TRASH AND RECYCLING! There will be a service charge to you for removal of trash or recycling that is left in common areas, on porches, or the property (\$35). Contact Durham Town at 868-1001 for further details regarding recycling and for disposal services that are not provided by Pendexter Property Management, i.e., large item (furniture, etc) / hazardous waste disposal.**

Please do not open windows in the winter to cool off; just turn down the thermostat.

Please minimize use of nails or tacks in the walls and please do not mar the paneling. **Do not use tape of any kind on the walls, doors, etc.**

Our goal is to provide you with a clean, comfortable, and decent place to live. Your help is vital. Please keep the hallways and grounds of your home clean and neat, and your apartment in good order. Respect your neighbors' right to a clean and quiet environment so everyone may enjoy living together in harmony. Remember courtesy is contagious! Thank you for choosing a Pendexter Property Management apartment. We look forward to your stay with us.

WELCOME TO YOUR NEW HOME AND THANK YOU FOR YOUR COOPERATION!