



Welcome Home

To Fox Meadow Apartment House

On behalf of Fox Meadow Apartment Homes, I welcome you. We pledge to meet and exceed your expectations.

To Our Valued Residents,

This handbook is designed to answer the majority of questions you might have regarding Fox Meadow. We hope this assists you and we would appreciate if you would take the time to read through the various listings at your convenience. You may want to keep it handy should questions arise.

Eida Ortiz

Property Manager

610-264-4721

610-349-7977 Maintenance cell, emergencies only.

Office closed Sunday and Monday.



Settling in

The first thing you will need to do is connect your utilities.

For your convenience, electric service is in the name of the Property Owner at the time your lease begins. It is your responsibility to open an electric account in your name to become effective at the time you take occupancy.

The electric company:

PP&L: 800-342-5775

To connect your phone, internet & cable:

RCN, Sales Rep Joe Anders 610-972-4995

MAINTENANCE REQUESTS: Should go through Eida at 610-264-4721 or you can fill out an online service request on your tenant portal by clicking [here](#).

MAINTENANCE EMERGENCIES: maintenance cell:

610-349-7977. Emergencies are no heat, refrigerator not working (in winter you may be able to put perishables on your balcony, or in a cooler until help arrives), major water leak (not a slow drip), toilet plugged (please try a plunger first) and lockout. If you have a non-emergency (ie dripping faucet, one stove burner out) please call 610-264-4721 during regular weekday hours. You must arrange to give maintenance access to your apartment.

RENT PAID ON THE FIRST OF MONTH: rent payable online by clicking [here](#) or mail to Fox Meadow Apartments, PO Box 849, Harrison, NY 10528





Air Conditioners- Covers- If your AC unit starts to leak inside your apartment, check the outside drainage tube to see if it is plugged with debris. A q-tip will usually clean out the small hole in the lower corner of the air conditioner.

Balconies- You may have plants, outdoor furniture, etc. on your balcony. We do restrict hanging laundry, storing boxes, cleaning supplies such as brooms, mops, trash and other unsightly items for obvious reasons. No grilling is allowed on balconies. The local fire department reserves the right to fine violators \$500. Please report to office anyone not adhering to this very important restriction.

Bicycles- You may store your bicycle in your assigned storage locker. Do not store a bicycle on your balcony or lock it to a balcony railing.

Breaking your lease- If you need to break your lease (moving out before the last day of the year term) you will need to give 60-days written notice (and pay for these two months) plus a fee equal to one month's rent. If you move at the end of your lease there are no termination fees. We may be able to extend your lease. Telephone your Resident Manager (610-264-4721) for details





Bulletin Boards- You may use the bulletin boards in the laundry rooms to sell items or offer services. The area above the mailboxes is reserved for important announcements from management.

Candles- Candle use is very dangerous. If you do intend to burn candles they must be watched carefully. Candles emit carbon (a sticky black substance) which adheres to walls, clothing, computers and your lungs! Heavy use may cause damage to walls which then have to be sealed and several coats of paint applied to cover the carbon residue. We do not charge to repaint apartments with "normal wear and tear", however, extra work involved with heavy carbon on walls will be charged against a security deposit. Candle warmers are an excellent alternative. There is no flame, yet you experience the wonderful scent of the candle.

Cars- Your vehicle may be parked in any parking space except designated handicap spaces requiring a special permit. Tenants have one assigned parking space for each apartment. All vehicles must have correct license plates and current registrations. Flat tires must be fixed promptly. Jacking up vehicles and performing oil changes are not permitted. One vehicle per apartment may be parked near your building. If you have more than one, or frequent visitors, those cars must be parked in the parking area next to the pool.

Christmas trees- We encourage holiday decorations of all kinds. Real Christmas trees should be thrown off your balcony when you are done with them. Please do not drag them through the hallways (needles are tough to clean up). Maintenance men will dispose of them for you.

Cigarettes- This is a smoke-free facility. Please do not smoke in the buildings or at the pool. If you must smoke, please step far away from the buildings.

Circuit Breaker- Each apartment has a circuit breaker box located in the hallway near the kitchen. If you don't have power in any area of your apartment you can check the circuit breaker box to see if a breaker has "tripped" or been turned off and is out of line. You may flip it back or call for a repair.

Closet Doors- Keep all clothing and other articles away from the track on your closet doors. The doors should slide freely back and

forth. If anything gets caught in the track residents tend to pull hard on the door and often pull the frame right off the door.

Courtesy Hours- The courtesy hours at Fox Meadow extend from 10 P.M. until 8 A.M. During these hours all residents have the right to "quiet habitability". The vast majority of residents agree with this general rule. This means low volume on any TV, stereo, etc. Also, no vacuuming, dishwashers, loud arguments. Following this guideline will enable families to live peacefully together in one building.



Emergency Phone Number- The maintenance men carry a cell phone which should be called when you have an emergency. The number is as follows: 610-349-7977. Call 911 for fire, police and medical emergencies.

Emergencies are: no heat in winter, refrigerator not working (in winter you may be able to put perishables on your balcony, or in a cooler until help arrives), major water leak (not a slow drip), toilet plugged (please try a plunger first), and lock-out. If you have a non-emergency (eg. dripping faucet, one stove burner out) please call the office and we will schedule a work order to help you. If you are expecting a maintenance man to perform a work order in your apartment you must be home at the time of the scheduled repair or leave your deadbolt unlocked and lock only your lower, doorknob lock.



Grilling- There are charcoal grilling stations throughout the grounds for your use. Please be sure to clean up the grill after each use. Ash bins and grill brushes are there for your use. You may NOT grill on the balconies. It is far too dangerous. A George Foreman electric grill on a stand is a good substitute and may be used on balconies.



Hallways- We encourage you to hang wreaths and door decorations of all kinds. You may also use your own door mat if you prefer. Unfortunately, we cannot permit plants, furniture, racks, golf clubs, bikes, shovels or garbage bags in the hallways. Children are not allowed to play in the hallways

Insects- Insects can occasionally be found in apartments. This happens in everyone's home or apartment sooner or later. Some common causes are food and water supplies left out (often for pets) cracks or crevices in the apartment needing caulk, garbage left out, bulk food not stored in sealed containers, etc. If you have eliminated most of these causes and still have a problem we will be glad to help you. We have a monthly pest control service to address these issues.

Late rent payments- After the 5th of each month your rent will be considered late. There is a \$50 late fee that must be added to your check amount. If your check "bounces" the insufficient funds fee is \$50. You can pay your rent online for no additional charge by clicking [here](#). If you want to write a check you should have your check in the mail by the 1st of the month at the latest or drop it in



the lockbox by the office door. The mailing address is: Fox Meadow Apts, P.O. Box 849, Harrison, N.Y. 10528. The check should be made out to Fox Meadow Apts and your apartment number should appear under memo. Late fees and NSF fees are subject to change without notice.

Lock-outs- If you are locked out of your apartment during normal business hours and a staff member is on the grounds we are happy to let you back in your door at no charge. After business hours there is a \$40 fee which must be given to the staff member who drives back to Fox Meadow to let you in. Call the emergency cell phone for after-hour lockouts. You may call a locksmith if you prefer. It's always a good idea to leave a spare set of keys with someone.

Mail- The mail is delivered around 4 PM. The closest public mailbox is next to "A" Building.



Mold and Mold Prevention- We are often asked about mold. While mold is more common on the lower levels it can form anywhere there is moisture and/or lack of air circulation. Using fans and AC in summer are two of the best ways to prevent mold. Tilex, Pro-Force and other products can be used (an old toothbrush works great) to clean between bathtub tiles, around sinks, window frames etc. Condensation and ice may form on

metal window frames which should be cleaned occasionally. Closing curtains and blinds over windows does not allow for adequate air circulation and encourages mold. In the bathroom- always use the fan when showering and keep the shower curtain open when not in use so that the walls will dry. Keep furniture, boxes and other items a few inches from walls to allow for air circulation. Leave closet doors open at least part of the time to improve air flow to your clothes, stored items as well as the walls inside the closet.

Move-out Inspections- Your preliminary inspection should be scheduled for a time when your belongings have already been removed and you have finished cleaning your apartment. You will receive a move-out letter with details about the basic cleaning required. Inspection is preliminary because condition evaluation will not be final until actual maintenance make-ready. Inspection only takes a few minutes and should be scheduled during week day business hours so that a member of the maintenance crew is also available. At the time of inspection, you should turn in all keys to your apartment and leave your forwarding address. Money from your security deposit owed to you will be mailed within 30 days of the end of the month you move.

Office 610-264-4721, maintenance emergency cell , 610-349-7977. Leasing office hours, Tues-Fri 10:30 -6, Saturday 10 – 2:30, closed Sunday and Monday.

PP&L- You are responsible for the electricity bill on your apartment. You must call PP&L to set up your account- 800-342-5775. This must be completed before you take occupancy.

Painting- Apartments are freshly painted before you move in and they will be painted again when you move out. We do not charge to re-paint upon move-out when there is "normal wear and tear" on the walls. We ask that you do not change the paint color. You may, however, hang pictures, posters and plant hooks. Please use small nails and not tacky hangers that can damage sheetrock. We will spackle and re-paint when you leave, no need to fill nail holes.

Pets. We have a limited number of pet leases available which allow one pet per apartment. Dogs must weigh less than twenty-five pounds when fully grown and cats must be spayed or neutered. There is a \$35 charge per month which will be added to monthly rent. We cannot permit rabbits or ferrets. Dogs must be leashed



and dog feces must be cleaned up immediately. We reserve the right to impose a \$50 fine if a pet owner does not clean up their pet's mess. For your convenience, we have installed a dog poop bag station which is located by Building K. We are pleased to be a "pet friendly" community and with everyone's cooperation we hope to remain that way. Please call the office with any questions about pets.

Phone numbers- Please make sure that we have your phone number on file. It is very important that we be able to reach you in an emergency. If you change jobs or cell phone numbers, let us know.

Plants- We love plants! It's great to see plants on balconies and in windows.

Pool- The pool is open from Memorial Day through Labor Day, weather permitting, from 11AM to 7PM, seven days a week. There will be a lifeguard on duty. You will be asked to sign in with your name and apartment number. Each apartment may have a maximum of 3 guests at the pool. Pool rules will also be available at the pool.



Referrals- We greatly appreciate our residents who refer Fox Meadow to others. When your friend or co-worker signs a lease at Fox Meadow after your recommendation we issue you a letter

worth \$100 off your next rent payment. Just ask your friends to mention your name when they stop in for a tour.

Renter's Insurance- We encourage you to purchase renter's insurance to cover your belongings. It is fairly inexpensive and definitely worth the peace of mind. I will be glad to answer any questions your agent may have regarding building construction, hydrants.

Rent- Rent is due on the first of each month. You can pay online by clicking [here](#). Check payable to "Fox Meadow" and mailed to Fox Meadow, PO Box 849, Harrison PA 10528. Write your apartment number on the memo line. Many residents are still using checks containing previous addresses- we want to be certain that your check is credited to the proper account. If you are mailing your check after the 5th of the month, please add the \$50 late fee.

Smoking This is a smoke-free facility. Please do not smoke in the buildings or at the pool. If you must smoke, please step far away from the buildings.



Snow removal- Plowing is an ongoing project throughout the winter. You can help tremendously by moving your vehicle to a cleared space when you see the plow. Everyone should own a shovel for heavy snow days when some snow could get packed

behind your car. We can't plow too close to vehicles. Please remove snow from your balcony if possible.

Smoke Alarms- Your apartment has 2-3 smoke alarms. At least one has a ten year life lithium battery. Non lithium alarms require 9 volt batteries. You should check each of your alarms once a month to make sure they are functioning properly. Call the office for battery replacement or if an alarm is “chirping”.

Storage Lockers- In the lower level of each building there is a storage locker with one locker for each apartment. If the locker corresponding to your apartment is being used, please take an empty locker. We are not responsible for any loss or damages. Please store your belongings in plastic bins with seal-tight lids. You should use a lock to protect your belongings. No flammable liquids may be stored in your locker- this includes gasoline, kerosene, and charcoal lighter fluid.

Trash- Trash receptacles and dumpsters are located between every two buildings. Recyclable glass and plastic are to be placed in receptacles labeled for that use. Cardboard boxes must be flattened down. Trash pick-up is twice a week, generally on Monday and Thursday. . We MUST recycle. Take out your trash whenever you like.

Work Orders- When you need a repair you should call the office (610-264-4721). Or request a service call online by clicking [here](#). For maintenance emergencies call the emergency cell at 610-349-7977. You may give permission to maintenance to enter your apartment to complete your repair or you may schedule it for a time when you will be home as long as it is during normal working hours.

Washers and dryers- Please move your laundry along within 20 minutes of the load finishing. There are often other residents waiting to use the equipment. Also, it is important to clean out the dryer lint trap before each use which will make the dryer more efficient and help to prevent fires. Should you have a service problem with a machine, please call CSC Serviceworks. Their number is located on each machine and you must note the machine ID when making the call. If your problem is not addressed in a timely manner, please let management know.



Lease Controls. This Welcome Handbook is intended to supply helpful information. It is occasionally out of date. Your lease is the legal document that sets forth your rights and obligations.

We hope this information assists you. Please don't hesitate to call the office if you have any questions which have not been addressed.

We appreciate your residency at Fox Meadow.

