

# SURVIVING AT CHALMERS MANOR

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***Welcome to Chalmers Manor!***

***We hope that you will take a few minutes to read this "Operating Manual " for your apartment. We have designed it to be as fast and easy to read as possible. Please save it and use it as a reference for questions which are sure to crop up later during the year.***

***Among other things, this handout explains how to use and find the building's facilities, it outlines what you can expect from us, and what we will be expecting from you, and it is guaranteed to answer questions that you don't even know that you have.***

***We urge you to read this survival kit just as soon as you can. You'll be glad that you did and so will we!***

**Apartment Condition Reports:** Accompanying this handout we are giving you an apartment condition report form for you to complete and return to us. At the end of the lease period, you will be asked and expected to leave your apartment in the same condition that it was when you moved in. We always inventory and clean every apartment at the end of a lease period, however, due to the short period between subleases we are occasionally unable to inventory before a subtenant moves in. So, on this sheet you should list any damages or uncleaned appliances. In addition, shortly after school starts, we will be around to those apartments that need repairs in accordance with the returned inventory reports.

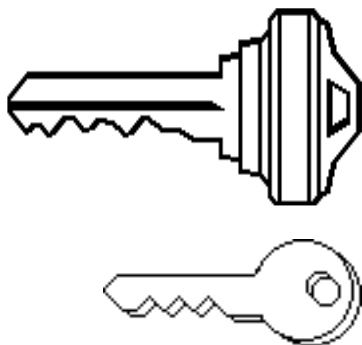
Upon your departure, we will inspect the apartment and compare its condition to this report. If you fail to clean the apartment or if you damage any of the furnishings, charges will be made to your damage deposit to cover our costs of cleaning or repair. Allowances will be made for normal wear and tear.

**Keep Your Apartment Clean:** You are, of course, responsible for maintaining a high standard of cleanliness in your apartment. An unclean apartment attracts insects and provides a breeding ground for them. From there they travel to other apartments and become bothersome pests. Included in this handout is a section giving a few tips on how to avoid attracting bugs and explaining our spraying program.

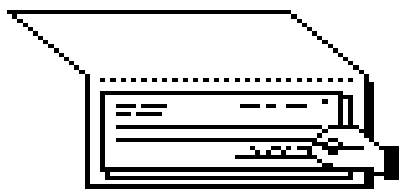
**You Have 2 Keys:** Every tenant should receive two keys — one for your apartment and one for the mailbox. Don't lose them; remember you must return both keys when you move out.

**Duplicate Keys:** Duplicating keys is not permitted and the locksmith will not make them for you without our written consent. If you feel you need an extra key, see us in the office.

**Privacy and Security:** The lock on your front door is a deadbolt and will keep your apartment secure, if you keep



**RENT IS DUE ON THE FIRST DAY OF EACH MONTH. PERSONAL CHECKS AND MONEY ORDERS, WITH YOUR APT. NUMBER ON THEM, MAY BE LEFT IN THE DROP SLOT NEXT TO THE OFFICE DOOR.**



**ALWAYS GET A RECEIPT FOR CASH RENTAL PAYMENTS AND NEVER LEAVE CASH IN THE DROP SLOT!**

**YOU CAN PROTECT YOUR SECURITY DEPOSIT BY PROTECTING YOUR WALLS.**

it locked. Be sure to always always lock your door. But, your locks won't help you much if you don't keep your windows locked too.....

**Ooops! I Forgot My Keys:** Hopefully you will be able to avoid this situation, but if you do find yourself locked out, you'll need to find help. Our resident manager at Illini Manor, #124, will loan you a key for your door. Be prepared for a charge for the inconvenience (\$5). If you can't find him/her either, you can call our office in Illini Manor. If after hours, contact the emergency phone number. As we live far from the building, you may have to wait awhile for us to come in to campus. (**Hint:** seek help as soon as you recognize your predicament. We may not be reachable later!)

**Your Apartment Circuit Breakers:** Somewhere in your apartment is your circuit breaker panel. Be sure to turn off your oven's circuit breaker before attempting to clean it!

**On Paying Your Rent:** Your rent is due on the first of each month and checks should be made payable to Illini Manor Apartments. At the top of each check please print your apartment number clearly. This will greatly help us in the office. Incidentally, we do prefer personal checks or money orders to cash, as they have automatic receipts. You can drop them off at the office in Illini Manor (401 E. Chalmers, #123). Your rent is due on the first and will be considered late if not paid by the 5th. A \$5 per week late charge will be assessed on late payments. NOTE: We charge \$15 for each returned NSF check and almost every bank in town will charge your account \$15 or more, as well. Keep an accurate balance in your checkbook register and make sure that your checks don't bounce.

**On Leaving Your Mark:** Please! No decals, tape or paste on the walls, mirrors, doors, furniture, etc. This includes stars on the ceilings. It is time-consuming to remove this goo, and we shall have to make an outrageous deduction from your security deposit. Any picture or plant hanging is at your own risk.

**Where to Dump It:** We have trash cans at the south end of the building in the fenced area. Your garbage should be dumped here, and here only.

**MAILBOXES:** The postman will deposit letters and postcards and other small mail directly into your mailbox so be sure your name is always legible on the mailbox door. Larger mail is deposited in the large community mailbox below. Make it a routine to check this compartment daily and be sure to take only your apartment's mail (don't grab just any TIME magazine, make sure it's your TIME magazine). Mail that requires your signature will be delivered to your door — if you are not home a yellow notice will be left telling you where to pick it up (usually the post office on N. Mattis Ave). Sometimes, however, they will leave the package with another resident in the building. If so, the notice will indicate who and where.

**Bike Parking:** There are two permissible places to park your bike - our bike racks or in your room. **DO NOT LOCK YOUR BIKE TO THE RAILINGS, FENCE, OR ON THE WALKWAYS.** Bikes found in these places will have their chains cut and will be removed.

**Laundry/Basement:** Downstairs you will find our mechanical room. Your apartment key will open the door. Here we have the hot water heater, heating plant, electrical meters, and most importantly our laundry machines. We have four laundry machines for your convenience -- two washers and two dryers. The machines have a count down timer, which is a handy feature for figuring out when to check back on your load. Please remove your clothes promptly after the cycle is complete as there may be people waiting to use the machines. And, don't forget to clean out the lint screen before using the dryer.

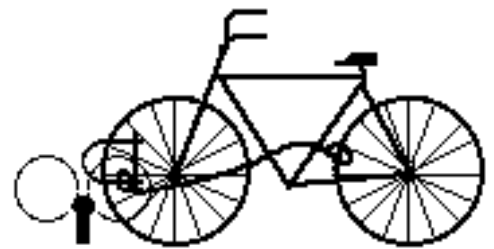
Please remove clothes promptly from the machines at the end of each cycle as there may be other people waiting to use the machines. It is considered acceptable etiquette to remove someone else's clothes and put them on top of the machine, if they are left unattended for more than 30 minutes.

Since the laundry is directly below one of the apartments, please refrain from doing laundry late at night. The machines are generally pretty quiet but if one would get out of balance or a pair of tennis shoes in a dryer can create enough noise to be a problem to the tenant in apartment #106.

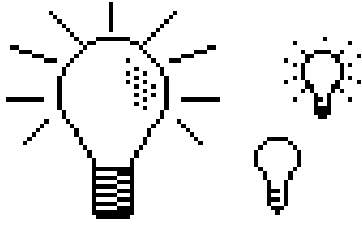
If you should have any problems with the machines, the name of the route laundry company is posted on the wall.

**NOT ALL TIME MAGAZINES  
ARE ALIKE.....BE SURE TO  
TAKE YOUR TIME MAGAZINE  
FROM THE MAILBOX, NOT  
SOMEONE ELSE'S.**

**YOU'LL NEED A PARKING  
STICKER FOR YOUR BIKE OR  
MOPED.....**



**DO NOT PARK YOUR BIKE ON  
OUR BALCONIES OR  
WALKWAYS AND DO NOT  
LOCK BIKES TO OUR FENCES  
OR RAILINGS.**



**LIGHT BULBS -- WE FURNISH SOME, YOU FURNISH SOME.**

**PREVENTATIVE PEST CONTROL -- CHARMOR IS TREATED EVERY FEW MONTHS.**

**YOUR WINDOWS ARE EQUIPPED WITH NITE LOCKS. THIS IS AN IMPORTANT SECURITY FEATURE. DO YOU KNOW HOW TO USE THEM?**

Please call them directly to report the malfunction and any lost coins. Be sure to clean out the lint screen on the dryers before and after each cycle.

**Light Bulbs:** Your apartment uses a variety of different bulb sizes. The ceiling fixtures, if you have any, use regular 60 watt incandescent bulbs, the refrigerator uses a 15 watt appliance bulb, and the bathroom uses fluorescent tubes. We will supply the fluorescent tubes and appliance bulbs for the refrigerator. You will need to furnish bulbs for the other fixtures -- **just be sure to stay within the wattage limits.** A bulb that is too bright, will create more heat than the fixture is designed to handle and can be a fire hazard. The bulb will also burn out after a short time.

**Important Announcements** about pest control treatments, special projects, or other important business will be posted by the mailboxes -- hopefully so that you can't miss them.

**We Spray for Bugs:** Let's face it...at some point almost every apt. building is going to have to deal with bugs. When you have 17 kitchens and 19 residents in one building—well, it only takes one dirty apartment to provide a breeding ground. Even if you keep a clean apartment, pests can be easily transplanted via a sticky carton of Coke, or paper sacks from the grocery store. Because of this, Chalmers Manor follows a periodic preventative spraying program. We treat the entire building every 3-6 months in order to keep any bugs that may have gotten into the building from multiplying or spreading. To be sure that no possible nests have been left untouched, all apartments are treated at one time. Notices will be posted a few days prior to the spraying. If you would like to have your cabinets treated to insure that your foods won't be bothered by pests, we will gladly do so when we spray your apartment. You need not tell us in advance, just empty your cabinets and place their contents on the desk/table. Two hours should be more than enough time for the spray to dry—then you can safely replace your foods.

**About Your Windows:** We have installed high quality replacement windows in all of our apartments. These new windows utilize insulated glass for energy efficiency and noise control.

**Night Locks:** each window is equipped with an important security feature which allows you to open the window for ventilation (a few inches), but still keep it secure. Two locks, one at the top and one at the bottom, will prohibit

the window from sliding any further open. Please check these out and learn how to use them.

**Regular Locks:** In addition to the night locks, your windows have more conventional locks at the inside edge. These not only lock the window in the closed position, but they also pull it closed tightly for a good weather seal. Using these will help keep your apartment warm and comfortable in the winter, and conserve your air conditioning in the summer.

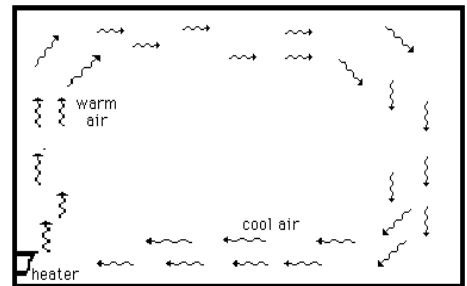
**About Your Air Conditioner:** In order to maximize the cooling and efficiency of your air conditioner, as well as cut your power bill, we would like to pass on a few helpful hints:

1. Your A/C does exactly what its name implies—it conditions the air. Not only does it cool the air, but it circulates it, filters it, and dehumidifies it.
2. Be sure to keep your windows fully closed when using your air conditioner -- running it with the windows open is like trying to freeze ice cubes with the freezer door open.
3. Keep the filter clean -- the filter is located behind the front cover. Wash it frequently during the cooling season (once a week is recommended).

If for some reason your air conditioner starts acting up -- dripping lots of water in your apartment -- or quits cooling, please drop us a note in the office. We want everyone to have a cool and comfortable apartment.

**Heating Your Apartment:** You can have a comfortable and cozy apartment all winter if you know how your heater works and how to operate it. Following are our answers to the most common questions regarding the heater as well as some operating suggestions:

- 1) Your apartment has one of the best heating systems available -- baseboard hot water. This is a quiet, even, and dry heat. It does not employ any noisy burners or squeaky fans like most forced air units. The water is heated in the basement in a separate heating unit (separate from the domestic hot water, which is used for your faucets and shower). The hot water is then circulated through the building to each apartment.
- 2) You control the temperature of your apartment with the thermostat. Set the heat for the desired temperature (say



***Your baseboard heaters induce a convective air flow pattern.***

***You Can Adjust Room to Room Temperature Differences.....***

***Never Turn Your Thermostat to the OFF Position or Set it Below 55° in the Winter Time.***

68°) and it will take it from there. What the thermostat does is operate a valve which opens to let the hot water flow around the apartment's perimeter baseboards. When the temperature comes up to the setting on the thermostat, the valve is closed.

- 3) As the baseboard heats up, it induces a convective airflow pattern where cool air flows along the floor into the bottom of the baseboard heater. As the air is heated, it rises and circulates through the room. Anything which shields the baseboard or impedes this airflow can affect the comfort level of the room.
- 4) If one room in your apartment seems too cool or too hot, remember that the thermostat senses the temperature of the air immediately around it -- not in the other rooms. It is, however, strategically located in the center of the apartment to minimize these room to room differences. If you do have a bedroom which is too cool or too warm, but the living room is comfortable, you can make an adjustment without changing the thermostat. Do this by opening or closing the louvers on the baseboard heater:

Too Warm: If your room is too warm, close the baseboard louvers. Placing your bed along the heater will also help cool down the room.

Too Cool: If your room is cooler than you would like, be sure that the baseboard louvers are in the open position -- so that air can circulate up through them. Also be sure that your bed or other items don't shield the heater from the room. Remember, it must have enough space to circulate air for it to work properly.

- 5) Never open your windows in the winter time as a method of temperature adjustment. This is extremely wasteful of energy and we will have to start billing you for your heat. In your lease we agree to provide heat for your apartment, not the whole outside world!

**Caution: Do not ever turn your heater off when there is a danger of the outside temperature dropping below 32°. If the heat or water pipes in your apartment freeze they will burst, soaking your apt. and all those below yours (remember this before you leave on a weekend or school break). You can, however, turn the temperature down to 55° or 60°, to conserve energy. This we would appreciate.**

**Clean It Up—Fast:** If you spill something on the carpet, dilute it and blot it up quickly with cool clear water. The best procedure is to blot the area with a dry towel or rag. Lay a doubled-over towel or absorbent rag on top of it, and then step or jump on the rag. Continue to alternate dilutions and blotting until the stain is gone. This method almost always works and can save a large chunk of your damage deposit. If, however, this remedy fails, see the resident manager —he/she may have some chemicals which will work.

**Cobwebs and Dust:** When you feel it's time to remove the cobwebs from the corners of your room or when you spill flour on your carpet, you can find our vacuums in the basement. The upright vacuums are best for the carpet and the canister vacuums (with a hose) are good for cobwebs, edge, and corners. Please return the vacuum immediately after use and never loan one of our vacuums to friends outside the building. We would also suggest that you not use the vacuum late at night. They make just enough noise to disturb nearby residents.

**Irons and Cigarettes - The Money Melters:** The carpet in your apartment, like almost everything else these days, is made of nylon. This is a great help when it comes to spills and wear, but a very costly hindrance when it comes to heat. The heat from a cigarette, iron, broiler pan, or even a curling iron will very quickly melt the nylon strands in your carpet. Needless to say, carpet repairs are very costly.

**Use the Right Cleaners:** After experimenting with several household products, we found these to be the most effective: Dow or Lysol Bathroom Cleaner, and Comet cleanser for the bathroom; Fantastik or 409 for cleaning walls, windowsills, tables, doors, and heating baseboards; Windex for windows and mirrors; Easy-Off for the oven and range; and baking soda and water for the refrigerator. Top Job, Mr. Clean, or Pine Sol are all good cleaning agents for the tile floors. One other hint that could save you a lot of time in cleaning — **put tin foil in the drop trays of your range.** You might also line the broiler pan each time you use it.

**Caution:** Be very careful with the oven cleaners. They can do more harm than good if any overspray reaches chrome oven door handles, the tile floor, or anything else

***DON'T PICK OR JAB AT THE FROST IN YOUR FREEZER. A DAMAGED REFRIGERATOR CAN COST YOU MORE THAN YOUR SECURITY DEPOSIT!***

***We don't have fire drills in Chalmers Manor, but be sure that you know what to do!***

***Treat EVERY fire alarm as a real alarm.***

***Occasionally Press the Test Button on Your Smoke Detector and Be SURE That It Works!***

***NEVER TRY TO PUT OUT A GREASE FIRE WITH WATER!!!***

which isn't coated with porcelain or made of stainless steel. If you get oven cleaner on the burner element, wipe it immediately as it will eat a hole in it.

**Clean Is Cool:** If you find your refrigerator does not keep your food cold enough, the problem is probably a buildup of frost in your freezing compartment. This frost tends to insulate the cooling coils in your refrigerator so that they can't keep the temperature cold enough. The solution, of course, is to defrost the refrigerator. CAREFUL — do not try to chip the frost off. In doing so you can easily puncture a cooling coil and the result is a warm refrigerator and a \$100+ repair cost. Instead, simply turn the control knob in the refrigerator to the defrost position and let it take its slow, drippy time. Your patience will save you money.

**Flash Floods:** If a faucet explodes, you can stop the geyser by turning the shut-off handle in the cabinet under the sink, likewise, the shut-off valve for the toilet is behind it. Immediate action on your part can save a lot of damage! Contact us in the office about the problem and we will make repairs.

## **FIRE SAFETY IN CHALMERS MANOR**

Our building is very well built and the public areas (halls, stairs, and entrances) are all constructed of noncombustible materials. This is a distinct advantage should our building ever experience a structural fire. However, the rest of the building was constructed using traditional wood construction, and thus can burn. Please read through the following rules and suggestions and keep them in the back of your mind:

Our detectors are "hard wired" meaning that they are permanently wired into the electrical system. They do not have batteries. If you experience a false alarm, try fanning the unit with a towel and it should quiet down as the smoke clears from its sensing chamber. If not, turn off the circuit breaker. It should be appropriately marked. Occasionally, every few weeks, press the test button to verify the unit is functioning properly.

**1) Grease Fires** — so far the only fires that this building has experienced have been minor grease fires. A grease fire usually starts in the oven or on top of the stove with a very high heat setting (too high) and with a lot of grease in the pan. If you have a fire on top of the stove, simply

cover it with a lid and turn the burner controls to OFF. If you can't find a lid or a way to cover the fire and smother it, then get the fire extinguisher from your utility closet and use it. **DO NOT USE WATER!!!** If for any reason your extinguisher fails to operate, knock on the door next door and borrow somebody else's. Call the fire department immediately if you have any concern that the fire might spread.

**2) Fire in the oven:** If you discover a fire in the oven, close the oven door and turn off the heat (oven control knob to "off"). Leave the oven door CLOSED for a good while, 30 minutes at least. With the door closed and without air the flames will go out and after 30 minutes or so it should be cool enough so that it won't burst into flames when you open the door and let in more air. DO NOT attempt to put it out with water!

**3) Fire on the Stove Top:** If you have a fire on top of the stove, simply cover it with a lid and turn the burner controls to OFF. If you can't find a lid or a way to cover the fire and smother it, then grab the fire extinguisher and use it. **DO NOT USE WATER!!!!** If for any reason your extinguisher fails to operate, knock on a the apartment doors around you and borrow somebody else's.

4) Call the Fire Department any time you have a fire which you can't extinguish or which starts to spread.

5) NEVER, NEVER, NEVER try to move a pan or pot containing burning grease!!!! Leave it there on top of the stove until it is extinguished and cool.

**Charcoal Grills** - If you plan to use a charcoal grill, please be sure to keep the grill off of the building's walks and grass. They are an obvious hazard on the walkways and will burn and damage the grass if used on the lawn. An acceptable and safe place to use your grill is on the gravel area by the north entrance. A few more rules need to be covered as well: Do not store even a cold grill in the buildings halls or under the stairs; be sure the coals and ash are completely cold before dumping into our outside trash containers; and finally, store your cold and empty grill in our apartment or behind our fenced in area at the south end of the building, being sure not to set it to close to the trash receptacles.

**NEVER TRY TO MOVE A PAN  
OR POT OF BURNING FOOD  
OR GREASE!!!**

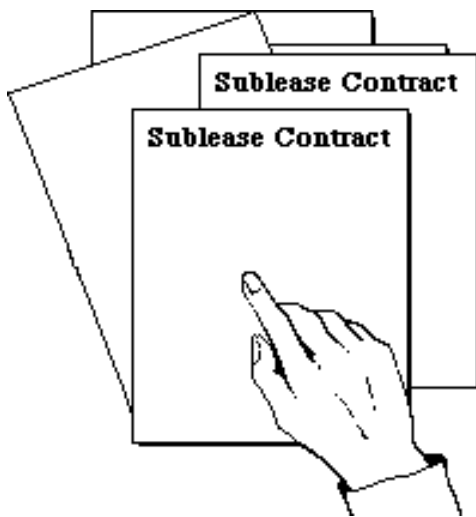


**NO CHARCOAL GRILLS ON  
THE BALCONIES!**

**PRIVATE PARKING:** We have several parking spaces around this building and the building next door at 107 E. Chalmers. It is important that everyone realize that these spaces are rented 24 hours per day. If you are renting a space and find that someone has parked in it, you are entitled to call the posted towing company and have the car towed away. In the meantime, do not park in someone else's space, or you may find your car on the hook as well.

**SUBLEASING:**

You have the option of assigning your lease to someone else if you plan to vacate your apartment before the lease ends. This is something which our office must be involved in and which we take very seriously. **All lease assignments (subleases) must be conducted through our office.** Only tenants with a valid lease or lease assignment may live in Chalmers Manor Apts. and there are no exceptions to this policy. It is also important to note that all assignees (subtenants) must submit a lease application to our office and must post their own security deposit -- we do not allow the assignor to leave his/her deposit for the new tenant as we want to be sure that every resident in the building has their own funds at risk. We reserve the right to make the determination if an applicant is qualified.



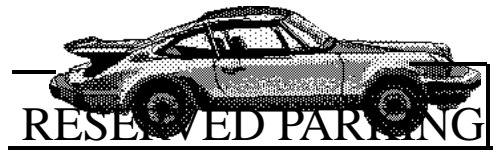
***All Sublease Transaction MUST Be Conducted Through Our Office.***

***Only Tenants With a Valid Lease or Sublease Agreement May Live In Chalmers Manor.***

When you sublease or assign your lease to someone else, you are still responsible under the lease to Chalmers Manor. The assignee (subtenant) is responsible to you. For practical purposes we short circuit this loop and will deal directly with the subtenant. We will collect rent from him/her/them, in accordance with your agreement, and hold him/her/them responsible for cleaning and damages up to the amount of the security deposit. However, should we have a real problem with the subtenant, you may very well become involved. Remember, our lease is signed with you and you are the one who would have legal recourse against the subtenant via the assignment contract. So, the lease application requirement and the security deposit are important safeguards for you.

After you find a qualified subtenant you will need to have him/her/them read your entire lease so that they know what it is they will be signing. Please do this before you come to our office as it will save us a lot of time. Next, schedule an appointment with us so that we can be prepared for the transaction. When we meet, we will write up an assignment contract and do our best to see that all aspects of the

transaction are discussed and covered by the agreement. At this point we will collect the security deposit from the new tenant. After all the details are covered, we will give each party a copy of the transaction..



If you are living in a 2 bedroom apartment, it is very important to note usually these leases are signed as a group. That is both individuals sign as one tenant. Each tenant is therefore jointly and severally liable for all rent due under the lease, as well as, any cleaning or damage charges that might arise. Therefore, if only one resident is planning to leave and assign the lease, we will require the signature of the other resident as well.

A Lease Assignment Fee is assessed from the security deposit of each assignor (sublessor). The fee, \$35, helps to defray the management's expenses of the transaction. If only one person on a two person lease is directly involved (the other tenant is staying), only he/she will be charged the lease assignment fee.

### **Frequent Overnight Guests**

Generally speaking, an occasional overnight guest is not a problem. However, a regular guest can be. It adds extra utility costs for water, hot water, sanitary, sewer, etc. If you are living in a two bedroom apartment, it will probably put a strain on the relationship with your roommate. So, a regular overnight guest can be a problem and will be a violation of your lease.

**NO PET POLICY:** Even though we are devoted animal lovers, we have a firm no pet policy in all of our apartments. We have good reasons for this and we would be glad to explain them in detail, if you would like. Please understand from the outset, however, that we will not make any exceptions to this important policy.

***Sorry, but our NO PET policy is very firm.***



**LET US KNOW YOUR THOUGHTS AND IMPRESSIONS ABOUT CHALMERS MANOR AND OUR MANAGEMENT. WE WANT TO BE RESPONSIVE TO YOUR NEEDS.**

**ANY QUESTIONS?.....**

We hope this “survival kit” has answered any questions you may have had. If others should arise, please drop in and see us during office hours, 10:00 a.m. to 4:00 p.m. M-F.

**Who's Who:**

Owners/ Managers: Jim &  
Gayle Nogle  
Office Manager: Cindy Brewer  
Maintenance: Tracy  
McCallister

**Phone Numbers:**

Office Phone: 337-7990  
Emergency: 344-7990

**Office :** #123 in Illini Manor  
401 E. Chalmers, corner of 4th  
& Chalmers

**About The Owners/Managers:** We (Jim and Gayle Nogle) are proud to state that Chalmers Manor is owner-operated ...that is we not only manage the building, but we own it. Unlike the management of most other campus area apartment buildings, we are not a hired management company and have no third party to answer to. We are more interested in operating the building for the long term investment rather than taking short term profits.

We have been managing apartments for over 28 years. Jim actually started as a resident manager of Charmor, next door, in 1974 and lived in Apartment One for five years. Gayle, also, was once a Charmor resident, having lived in Apartments 2 and 11. Gayle also lived at Chalmers Manor in apartment 103. As former students and tenants of this building, we do understand the student/tenant perspective.

Your happiness as a Chalmers Manor resident is one of our primary goals, and we are always grateful for any comments or suggestions that you may have regarding the management, maintenance, or operation of the building. Please don't hesitate to tell us what you think.

**Office Manager:** Cindy Brewer is our Office Manager. Cindy graduated from Parkland in 1991 with an Associates degree as an Administrative Assistant and minored in Business. She came to work for us in December of 1993. She manages all seven of our properties and handles all aspects of the business. She is the one to talk to if you have any questions, comments or problems. She is always happy to help.

**Maintenance:** Tracy McCallister is our Building Engineer. Tracy has worked for Illini Manor since June of 1994. He is the one who will be taking care of all the maintenance repairs. If you have a problem in your apartment, just let us know and we will have Tracy take care of it just as soon as he can. He worked for the Nogle family for over 10 years, prior to working at Illini Manor, as an Aircraft Mechanic for Nogle & Black Aviation. We know that you will appreciate his friendly service.