

# WELCOME TO MEADOWBROOK

We are pleased that you have chosen Meadowbrook as your new home and hope that you will find your choice both rewarding and enjoyable.

The material contained throughout this booklet is provided to help answer your questions and explain Meadowbrook's policies and rules. They are designed and enforced to make everyone's stay here both pleasant and comfortable. The same set of policies and rules apply equally to each and every resident. In the event that you have a question not covered in this booklet or do not understand something, please feel free to contact the Meadowbrook Office (842-4200).

On behalf of the Meadowbrook staff, it is our sincere intent to provide each resident with a quality environment by responding to your needs in a pleasant, professional and efficient manner.

## ***SECTION 1. Introduction***

### **Your Management Team:**

GENERAL MANAGER	BURT WICKERSHAM
MAINTENANCE SUPERVISOR	ROBIN "ROLLIE" SPENCER
BOOKKEEPER	MARILYN SCHMIDT
RESIDENT MANAGER	LIZA PEHRSON
RECEPTIONIST	LISA GREY
LEASING CONSULTANT	MANDY GARNES
LEASING CONSULTANT	KATIE TIEGREEN
LEASING CONSULTANT	ERIN HURLOCK

In addition to those listed above, there are many more dedicated and professional employees here to make your stay more comfortable. We are here to serve you.

### **Office Hours**

The Meadowbrook Office/Clubhouse, located at 2601 Dover Square is open during the following times:

Monday – Friday	8 a.m. – 5:30 p.m.
Saturday	10 a.m. – 4 p.m.
Sunday*	1 p.m. – 4 p.m.

Once again, welcome to the Meadowbrook community.

Sincerely,

MEADOWBROOK MANAGEMENT

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\* Sunday hours change during the year; we usually close Sundays from September to approximately January.

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## SECTION 2. General

### Helpful Phone Numbers

Emergency .....911

**IMPORTANT**

**Building fire alarms are *not* connected to the fire department or the office. They are audible alarms that function only to warn the building occupants of a possible fire. YOU MUST CALL 911 AND REPORT THAT THE ALARM IS SOUNDING.**

Meadowbrook Office ..... 842-4200  
 After hours **non-emergency** maintenance request ... [info@meadowbrookapartments.net](mailto:info@meadowbrookapartments.net)

Police Department (non-emergency) ..... 841-7210

Fire Department (non-emergency) ..... 841-9400

Sheriff ..... 843-0250

Westar Energy (electric company) ..... 800-383-1183

Black Hills Energy (gas company) ..... 800-890-5554

AT&T (billing) .....800-464-7928  
 (repairs)..... 800-286-8313

Sunflower Broadband (cable) ..... 841-2100

Lawrence Freenet ..... (785) 371-4214

Lawrence Utility (water) ..... 832-7878

Jetz Service (laundry room washer & dryer provider) ..... 800-530-5719

Kansas University Operator ..... 864-2700

KU Info ..... 864-3506

Lawrence High School ..... 832-5050

Free State High School ..... 832-6050

Lawrence Hillcrest Elementary ..... 832-5720

Lawrence West Junior High School ..... 832-5500

Time and Temperature ..... 842-5115

If you should need emergency assistance at any time other than our regular business hours, please call our answering service at 842-4200. You may email us non-emergency service requests at [info@meadowbrookapartments.net](mailto:info@meadowbrookapartments.net), or use our online service request form at [www.meadowbrookapartments.net/srform.html](http://www.meadowbrookapartments.net/srform.html). The drop box by the office door may be used to deliver written, non-emergency requests.

## Payment of Rent

All rental payments are to be paid to the Meadowbrook office at 2601 Dover Square, Lawrence, KS. If paying after hours, please utilize the “drop box” located next to our main office door. We are not responsible for anything taped to the door or slid underneath it. Payments can be made by personal check, cashier’s check, money order or Visa/MasterCard. (You can pay with card in person or over the phone.) **WE DO NOT ACCEPT CASH.**

All rental payments are due on the **FIRST** day of the month. A \$25.00 late fee will be assessed on any rents received later than the fifth (5<sup>th</sup>) day of the month. *An additional \$5.00 per day late fee will be assessed as additional rent for each day Tenant’s rent or any portion thereof is overdue after the 5<sup>th</sup> of the month.* Rent sent by mail will not be considered paid until it is received by the Landlord. Be sure to allow adequate time for delivery if mailing your rent check.

If a check cannot be processed for any reason, including but not limited to, insufficient funds, account closing, or errors in making out the check, Tenant must pay immediately with a cashier’s check or money order. A **\$25.00 returned check charge** will be assessed. (If you are re-paying after the 5<sup>th</sup> of the month, an additional \$25.00 plus a \$5.00 charge for each day late after the 5<sup>th</sup> of the month will be added as a let fee.) Repeat offenders will be required to pay with a cashier’s check or a money order for the duration of their contracts. We **do not redeposit** returned checks.

**All rental payments involving the division of rent among tenants shall be made in full, at one time, when due to the Meadowbrook office.** All persons listed on the rental Contract are equally and totally responsible for the full amount due. Please put your apartment number on your check or money order. We can only accept checks or credit card payments from persons on the lease or their guarantors.

## Security Deposits

Each resident has agreed to pay a security deposit, which is held by Meadowbrook for application against the payment of accrued rent and the amount of damage which Meadowbrook may suffer by reason of the resident’s non-compliance with Section 16 of the Kansas Landlord Tenant Act and the rental agreement.

No resident shall apply or deduct any portion of the security deposit from the last month’s rent or use or apply such deposit at any other time in lieu of payment of rent. If a resident fails to comply with this provision of the rental agreement, the entire security deposit shall be forfeited and Meadowbrook may recover the rent due as if the deposit had not been applied or deducted from the rent due.

Each resident shall be entitled to the return of his/her deposit within thirty (30) days of the lease ending date if the resident has complied with all the terms and conditions set forth in the rental agreement.

## Move-in Inspection Report

Within five (5) days of the initial date of occupancy, a designated representative of Meadowbrook and the resident shall jointly inventory the leased premises. A written record detailing the condition of the leased premises and any furnishings or appliances provided shall be completed. The resident will be given a copy of the report for his/her records. You will notice that on the back side of the sheet is a check-out repair list detailing what Meadowbrook will charge for any damages or extra clean up. (These are estimated charges only.)

It will be the responsibility of each new resident to contact the office to schedule the inspection report with a Meadowbrook agent. Ideally, the inspection date is set at the time of check-in. This inventory is **REQUIRED** by the rental agreement and is a benefit to you as a resident.

## Lease

The lease agreement is a legal, binding contract in which the tenant(s) that sign(s) it shall be jointly and severally liable for the rent due under the agreement and for the performance of the terms and conditions set forth in the agreement.

A copy of the completed lease agreement is provided in the Welcome Packet you received when you moved in. If a copy was not included, please contact the office to request a copy of the agreement. Please read it carefully to avoid any misunderstanding at a later date.

***Please note that leases automatically renew for 12 months unless Meadowbrook receives a written notice to vacate 90 days before your lease expires. See Sections 10 & 11 of your Lease Agreement for more details.***

### Meadowbrook Apartment Assignment Policy (Sublease)

No resident shall sublease nor assign the rental agreement. If you wish to reassign your lease, you must come to the office and fill out a Request for Assignment form. You will be charged a fee of \$100.00 to cover the increased costs to Meadowbrook for the re-renting of the apartment. The assignment fee is non-refundable even if the request for assignment is canceled. **THE FEE MAY NOT BE DEDUCTED FROM THE SECURITY DEPOSIT.**

If the assignment request is approved, each resident is still obligated under the terms of the contract *until the apartment is rented to another tenant and the tenant occupies the apartment or until the expiration date of the contract—whichever occurs first.* Meadowbrook is not obligated to advertise and we do not guarantee the re-assignment of the lease. In order for us to show an apartment for re-leasing, the rent payments must be current. Additional rules governing the assignment of apartments are available at the Meadowbrook office.

### Request for Roommate Change

Anytime a roommate change is desired, a request for roommate change form must be completed and the proper fee paid. A \$75.00 fee is due if the roommate change takes place at anytime except the anniversary date of the lease. All paperwork (rental applications, roommate change forms, etc.) must be submitted to the Meadowbrook office at least ten working days prior to the roommate change date. Lease anniversary roommate changes are due at the Meadowbrook office ninety (90) days prior to the lease ending date or the \$75.00 fee will be charged. A roommate change can be used to release roommates(s) from the current rental contract regardless of whether the roommate is to be replaced or not.

A security deposit transfer may be needed, as Meadowbrook will not refund a deposit to a departing roommate, and it may not remain in a former roommate's name. It is essential for the security deposit to be increased to the current rental amount when a roommate change occurs. Please check with the bookkeeper to verify the amount and ownership of your security deposit.

The new rental applications will be reviewed, and if they are approved, a new rental contract will be typed and all involved will be contacted to sign it prior to any new roommates residing in the apartment. We also strongly suggest that you utilize a roommate agreement form, which we can provide at your request.

*New roommates accept the premises "as is." A move-out or make-ready inspection will not be done by Meadowbrook at the time of a roommate change. If any damage has been done by the departing roommate, remaining and incoming residents should settle the matter before his/her departure.*

**BE AWARE THAT IT IS A BREACH OF YOUR RENTAL CONTRACT, AND THEREFORE SUBJECTS YOU TO EVICTION, IF ANY PERSON OTHER THAN THOSE LISTED ON THE CONTRACT RESIDES IN THE APARTMENT. REFER TO SECTION 8 OF YOUR LEASE AGREEMENT.**

### Occupancy Rules

As a Meadowbrook resident, you have agreed to the following general rules of occupancy:

1. Keep the apartment in clean and safe condition.
2. Remove all trash from the apartment in a clean and safe manner (do not store trash on patio/balcony/breezeway).
3. Keep all plumbing fixtures in clean and working condition.
4. Use all appliances, fixtures, etc. in a reasonable manner. You will be held responsible for any damage.
5. Prevent the destruction of property or disturbance of the quiet and peaceful environment by any person or animal on the premises having your express or implied consent to be on Meadowbrook property.
6. Obey all laws of the United States, the State of Kansas and the City of Lawrence.

### Renter's Insurance

Insurance on resident's furniture, personal property and personal liability is recommended. Storage areas may be available, but Meadowbrook assumes no responsibility for loss or damage to contents. A storage agreement must be signed and kept on file in the office. Meadowbrook's insurance covers Meadowbrook property only. It does not cover any of the resident's property. It is **strongly** recommended that each resident purchase renter's insurance.

If you are a student, you may be covered under your parent's homeowner's policy. It is suggested that you check with your parent's insurance agent.

## General Policies

All residents shall abide by the following policies and any additional ones that Meadowbrook may determine to be in the best interest of all concerned. These policies are part of, and have the same effect as the rental agreement.

1. Children are not allowed to play in hallways, stairways, laundry rooms, or storage areas.
2. Soliciting for any reason is prohibited on a door-to-door basis. Should a solicitor come to your door, we suggest that you contact the office immediately to report it. If the solicitor appears suspicious, call the police directly at 841-7210. The Kansas City Star and Lawrence Journal-World newspapers are allowed to solicit once per semester so new residents may have the opportunity to subscribe.
3. Mopeds, bicycles, etc. are not permitted in the hallways or buildings.
4. No exterior antennae are to be installed. For those who wish to install satellite dishes, please read Meadowbrook's policy regarding these items (pg. 17).
5. If you cannot be home for the delivery of a parcel, it may be delivered to the office during normal business hours. ***However, you must sign a waiver of liability at the office every time you would like us to receive a package for you or we will not accept the package.***
6. We respect your privacy and will not give out your apartment or phone number without your permission.
7. Hanging items from the balconies or patio fences (beach towels, laundry, etc.) is prohibited. Changing structural appearance by adding lattice, shades, etc. is also prohibited. Windows must be kept clear of foil, cardboard, etc.
8. Storage of toys, personal items, and the like is not allowed in hallways, laundry rooms, or in storage bin hallways.
9. For residents whose tradition it is to remove shoes before entering the apartment, we are sorry, but all Meadowbrook employees are required to wear their shoes at all times. We respect that this is your tradition, but please understand that because of our liability we must follow this policy.

## Keys and Locks

Locks may not be changed or added without the express written consent of the Meadowbrook office; locks and chains installed must be removed when the apartment is vacated. In the event a resident wishes to change a lock, express written consent must be given by all tenants of the apartment.

The charge for duplicating apartment keys is \$2.00 per key. If you have roommates, you must provide written proof of their consent to have extra keys issued. If you would like us to give a key to someone who is not on the lease, you must give written consent from all persons on the lease.

If you are locked out of your apartment during office hours, you may borrow a key for temporary use. The charge for unlocking your apartment after office hours is \$25.00.

Additional charges for keys and locks are as follows:

- Replacement of entry door deadbolts is \$35.00
- Replacement of mailbox locks (original buildings) is \$35.00
- Replacement of mailbox locks by Post Office (expansion buildings) can be upwards of \$35.00
- Removal of deadbolt locks installed by residents is \$45.00

## Pets

According to the terms of the Lease Agreement, Section 13, pets or other animals will be allowed to visit, or shall be kept on the premises only as stipulated in pet policy/agreement.

The Meadowbrook pet policy was adopted with both pet owners and non-pet owners in mind. A complete copy of the policy is available at the office and residents are required to sign it along with the other contract materials. In addition to a pet deposit, residents with pets will be charged a \$50.00 per month pet fee for one pet and a \$100.00 per month pet fee for two pets.

**Residents must get management approval before obtaining any pet, and permission to keep a pet is granted at management's sole discretion and is subject to residents' adherence to all aspects of the pet policy. No pets or visiting pets will be allowed in the expansion buildings (2603 Dover Square, 2603 Windsor Place and 2603 Compton Square, 2703 University Drive, 1305 Crestline and 1317 Crestline.)**

**Residents are responsible for, and must immediately pay for all damages or injuries caused by their pets. In addition, each resident who wishes to keep a pet must pay the equivalent of one-half month's rent as a pet deposit upon signing the pet agreement. If the costs of repairing any damages caused by the pet exceed the pet deposit, management may use funds from the resident's regular security deposit to cover the excess.**

#### Eviction Policy for Pets:

1. In the event that a tenant violates the rules and conditions of occupancy established by Meadowbrook or the terms and conditions of the rental agreement, the tenant will be fined \$150.00 for each pet brought in without management approval.
2. Pursuant to the notice served, each tenant shall be allowed fourteen (14) days to remedy any such violation. If the violation is not remedied, the rental agreement will terminate within thirty (30) days from the date the notice was served.
3. In the event violation is remedied and the same or similar violation occurs after the fourteen (14) day period provided, the tenant will be notified that the rental agreement will be terminated in thirty (30) days from the receipt of the original notice, with no opportunity for remedy of the indicated violation.

#### Automobiles

The following rules and policies governing automobiles apply to all Meadowbrook residents:

1. The speed limit on all streets is 10 mph, or as posted by signage. Please be a safe driver.
2. Major repairs of cars, boats, motorcycles or the like are not allowed on the grounds, streets, in buildings or apartments.
3. Meadowbrook reserves the right to designate parking spaces.
4. Motorcycles are not to be parked on patios or sidewalks, or on the grass or in buildings.
5. Any vehicle that is not driven on a regular basis must be parked in an out of the way parking area so as not to take up a parking space that others must use.
6. Any vehicle with a flat tire, expired tag, no tag, or that appears to be “not drivable” will be towed at the owner’s expense.
7. Any vehicle parked in a NO PARKING area may be towed or ticketed at the owner’s expense. NO PARKING areas include all areas not designated for parking, such as grass, sidewalks, areas marked with “no parking” signs, yellow painted curbs, etc.
8. Parking in some areas is congested. Be considerate of your neighbors and ask your guests to park away from your building so all residents will have a parking place. It is possible that an unauthorized (guest’s) vehicle could be towed at the owner’s expense.
9. Carports and garages may be available for rental. If you park in one that you are not paying for, you may be ticketed, charged rental or towed at your expense.
10. **Your license and vehicle information must be on file at our office.**

#### Trash Disposal and Refuse

All trash and refuse is to be placed in the proper containers throughout the complex. Littering of hallways, laundry rooms, storage areas, grounds or parking lots is not allowed. The shaking of rugs or dust mops and throwing trash from the windows or balconies is also not allowed.

And please remember, lids are on the dumpsters to alleviate the problem of pests and rodents. Always keep lids on the dumpsters closed.

#### Disturbances

Meadowbrook residents all have one thing in common—the desire to live in a pleasant and comfortable environment. For that reason, the playing of radios, TVs, stereos and musical instruments, as well as dancing, are limited to reasonably quiet levels, ensuring they are not disturbing other residents. When deciding where to place your stereo speakers, please take into consideration where your neighbors’ walls are and avoid placement of speakers near them as much as possible. Stereo speakers should be raised off of the floor in 2<sup>nd</sup> and 3<sup>rd</sup> floor apartments.

#### Eviction Policy for Disturbances:

1. In the event a tenant violated the rules and conditions of occupancy established by Meadowbrook or the terms of the rental agreement, the tenant will be notified pursuant to K.S.A. 58-2564 and K.S.A. 58-2555.
2. Pursuant to the notice served, each tenant shall be allowed fourteen (14) days to remedy any such violation, except noise which cannot be remedied. If the violation is not remedied, the rental agreement will terminate thirty (30) days from the date the notice was served.
3. In the event that the same or similar violation occurs after the fourteen (14) day period provided, the tenant will be notified that the rental agreement will be terminated in thirty (30) days from the receipt of notice with no opportunity for remedy of the indicated violation.

In order to respond to disturbances on the premises, a Meadowbrook employee or grounds monitor must witness the situation. Therefore, residents should report any disturbances **WHILE THEY ARE IN PROGRESS** by calling the office number (842-4200). After office hours, your call will be forwarded to the appropriate personnel and a grounds monitor will respond.

### **Redecorating/Alteration of Apartment**

According to Section 18 of the Lease Agreement, no brackets, shelves or other attachments shall be placed upon the premises or put into any wall, cupboard, woodwork, etc. without the written consent of the Meadowbrook office. No painting or redecorating of apartments is permitted without written approval from Meadowbrook.

An alteration form is available in the office to be completed and submitted for approval prior to any alteration of your apartment.

Meadowbrook reserves the right to keep or change any alterations to the premises. At Meadowbrook's request, resident must leave alteration in place or restore the unit to its original condition before vacating the apartment.

Picture nails are the only type of nails that are allowed. Adhesive hooks, sticky-tack, poster gum and screws should not be used because they cause undue damage to the walls. In addition, 'poster gum' leaves greasy spots on the wall, and if used, will cost you a double paint charge upon vacating your apartment.

No tape, adhesive hooks or nails should be used on any door, door frame or other wood trim.

All electric work, such as the installation of ceiling fans, must be done by a certified electrician as required by city code. Proof must be shown to the Meadowbrook office.

### **Community Appearance**

Meadowbrook is a place where you can enjoy that special lifestyle where living is both enjoyable and rewarding. In order to maintain these high standards of living, it is the responsibility of both the resident and the management to work together to keep Meadowbrook a beautiful place to live. Please dispose of trash in the proper receptacle and don't litter. Do your best to keep our grounds and parking areas free of trash.

## **SECTION 3. Privacy and Safety**

### **Your Security and Safety**

Your security and safety as a Meadowbrook resident are provided for in the following manner:

1. We will not give out your apartment or phone number without your permission.
2. Always report immediately and directly to the office anyone or anything that appears suspicious or is causing damage to any property.
3. In the event of a security problem, the local police should be called and the Meadowbrook office should be notified so that our grounds monitor(s) can investigate.
4. Keep valuables out of sight in your vehicle.

### **Vacations**

According to Paragraph 17 of the rental agreement, you are required to notify the Meadowbrook office of any absence from your apartment which exceeds seven (7) days. Upon leaving your apartment for any extended period of time, we request that an Emergency Notification Form be completed and left on record with the office. The purpose of the form is to enable Meadowbrook to contact you if an emergency regarding your apartment should arise.

**It is important that you do not turn off the furnace during your absence. In colder weather, water pipes can freeze and burst, flooding not only your apartment, but others in the building. When leaving, turn down the heat NO COOLER THAN 60 DEGREES, and keep the furnace set to AUTO. Also, please do not turn off the refrigerator.**

## Fire Precautions

**Please do not get complacent about fires or fire alarms!** Know how to exit your building in case of fire. If you witness someone intentionally causing a false fire alarm, first report this to the Fire Department and then to the Meadowbrook office.

**Our fire alarms do not automatically call anyone.** If you can do so safely, call 911; if you can't, encourage someone else downstairs or in nearby building to call. If the alarm goes off but you are sure there is no danger, please call the Meadowbrook office.

**Original building fire alarms:** Our fire alarms are very sensitive and at times give a false alarm from food that is burned by cooking, etc. If you burn food, **do not** open the door to the hall. It will activate the building fire alarm. Instead, open your patio or balcony door, as well as your windows. If you have a fan, use it to help clear the smoke.

**Expansion building alarms (2603 Dover Square, 2603 Windsor Place, 2603 Compton Square, 2703 University Drive, 1305 Crestline and 1317 Crestline):** The fire alarms within each apartment are connected to each other, as well as the sprinklers within that apartment. If the alarms go off in one apartment, the alarms in another apartment will not sound unless there is a fire danger in another apartment. The sprinkler systems are also very sensitive—**do not hang or tie anything to the sprinkler heads.**

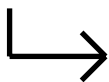
If a fire is caused by the negligence of a resident or his/her guest, that resident and/or the resident's insurance company will be liable for all damages resulting from such negligence. **THIS IS AN IMPORTANT REASON TO HAVE A RENTER'S INSURANCE POLICY.**

Please follow the following precautions to reduce fire danger:

1. Be sure that your smoke detector is functioning. It should be checked on a weekly basis by pressing the test button firmly for a few seconds. Contact the office if your smoke alarm "chirps" intermittently. A maintenance technician will come to replace the battery.
2. Be sure to check your fire extinguisher once a month for the proper charging level. If you have any questions or problems with your smoke detector or fire extinguisher, call the office right away.
3. DO NOT obstruct the heating vents or return air intakes with any foreign material.
4. **DO NOT use the furnace closet as a storage closet.** This creates an *extreme* fire hazard.
5. DO NOT use candles or oil lamps in your apartment. Candles are one of the leading causes of apartment fires.
6. Extension cords may be used for short periods of time, (*hours not days*) for a radio, drill, etc.
7. In NO case should a breaker in the electrical panel be taped in the "on" position. If the breaker switch will not stay in the "on" position, call the office immediately. See page 14 for additional safety tips regarding the electrical panel (breaker box).
8. NO FLAMMABLE MATERIALS are to be kept in the storage areas of any building. This includes, but is not limited to gas cans, ammunition, and charcoal starter fluid.

When using **halogen torchiere** lamps:

1. Place lamps in locations where they cannot be tipped over accidentally. Avoid placing them near windows where draperies could blow onto them, tipping them over onto combustibles or igniting draperies on the hot bulb
2. Never use lamps in children's bedrooms or playroom.
3. Never use a bulb of a different type or higher wattage than indicated by manufacturers' instructions. Bulbs higher than 300 watts should not be used.
4. Never attempt to replace or discard a bulb that is hot to the touch.
5. Never drape clothes over the lamp.
6. For lamps with a dimmer switch, operate the lamp at a setting lower than the maximum whenever possible.



**FYI**  
A 300 watt bulb burns at about 970 degrees. Other types can burn even higher—as much as 1,200 degrees. By comparison, a 150 watt bulb reaches about 340 degrees.

When using your **fireplace**:

1. Use good common sense and always check to see that the damper is in the open position so smoke will go out the chimney
2. Always close the fireplace screen
3. Never leave a fire unattended
4. Fireplaces should be kept clean at all times. Remember, it is possible for coals to remain hot for up to 48 hours. Use a metal container to hold ashes for a at least that long before disposing of them in the dumpster. Never put the ashes on the balcony, not even “just until morning.”
5. Firewood attracts many insects, like spiders or termites. Store wood away from the building and stack it so that air can circulate through the pieces.
6. Do not store firewood on your patio/balcony. This attracts pests, such as termites, ants and vermin.

### Charcoal and Gas Grills

The use AND storage of Gas grills are strictly prohibited on balconies or within 15 feet of buildings and combustible structures. You may store charcoal grills on your patio when not in use, but they may not be used within 15 feet of buildings or other combustible structures. We do have community grills placed throughout the complex for resident use. Remember, if a fire or related damage is caused by your carelessness, you are financially responsible for all damages.

### Washer & Dryer Hazards

Dryer and vent hoses need to be of flexible or rigid aluminum construction. Do not use plastic or vinyl vent hoses, as these are a fire hazard. Also remember to empty the lint tray in the dryer after every load.

## SECTION 4. Care and Cleaning

### General Guidelines

Please use the following guidelines when cleaning your apartment. If you have any questions about the care and cleaning of anything in your apartment, please call the office.

Shower Enclosure (tubwall)	Most of our apartments have a shower enclosure made of fiberglass or plastic rather than ceramic tile. Please <b>do not</b> use a harsh or abrasive cleaner such as Comet, Brillo pads, etc. Use a mild liquid cleaner--powdered cleanser will scratch the enclosure.
Countertops	Please use a surface protector (hot pad) when placing a hot pan on the countertops. To clean, use a mild liquid cleaner—powders are abrasive. If your countertops are damaged due to negligence, repair costs will apply. <i>Prices may differ at the time of your check-out based on then current costs.</i>
Appliances	When cleaning the exterior of any appliance, use a mild liquid detergent (Mr. Clean, Simple Green, etc.) and warm water. The interior of the oven should be cleaned with an oven cleaner (such as Easy-Off) designed expressly for this purpose. NEVER spray this product on the outside of your stove. Please follow the directions on the can. Check to see if the instructions include protecting the exterior of the stove and the floor from runoff of excess product. Best results occur when the cleaner is left on for several hours or overnight.
Vinyl (kitchen & bathroom floors)	To clean kitchen and bathroom floors, use a mild liquid detergent and warm water. <b>DO NOT USE HARSH CLEANERS OR WAX.</b> The vinyl has a self-shining finish and wax will seal dirt and marks in. You will be unable to clean it afterwards and you will be charged for damage to the floor upon move-out.

Carpet	<p>It is the resident's responsibility to maintain the cleanliness of the carpet in each apartment.</p> <p>If you spill something on your carpet, we suggest that you call a professional carpet cleaner for cleaning suggestions. Be very careful when trying to spot clean your carpet. Many products can bleach out carpet and spots may not be visible for days. Try spot testing cleaner on a concealed space of carpet, such as inside a closet, to make sure it will not bleach the carpet. If you spill cleaner (Windex, etc.), dilute the area with water as soon as possible.</p> <p>All residents are required to have the carpets professionally cleaned before moving out. You must provide a receipt to the Meadowbrook Office. (See Section 6 of the Meadowbrook Lease Addendum).</p>
Ceramic Flooring	<p>Most stains and residue on ceramic flooring can be cleaned by mopping with mild soap and hot water. Tougher stains can be removed by firmly rubbing a paste of scouring powder and water onto the stain. Allow the paste to sit on the stain for 5 minutes, and then wipe away with a soft brush or synthetic scouring pad. <b>Never use steel wool or a metal brush to clean ceramic tile.</b></p> <p>To clean and brighten grout between tiles, use a solution of diluted bleach (3 parts bleach to 1 part water) and carefully scrub the grout with the edge of a sponge or toothbrush. Be careful to contain the bleach solution to the grout areas, as to avoid discoloring other parts of the floor or other objects.</p>
Mini and Vertical Blinds	<p>Simple dusting is best. If vertical blinds need cleaning, wipe with a mild liquid detergent in warm water. For more extensive cleaning, mini blinds can be taken down and washed in the bath tub with automatic dishwashing detergent. To do this, extend blind, open louvers, and remove from frame. Soak blinds in the bathtub for a few minutes then lift up and down several times. Rinse by soaking them in clean water. Air dry them in the bathtub.</p> <p><b>Never force vertical or mini blinds.</b> If they seem hard to operate, take a few moments to see if something is blocking their movement. Always make sure blinds are in the OPEN position before attempting to open or close them.</p>



## **SECTION 5. Service Requests**

### **Service Request Procedure**

We attempt to do all maintenance and repairs between the hours of 8 a.m. and 5 p.m., Monday through Friday. We realize that emergencies can occur at any time and we will always do our best to handle these as soon as possible; but it will help us to serve you better if you will adhere to the aforementioned hours. You will be best served if you do not ignore a problem until Friday afternoon and then call.

If it is important to you that you be home while your service is being performed, you must inform us of the fact every time you call to request service. Keep in mind that this may delay service.

We use a two-part form to record all service requests. A copy of this form will be left in the apartment when our service person has been in your apartment. He/she will write what he/she did and will indicate if the job has been completed or if he/she will need to return.

Do not give a service request to any employee outside the office. You should call or come to the office to report any problems. The person who answers the phone will record your request on the correct form and it will be given to our maintenance staff as soon as possible. If you report your service need to one of us when we are out and about, it is very likely that it may be delayed or forgotten all together, despite our best intentions. **For after-hours, non-emergency maintenance email us at [info@meadowbrookapartments.net](mailto:info@meadowbrookapartments.net) or fill out the service request form on our website ([www.meadowbrookapartments.net/srform.html](http://www.meadowbrookapartments.net/srform.html)).** Always report any maintenance problems that you notice, whether in your apartment, in your building or on the grounds. This will help us keep the buildings and grounds in good repair.

### **Pest Control**

Meadowbrook provides this service at no charge. If you should have a pest problem, please call the office to schedule your apartment to be exterminated. This service does not include spraying for fleas. The exterminator usually visits Meadowbrook the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of each month between 9am and 3pm.

### **Light Bulbs**

Meadowbrook will initially furnish your apartment with light bulbs for each fixture. It will be the resident's responsibility to provide light bulbs thereafter. (A 60-watt maximum for light bulbs is recommended for all Meadowbrook light fixtures.) If you cannot reach any light fixture, we will change the bulb at no charge if you provide the bulb. Fluorescent bulbs can be replaced as a courtesy to our residents who desire this service. There will be a \$3.00 charge for each bulb replaced.

### **Water Supply**

For some repairs, it is necessary to shut off the water supply to your apartment. When possible, advance notice will be given. Please realize, however, emergencies do occur and if you discover that your water is not working, please call the office. We should be able to estimate when it will be back on.

### **Commodes**

Each resident will be responsible for the cost of repairing or cleaning commodes or other fixtures and drains which are used for purposes other than those for which they were designed. We recommend that you purchase a plunger and try plunging your toilet before calling in a service request. If you have dropped something in the toilet, please tell us. Also, make sure that the water in the toilet has stopped running before going out of the house or on vacation.

### **Plumbing Leaks or Burst Water Pipes**

A shut-off valve is located on the water line below every commode and kitchen sink. Should a water leak or overflow develop in either area, turn this valve to the "off" position to keep from flooding your apartment and possibly your neighbor's. Please turn the valve gently and report the problem to the office or answering service immediately. These valves are not designed for repeated use.

***If water is rising from the drain in your sink and it is not water which you have put in it, call the office immediately, day or night.***

Each resident shall be held liable for any damages to buildings, grounds or furnishings, including damage to surrounding apartments due to overflow from drains caused by negligence.

**During the winter months, it is imperative that the thermostat be left in the ON position (at least 60 degrees) to prevent the water lines from freezing. If you are planning to be absent from your apartment, be sure to check the thermostat before you leave. Temperatures in Kansas can change dramatically in just a short time. Follow these rules even if it is not very cold when you are leaving.**

**Please keep in mind that if your water lines burst, several apartments may be damaged and the cost of repairs will be your responsibility if damage was due to your negligence.**

### **Electricity**

The circuit breaker panel of your apartment is typically located in the hallway or kitchen of your apartment, although some may be in other areas.

Should your lights, appliances, furnace or air conditioner not function, check each of the breakers to determine if a breaker switch has been tripped. There are several different types of breakers, so look for a breaker that appears different from the others. If in the OFF position, push the switch ON. Check to see if the fixture or appliance is now working. If it is between OFF and ON, push it to OFF and then to ON. If this process does not work or if the circuit breaker trips OFF again, **call the office to request maintenance assistance. DO NOT force the switch ON or tape it to stay ON.**

## Section 6. Appliances

This section is designed to familiarize each resident with the proper operating procedures for each appliance in his/her apartment. YOUR COOPERATION IS GREATLY APPRECIATED.

### Garbage Disposal

To operate the garbage disposal, first turn on the water full force. Then turn on the disposal and *slowly* feed waste into the disposal. DO NOT pack it full. When the waste is fully disposed of, turn off the disposal. **Let the water run for at least 30 seconds more.** Then turn the water off.

**REMEMBER: WATER ON FIRST, WATER OFF LAST.**

Some items should NEVER be disposed of in the garbage disposal, such as:

- Any non-food items
- Stringy vegetables such as celery or string beans
- Pasta and rice (cooked or uncooked)

Potato peelings may be disposed of, but only one or two at a time.

If you have any doubt, contact the office for further instructions. Improper garbage disposal use can lead to plumbing back-ups.

If your garbage disposal does not come on when you turn the switch, turn off the switch and try the reset button. It is located under the garbage disposal or right on the front of it. Push in the reset button and hold it in for several seconds before releasing. Try again to turn it on. If it still does not work, call the office.

If there is water standing in the sink that won't go down because of garbage that is in the disposal, you can try a plunger to get out the clog. Plunge first, and then try the reset button. If maintenance discovers that the garbage disposal is not working due to misuse, ***you will be charged for a service call, minimum \$25.00.***

### Dishwasher

It is good to rinse dishes before placing them in the dishwasher, and routinely check for food or other foreign matter at the bottom of the unit. When loading the dishwasher, make sure dishes do not block the spray from the bottom of the unit.

*Use only approved powder detergent, NOT liquid detergent intended for hand washing dishes.*

Plastic dishes may be damaged by the heat of the drying cycle. Use caution when washing plastic items—they should be placed on the top rack or hand washed.

### Refrigerator

Set the thermostat in the refrigerator to suit your needs, but NEVER SHUT IT OFF. If you will not be home or if you are moving out, leave the refrigerator ON and turned to the lowest setting. In addition, air circulation is necessary, so do not load any one shelf completely full. Some shelves are plastic and may break if overloaded.

### Range

There are a few remaining ranges with a self-cleaning feature. We will be glad to give those of you with this type of range instructions for their use.

### Washer & Dryer

If you feel that your dryer is not working as well as it should, the cause might be poor air flow. Please call the office, as your outside vent may be clogged. We will check it for you and unclog if needed.

Damages as a result of washer leaks may be charged to you if you are found negligent.

### Microwave

All apartments and townhomes in the new expansion come with a microwave in addition to the standard appliances. Remember to use only dishes and cookware approved for use in microwave ovens and ***never put metal cookware or dishes into the microwave.***

## **SECTION 7. Air Conditioning, Heating and Energy Conservation**

Each apartment is provided with air conditioning and heating. The following guidelines will assist you in the most economical and safe way to operate them.

### **Air Conditioner**

1. The filters are changed on a regular basis by our maintenance technician..
2. To avoid the rush and keep your cool, on the first warm day (over 75 degrees) turn on your air conditioner to see if it is cooling properly. Our air conditioning units are not designed to run when the outside temperature is below 75 degrees.
3. To save on your utility bills, wait until the temperature is a constant 75 degrees before you start running your air conditioner on a regular basis. When cooling season begins, we suggest leaving all windows and doors closed and operating the unit at a constant 75-80 degrees.
4. If your unit makes a “strange noise,” **shut it off** and call Meadowbrook maintenance.

**Never change the thermostat from HEAT to COOL or from COOL to HEAT without first turning the system OFF for about 10 minutes between changes.**

### **Heat**

1. All gas furnaces are equipped with safety devices to prevent the possibility of gas leakage. If you should detect a gas odor, advise the office **immediately**.
2. When it becomes necessary to heat your apartment, set the thermostat to the HEAT position and select the desired temperature. The higher the setting, the warmer you will be.
3. Raise or lower the temperature setting by rotating the thermostat dial to the desired setting. There will be a few moments before you hear your furnace fan start to run. This is normal.
4. **IMPORTANT—as mentioned before, when leaving DO NOT TURN HEAT OFF.** Turn the thermostat down to 60 degrees so the pipes will not freeze.

## **SECTION 8. Amenities**

The following facilities and services are provided for the use of Meadowbrook residents only. Please review the following guidelines and hours of use for each of the facilities.

### **Laundry Facilities**

The laundry rooms are located in the center of the first floor of most buildings (excluding JJ and new expansion buildings). Each laundry room is equipped with commercial coin-operated machines. If a machine is out of order, the commercial operator (Jetz) should be called directly at 800-530-5719. This phone number is posted in the laundry room. As a courtesy to others, please post a sign on the machine(s) that is/are not working. The Jetz company will reimburse you for any money lost is a machine that did not work.

Please do not overload the machines and do not put plastic items in the dryers, as they might melt, igniting a fire. In addition, drying clothes or towels outside by hanging them on patios or balconies is not allowed.

### **Carports and Garages**

Carports and garages are provided on a space available basis. Currently, carports are renting for \$25 per month; garages for \$40 per month (w/o garage door opener) and \$65 per month (with garage door opener). If you would like to rent a carport or garage, call the office to check availability or check out our website at [www.meadowbrookapartments.net/garages\\_carports.html](http://www.meadowbrookapartments.net/garages_carports.html).

Parking in someone else’s carport could result in your car or your guest’s car being towed at the owner’s expense. If you park in a carport that is for rent but is not reserved by you, we will either send you a bill for the rental, or your car may be towed.

If a garage door opener is lost, the resident will be charged a \$50 fine. It may be several days before a replacement garage door opener can be shipped.

## Satellite Dish/Cable

All apartments and townhomes at Meadowbrook are internet/cable television ready. If you would rather receive a satellite signal, please keep in mind that **No satellite dish may be installed as part of, or attached to, any structure, including buildings, patio, balcony or roof, within Meadowbrook Apartments property.** The only exception would be a stand-alone arrangement on, and within the confines of, the resident's patio or balcony. No holes may be drilled through the outside walls, roofs, balcony or patio railings, balcony or patio floors, or any glass.

You must adhere to the following rules Meadowbrook has set up in regard to installation of satellite dishes:

1. No Digital Broadcast System (DBS) satellite dish or antenna may be installed on any other part of the property other than the specified apartment. No system or device of any kind may be installed on an outside wall, outside windowsill, roof or common area balcony or stairway.
2. A professional, insured and licensed installer must install the OTARD. The "hookup" to the inside receiving device can be either a flat cable under the door or window or by means of a device that allows a signal to pass through glass. Splicing into any existing wires or cable is prohibited.
3. No physical modification to the premises is permitted without express, written permission of Meadowbrook Apartments. This includes drilling of any holes or precarious placement of a pole or device that extends the antenna or dish beyond the balcony or patio enclosure.
4. The size of the OTARD cannot exceed one meter in diameter.
5. All liability, safety and possible damages (both personal and physical) caused by the ownership and installation of an OTARD is the full responsibility of the resident(s). Should any claim arise, full liability will fall on the resident(s) and not on Meadowbrook Apartments.
6. Insurance on the Tenant's furniture, personal property, and personal liability is recommended. Landlord assumes no responsibility for loss, damage, or destruction of Tenant's personal property. (Refer to paragraph 20 of the Landlord-Tenant Agreement.)

If you have any questions concerning these rules, or if you wish to schedule an installation, please call the Meadowbrook office.

## Swimming Pools

With the arrival of summer comes the opening of the Meadowbrook swimming pools. Recreation cards are provided for all Meadowbrook residents and must be carried at all times for admittance to pool areas. Recreation cards are available at the office if you do not yet have one. Guest cards may be issued for visitors if pools are not crowded. Be sure to plan ahead—passes are only available during office hours. Periodically there will be a pool monitor on duty who will be checking recreation passes. Always carry your pass with you when visiting the pool.

The rules and regulations for residents and guests are listed below and on signs posted at the pool:

1. The pool is open from 10 a.m. until 10:00 p.m. daily during the summer months.
2. **THERE ARE NO LIFEGUARDS ON DUTY;** therefore, you are responsible for your own safety and the safety of your children.
3. Children under 12 must be accompanied by an adult.
4. The clubhouse pool is reserved for Meadowbrook residents **only**. Residents are welcome to bring guests to the Regency Place pool (provided they have a valid guest pass from the office).
5. **No glass or breakable items** are permitted in the pool area.
6. Parties may be arranged for an area of the pool. To make a reservation you must contact the office with the date, time and approximate number of guests in your party. A special pass will be issued. The pool will not be closed to other residents. You and your guests will be responsible for all necessary clean up.
7. No alcohol is permitted.
8. Additional rules are posted at the pool entrance and are to be strictly adhered to.

Enjoy the pools and please help us to keep them clean and safe for your pleasure. Please report any rule violations or vandalism to the office or to the pool monitor.

## Fitness Center

The Fitness Center, housed in the clubhouse, is open from 5:30 am to 10:00 pm daily. It is for residents **only**. You must have a valid recreation pass with you at all times.

Please use all machines in the Fitness center at your own risk. If you do not know how to use one of the machines, do not attempt to try it until one of our staff members or another experienced resident can show you how to use it. If one of the machines isn't working properly, please inform a staff member or leave us a message at 785-842-4200.

## Grills

There are grills provided at various locations throughout the Meadowbrook complex for residents who wish to use them. Please call the office if you wish to know the location of the one nearest you.

## Storage Areas

There are storage areas located in the following apartment buildings:  
 East Side—F, K, N, O, R, S, T, AA, BB, CC, DD, EE, FF  
 West Side—UU, VV, WW, XX, YY

All storage areas are available on a first-come, first-served basis. To use storage areas, a storage area agreement will be kept on file at the office.

We strongly recommend that you do not store items of value in the storage units, as Meadowbrook does not take responsibility for their security. Meadowbrook suggests that you insure your property and assumes no liability for loss, theft or damage.

You must provide your own padlock and label the storage unit with your last name, apartment number and ending date of your lease. The ending date must be updated when you renew your lease. Put a label on the door and also inside the bin (do not write directly on the door.)

## Meeting Room

The meeting room is available to all of our residents. It is located on the first floor of the Meadowbrook Clubhouse and is equipped with tables, chairs, kitchenette and restrooms. You can reserve the meeting room by calling the Meadowbrook office. We charge a deposit to hold the room; if the room is clean and free of damage, the deposit will be returned to the resident immediately. The key may be picked up the day of the function and returned to the office or placed in the drop box the same day. Keep in mind the office hours and plan ahead.

The following rules apply:

1. No alcoholic beverages permitted
2. The occupancy limit of the room is 50 people. Please do not exceed this limit.
3. Please clean up after yourself

**Storage areas that are not properly marked will be considered to be abandoned. Periodically they will be entered and cleaned out.**

**Meadowbrook Management hopes you will follow these rules and policies.**

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**ONCE AGAIN, WELCOME HOME.**