

TENANT HANDBOOK

Robinson Rentals



## WELCOME...

We would like to thank you for choosing Robinson Rentals.  
Our objective is to provide a clean, safe and comfortable environment for each of our residents.  
We would like to make your stay with us pleasant and rewarding.

This handbook was prepared to help you become better acquainted with your apartment, your building and the policy and procedures of Robinson Rentals.  
You will find answers to questions often raised by our residents. If you need more detailed information on any subject, please feel free to contact the Management office at (847) 866-1966.

**THE PROVISIONS IN THE HANDBOOK ARE PART OF YOUR LEASE. RETAIN IT FOR FUTURE USE WHILE YOU RESIDE IN OUR APARTMENT BUILDINGS.**

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### EMERGENCY PHONE NUMBERS:

Police/Fire/Emergency:	911
Police & Fire TTY:	(847) 866-5095
Police/Non-Emergency:	(847) 866-5000
Fire/ Non-Emergency:	(847) 866-5918

### OTHER NUMBERS TO KNOW...

City Information:	(847) 328-2100
City TTY:	(847) 448-8052
Public Library:	(847) 866-0300
Job Opportunity Hotline:	(847) 448-8110
Family Pride Laundries	(630) 620-4700
Tom Vel, Exterminator	(847) 412-0099

### UTILITY NUMBERS...

<b>COMED:</b>	(800) 334-7661
<b>SBC (Phone):</b>	(800) 244-4444
<b>Nicor Gas Co:</b>	(888) 642-6748
<b>Comcast Cable:</b>	(866) 594-1234

### ROBINSON RENTALS:

**Office:** 1609 Sherman Avenue  
Suite 206  
Evanston, IL 60202

**Mailing Address:** P.O. Box 1731  
Evanston, IL 60204

**Phone:** (847) 866-1966  
**Fax:** (847) 328-5211  
**Emergency Only:** (847) 923-6501 (After Business Hours Only)

## DOCUMENT HIGHLIGHTS:

- City Emergency numbers are on page 2 of this document
- Office hours are Monday-Friday 8am - 5pm, Saturdays 10am - 4 pm and Sundays 10am - 2pm
- If you have an emergency, call our office during the time above. After hours, please call (847) 923-6501.
- Send rent payments to Robinson Rentals, P.O. Box 1731, Evanston, IL 60204.
- We schedule Move-In Inspections of units within 24-48 hours with a representative of the management company prior to moving in. Both tenant and a representative will be present for inspection. Once the inspection is completed, both parties will sign the report. Please take the time to familiarize yourself with our policy handbook prior to this inspection.
- Automobiles must be parked only in designated parking areas.
- All trash must be placed within refuse containers provided. Large items should be placed in the dumpsters provided at the back of the building.
- Please ensure that all smoke detectors are functioning within your unit.
- See Section 5 on page 13 for information on how to request maintenance for your apartment.
- Please send all complaints or recommendations in writing to our PO Box or via fax. Those numbers are on the second page of this handbook.

## **SECTION 1: ADMINISTRATIVE INFORMATION**

### **YOUR MANAGEMENT COMPANY:**

#### **Our Mission:**

Robinson Rentals is a property management and development company. We take pride in developing our communities by providing high quality yet affordable residential, commercial, and industrial rental property. Robinson Rentals is committed to supporting the needs of our Chicago land area families.

### **OFFICE HOURS:**

Management Office Hours are Monday through Friday 8am - 5pm, Saturdays 10:00a.m - 4:00p.m, and Sundays 10am - 2pm.

In the event of an after hours emergency, please call our answering service at (847) 923-6501. The following are examples of emergencies:

- No heat in the winter
- A plumbing leak or sewer stoppage which might damage personal belongings or apartment property
- No electricity (contact ComEd first)
- Any condition that might cause a fire
- An odor or gas (contact Nicor Gas first)
- Any circumstance that may threaten the safety of the residence
- Toilet running or leaks

## SECTION 2: THINGS YOU SHOULD KNOW UPON MOVING IN

### PAYMENT OF RENT

You may pay your rent in person or by mail.

### PLEASE MAIL YOUR RENT TO:

**Robinson Rentals  
PO Box 1731  
Evanston, IL 60204**

Rental payments are due on the first of every month for that month's rent. You will not receive a rental statement or invoice as a reminder of when the rent is due. If rent is not received or postmarked by the 5th of the month, a late charge of \$50.00 will be assessed.

We accept cash, check, money orders, or cashier's checks. Please make your checks payable to Robinson Rentals. DO NOT send cash in the mail. A \$40 fee will be charged for any returned checks in addition to the standard late fee.

### SECURITY DEPOSIT

Your security deposit is not rent but a deposit to ensure the fulfillment of lease conditions and to serve as a contingency payment against any damages to the apartment. **The security deposit may not be applied to your last month's rent.** The following are abbreviated conditions for the return of a security deposit. (Please refer to your lease for full conditions):

- The apartment must be left clean with no damage beyond normal wear and tear;
- A joint move - out inspection must be completed;
- You must have a zero ledger balance with Robinson Rentals;
- A valid forwarding address is required;
- You are not considered officially vacated until all keys are returned into the office;
- Security Deposits will be returned twenty-one (21) days after the expiration of your lease per your Evanston Model Lease Agreement.

## MOVE IN/MOVE OUT INSPECTION REPORTS:

When you move in, your apartment should be clean and ready for occupancy. However, prior to occupancy, a joint inspection is required. Inspection reports help guard against any undo charges for pre-existing conditions at the term of your lease. The inspection will be scheduled within 24 - 48 hours of your move in date. You will receive a checklist matching the equipment provided in your unit and its overall general condition. If any equipment is found to be damaged or in need of repair, it will be noted and corrected by management.

As well, a joint move-out inspection report is required. The process is repeated as in the move in process. Thus, when moving out, please clean your apartment thoroughly. This includes your refrigerator, stovetop, oven, sinks, and cabinets. Based on the move-out inspection report, you will be provided with a written statement of any charges for which you may be responsible.

## OCCUPANCY

Only those individuals listed in your lease may live in your apartment. You may not assign the lease, sublet your apartment, or take in boarders or lodgers without the consent of management. Only members of your household as identified in the lease may reside in your apartment.

If your family expands or if someone moves out, please report the change to the management office in writing.

A guest may stay in your apartment up to a maximum of 14 days. Any guest remaining in your apartment longer than 14 days must be approved by management.

## RESIDENT INSURANCE:

We highly recommend that you contact an insurance agent to obtain Apartment Renter's Insurance, Household Goods, and Liability Insurance to cover your personal belongings against fire, vandalism, burglary, water damage personal liability, etc.

**Our insurance does not cover your personal belongings or liability.**

## UTILITIES

Prior to your moving in, you should advise the utility companies of your move-in date. You, should have the cooking gas, electrical, and heat (where applicable) services placed in your name. You will be then be required to sign a form stating that the transfers have been completed prior to your obtaining keys to the apartment.

## MOVE-IN

You must schedule an appointment with the management office to move into your apartment. **NO MOVE-INS WILL BE SCHEDULED ON SUNDAY** except in cases where special permission is granted. Scheduling is necessary so that neither you nor another resident are both trying to move into the building at the same time. All furniture and belongings must be moved through the rear doors only. Do not use front vestibules or hallways. Your empty boxes and/or garbage should not be left on the back porch. Please properly place ALL large boxes or containers in the designated receptacles behind the building.

## MOVING OUT

### **MOVING OUT PRIOR TO THE EXPIRATION OF LEASE:**

Each tenant must realize that moving out prior to the expiration date of the lease does not release the individual, tenants or co-signors (if applicable) from the lease. If you plan on moving prior to the expiration of the lease, you must notify our office in advance and return your keys. You will remain responsible for the payment of rent and other charges until the apartment is rented or the lease expires. If you move out, and fail to pay rent, management may obtain a judgment for monetary damages against all or one of the tenants, and one or all the co-signors of the lease. If an individual moves out of the apartment, and the others remain, all of those on the lease will continue to be bound by the terms of the lease. If you want to add or replace an individual on the lease, you must come to our office and have a release signed by all tenants on the current lease & a new lease signed (including new application) from the new tenant.

## RELET INSTRUCTIONS:

Tenants may relet apartment with landlord's permission. If the tenant or landlord is unsuccessful in re-renting the unit, the tenant remains liable for the rent under their rental agreement. The **\$150.00 Relet Fee** will be deducted from your Security Deposit held by Robinson Rentals if the unit is rented.

## ACCESS TO YOUR APARTMENT

Management shall, upon reasonable advance notification to the tenant (at least 48 hours) be permitted to enter the leased apartment during reasonable hours for the purpose of performing routine inspections and maintenance, making improvements or repairs, or showing the apartment for re-leasing.

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Management may enter the premises at any time without advance notification when there is reasonable cause to believe that an emergency exists. An emergency includes but is not limited to situations where there is a threat to health and safety of residents or management employees or there is a risk of damage to property. In the event the tenant and all adult authorized residents are absent from the apartment at the time of entry, management shall leave in the apartment a written statement specifying the date, time and purpose of entry prior to leaving the apartment.

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## **SECTION 3: MANAGEMENT POLICIES**

### GENERAL

The purpose of these policies is to allow each resident to enjoy his or her apartment and to better ensure the safety of residents and the appearance of the community. As a resident in an apartment community, you assume certain responsibilities that go along with the many benefits of the apartment lifestyle. These are common rules of etiquette designed to make the community more enjoyable for all residents.

### KEYS AND LOCKS

We supply a set of keys to the apartment and to the mailbox. All keys are to be returned to our office upon vacating the apartment. Residents are not permitted to alter any lock, or install a new lock, knocker, or other attachment on the door. When you leave your apartment, please be sure to take your door key with you at all times.

### CHILDREN

Residents are responsible for the conduct of their children and their guest' children. Please do not leave bicycles, toys, or tricycles on sidewalks, stairways or hallways. For their own protection, children are not permitted to play or ride bicycles in courtyards, laundries, or any of the building's public areas. Public areas include all grounds, with the exception of each apartment unit. Playgrounds and other recreational areas are available for children. For their own safety, we require that children be closely supervised. Children may not leave toys lying about. Strewn toys can be a potential hazard to safety, are unattractive, and are an inconvenience to neighbors. We are pleased to accept residents with children when we are able to confirm that adequate supervision will be provided. Children are required to be under the supervision of their parents or a responsible adult at all times. Residents will be charged the cost to repair any damage caused by their children who are authorized to reside and/or are guests at the property. Failure to supervise your children or for your guests to control their children's behavior could lead to termination of your lease.

### PETS

There are no **dogs allowed!** Cats are allowed with \$200.00 pet deposit with no interest paid for lease term. Your animal must be controlled at all times. Proper disposal of cat litter (securely bagged) will be done on a frequent basis and disposed directly into the dumpster. Odors arising from cat litter will not be tolerated. Birds will be properly caged. Seeds and droppings will be shielded or caught to prevent accumulation and /or damage to floor. Any bird waste should be securely bagged and disposed of directly into the dumpster. Fish aquariums should not leak and will be cleaned regularly to prevent foul water and / or odors.

### STORAGE FACILITIES

Robinson Rentals, the Landlord is not responsible for any items stored or left in basement or locker. Storage lockers are located in the basement; if you need to use the facility you should have your own padlock, and inform office of your storage locker number.

## LAUNDRY FACILITIES

Laundry rooms are located in the basements (where applicable), and operate on currency of \$1.25 for each washer load and \$1.25 for each dryer load. If they are in need of service or a money refund you should call Family Pride Laundries at the number provided on page 2 of this handbook. While using the laundry facility, the tenant should not leave their laundry unattended. The tenant is responsible for the proper use of the laundry room equipment.

## HEAT

According to the City of Evanston, the heat temperature level is to be 68 degrees during the day and 63 degrees at night. If your apartment is receiving too much heat, **DO NOT TURN YOUR RADIATOR OFF**. If you do, it will only cause water damage to the apartment below yours and you will be responsible for any repairs that occur.

## AUTOMOBILES

Automobiles must be parked on the street, in parking garages, or in parking spaces assigned by management. Please park in a manner that allows other cars easy access in and out. Do not “double park”. Park only in designated areas, not in fire lanes. Cars that are parked in restricted areas will be towed away at the owner’s expense. All cars must be drivable. They should not be “stored” in parking areas. Vehicles found on the premises in a “junk” condition, with flat tires or on jacks, supports or bare wheels, will be removed at the owner’s expense. Expired licenses indicate a “stored” condition, and the vehicle will be removed. The washing of cars in the lot is permitted, but management will not supply hoses. We also ask residents not perform any major repairs on their cars at the property. Changing of a battery, tire, or air filter will be allowed. Please, always, properly dispose of refuse.

## OTHER VEHICLES

Fire regulations prohibit parking of any motorized vehicles on walkways or other unassigned areas.

Bicycles, baby carriages and strollers must be kept in your apartment.

Gasoline-operated machines are forbidden in apartments. They are fire hazards and can endanger many lives.

All motorcycles, mini-bikes, and recreational vehicles must be approved by the manager prior to being brought on the premises. They should be registered with the office and parked in designated areas of the parking lot only. Fire regulations prohibit parking of a motorcycle and/or mini-bike on walkways, under stairways, or in apartments. All vehicles must be currently registered, licenses, and in operating condition or they will be towed away at the management’s expense. All bicycles are to be stored in the designated bike rooms of the building. Bikes may not be stored in hallways, front lawns, or any other common areas.

## TRASH DISPOSAL AND REFUSE

Garbage is picked up Monday – Saturday. Dispose of all trash in tied plastic bags in the can provided on the back porch. Any large items or boxes should be disposed of directly in the dumpsters at rear of the building.

## SCREENS

Any resident who removes a screen from a window except in an extreme emergency, such as fire, will receive a substantial charge for re-installation and if necessary the cost of a new screen. It is extremely dangerous to remove screen from windows.

## DISTURBANCES

Social and friendly gatherings of residents and their guests are welcomed and encouraged, if such gatherings do not become boisterous, obscene, or generally objectionable to the other residents. Drunkenness that disturbs other residents will not be tolerated. Residents are entirely responsible for the conduct of their guests in the apartments or outside in common areas. Keep stereos, radios, and televisions at minimum levels so those neighbors are not disturbed. Nothing should be done in or about the building that will interfere with the rights, comfort or convenience of other residents.

## COMMUNITY APPEARANCE

Since this apartment community is your home, we ask you to treat it in that way. In this way, it will be an attractive and safe place in which to live and entertain your guests. We ask that you abide by the following policies to maintain an attractive community and a safe environment and to protect the property:

- Window coverings are attractive to the surrounding. Sheets, blankets, aluminum foil, heavy paper, and other such items are not acceptable window coverings.
- Keep exterior windowsills free from all personal property.
- Sidewalks, entrances, passages, courts, vestibules, stairways, corridors and halls should not be obstructed or encumbered or used for any purpose other than entering and leaving your apartment.
- The front lawns or courtyards of all buildings should be kept clear of furniture, bicycles, toys, and any other personal property.
- No sign, advertisement, notice, or other lettering should be exhibited, inscribed, painted or affixed by any resident on any part of the outside or inside of the apartment or building without the prior written consent of management.
- No radio or television aerials or wires should be erected in or about any part of the apartment or building. There should not be any satellite dishes installed without written consent of management.
- You should not allow anything whatsoever to fall from the windows or doors of the apartment. Nor should you sweep or throw from your apartment any dirt or other substance into any corridors, halls, light shafts, ventilators, or other parts of the building.
- Throw rugs, boots, umbrellas, or personal items are not allowed in the front halls.

## **SECTION 4: SECURITY AND SAFETY**

### **YOUR SECURITY**

Adequate protection of you and your property is of great concern to your management. Your security begins with your own actions. Be sure to use any lock and other security devices provided to ensure that “uninvited” persons cannot gain access. Close and lock your doors at all times. Be suspicious of unexpected deliveries of flowers and telegrams. The best security is the individual concern of each resident for the safety of himself and his neighbors. Report “suspicious” persons to the management office. Call the police if you notice a suspicious person in the area. Ask for identification of anyone not known to you who claims to be an employee of the property.

### **SECURITY FOR ELDERLY AND DISABLED RESIDENTS**

Elderly and disabled citizens are, unfortunately, often targets of crime. In order to help protect yourself, we urge our senior and disabled residents to:

- Establish frequent telephone contact with relatives, encourage frequent visitors and check in neighbors frequently;
- Avoid letting strangers stop you for conversation;
- Avoid large groups of adolescents or isolated, sparsely traveled streets;
- Avoid parked cars with running motors

### **VACATIONS**

It is advisable to notify the mail carrier, newspaper person, and all other routine delivery people when you plan to be away from your home for an extended period. The post office or a neighbor can hold your mail and other deliveries for you until you return. A growing pile of newspapers allows too many people to know you are absent. Before leaving on your vacation, cupboards should be checked for unwrapped foodstuffs, and the garbage should be emptied.

Mail a check to cover rent if the rental payment due date comes during your vacation. (Your rent is due on the first day of each month, whether you are here or away)

Keep all windows closed during your absence to prevent rain damage to blinds, floors, and apartment interiors. Check electrical appliances (such as the stove or coffeepot to be certain that they are unplugged or off.) It is advisable to notify the office if you plan to be away for an extended period of time.

## FIRE PRECAUTIONS

The best way to stop fire is to prevent it before it starts.

- Store all items safely;
- Empty waste and trash containers daily;
- Dispose of newspapers and magazines regularly;
- Store all matches in tightly closed metal containers;
- Clean grease and spilled food daily from cooking range and oven;
- Store cooking grease containers away from range;
- Never wear flimsy clothing or plastic aprons when cooking;
- Keep curtains, towels, potholders, and other flammable items away from cooking range top;
- Please refrain from smoking in bed;
- Have plenty of ashtrays for smokers to use;
- Never empty ashtrays in wastebaskets until the ash has been soaked;
- Always keep household equipment clean and in good repair;
- Avoid overloading electric wiring circuits;
- Use a heat-resistant pad under toasters, grills, and other appliances.

The fire department number is listed on Page 2 of this handbook. Please report any fires to the Fire Department and the office immediately. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents is prohibited. Fire regulations prohibit residents from keeping shoes and small carpets outside apartment doors.

## SMOKE DETECTORS

Smoke detectors have been installed in every apartment, stairwell and hallway of the property to comply with city ordinances and to provide an additional measure of safety for you. These devices are designed to sense the visible and invisible products of combustion created by a fire, and are intended to give early warning in case of smoke or fire. However, they cannot be expected to protect against fires resulting from smoking in bed. At move-in, management provides a working smoke detector; afterwards it is the tenant's responsibility to ensure that the detector is functioning at all times. The battery that powers the detector should last at least one year. However, you should test its operation once each month to assure yourself of proper functioning. (Test the battery by firmly depressing the button located near the center of the detector cover for a few seconds. The alarm will sound as it would if smoke from a fire were present. If the alarm does not sound, change the battery. If the detector continues to malfunction, call the management office immediately.)

## **SECTION 5: SERVICE**

### **SERVICE REQUEST PROCEDURES**

During office hours, you may request by telephone or faxing the management office. We request that the explanation of the needed service be clear and as complete as possible. This will help us to give better service and ensure that we fully understand the request. Our goal is to satisfy your request within 48 hours. If this is not possible, either the manager or maintenance supervisor will notify you with the expected date of the service.

In the case of an emergency, please telephone the management office immediately. If the emergency occurs after the office is closed, telephone the emergency service number on page 2 of this handbook. Examples of such emergencies can be found in section 1 of this handbook.

When a service request is completed, a copy of the work order will be left with you, or if you are not at home, a copy will be left on your kitchen counter.

If you have any questions regarding our service request policy, please contact the management office.

### **PEST CONTROL**

The management provides pest control services on a scheduled basis. Please contact the exterminator, whose number is on page 2 if you have a specific problem. We ask your cooperation in not leaving any food open or dirty dishes lying around. These attract insects. Soft drink bottles should be rinsed after use. Garbage and waste should never be left in the apartment.

## **SECTION 6: APPLIANCE AND APARTMENT CARE**

### **GENERAL**

In the case that your appliance doesn't operate, first check the electrical cord to ensure that it is firmly plugged into the wall socket. If that appears to be in order, contact the office. Please make sure that all appliances (stove and refrigerator) are in working order during the move-in inspection. Ensure that the management representative explains the operation of any appliance or piece of equipment with which you are not familiar.

### **REFRIGERATOR**

The outside of the refrigerator can be kept clean by using a glass or tile cleaner. Avoid the use of abrasives or scouring powders since these products can scratch or dull the finish. All of the refrigerators are frost free so don't use sharp objects in side of fridge. You should report any problems with your refrigerator to the office.

### **RANGE/OVEN**

The outside of the stove can be kept clean by using a glass or multipurpose cleaner such as 409 or Fantastic. Avoid the use of abrasives, scouring powders and oven cleaner on the outside bright surfaces, since these products can scratch or dull the finish. Do not use oven cleaner on the burners or the burner drip pans, since they will dull the finish. Any problems with your range/oven should be reported to the office.

### **CARPETING**

Any carpeting in your apartment requires your ongoing maintenance. Regular vacuuming, at least weekly, is required. Spot cleaning is also your responsibility, and any spills should be cleansed as soon as possible to avoid staining. Be careful never to use chlorine-based products on carpeting because it will bleach out the color and ruin the carpeting.

### **HARWOOD FLOORING**

Regular dusting and washing of your hardwood floors (use Murphy's Soap) to maintain their finish.

### **BATH TUBS**

It is essential that you **DO NOT USE ABRASIVE CLEANERS** such as Comet, Soft Scrub or Kitchen Cleanser, since these products will scratch the surface and dull the finish. Products like Dow Bathroom cleaner or other foaming type cleaners or dishwashing liquid and a soft sponge will work well in maintaining the cleanliness of the tub without damaging the finish. It is important that you regularly clean the tub and tile surfaces, at least every other week, in order to maintain their appearance. Remember to never use a bleach cleanser and cleaner with ammonia in it. A deadly gas will be produced when these two cleansers are mixed.

## **SECTION 7: MISCELLANEOUS PROVISIONS**

### **COMPLAINTS OR RECOMMENDATIONS**

By observing the preceding rules, your residence will be pleasant and rewarding. If, there are shortcomings on the part of your neighbors or with our management or maintenance personnel, we certainly want to know about it for the well-being of all of our residents.

As well, suggestions and/or recommendations are encouraged. We will appreciate your interest and do our best to incorporate your ideas.

Our policy regarding complaints is as follows:

- If your complaint involves a resident or resident's guest, please call or fax the management office.
- If your complaint is deemed to be serious, you will be asked to put it in writing and sign it. We will acknowledge the complaint in writing and handle it as the situation dictates.
- Complaints involving management or maintenance personnel should be submitted in writing and emailed or faxed to:

**Robinson Rentals  
PO Box 1731  
Evanston, IL 60204**

- Only signed complaints will be acted upon.
- Other comments and recommendations should also be directed to Robinson Rentals at the above address.

### **COMPENSATION FOR WORK BY MAINTENANCE PERSONNEL**

Robinson Rentals does not allow any of our employees to perform work for residents for which they will be paid directly, even during their off-duty hours. Remember that management must first approve any work performed in the apartment.

### **PROHIBITION AGAINST BUSINESS ACTIVITIES**

The apartments are intended solely for residential use. It is expressly forbidden for any resident to conduct business which requires a license with the confines of his or her apartment within the building.

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Should you have any questions or concerns with the content of this handbook, please direct them to Robinson Rentals Management office. We hope this handbook is helpful in explaining the rules and procedures of our apartments and our business.

