



McHugh & McHugh, LLC
Townhouse Rentals
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TENANT HANDBOOK*

Welcome to Your New Home!

We would like to welcome you into your new home and thank you for choosing to rent your home from us.

Please take a moment to take a look through this Tenant Handbook to give yourself all the basic information you will need to get started and settled into your new home.

This Tenant Handbook is intended to be a resource for our Tenants. We hope it will help you with getting to know and taking care of your apartment, and for answering the most common questions and issues you may have as you settle into your new home. This Tenant Handbook is also intended to be used as a resource for a pleasant move out when this occurs.

We hope you will find this Tenant Handbook useful and informative. If, after looking through these materials, you still have some questions, feel free to contact us.

Thank you for renting from us!

McHugh Apartments

McHugh & McHugh, LLC
David P. McHugh, Member and Manager
www.McHughApartments.com
e: David@McHughApartments.com
c: (312) 952-7709



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Paying Rent

When is rent due?

Rent is due on the 1st of each month and is considered late on the 6th. Please note this timeline includes weekends and holidays, so please mail your rent check at least three business days before the 1st of the month, but note that post-marked dates are not relevant. We must receive the rent by the 1st of the month.

How do I submit my rent?

Rent must be paid by payable to McHugh & McHugh, LLC. We will **NOT** accept cash.

Please mail your check to:

McHugh & McHugh, LLC
c/o Laura A. McHugh
263 Fox Run
Colchester, VT 05446

If you have any questions about any accounting aspects (confirming receipt, etc.) of the rent, please email Laura McHugh at LauraA@McHughApartments.com

Keys

If you lose or lock yourself out of your home you may call our office to get the key to make a copy. We may not always have a key on file; in that case you will need to go about getting the home re-keyed at your costs.

Utilities

Below is the information you will need to set up your utilities:

Electricity:	<p><u>For Burlington Tenants:</u> Call Burlington Electric at (802) 658-0300.</p> <p><u>For Non-Burlington Tenants:</u> Call Green Mount Power Corporation at: (802) 864-5731.</p> <p>The current tenant has been asked to have the utility company read the meter on the current tenant's move-out day and change the account from the present tenant to the future tenant.</p>
Gas:	<p>For All Tenants: Call Vermont Gas at (802) 863-4511. The current tenant has been asked to have the utility company read the meter as of their last day and change the account from the present tenant to the future tenant.</p>
Cable Television:	<p>For All Tenants: Call Comcast at (888) 375-4888. Burlington Tenants can</p>



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	also call Burlington Telecom at (802) 540-0007.
Telephone:	Call Verizon (800) 585-4466.
Post Office:	For Hazelwood Tenants Only: The Former Tenant must go to the Post Office (located at 218 Mallets Bay Avenue) and request a “Change of Address Form” and turn in their mailbox keys. The New Tenant must request the mailbox keys from the Post Office.

Emergencies and Maintenance Issues

In the event of an emergency (*i.e.*, a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, gas leak, etc.), please call 911.

- After calling 911 and/or Vermont Gas, please contact us at David@McHughApartments.com or (312) 952-7709 so that we are aware of the issue.
- For emergencies such as backed up plumbing, flooding, tree damage, etc., call McHugh Apartments at (312) 952-7709 and if you do not reach us, please leave a message with your complete contact information, property address and a description of the problem so that we can contact a vendor for maintenance.
- **Furnace (heat) or hot water issues, please call Vermont Gas Systems at (802) 863-4511 or (800) 639-8081. We have a contract with Vermont Gas Systems and they will take care of any issues with the furnace or hot water heater.**

Where Important Items are Located

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the following:

- Main circuit breaker – in case power goes out or an appliance stops working.
- Gas shut off valve – turn off during emergencies for safety.
- GFCI outlets – so you can check them if your plugs or appliances fail to work.
- Electric and gas meters – to check your utility bills.
- Main water shutoff valve – in case of major flooding.
- Water shutoff valves below the sinks and behind the toilet – in case of water leaks or running toilets.

Renters Insurance

- Contact an insurance agent if you do not have renter’s insurance. Our Lease requires you to carry renter’s insurance. Search the Internet, or ask a friend. **To avoid a loss, acquire renter’s insurance now.** If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can really add up.
- The Tenant is solely responsible for any damage to the premises caused by theft, vandalism



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or accident (e.g., broken windows, etc.) Major damage caused by storms, etc. may be covered by the landlord's insurance. The Landlord's insurance does not cover the Tenant's personal belongings. The Landlord will not be liable for any loss or theft of property of Tenant.

Plumbing

The Tenant is responsible for drain stoppages not attributable to plumbing defects, such as tree roots, defective septic systems, etc. If something falls or is put in a drain or toilet, it is your responsibility. Call us for the name of a good plumber. The only items safe to put down the drains of the property are human waste and toilet paper. If the toilet becomes plugged, use a plunger rather than flushing the plugged toilet.

NEVER put any of the following items in the toilet:

- paper towels
- grease
- tampons
- sanitary napkins
- food
- paint
- litter
- condoms

While the Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent.

Cease the Grease

Please watch this video <https://youtu.be/1wywhEuEztQ> for important information about how grease and food can lead to expensive plumbing bills for you. As a reminder, the Tenant is responsible for clogged sinks and drainage pipes. Allowing grease and food to go down the drain will result in expensive bills and could lead to thousands of dollars of damage to the sewer or leach field—damages the Tenant will be responsible for.

Report Running Toilets Immediately

If you hear your toilet leaking (e.g., the toilet flushes on its own or you hear water running from your toilet), call us immediately at (312) 952-7709! Always report water leaks to McHugh Apartments as soon as possible.

Did you know we have a Leach Field?

At our Hazelwood Place and Hickok Street apartments we have multiple leach fields. Do not park on the lawns because doing so will damage our Leach Field. If you do not know what a Leach Field, below is a diagram that explains it.



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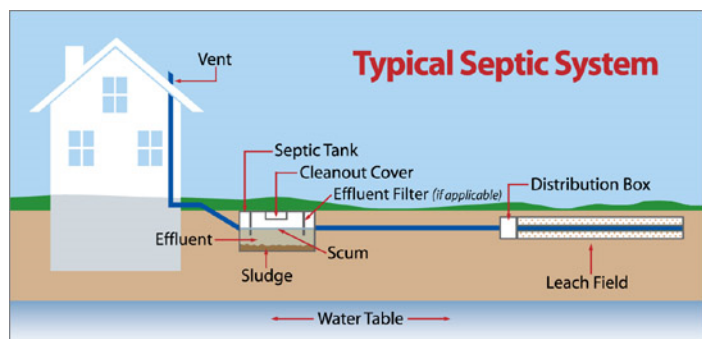
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- 1 Running toilets can overload the leach field and underground septic tank (and repairing or replacing a leach field system can cost more than \$10,000!).**
- 2 Report water dripping under sinks (turn off water shut off valve).
- 3 Running toilets are big water wasters (turn off water shut off valve behind toilet).
- 4 Report standing pools of water on the lawn.
- 5 Any damages caused by the Tenant's washing machines is the sole responsibility of the Tenant.

Drains

- **AVOID** letting food and hair get down the drains. Clogged drains caused by hair and grease are the Tenant's responsibility.
- An excellent drain cleaning/clearing solution recipe is 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups of boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free from hair.

Plumbing Fixtures

- **NEVER** use abrasive on plumbing fixtures. It is best to wipe fixtures after each use.
- Our apartments have standard low flow toilets. Low-flow toilets tend to clog or back up if too much paper is flushed. You may need to continue to hold down the handle when flushing to avoid clogs.
- Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from overflows. Tenants are responsible for stoppage.

Water Damage

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that the shower curtain is completely closed when taking a shower. Water leaking from the bathroom to the



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kitchen below will cause a lot of damage for which you will be responsible. If you let water run over, you are responsible for damage downstairs and in your apartment. It will be very expensive.

- Water on the floors can seep through the seams and cause dry rot on the underlayment and discolor the floor. Water can also seep around the edges of the floor and damage the flooring below.
- We recommend putting a mat, towel, or rug on the floor to step on when exiting the tub or shower.

Basement (Flooding)

- The basement may be used for storage, but such use is at the Tenant's sole risk. If, despite this risk of flooding, you decide to store anything in the basement, it is highly recommended to put all items on pallets. The apartment, as well as the basement, must be kept clean and safe to avoid fire hazards.
- Do not obstruct access to the furnace or hot water heater. Keep any belongings at least four feet away from the furnace and hot water heater.

The Golden Rule

- Please respect your neighbors and keep the noise to a minimum at all times, especially from 9:00 p.m. to 7:00 a.m.
- No Tenant shall obstruct or interfere with the rights of any other Tenants or in any way injure or annoy them, or do or permit to be done anything which will conflict with the laws in regard to fires, or with the regulations of the Fire Department, or which shall in any way be contrary to the rules or ordinances of the applicable health department.
- Thoughtfulness and cooperation help make apartment living more enjoyable. If you have a concern, or need assistance please contact us.
- Tenants are responsible for the actions of their children and guests.

Parking

- Please do not park on any part of the lawns at any time.
- Parking is for our Tenants. There is a limit of two vehicles for each apartment.
- Tenants at Hazelwood Place have assigned parking spots and there are limited guest parking spots. We encourage every Tenant to park one car in their garage.
- Vehicles that are not registered with us and not displaying a valid parking permit may be towed at the owner's expense.

Sliding Glass and Screen Doors

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your



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cleaning routine.

- Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.

House Plants

- Be sure plant saucers are kept under all potted plants. Water runoff will stain or damage most surfaces.

Kitchen Counters

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Shower Walls

- Dilute 1 part vinegar in 5 parts water for cleaning all fiberglass tub surrounds. You can also use a liquid cleaner (like Bathroom Fantastic or Soft Soap).
- **NEVER** use scrubbing cleaners like Comet or Ajax on fiberglass tub surrounds, as these products will permanently scratch the surface.

Smoke and CO Detectors

- Tenants are responsible for changing batteries in smoke and CO detectors. We recommend changing the batteries at the beginning and end of daylight savings time.
- Test all smoke detectors on a regular basis. If detectors make an intermittent beep, it may be that the battery is running low.

Floors

- For cleaning the floors, use a soft cloth. It is best to sweep and dust regularly.
- Once every three months clean the floors with a small amount of vinegar and water.
- Use throw rugs in front of sink and stove to protect these areas from water and grease.
- Use felt under the legs of furniture to avoid scratching the floor.

Furnace

- Clean or replace the air filter each month during the months you use the furnace. All Tenants are responsible for cleaning or replacing the furnace filters. Problems caused by failure to clean/replace the filter will be the Tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter.
- Inspect all supply and return vents for cleanliness and obstructions.

Exterior

- Sweep the steps and walkways and shovel in front of the garages and entrance ways.
- For Hazelwood Place Tenants, snow removal by our independent contractor is limited to



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the common road areas and only. Snow removal cannot occur where there are parked vehicles. Please park in your garage and move your cars when you see the snow removal contractor.

- No pools (including tubs) or any other similar containers are allowed anywhere at any time.
- The sidewalks, stoops, areas, and entries shall not be encumbered or obstructed by the Tenant or other persons, or be used by any of them for any other purpose than for entering or leaving their respective apartment. Such portions of the Premises remain in the exclusive control of Landlord.
- Bicycles, tricycles, scooters, children's playthings or baby carriages shall not be permitted to be left outside.
- No one is allowed on any roof of the apartments or garages.
- Do not place anything on or attach anything to the outside of the building (including the roof or sides of the building), sills, windows or exterior walls of the apartment.
- Clothes, linens or rugs must not be aired or dried outside.
- When raising a window, make sure it will stay up before you walk away. If a window breaks, do not throw any parts away. Otherwise, the entire window will have to be replaced.

No Alterations

- Our Lease makes it very clear that Tenants shall never make alterations to the premises (and that includes drilling holes for cable or satellite dishes).
- No satellite dishes or similar devices are to be installed without Landlord's prior written permission.
- Do not install any nails or screws or other things into the floors, window casings, or woodwork of the building. Small nails may be driven into the wall to hang pictures on the wall (but the Tenant must never put any nails of any size in any window casings or in any woodwork).
- The woodwork, ceilings, walls or floors shall not be cut, stained, or defaced in any way. Nothing shall be set outside of any window, exterior or interior, nor upon any stairway or walkway.
- Painting is not allowed in any area of the apartment without specific written permission from the Landlord.

Tenant Maintenance Responsibilities

We want you to report maintenance items. However, during occupancy, the Tenant is responsible, at the Tenant's expense, **for any and all minor repairs**. These repair responsibilities include, **but are not limited to:**

- Replacing smoke/CO alarm batteries.
- Replacing light bulbs with the correct size.
- Reporting non-functioning smoke/CO alarm immediately if fresh batteries do not solve the



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problem.

- Reporting all necessary repairs.
- Basic insect control.
- Picking up litter (even if it was your neighbor who did it).
- Reporting lack of snow removal if that is provided under your Lease.
- Reporting lack of lawn mowing.

Garbage/Rubbish/Recycling/Waste

- For Tenants at Hazelwood Place, we provide for garbage and recycling removal (excluding furniture, boxes and other large items (which will be charged to the Tenant)).
- For Tenants not at Hazelwood Place, you are responsible for all rubbish/garbage removal.
- Be sure rubbish goes in a barrel and not on the ground.
- All garbage must be put in tied plastic bags and secured prior to disposal and must not be left outside of the appropriate receptacles for any period of time.
- Tenants are responsible for disposing of toxic waste and other waste items in accordance with local and county laws at the Chittenden Solid Waste District facility (<https://cswd.net/>).
- Recycling is mandatory in Chittenden County. Please refer to the recyclable materials guidelines found at the Chittenden Solid Waste District facility (<https://cswd.net/>).

Oven and Refrigerator

- The Tenant is responsible for the proper use and maintenance of the oven and refrigerator. Please clean behind the refrigerator to be sure that the air circulates under and around it. Please check the fuse box in the basement if an appliance is not working at all. Sometimes it's just requires you to turn off and on the fuse switch in the fuse box.

Electrical

- The Tenant must replace faceplates on wall outlets, and light bulbs with the correct size. Tenants must check and make sure the GFI outlet has not been tripped in the event that some switches are not working.

Heating

- We expect Tenants to treat their home as their own (would you pay a plumber \$75 to replace a toilet flapper or an Electrician \$100 to push a reset button or plug in a refrigerator?) Please keep that in mind and help us keep rent increases to a minimum. Fees we incur as a result of Tenant neglect or misuse will be charged to the Tenant.

Preventive Cleaning Tips

- Cleaning is easier when you use a preventive approach.
- Always put away food and wipe up food debris.



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- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and range.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile/fiberglass walls or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Vacuum the stairway carpeting regularly to keep dust down.
- Regularly pick up debris in outside areas.

Additional Cleaning Tips

- It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They are also helpful for people who have allergies to cleaning products. They can also be better for the environment than commercial products.

Air freshener:

- Place a bowl of vinegar in the kitchen or bathroom to absorb odors.

Drains:

- For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar – it will foam. Cover and let sit 30 minutes and then flush with cool water. **DO THIS ONLY AT HAZELWOOD PLACE AND HICKOK STREET. DO NOT DO THIS IF YOU’RE ON A PUBLIC SEPTIC SYSTEM.** PROPERTIES THAT ARE ON A SEPTIC SYSTEM ARE WOODLAWN ROAD, GREY BIRCH DRIVE AND RIVER ROAD. For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.

Countertops:

- To clean surfaces where mold or mildew can accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia. Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water. Do not use abrasive sponges that can scratch the surfaces.



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Glass cleaner:

- When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- Spray glass and wipe with a lean paper towel.

Refrigerators:

- Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
- A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

Toilets:

- Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.

Carpet stains:

- Vacuum the carpet if the stain is dry.
- If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
- Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
- If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

Carpet odor:

- Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy Saving Tips

Energy conservation is important for the environment and can mean lower utility bills for your residence as well:

To lower electric bills

- Always report water leaks to McHugh Apartments as soon as possible.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up too high. This is a dangerous temperature level.



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- Counsel all children on how to prevent wasting water.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed. Please note that our insurance company strictly prohibits putting plastic or tape on or around any windows. If you feel there are cold drafts, please contact us.
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can significantly reduce an energy bill.
- It is recommended to set the thermostat to a temperature of 60 degrees at night and 68 degrees in the daytime.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems. Our Lease requires that you keep the temperature at a minimum of 55 degrees at all times during the term of our Lease (even if you vacate the premises before the end of the term of your Lease).

Safety Tips

The safety of you and your family is important to McHugh Apartments and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you see water in the ceiling, particularly in a light fixture, report the leak immediately to us.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, phones, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify us immediately if any smoke alarm is inoperable even with new batteries. **Never**



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remove smoke or CO alarms.

- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense; never leave grills unattended. Never use the grill on the deck/porch.
- If you have a grill or BBQ, do not put it on the deck or adjacent to the building. Be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.

Vacation Checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period (such as one month), please notify McHugh Apartments how long you will be gone, and supply an emergency telephone number. That way, if any problems arise concerning your residence, McHugh Apartments will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be unfortunate to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.
- If leaving a vehicle in the parking lot or driveway, remove any valuables that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your voicemail telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Anything else living in your apartment besides you, such as plants or permitted pets? Then be sure to water plants and have someone take care of your animal. Do not leave pets in the apartment unless a reliable person is going to care for them daily.



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Holiday Tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
- Do not use illegal, dangerous, or explosive devices.

Emergency/Disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

Maintenance emergencies:

- If the heat is not working or if you do not have hot water, please call Vermont Gas Systems at (802) 863-4511 or (800) 639-8081. We have a contract with Vermont Gas Systems and they will take care of any issues with the furnace or hot water heater 24 hours a day/7 days a week.
- If you smell gas, call 911 and then call Vermont Gas Systems at (802) 863-4511 or (800) 639-8081.
- For any running toilets or other plumbing issues, please call us ASAP at (312) 952-7709.
- After you have called 911 or Vermont Gas, please call us to let us know of the emergency.

Area emergencies or disasters:

- When major emergencies or disasters such as a blizzard or heavy snow storm, hail storm, tornado, earthquake, or some other force of nature occurs, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- McHugh Apartments requests that you call 911 first in a disaster.
- After you have called 911, please call us to let us know of the emergency.
- McHugh Apartments will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
- When calling the McHugh Apartments, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.



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Drug-free Housing

- McHugh Apartments has a drug-free policy for Tenants and it is a requirement of your tenancy as outlined in your Lease. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.
- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned objects to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night; it could be a drug house, particularly if you observe high security precautions surrounding the property.
- Report unusual and disturbing activities in your neighborhood to the authorities as soon as possible.
- Educate and train children of all ages of the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.



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MOVING OUT PROCESS

Giving Notice to Vacate/Terminate Our Lease (as of the end or after the initial term)

- To terminate our Lease as of the end of the initial term (usually one year), or at any time thereafter, Tenant's must give McHugh Apartments a **minimum two calendar months' written notice prior to the effective date of the termination. Please note that two calendar months is NOT the same as 60 days.**
- Please refer to our Lease and to our *Tenant FAQs* on this topic <http://www.mchughapartments.com/tenant-faqs-info/>.
- Provide us with proper notice by submitting to us a *Move-Out Notice* <http://www.mchughapartments.com/forms/FormofMove-OutNotice.pdf>.
- Provide us the *Move-Out Tenant Information* <http://www.mchughapartments.com/wp-content/uploads/2011/04/Move-Out-Tenant-Information.pdf>
- Notify the post office with your new address.

Showings to Prospective Tenants During the Notice Period

- According to our Lease, McHugh Apartments may show the property to prospective tenants after either McHugh Apartments or the Tenant has given the proper notice to terminate our Lease.
- The premises may be shown by us or our contractors. When we have a prospective tenant who wants to see the property, we will give you a courtesy call or email you prior to showing the property. If we do not get a reply to our courtesy call or email, we will show the property at the time noted in the message we have left with you.

Security Deposit Refund

- When you follow the *Moving Out Process* and leave the apartment and garage in good condition, it simplifies and expedites the task of refunding your security deposit.
- Please refer to the *Move-In and Move-Out Inspection Report* provided with your Lease.
- McHugh Apartments remits security deposit refunds within 14 days in accordance with Vermont Landlord/Tenant Law when a full refund is due to Tenant.

Please refer to our *Cleaning Guide for Tenants When You Move-Out* for helpful information on cleaning the apartment before you vacate the apartment.



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TENANT HANDBOOK*

CLEANING GUIDE FOR TENANTS WHEN YOU MOVE-OUT

- We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions, please contact us.

Refrigerator

- Defrost freezer if needed. **DO NOT** use sharp tools to pry ice off.
- Wash inside of refrigerator with warm water and baking soda. Clean door gasket.
- Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under drawers.
- Wash and dry outside of refrigerator and vacuum back and lower grills.
- Move refrigerator from wall and clean underneath. **DO NOT TURN OFF!**
- Sweep down any cobwebs on walls and ceiling.
- Replace light with an appliance bulb if necessary.

Oven/Stove

- Remove racks and broiler pan; soak in hot water and clean, dry well.
- Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.
- Wash and dry outside of stove
- Replace oven light with appliance bulb if burned out.
- Replace burner pans.
- Move oven/stove out and clean wall and floor.

Kitchen

- Clean oven, oven walls and grills, broiler pan, and storage space.
- Clean vent and vent hood filter.
- Wipe kitchen cabinets/drawers, clean inside, outside, and on top. Remove all liners.
- Clean refrigerator including crisper, walls, containers, removing all water and empty ice bin.
- Clean sink and counter top.
- Clean floor, including under moveable appliances and baseboards
- Clean light fixture coverings.
- Remove all cleaning solution residue.

Miscellaneous In and Near Kitchen

- Wash all light fixtures in warm water and soap. Clean switch plates.
- Wash range hood and clean filter. Change appliance bulb if necessary.
- Wash windows, screens and clean sills and tracks.



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Living Room

- Wash windows, sills and clean tracks.
- Clean switch plates.
- Sweep down any cobwebs.
- Clean baseboards.

Bedrooms

- Sweep down any cobwebs.
- Wash switch plates.
- Wash windows, clean sills and tracks.
- Clean baseboard.

Bathrooms

- Clean all wall/floor/bathtub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
- Clean door and fixtures.
- Clean inside and outside of (and behind) toilet.
- Clean medicine cabinet and mirrors (should be free from streaks).
- Clean vanity inside and out, including drawers.
- Wipe toilet paper holder and towel rods.
- Clean all light fixtures and coverings and switch plates.
- Remove all cleaning residues.

Permitted Pet

- Repair or have repaired any damage your pet has caused. Make sure you have proof (receipts emailed to us) of professional carpet cleaning and de-fleaing of the property.

Exterior (including deck, steps and garage)

- Sweep off the deck and front stoop/steps.
- Sweep out garage.
- Property remove and dispose of all trash, garbage, debris and recyclables. If you leave items that are prohibited by or not collected by the garbage collectors, or large items for which we are charged, you will be responsible for the charges.
- Wash inside and outside of front and back doors.
- Clean tracks of sliding doors.

Basement/Miscellaneous

- Replace all burned out bulbs.
- Remove any washer and dryer and properly cap the water and drain connections.



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- Sweep garage and sweep down any cobwebs.
- Remove all items from the apartment that belong to you.
- Remove all garbage.
- The Landlord will not be responsible for any article delivered to or left with any employee or agent of the Landlord.
- Any items left behind that require the Landlord to remove them will be removed at the Tenant's expense.

Transfer of Utilities

- All utilities must remain on until you have moved out of the apartment.
- Please let us know when you have contacted the utilities companies as to when

Final Step

- Schedule your exit walk through with us. One of our contractors will walk through the apartment and make sure everything was completed.

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