



Alvin M. Levin & Son Inc.

Real Estate

Welcome Home!

A warm welcome to you. Enjoy your new home. The information below is designed help get you acquainted with our property as well as our services, maintenance procedures, and to provide some tidbits for on some of the mechanical systems.

GENERAL BUT REALLY IMPORTANT STUFF

Our maintenance and office staffs stand ready to provide you prompt, professional service. To do this, we need your help us by providing us both sufficient notice of issues and complete information.

Call or email us early in the workday. Non-emergency service requests are scheduled for during regular office hours, Monday thru Friday.

Also, make sure we can reach. Give us the best contact info so we can follow-up with you.

Renter's Contents & Liability Insurance:

Protect you, your guests, & your stuff! Purchase Renter's Insurance. The cost is reasonable; it is comforting to know that you are protected. And, it's required by the lease. Remember: the landlord's insurance does not cover you, your guests, or belongings.

Utility Companies:

Verizon

P.O. Box 8585
Philadelphia, PA 19173
800-640-4155
www.verizon.com

PECO Energy

2301 Market Street
Philadelphia, PA 19103
800-494-4000
www.peco.com

PGW

1137 Chestnut Street
Philadelphia, PA 19107
www.pgw.com

Comcast

1351 Columbus Boulevard
Philadelphia, PA 19147
www.comcast.com

After-hours Emergency Service:

- Call 215-923-3333
- Select the emergency mailbox (#4) and **CAREFULLY** follow the menu instructions
- Speak slowly & clearly
- Leave your full name, unit number and building address
- Leave a callback number
- Provide complete details about the emergency
- **IF YOU DON'T FOLLOW THESE STEPS, EMERGENCY SERVICE MAY NOT BE POSSIBLE OR CAN DELAY A RESPONSE.**

- This service is for actual emergencies ONLY.
- Regular maintenance requests should be directed to us during office hours by phone or online through the Resident Corner tab on our website: ALVINLEVINREALESTATE.COM
- A service charge is assessed for unnecessary non-emergency calls and for tenant lockouts.

PROVIDE OUR OFFICE WITH YOUR NEW PGW & PECO ACCOUNT NUMBERS BEFORE TAKING POSSESSION OF THE PROPERTY. UTILITIES MUST REMAIN "ON" FOR THE ENTIRE LEASE TERM EVEN IF YOU MOVE BEFORE THE LAST DAY OF THE LEASE.

A FEW OF OUR VALUE ADDED SERVICES

Visit us at ALVINLEVINREALESTATE.COM. There is a nifty section just for you called "Resident Corner". There are tabs to connect you to our Management Team, inquire about billings, and quickly **PAY ONLINE** for rent and other charges or fees, all with the ease of a couple mouse clicks.

Exterminator:

All of our properties receive monthly preventive pest control service. You do not need to be home for treatments. The schedule for visits tends to be very regular, on the same day/time each month. Our office can provide you this information.

Laundry Equipment:

Laundry equipment is located in the basement of the building. Please be considerate of your neighbors and our staff by keeping the area clean and orderly. Place trash debris, lint, empty detergent containers, etc. in the trash.

Notify us right away if you experience any problems!

Intercom/Electric Door Release System:

The intercom/electric door release system is a vital part of building security – if used properly. Carefully identify callers & only buzz them in if you have made a positive identification.

Each time you leave home, check that all doors and windows are securely locked, and that the building's front door(s) is securely latched and dead bolt applied.

Trash & Recycling:

The trashcans located in the building are for your use & are emptied weekly by our staff.

- Place **ONLY** regular household waste in the cans.
- Virtually **ALL** food should be gotten rid of by using your garbage disposer.
- Put trash in tightly tied plastic bags.
- Philadelphia regulations prohibits trash or recycling from being put into cardboard boxes. Break down boxes and tie (or tape) together.
- Violations cost \$50.00.
- Recycling is **YOUR** responsibility.
- Curbside placement is the same day as trash pickup. See the City's website for more information.

Storage Space:

Storage space in the basement is available for you at no additional charge. Each apartment is entitled to only one locker. Large objects don't fit inside must be labeled your name and apartment number & placed to the side. Things may not impede other's access to their lockers, or interfere with utilities, meters, gas lines or electric wires, nor hot water tanks, heating, air conditioning, or laundry equipment.

Outdoor Space:

You may have a patio or sundeck that goes with your apartment, or maybe there's a community courtyard or garden space that is shared among your neighbors. Enjoy the space; be considerate of neighbors at nearby properties as well as fellow residents, by keeping the space clean and orderly and observing appropriate protocol.

EQUIPMENT OPERATION & TIPS

Fire and Smoke Alarm Systems:

The property has all required smoke and fire warning equipment, including sounding horns, alarm pull stations, hard wire smoke detectors with battery back-up, emergency evacuation lighting, and fire extinguishers. Become familiar with the location and operation of all safety systems & devices so you are prepared in event of an emergency. Know all evacuation routes.

In an emergency, CALL 911 and safely evacuate the building. Call our emergency service.

Storm windows and window screens:

If you want to install insect screens or additional window sealers, many manufacturers offer a variety of types of easy-to-install, inexpensive kits that are available at hardware/home stores.

Garbage Disposer:

Your garbage disposer will grind most food waste. Use it frequently to dispose of trimmings, vegetables, even chicken bones. Doing so will reduce compostables from entering the trash stream, thereby lessening the presence of vermin & rodents from landfills. The environment benefits greatly by the water department's emerging composting program.

Put garbage into the unit slowly & use plenty of cold water.

- No fruit pits or heavy bones
- No non-food items such as glass or metal
- Jams or damage from improper use may result in a costly repair bill.
- Maintain the disposer by running it at least several times a week.

Dishwasher:

Let us know if you have any questions about how to operate your dishwasher.

- Manufacturers recommend using heat dry cycle to best sanitize dishes & for better appearance
- Run hot water to the sink before starting a cycle to make sure the water going into the machine is hot when it begins to fill
- Do not block the spinning wash arms or towers, which will prevent proper washing
- Use only dishwashing liquid or powder designed for automatic dishwashers, and never use regular dishwashing liquid.
- Always run the garbage disposer clear prior to starting the dishwasher,
- Run at least weekly to keep parts working well.

Fireplace:

If you have a wood burning fireplace, be very careful to assure safe use:

- Open the damper: push or turn the damper handle inside the chimney
- Warm the flue to establish upward "draft": roll or crumple newspaper & then lighting with a lighter.
- Proper draft is required for safe fireplace usage, and is achieved only when smoke is drawn completely up the chimney, without any back-drafting of smoke
- Once draft is established, build a small fire initially using a fire starter log & a couple softwood logs.
- Gradually add wood to maintain a fire that is an appropriate size for your firebox.
- A spark screen is a MUST for safe operation, each time you make a fire. They and tools are available at home centers.
- Never use lighter fluid or any other fire accelerant;
- Only after your fire is **completely burnt out** should you close the damper.

Drainage System:

Regarding the drains on all sinks, tubs, catch basins, laundry trays & main drainage systems in the building:

- Contrary to manufacturer's contentions, feminine hygiene products such as tampons, or consumer products like clump-type cat litter, etc., are not flushable and are not safe for plumbing systems.
- Discard them with other household trash. Drain or sewer blockages may result in costly repair bills to you. Backups are messy problems to be avoided!
- DO NOT use Drano or other chemical drain cleaners. They don't work! And, they are caustic & hazardous.
- Call the office for ALLI drainage issues.

IMPORTANT THINGS TO KNOW ABOUT Heating and Air Conditioning:

- A clean air filter has been put into your system.
- Changing it seasonally (or wash, if applicable) is your responsibility.
- For best, most COST-effective operation of the equipment, change the filter often.
- If you need help, let us know.

CENTRAL AIR CONDITIONING:

1. Central air conditioning systems DO NOT bring the heat down fast. Window units “blast” lots of cold air at once. Central systems are designed for controlled comfort.
2. It is highly recommended that the AC be run virtually all the time during peak cooling season, even when you are not at home.
 - a. This actually may save on utility costs.
 - b. When inside temperatures do not reach extremely high levels, the equipment does not have to work as hard to resume a comfortable level.
 - c. Set the thermostat to 78-80 degrees when away; lower it when you return.
 - d. Install window shades or curtains to block the summer's sun's intense heat. The machinery can't do it all by itself. It needs some reasonable help.
 - e. Multi-level properties should have heating/air condition registers settings changed for each season.

Hot air rises/cold air falls. Pushing cool air upstairs in the summer will allow it to “fall” to the lower level(s), thus cooling the whole place better. Open the vents on the upper level(s) and close those downstairs during AC time of year.

- f. Reverse the procedure in winter.

HEATING:

1. NEVER TURN THE HEAT OFF IN COLD WEATHER!! Costly mechanical and property damage could result if pipes freeze and rupture.
2. If your apartment building has a central heating system, with central controls:
 - a. Heat is automatically available between October and May.
 - b. Sensors & thermostats monitor both indoor and outdoor temperature to establish heat demand in order to maintain comfort evenly throughout the whole property.
 - c. The fall and early spring are often challenging for the controls, however, as warm days call for less heat, while chilly evenings do. System confusion occurs when the sensors detect warmth inside the building that has built up during the day, and lags behind somewhat once the temps drop.
 - d. Once winter temperatures equalize day and night, optimal system function is achieved.

STREET PARKING/PERMIT PARKING & OFFSTREET PARKING

Parking permits can be gotten from The Philadelphia Parking Authority:

- Vehicle must be registered & insured at the address stated on your lease
- Annual fee is reasonable and is renewable. PPA can provide current fee(s)
- The areas you are permitted free parking is by zone & based upon your address; be careful to **ONLY** park in the zone(s) designated by your permit. Violators get tickets!
- PPA's contact info:
215-683-9730
3101 Market Street, Philadelphia, PA 19104
- If you would rather get your car off-street, check with our office staff to see if we have available spaces in any of our lots. Alternately, many public & private lots offer monthly parking. However, check their rates as they can differ greatly.