

# SURVIVING AT CHARMOR APARTMENTS

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***Welcome to Charmor!***

***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 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. 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.

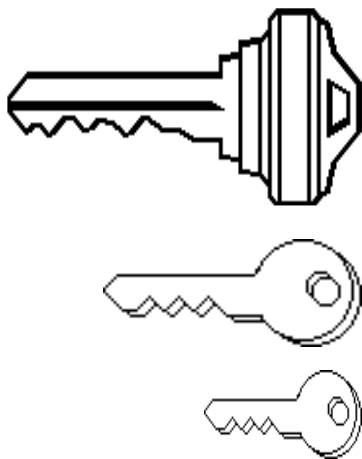
Upon your departure, we will inspect the apartment and compare its condition to this report. If you fail to clean the apartment or if you damage any of the furnishings, charges will be made to your damage deposit to cover our costs of cleaning or repair. Allowances will be made for normal wear and tear.

**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 3 Keys:** Every tenant should receive three keys — one for the front door, one to your bedroom door, and one for the mailbox. Don't lose them; remember you must return all three 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 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.....



**IF YOU ALWAYS LOCK YOUR DEADBOLT WHEN YOU LEAVE, YOU CAN'T LOCK YOURSELF OUT!**

**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 COOR.**



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

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

**Oops! 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 will loan you a key for your door if you can't find your roommates. 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. Remember, if you habitually lock your deadbolt whenever you leave, you can't lock your keys in! (**Hint:** seek help as soon as you recognize your predicament. We may not be reachable later!)

**Your Apartment Circuit Breakers:** The circuit breaker box in your apartment is located in the hall near the door to one of the small bedrooms. 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 Charmor 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 a dumpster at the south end of the building. 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. Additionally, if you subscribe to the Wall Street Journal, New York Times, or other papers or journals delivered by the news service, they are frequently left on the front sidewalk. Please make sure you pick them up daily, otherwise they will be tossed!

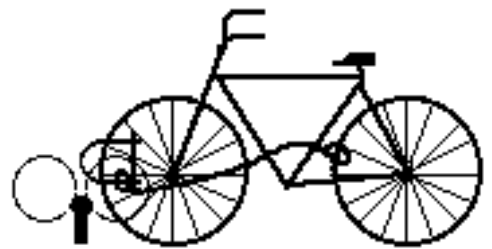
**Bike Parking:** There are two permissible places to park your bike - our bike racks or in your room. **DO NOT LOCK YOUR BIKE TO THE RAILINGS, FENCE, OR ON THE WALKWAYS.** Bikes found in these places will have their chains cut and will be removed.

**Laundry:** The basement has 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.

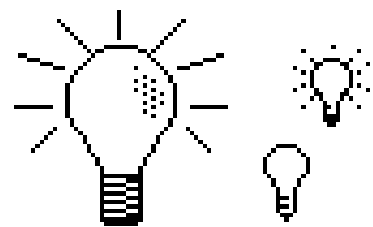
**Light Bulbs:** Your apartment uses a variety of different bulb sizes. The ceiling fixtures take a 75 Watt R-30 reflector flood lamp, the refrigerator uses a 15 watt appliance bulb, and the bathroom uses regular 60 watt incandescent bulbs. We will supply ceiling bulbs and appliance bulbs for the refrigerator. 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.

**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?**

**YOUR CENTRAL VACUUM IS A HANDY FEATURE, BUT ONLY ONE APARTMENT AT A TIME, PLEASE.....**

**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. Please make sure the office is informed of a working e-mail address for you, since we give out many notices and reminders in this fashion.

**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 12 kitchens and 36 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, Charmor follows a periodic preventative spraying program. We treat the entire building every 3-6 months in order to prevent 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.

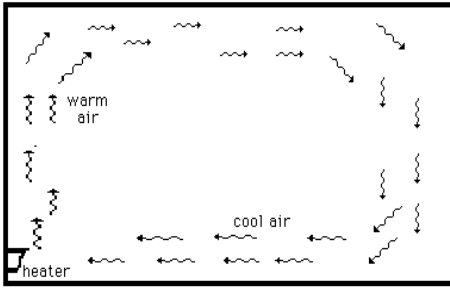
**Using Central Vacuum System:** When you feel it's time to remove the cobwebs from the corners of your room or to do regular vacuuming in your apartment, just plug in your vacuum hose, which is kept in your utility closet. The powerful vacuum in the basement will turn on automatically. However, if you hear a "whooshing" sound when you open the wall receptacle, it means someone else in the building is already using the system. In this case, wait several minutes and try again. The system can serve only one apartment at a time. We would also suggest that you not use the vacuum late at night. It makes enough noise to disturb the residents near the basement -- the folks in apt. 4 will especially appreciate this courtesy.

**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 in your ceiling behind a metal grid. Vacuum this grill frequently and let us know if the filter appears to be clogged. We will replace it with a fresh filter.
4. To use your air conditioner, set the desired temperature (say 75°) on the thermostat and then turn the switch on the side to the cool position. Do NOT rotate the temperature dial back and forth as it will short cycle the system and damage it.

If for some reason your air conditioner starts acting up—dripping lots of water on your kitchen floor—or quits cooling, please droplet us know 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:



***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.***

***Your Central Air Conditioner Cools, Filters, and Dehumidifies the air in your apartment.***

- 1) Your apartment has one of the best heating systems available -- hot water baseboard. 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 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.

**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 have found these to be the most effective: Dow or Lysol Bathroom Cleaner, Pursue Foam Cleanser by Quixtar and Comet cleanser or Scrub Brite Soft Cleanser by Quixtar for the bathroom; Fantastik, 409 or L.O.C. Multi-Purpose Cleaner by Quixtar for cleaning walls, windowsills, tables, doors, and heating baseboards; Windex or L.O.C. Plus Glass Cleaner by Quixtar for windows and mirrors; Easy-Off or Misty Oven Cleaner by Quixtar for the oven and range; and baking soda and water for the refrigerator. Top Job, Mr. Clean, Pine Sol or L.O.C. Multi-Purpose Cleaner by Quixtar 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**

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

**the drop trays of your range before you use it for the first time.** 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 which isn't coated with porcelain or made of stainless steel.

**Clean Is Cool:** Many of you are fortunate enough to have frost-free refrigerator/freezer; however, if you find your refrigerator does not keep your food cold enough, the problem is probably a build-up 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 CHARMOR**

Unlike most C-U apartment buildings, Charmor is almost entirely built of non-combustible materials and qualifies for the reduced "fire resistant" insurance rates. Thus the chances of a structural fire are much less than those for most other apartment buildings in this town. This is not to say, however, that you should be unconcerned with fire safety in Charmor. Any building that houses people can burn and ours is no exception. 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 a neighbors 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) Call the Fire Department any time you have a fire which you can't extinguish or which starts to spread.

4) 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** - in accordance with our insurance regulations and in order to protect our building, we must insist that all charcoal grilling be done on the ground floor. The reasons for this are good and valid ones: 1) we have vinyl siding which is very sensitive to heat and a charcoal grill near it will warp and discolor the siding -- if not burn it; 2) We have an epoxy coating on the balconies which we need to protect -- burning embers from the grills vents can cause damage; and 3) smoke from a grill is greasy and oily -- this discolors the siding, brick, and balcony ceilings and is very hard to wash off.

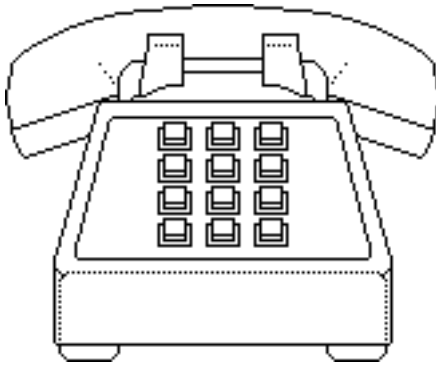
***Occasionally Press the Test Button on Your Smoke Detector and Be SURE That It Works!***

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

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



***NO CHARCOAL GRILLS ON THE BALCONIES!***



**TELEPHONE SYSTEM:** Your apartment is wired with telephone jacks in every bedroom, the living room, and even the bathroom. They will accommodate two separate phone lines, and with a little help from the phone company, you can actually have three separate telephone numbers -- one for each bedroom!

**DISHWASHER:** If you aren't familiar with dishwashers, then you need to seek some help from someone who is. As a reminder to those of you who have used them before, please remember: 1) Use DISHWASHER detergent only (such as Cascade) -- never use dishwashing liquid. 2) Rinse your dishes briefly before loading them into the dishwasher -- don't allow food to dry on the dishes. 3) Be sure anything you put in the dishwasher is dishwasher SAFE. Many plastics will melt when exposed to the heating element in the dishwasher which dries and sterilizes your dishes.

**PRIVATE PARKING:** We have several parking spaces around this building and the building next door at 105 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.

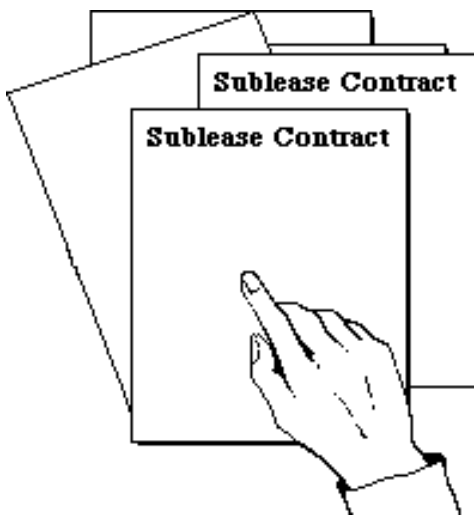
**SUBLEASING:**

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 Charmor 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.

When you sublease or assign your lease to someone else, you are still responsible under the lease to Charmor. 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



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



**Only Tenants With a Valid Lease or Sublease Agreement May Live In Charmor Apts.**

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 to the transaction a carbon copy.

Since we are dealing with three person apartments, it is very important to note that most leases are signed as a group - that is, three 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 signatures of the other two residents 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 three person lease is directly involved (the other two tenants are 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 can put a strain on relationships between roommates and create problems between once good friends. As managers, we won't be keeping track of who comes and goes, but we will be responsive to complaints from roommates. Keep in mind that each tenant agreed to share the apartment and bathroom with two other tenants, not three (Unless there are 4 of you on the original lease.)

***Three is Company.  
Four is a CROWD!***

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



**LET US KNOW YOUR THOUGHTS AND IMPRESSIONS ABOUT CHARMOR 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

**email:**

imanor@illinimanor.com

<http://www.illinimanor.com>

The lease provides us with a tool for handling such problems, that being a per night charge of \$10. We rarely have enforced that provision, but you might be happy to know that we can if need be. Please let us know if you are having a problem with this.

**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.

**About The Owners/Managers:** We (Jim and Gayle Nogle) are proud to state that Charmor 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 30 years. Additionally, we both are U of I graduates, having each lived and studied on campus for 5 years. As former students and tenants, we do understand the student/tenant perspective.

Your happiness as a Charmor 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.