

# **RESIDENT'S INFORMATION & POLICY HANDBOOK**

## **LEASE ADDENDUM**



Contacts and Emergencies – General Rules and Conduct  
Utilities/Preventive Maintenance – Interiors and Appliances  
Exteriors and Facilities – Cleaning Tips and Moving

## **CONTACTS AND EMERGENCIES**

### **1. OFFICE HOURS: 8:00 A.M. – 5:00 P.M. MONDAY-THURSDAY 8:00 AM-4:00PM FRIDAY**

Our phones start ringing at 9AM to give us time to prepare leases/etc. for the day. If you have a request for service or need information, please call, email, or visit us.

- **Office Phone Number: 270-753-9999 EXT. 1 for rental department**
- **MAINTENANCE REQUEST PHONE NUMBER: 844-334-6952**
- Email: [rentals@sbgproperty.com](mailto:rentals@sbgproperty.com)
- Emergency after hours phone: 844-334-6952
- Rental Website/Tenant payment website: [murraykyrentals.com](http://murraykyrentals.com) or [sbgrpp.managebuilding.com](http://sbgrpp.managebuilding.com)

### **2. RESIDENT PHONE NUMBERS and EMAIL ADDRESSES**

For your protection and convenience, please furnish the office with your cell, home, and work telephone numbers and your email address. In case of emergency, it may be important for us to be able to contact you immediately. A phone number is required for maintenance service outside of business hours. It enables maintenance to obtain further information prior to going to the site to serve you better.

### **3. CRIME OR EMERGENCY**

Dial 911 or immediately call local medical, fire, or police emergency personnel in case of accident, fire, smoke, or suspected criminal activity involving imminent harm. You should then contact our representative. If you or any occupant or guest is affected by a crime, you must make a written report to our representative as well as to the appropriate local law-enforcement agency. You also must furnish us with the law-enforcement agency's incident-report number or a copy of the actual report.

### **4. FIRE EXTINGUISHERS**

It is strongly suggested that resident(s) acquire a fire extinguisher for use in emergencies only. At some SBG properties, we provide fire extinguishers in the apartments and/or in the common areas. These extinguishers are only to be used in an emergency and as directed on the instructions. Anyone who has been found misusing an extinguisher will be charged to recharge or replace the extinguisher and will be charged any necessary cleaning or damage repair resulting from this misuse.

### **5. FIRE**

When a fire strikes, **THINK! DO NOT PANIC!** First, use your fire extinguisher (or baking soda in case of a grease fire). Then, call the fire department. Next, call SBG or the afterhours emergency number (listed above). Do not leave your apartment door open if you find it necessary to vacate your apartment. Remember, fire thrives on air as fuel. A closed door slows air supply and can help to control the fire. Exit in an orderly manner. Breezeways and landings must be kept free and clear of clutter at all times. No bikes, mopeds, other motorized vehicles, furniture, decorations, or any other items that might block entry or exit are allowed.

No Resident is allowed to keep gasoline or any combustible fuels in their apartment, patio, or on their deck. Any fire damage to your apartment (or any other portion of the premises) caused by negligence on your part (or that of your guests, friends, or family) will be the responsibility of the Resident(s) and guarantor(s).

Taking simple precautions, such as these, can prevent fires:

- a. DO NOT SMOKE IN THE HOUSE.
- b. Make sure matches and cigarettes are completely cold before discarding. Do not throw cigarette butts or ashes in mulch beds.
- c. Keep matches out of the reach of children.
- d. Do not smoke in bed.
- e. Never throw water on a grease fire. Keep a box of Bicarbonate of Soda (Baking Soda) handy and douse the fire with baking soda.
- f. Absolutely no fire pits or fire rings.
- g. Keep all surplus materials out of the furnace room, away from the water heater and furnace.
- h. Planning safety—Be sure you, your roommates, and/or family know ahead of time how to react and what to do in case of a fire.
- i. Should smoke from a fire be detected upon waking, always crawl on the floor to an exit.
- j. Make sure your smoke detector works at all times.
- k. Make sure lint from behind the dryer is vacuumed regularly.

## **6. WATER LEAK**

Upon moving in, familiarize yourself with the location of the main water shut off. Should a leak occur, immediately shut off water, open all water valves and call the emergency line. Do not delay. Should action not be taken immediately, major damage could occur to your personal property and your neighbors.

## **6. AFTER HOURS EMERGENCY MAINTENANCE SERVICE**

**SBG offers you 24-hour emergency maintenance service. Should a serious maintenance problem arise when the office is closed, please call 270-226-1014 for emergencies.**

Emergencies include:

- a. Water leaks (other than faucet drips)
- b. No hot water
- c. No heat (in winter) or air conditioning (when outside temperature is in excess of 85 degrees)
- d. Water heater or oven inoperable (over weekend)
- e. Inoperable refrigerator
- f. Gas leak
- g. Door or window lock broken
- h. Sewer back ups
- i. Commode stopped up (where there is only one full bath)
- j. Any item which will cause damage if left unattended, or may be a health and safety issue
- k. Broken windows (not cracked)

When calling the emergency number, **GIVE THEM YOUR NAME, APARTMENT NUMBER, PHONE NUMBER, AND A BRIEF DESCRIPTION OF THE PROBLEM.** If you have no response in twenty (20) minutes, **PLEASE CALL BACK.** Remember that this service is for those items which cannot wait until the next workday. No notice is given prior to repair. Resident's request for service is considered notice. This service is provided at no charge unless the Resident is responsible for the condition through negligence or mistreatment, or if emergency maintenance is requested for a condition which, in reality, is only routine or normal maintenance and can be handled during normal business hours.

## **7. LOCKOUTS**

Please call 270-226-1014 for Maintenance Assistance.

**LOCK OUT CHARGES ARE: \$40.00 - 5:01PM - 7:59 AM & Weekends**

There will be no charge if the service call is placed during business hours. There will not be a charge if a key is checked out of the Management Office and returned within 30 minutes. There will be a charge if the key is not returned, unless otherwise told by office managers. In order to use the lockout service, a Resident must be on a current lease, and show a picture ID for verification of residency. The service charge can be paid immediately to Maintenance Personnel, or Resident can be billed. Service charge is to be recorded and submitted to Management for immediate billing. The Resident and the member of the service team must sign an acknowledgement of charge form.

**GENERAL RULES AND CONDUCT**

**8. SMOKE DETECTORS**

Smoke detectors are in the apartment to ensure safety. Residents are responsible for reasonable care of and battery replacement for the smoke detectors. SBG will provide batteries if requested by tenants and may be picked up at the Office during regular business hours. The smoke detector will be in operation at the time of move-in. To test the smoke detector, press hard on the test button and hold for 5 seconds. If you disable or damage the smoke detector and fail to request service or report a malfunction, you will be liable to SBG Real Property Professionals, and others, for any loss, damage, or fines from fire, smoke, or water.

**NOTE: THE LAW REQUIRES THAT ALL SMOKE DETECTORS REMAIN IN OPERATION AT ALL TIMES. THEREFORE, DO NOT REMOVE THE BATTERY OR IN ANY OTHER WAY IMPEDE THE FUNCTION OF THIS DEVICE.** Residents will be charged for reinstallation or replacement of smoke and/or carbon monoxide detectors. There will be a \$50 charge if Maintenance finds a detector down in your apartment.

**9. DELIVERIES**

For your protection, keys will not be extended to any person not listed on the lease.

**10. WATERBEDS**

Waterbeds are not permitted in SBG properties.

**11. BICYCLES/MOPEDS**

Bicycles/Mopeds should only be stored in parking areas and on patios. Bicycles/Mopeds that are chained or locked to railings, bushes, drain pipes, etc., or kept on any grassy or landscaped areas will have the chain or lock cut and the bicycle/moped will be removed at the owner's expense.

**12. VEHICLES - GENERAL**

SBG does not allow any washing or repairing of vehicles on the property. Never, under any circumstances, are motorcycles, mini-bikes, or other motorized vehicles to be taken into an apartment, placed on a patio or in a hallway for any reason. Abandoned or inoperable vehicles are not permitted on the property and will be towed at the owner's expense.

- a. The Resident's driver's license and vehicle registration will be copied and kept on file.
- b. Registered vehicles will park in parking spaces **only** and between the white lines (if there are any on your parking area). If any part of your vehicle is on or over the line, you are considered to be double parked and will be towed.
- c. Do not park in fire lanes, handicapped spaces (unless authorized), or in front of dumpsters.
- d. Towing charges resulting from violation will be the responsibility of the Resident.

- e. Limited parking spaces are provided and are available on a first-come, first-serve basis for **TENANTS only**, not guests. There are NO assigned parking spots.
- f. No vehicle of any kind shall be parked or kept on any grassy or landscaped area.
- g. No inoperable or unlicensed vehicle is to be left on the premises.
- h. Resident is responsible for all towing expenses, any physical damage to the vehicle, and/or loss of personal property that may occur as the result of the removal of a vehicle violating parking policies.
- i. Resident agrees to hold Management harmless and to defend and indemnify Management for any damages caused by or incidental to such towing.
- j. Recreational vehicles (boats, trailers, etc.) and commercial vehicles are not permitted (unless approved by Management).

### **13. FRIENDS, VISITORS AND GUESTS**

Residents must accept all responsibility for all of their friends, family, visitors, and/or guests while they are on the premises at the Resident's request or invitation. We do respect the Resident's privilege of having people visit; however, please do not allow this to become a permanent situation with a visitor transforming into an additional Resident in your apartment. **Since only the individuals listed on the lease contract are authorized to occupy and reside in the apartment, any visitor occupying premises for more than seven (7) days consecutively or fourteen (14) days in any one (1) calendar year will be considered a new Resident.** This new Resident will be required to report to Management to complete the correct paperwork. Otherwise, this is in violation of the lease and will result in legal proceedings against the resident in accordance with applicable Kentucky law. Occupancy is further defined per paragraph 6 (six) of the lease agreement.

### **14. COMMUNITY CONSIDERATION**

It is important it is to be considerate of your neighbors. One of the easiest things you can do to help avoid disturbing your neighbors is to remember to keep your stereo and television volume low. If you have friends over, please avoid loud voices and noises - day and night. Please remember that you are responsible for your guest's behavior. Do not feed stray animals.

### **15. CARE OF THE PREMISES**

Social gatherings are expected. Please clean up the grounds should trash (cans, cups, cigarette butts, etc.) be dropped on the grounds. Clean up deadline is 8:00 am the following morning or a clean-up fine will be charged. **The fine is based on \$50.00 per hour, per person involved in the clean-up.**

### **16. GENERAL LIMITATIONS ON CONDUCT**

We may exclude guests or others who, in our judgment, have been violating the law, violating this Lease Agreement or any apartment rules, or disturbing other Residents, neighbors, visitors, or owner representatives. We may also exclude from any outside area or common area a person who refuses to show photo identification or refuses to identify himself/herself as a Resident, occupant, or guest of a specific Resident in the community. Also, the local Police Department has the authority to exercise a ban on behalf of SBG.

### **17. CHANGES AND ADDITIONS TO GUIDELINES**

SBG reserves the right to make changes and additions, at any time, to the rules and regulations relative to the entire community. SBG will notify you of any major additions or changes in the rules and regulations, or procedures. Where a conflict appears between these guidelines and the Lease Agreement, the conflict shall be resolved in favor of the Lease Agreement.

## **18. USE OF GAS OR CHARCOAL GRILLS**

SBG highly discourages the use of any grills. Heat from grills will melt the vinyl siding if sitting too close. *If you have a grill, it **must be at least 15ft** away from the apartment at all times.* Any damage caused from grill usage will be charged to resident.

## **19. KEG PARTIES, BLOCK PARTIES, BONFIRES, AND FLYER PARTIES:**

**THESE PARTIES ARE NOT ALLOWED DUE TO THEIR POTENTIAL TO ATTRACT LARGE CROWDS. THESE INVITED OR UNINVITED CROWDS CAUSE SEVERE DAMAGE TO PREMISES. OBSERVE UNDER AGE DRINKING LAWS, AS DEFINED BY THE STATE OF KENTUCKY AND LOCAL ORDINANCES REGARDING PUBLIC USE OF ALCOHOL. NO KEGS OR KEGERATORS ARE TO BE TAKEN INTO RESIDENT(S) UNITS, ONTO UNIT DECKS, PATIOS, OR GROUNDS.**

## **20. SECURITY**

If Residents go on vacation or away from home for a few days, remember

- a. Do not leave a key hidden for any reason.
- b. Discontinue newspaper delivery.
- c. If Resident has a sitter watching the premises, please provide Management with name and written authorization giving the sitter permission to be in the apartment. Without written authorization, if the sitter is locked out or the key is broken in the door, Management will not allow this person to enter the premises.
- d. Let SBG know if you plan to be away from the apartment for an extended period of time and the best way reach you. By law, if you are away seven (7) consecutive days without notice to Management, the premises may be considered to be abandoned.
- e. Do not hesitate to contact SBG if unusual behavior is noticed or of circumstances that may be of an illegal nature. The observance of unusual occurrences and noises can prevent vandalism. In case of emergency, contact the local police by dialing 911.

## **21. NOISE DISTURBANCES**

The most common grievance expressed by residents is noise. Each and every Resident in the community has the right to the quiet and peaceful enjoyment of their home. Residents who have no previous experience living in this type of housing may not be aware of how some sounds can carry. The sounds emitting from television, radio, stereo system, musical instrument, or even boisterous conduct should not leave the confines of the apartment. Please keep in mind that your apartment is only one (1) in a building with several others. For social functions at your apartment, please try to follow these simple rules:

- a. Quiet times are from 10pm to 8am.
- b. Keep balcony doors and windows shut. If it is a warm night, please turn the air conditioner to a slightly lower setting.
- c. Please have guests remain inside the confines of your apartment. Please advise your guests not to linger in the hallways, stairs, entranceway, or parking lots.
- d. Alcoholic beverages, cups and/or cans must be kept inside. SBG will bill you for hall and grounds clean up as a result of a social function. Clean up the same night or same day of any gathering. Clean up will be billed at \$50.00 per hour per person involved in clean up at any of the properties if not removed by 8AM the following morning.
- e. Do not admit people whom you do not know, or cannot control. Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency with SBG. You will be held responsible for their behavior.

- f. When parking, please do not allow guests to block entrances to building areas, park on the grass or block dumpsters or take the parking spots provided for SBG tenants.
- g. Towing will be enforced.
- h. If you have a function and feel you no longer have control of your guests, please contact the Police Department for assistance.
- i. Residents who might experience noise problems are asked first to approach the neighbor causing the disturbance. Discuss the situation and make an attempt to come to a satisfactory solution. If this approach fails to rectify the situation, the second step is to contact the local police department for assistance. Advise the Office in writing on the following workday of the apartment number of the Resident causing the problem and describe the circumstances surrounding the situation.
- j. SBG has a “three strikes you’re out” policy when it comes to verified complaints that result from tenants not practicing common curtesy. Upon receiving the third verified complaint, tenants will be given a 30 day move-out notice and the residents’ right to occupy the property will be terminated at that time.

## ***UTILITIES AND PREVENTIVE MAINTENANCE***

### **22. MAILBOXES**

Each apartment in the community has been assigned a particular mailbox. SBG is not responsible for accepting Resident(s) mail delivery. The Post Office should be contacted if mail is not being delivered properly. For your protection, SBG will only give keys to individuals listed specifically on the lease who have a picture ID. If the key is lost, resident will be charged for key replacement (\$50.00). SBG does not have keys to all apartments, if you are not provided a key when signing the lease, you will have to go to the post office to get your mailbox information/keys.

### **23. TELEPHONE AND EMAIL**

For information on telephone and internet installation and service, please contact a local service provider. Do not install any cable, ethernet, phone or electrical jack yourself. **If you have any problems with service, please call Murray Electric System directly at 270-753-5312.**

### **24. TELEVISION**

Properties have been pre-wired for cable television. If not included in the rent per Lease Agreement, Residents may arrange for cable TV service through a cable provider. Management must approve the installation, use and/or location of any private Satellite Dish.

- a. **Dishes MAY NOT be placed on rooftops, windowsills, common use balconies or stairwells, the grounds, outside walls, or items projecting from windows or decks, and cannot block egress.**
- b. **No holes may be drilled on the outside walls, roof, or windows.**
- c. **No holes may be drilled in the balcony or railings.**
- d. No part of the dish or antenna may extend outside the balcony line.
- e. Size is limited to one (1) meter or less circular style.
- f. **Any Satellite Dish that does not meet these requirements will be removed by Management without further notice.**
- g. Resident is responsible for removing any device installed, such as a dish, upon move-out

## 26. GARBAGE AND TRASH REMOVAL

Garbage collection containers have been conveniently placed at SBG properties.

- a. Place all trash IN the dumpster, not on top or around it.
- b. Please flatten any boxes you take to the dumpster.
- c. PLEASE MAKE SURE THE LID ON YOUR TRASH CAN IS FULLY CLOSED AND IS AT LEAST THREE FEET AWAY FROM ALL OBJECTS/OTHER TRASH CANS.
- d. Mattresses or other furniture should not be placed in these dumpsters. Contact the Management Office for assistance in disposing of large items.
- e. Please do not place household garbage outside of the apartment in the hallways or patio areas. The Resident will be charged a \$50.00 fine, per bag, for violation of this rule.
- f. If individual trashcans are provided, they must be placed curbside for pickup on collection day. Cigarette butts are unsightly and may not be disposed of on the grounds, in mulch beds or thrown from decks. Clean up charges will be assessed, based on an hourly rate of \$50.00 per hour. Please use ashtrays if you smoke and dispose of cigarettes properly.

Failure to follow these rules may result in the City not picking up your can. If your can has not been picked up as normal and all of the above rules were followed, please contact Murray Sanitation at (270-762-0380) to see why your can was not picked up. They do take photos of the cans and will be able to give you a direct answer.

## 27. UTILITIES\*

Electric, gas, and water service must be in the name of the Resident(s) within three days of the lease beginning date and left in the Resident(s) name until the lease expiration date. Failure to do so will result in having the meter disconnected and the Resident will be charged a reconnection fee **\*Utilities at some units are included in the rent. Certain caps may apply. See Leasing Agreement.**

**TIP:** If you are leaving your apartment for a vacation or for the summer, you can reduce your bill by turning off the breaker switches to any rooms except the kitchen and heating and cooling unit to your apartment. This leaves the connection on in case of an emergency and prevents you from being charged a reconnect fee by the power company. **NOTE: It is very important that your refrigerator is cleaned out and left on. Failure to do this can ruin the refrigerator and the Resident will assume responsibility for the replacement.**

## 28. HEATING, AIR CONDITIONING, AND TEMPERATURE CONTROL

To assure comfort and conserve energy, set the thermostat at one (1) temperature, and leave it there. When it turns cold outside, set the selector switch on the thermostat to "HEAT", and set the fan switch to "AUTO". Set the controls between 68 and 74 degrees to provide maximum heating. Setting them higher will not heat your apartment any quicker. In the winter, open your window coverings during the day to allow the sun to warm your apartment and help re-duce the power load. Do not switch your thermostat directly from COOL to HEAT or from HEAT to COOL. This will cause permanent damage to your unit and could result in a charge to you for repair and/or replacement. Always allow several minutes to elapse while switching modes; otherwise, the unit may be damaged.

**Do not "jiggle" the controls or frequently reset the cooling and heating lever.**

In hot weather set the selector to "COOL" and set the fan switch to "AUTO". Set the controls between 64 and 78 degrees to provide maximum cooling. Setting temperature controls lower will not cool your apartment any faster. For optimal operation, remember to close all windows and doors when the air conditioner or the heater is on. Also, keep window coverings closed during the day to keep the apartment cooler.

To keep your A/C working at peak capacity, follow this simple checklist:



- a. Keep A/C filters clean.
- b. Please keep furniture, boxes, etc., clear of the grill's cold air return to allow unobstructed delivery of cool air to your apartment.
- c. Do not store anything on or around your air conditioning unit. This could impair circulation resulting in higher electric bills and cause permanent damage to the unit.
- d. Vacuum vents regularly.
- e. Use the ventless kitchen fan while cooking and the bathroom fan when bathing. These fans will remove the excess heat and humidity and help to keep cooling costs down.
- f. Use the oven as little as possible during the hottest parts of the day.
- g. During the winter, never disconnect the power for any reason as severe damage (caused by freezing pipes) may occur as a result. The Resident will be responsible for payment for damage which is a result of turning off the heat. Maintain a room temperature of at least 60 degrees to prevent pipes from freezing.
- h. **NO KEROSENE HEATERS MAY BE BROUGHT INTO THE RESIDENCE.**

### **29. HOW TO PREVENT FROZEN WATER PIPES**

Liability for damages resulting from failure to maintain normal heating at all times will rest with the Resident. The Resident will be liable for damage to SBG property and to other's property if damage is caused by broken water pipes due to the violation of these requirements.

Unless we instruct otherwise, for 24 hours a day during severe freezing weather:

- a. Leave heat on a minimum of 60 degrees at all times. When you are away for several days ideally, temperatures should never fall below 60 degrees.
- b. During severe cold spells, leave kitchen cabinet doors open under the sink.
- c. Faucets near exterior walls should have a small drip or trickle of hot and cold water faucets. Running water does not freeze as easily.

### **30. FURNACE FILTERS**

Tenant is responsible for changing the filters on a monthly basis. The maintenance staff will conduct inspections on the heating and air conditioning units on a quarterly basis. A schedule of this maintenance is distributed in advance. The Residents must move any items that might interfere with the maintenance team while replacing the filters. Do not use the furnace room for storage, or store items near the gas furnace or hot water heater. This is a fire hazard and a burden to the efficiency of your furnace.

While conducting these inspections, the maintenance staff will do a preventive maintenance inspection. Work orders will be written and a maintenance person will return at a later date to repair any items found. If any items are deemed Resident damage, the Resident will be charged.

### **31. EXTERMINATION**

We provide pest control service on a quarterly basis and termite treatment and inspection annually. If the Resident has a question or concern about the application of a particular pesticide, the Resident must provide the Management Office written notice of such question or concern at least 24 hours prior to the scheduled application of the pesticide. **\*\*Some rental owners do not have a pest control service set up and service will be completed on a "as needed basis". Please contact the office to set this up.**

Your apartment will automatically be serviced on an annual basis as a preventive measure. Extermination will not always be noticeable immediately. Often, there is increased activity. Please call the SBG Office if you still see insects in your apartment after ten (10) days. Please be aware that there is

more to pest control than periodic exterminating services. If you request additional service and do not clean the cabinets, there will be a \$50.00 charge. Upon the second request, if cabinets are not cleared, there will be a \$100.00 charge and our staff will clean the cabinets.

Follow these simple rules:

- a. Always be aware that good housekeeping is essential to good pest control.
- b. Do not accumulate paper bags or newspaper in the kitchen or bathroom areas.
- c. Trash and garbage should be kept in plastic bags and properly removed from your apartment daily.
- d. Empty drink bottles should be rinsed thoroughly before storage.
- e. Store dirty clothes in a plastic sealed bag until washday.
- f. Store food properly and keep counters and cabinets dry in kitchen and bathroom areas.
- g. Do not allow dirty dishes to accumulate in the kitchen area.
- h. Report pest problems immediately to the Property Management office.
- i. Read the "Don't Let the Bed Bugs Bite" Pamphlet located at the end of the handbook.

## ***INTERIORS AND APPLIANCES***

### **32. WINDOW TREATMENTS**

For your privacy and your convenience, blinds have been provided on all windows. These must be cleaned before vacating your apartment. The provided window coverings must be in good condition and free of damage when you move out. If blinds are damaged during residency, they will be replaced at the Resident(s)' expense. These blinds also enhance the appearance of your community and therefore all window treatments must appear white to the outside of the building. Sheets, blankets, foil, etc. are not to be hung in place of draperies. Management has the right to determine the acceptability of the window treatment. Management does not provide drapery rods.

### **33. GLASS AND SCREENS**

Our maintenance staff will replace broken windows or torn screens when found or reported. Charges for material and labor will be the resident's responsibility and payment is due within ten (10) days. Glass cleaning will be the responsibility of the Resident(s) throughout residency and upon vacating.

### **34. HANGING PICTURES**

Any damage as a result from nails, screws, tacks, silly putty, or sticker type hangers will result in damage to the walls. This damage is **not** considered normal wear and tear. Under no circumstances are doors, cabinets, paneling, or other woodwork to be used for picture hanging or other attachments. Paint is not considered normal wear and tear. If you choose to put holes in the walls, you will be charged for the wall repair and painting. If you spackle these holes, you will be charged for the wall repair and painting.

### **35. REFRIGERATOR**

To clean the interior of the refrigerator, use a solution of baking soda and warm water. On the exterior, use a mild soap and warm water. Please do not use scouring powder or other strong abrasives inside or out; these will scratch the surface. Use care in cleaning any plastic part. Do not wash plastic parts in extremely hot water or place it under hot water directly from a cold refrigerator. Kegeators are not permitted.

### **36. KITCHEN FIXTURES**

Wood cabinets should be treated just like any other good fixtures or furniture and can be cleaned with any of the products that could be used on wooden furniture. Cabinet facings can be cleaned with a damp cloth and a very mild household cleaner or soap. Once the cabinets are cleaned, you can apply a coat of regular furniture polish. Should you experience cabinet drawers coming off their guides, cabinets that do not open and close properly, or problems with cabinet hardware, please notify the Office. Improper use will be the responsibility of the Resident. Painted cabinets may be washed with a household cleaner. The counter tops can be cleaned very easily with a nonabrasive household detergent or all-purpose cleaner and water. Do not place hot items from the range or oven or any other heated items directly on the counter top. A hot item can cause a burn mark, which is permanent damage to the counter top. **ALWAYS USE A CUTTING BOARD FOR CUTTING AND CHOPPING TO PREVENT UNNECESSARY DAMAGE TO THE COUNTER.** Should you cause any damage you will be held responsible for the cost of a counter top replacement.

### **37. RANGE**

Periodic cleaning of the range top and the oven will insure maximum cooking efficiency. Be sure to turn off all controls before cleaning. The range top and front facing can be cleaned with hot, soapy water or an all-purpose household cleanser. Never clean any surface area with gritty soaps, abrasive cleaners, or a sharp instrument since all can cause damage. The oven walls can be cleaned with an oven cleaner. However, do not allow the oven cleaner to touch the chrome, electric elements, or drip pans. Do not use oven cleaner on a self-cleaning oven. For gas stoves, if your oven has a pilot light, cover it with something that will not burn, such as a small metal measuring cup and only use gas oven-safe oven cleaners. Drip pans must be new when you vacate, unless you have a gas stove. Periodically place drip pans and oven racks in the dishwasher for cleaning.

The range hood is essential for removing cooking smoke and should be cleaned regularly with hot, soapy water or an all-purpose cleaner. Located directly under the hood is a filter, which can be easily removed. The filter accumulates grease and must be cleaned periodically by removing it and washing in hot, soapy water. Please allow the filter to dry prior to replacing securely back in its original position.

### **38. LIGHT BULBS**

Electric light bulbs are provided with each apartment at the time you move in. Thereafter, the Resident will be responsible for the replacement and installation of all light bulbs including fluorescent bulbs. All light bulbs must be working when the Resident moves out of the apartment. Only "appliance bulbs" should be used in the refrigerator or range. Check wattage when replacing burned out bulbs. Too large of wattage will result in damage to fixtures. As a rule of thumb, use no greater than a 60 watt bulb in a regular fixture.

### **39. ELECTRIC FIXTURES**

Each apartment is supplied with electric fixtures which are easy to clean and maintain. A damp cloth with mild soap or detergent is a very effective cleaner. Turn off the switches and/or unplug the cords from the receptacles prior to cleaning. Each apartment is wired for the normal use of lamps, radios, televisions, small appliances, etc. Do not use multiple plugs or extension cords. Overloading a circuit can not only damage the plugged in item, but can also create a potential fire hazard. Light bulbs will be supplied upon initial occupancy, but replacement bulbs are the Residents responsibility.

Each apartment is equipped with a circuit breaker box in case of power overload. Please make yourself familiar with the location and proper use of the circuit breaker box. Most circuit breakers are located in a bedroom on an outside wall. Other boxes may be located in the hall closet or utility room. As a safety

precaution and to protect against damage, the breaker will automatically cut off when there is an overload or electrical short. If you ever lose electricity in a section or in the entire unit, be sure to check and see if the circuit breakers are all in the "ON" position. Wait approximately five (5) minutes before you reset the circuit breakers. When a circuit breaker cuts off, it does not flip totally to the "OFF" position. Make sure to completely turn the switch off and then turn it back on. If this does not solve the problem, please call SBG or the power company.

#### **40. PLUMBING**

If your water heater is electric and there is no hot water, check the breaker box for on/off position, then contact the office. If the hot water heater is gas, please report it to the office immediately. Likewise, if any of the pipes or faucets begin to leak or if the toilet tank is continually running, please report it to the office.

Please call the office for service if the caulked areas around your bathtub and tiles become cracked, broken, or chipped. Water seepage can cause severe damage to your apartment, as well as to your neighbor's apartment. Make sure the shower curtain is completely closed. DO NOT block access panels to tubs, faucet cutoffs, or any other devices that may impede personnel from doing quarterly inspections. Blocking these access panels may allow leaks, which would otherwise be found, to continue causing damage to the floor systems and the apartment below. It may also damage your personal items and we are not responsible for these losses.

#### **41. PLUMBING FIXTURES**

All plumbing fixtures such as sinks, tubs, drains, commodes, etc. are to be used only for the purpose intended or designed. Therefore, no solid articles, paint or similar item (compound), toilet bowl tablets, disposable diapers, rags, rubbish, grease, food, sweepings, matches, fireworks, ashes or cigarette butts, sanitary napkins, tampons, Q-Tips®, cotton balls, or clothes, should be placed in them. All such waste should be placed in trash containers. You may not dispose of cat litter in toilets, even if the litter is marked flushable. Articles that result in plumbing blockages or that must be removed by maintenance will be at the Resident's expense. One article that will provide you with a great deal of assistance and is very inexpensive is a PLUNGER. If maintenance is continually requested to plunge a line, the Resident will be charged. A plunger can solve the majority of plumbing problems. Purchase one (1) and have it available to solve minor paper stoppage and eliminate overflows. If the toilet overflows, immediately lift the cover off the tank, reach inside and push the flapper firmly into the hole on the bottom of the tank. The water supply for the toilet can be cut off by turning the handle located under the tank in a clockwise direction. Then call SBG for maintenance.

#### **42. DISHWASHER**

Management will not be responsible for items ruined in the dishwasher. To clean the exterior and interior surfaces, simply wipe with a damp, sudsy cloth, then rinse, and dry. Periodically running the dishwasher empty with a cup of bleach will help keep the lines unclogged and the inside clean.

**NOTE: Hand washing dish detergent will cause your dishwasher to overflow and leak.**

Do's and Don't's of Dishwashing:

- a. Wash plastic items which are marked "dishwasher safe" or the equivalent only. Load all plastics on the top rack along the back face down. Place all plastic tumblers securely over two (2) fingers of the rack to prevent becoming dislodged and falling onto the heating unit.
- b. Because the dishwasher may leak or malfunction, never operate it unless someone is at home.
- c. To minimize the possibility of injury, load sharp items so that they will not damage the door seal. Load sharp knives with the handles up to avoid injuries.

- d. Make sure your garbage disposal is empty before starting the dishwasher.
- e. To avoid oversudsing, use ONLY dishwasher detergent specifically made for use in the dishwasher. DO NOT USE LAUNDRY OR OTHER DETERGENT. Store all detergent in a dry place. Do not place detergent in the dishwasher soap dispenser until you are ready to use the dishwasher.
- f. Scrape off bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings, leafy vegetables, crusts, and excessive quantities of oil, grease, and quantities of food. Place dishes in the dishwasher before the soil on the dishes has a chance to become hard and dry.
- g. Remove foods such as mustard, mayonnaise, vinegar, lemon juice, and other high-acid foods, which may discolor stainless steel.
- h. Never use abrasives or sharp objects on the panel. See above for cleaning instructions.
- i. When loading the dishwasher, make sure dishes are not blocking the wash tower, which rises up through the center of the bottom rack during the wash and rinse cycles.
- j. The disposal is self-cleaning. Never use caustic drain cleaners in the unit. An occasional use of baking soda should eliminate odors.
- k. Do not allow items to extend through the bottom rack or silverware basket, such as knives, skewers or pot handles.
- l. Place glasses, cups, and saucers on the top rack face down to prevent them from becoming dislodged.
- m. Do not stand on or place heavy objects on open dishwasher door.
- n. **MAKE SURE THE DOOR IS CLOSED AND LOCKED BEFORE TURNING ON THE DISHWASHER.**

## ***EXTERIORS AND FACILITIES***

### **43. BALCONIES OR PATIOS AND ROOFTOPS**

Residents provided with a balcony or patio are responsible for its condition and are expected to maintain the area at all times. No cigarettes, cigarette butts, trash, or other items shall be thrown from the patios, balconies, or rooftops. Neither balconies, patios nor rooftops shall be used for drying laundry, or putting up antennas. Please do not use these areas for storage. Only outdoor furniture is permitted (no inside residential furniture) on balconies or patios. Furniture, residents, and guests are NOT permitted on rooftops at any time and violation of this may result in fines. NO household appliances such as refrigerators are allowed on the patios, balconies or rooftops. Motorcycles, signs, trash containers, tires, doghouses, cat litter boxes, ping pong tables, etc. are not to be kept in these areas.

### **44. LAUNDRY FACILITIES**

For your convenience, laundry facilities have been provided in each apartment (unless otherwise stated). Remove the lint from the dryer filter after each use of the dryer. If any of the laundry machines are not working properly, please let us know immediately, and we will call for service. If you would like to bring your own personal washer and dryer to your apartment, a one-time charge of \$85.00 dollars must be paid which will covers the cost of SBG's washer and dryer being removed from your apartment and into storage and moved back into your apartment at the end of your lease term. You will also need to provide your own cords/items needed to install your washer and dryer, and SBG is not responsible for those costs.

### **45. LAWNS-SHRUBBERY-SIDEWALKS**

Your SBG team desires to maintain the lawns and shrubbery in our communities in an attractive condition.

- a. Do not park or drive on grass and do not dispose of smoking materials in grass, mulch beds or on sidewalks.
- b. Do not use the lawns or mulched areas for storage of items or for sporting events and refrain from the handling of flowers, bushes, and trees.
- c. Motorcycles and/or bicycles should not be ridden through these areas.
- d. No garden plots, clotheslines, fences, enclosures, swing sets, sandboxes, outdoor furniture or other structures will be permitted on the grounds, except for those furnished by Management. If these items are found, a clean-up fee will be assessed based on the current hourly rate.
- e. Residents may not conduct yard sales or any public sales on the premises.
- f. Sidewalks have been constructed to provide safe and sanitary access throughout the entire community. Do not create a barren footpath across the lawn just for the sake of saving a few steps. Sidewalks should always be kept free of obstacles so all Residents are provided with a safe walkway.

#### **46. HALLWAYS, PORCHES and SIDEWALKS**

Please keep all porches, stairwells, and sidewalks clear of all items which could impede traffic in both normal use and in the case of an emergency. Residents may not post any signs or other advertising matter in windows, hallways, doors, mailboxes, or outside the building unless a designated area is provided. Failure to comply with this provision shall constitute a breach of your lease agreement. Do not litter.

### ***CLEANING TIPS AND MOVING***

#### **48. MOVING OUT**

When it is time for you to move out, you are required to:

1. Fulfill all the terms and conditions of your Apartment Lease and leave without any debt to the community.
2. Complete and return the Move Out Notice Form and Termination of Lease form available through the Office, within the time frame stated on your lease.
3. Vacate and remove all of your property on or before the date of termination.
4. Complete the move-out portion of the SBG Move Out Cleaning Checklist (this can be found on our website).
5. Leave your apartment clean with no damage beyond normal wear and tear and no different than when occupancy was taken.
6. Return all keys to the office. Until then you are not considered officially moved out and will be charged a \$100 per day fee until they are turned in.
7. If you vacate your apartment, any personal property left in your apartment will be considered abandoned and may be disposed of, without liability to SBG Real Property Professionals.

#### **49. MOVE OUT DAY**

Moving trucks and vans must be parked in authorized spaces only. Please be sure not to block other vehicles or passageways with moving trucks or belongings.

#### **50. MOVE OUT INSPECTION**

Move-out inspections will take place only during regular business hours, Monday through Friday. All move-out inspections must be scheduled with the office at least **THIRTY (30) DAYS IN ADVANCE** if you

would like to be in person for this inspection. If an appointment is not scheduled, the inspection will take place with the Resident(s) absent. Be sure to turn in all apartment door keys and mailbox keys so as not to incur charges.

**A FORWARDING ADDRESS MUST BE VERIFIED, ALONG WITH THE NAME OF THE PERSON WHO WILL RECEIVE THE STATEMENT OF SECURITY DEPOSIT ACCOUNT AND DEPOSIT REFUND FOR DISTRIBUTION. OTHERWISE, ONE (1) CHECK MADE PAYABLE TO ALL LEASE HOLDERS WILL BE MAILED TO THE LAST KNOWN ADDRESS.**

#### **50. VINYL and WOOD FLOORS**

Solvents should not be used to clean tile or wood plank floors, because such fluids loosen and soften the glue, causing it to seep up through the floor, loosen the covering, discolor the floor, and damage the surface. They can be cleaned with nonabrasive household cleaner or with soap and water. Do not use scouring pads to remove stains as it will remove the finish.

#### **51. WALL CARE**

When placing furniture in your rooms, be sure it is three (3) inches away from the wall to prevent black marks, which cannot be washed off. Be careful not to mark the walls when placing furniture in the apartment or removing it. Marking and damage to the walls is not considered normal wear and tear and tenants will be charged for damages related to this.

#### **52. CARPET**

Carpet will give excellent service, provided it receives proper care and attention. Vacuuming carpet is required and should be done on a regular basis (2 times weekly) -merely sweeping the carpet is not sufficient. Regular vacuuming removes loose soil and keeps the carpet pile erect. Immediate attention to spots and stains will prevent their "setting" in. Ground in dirt resulting from failure to properly clean carpet will cause damage beyond ordinary wear and tear. The resident shall be responsible for such damage, which could result in the replacement of the carpet throughout the entire apartment; prorated life expectancy will be used to determine charges. Traffic areas need to be professionally steam cleaned at least twice a year to avoid accumulation of dirt and stains. Failure to properly maintain traffic areas is not considered normal wear and tear. Professional steam cleaning the carpet is required upon vacating. Please provide receipt of service upon vacating or the charge will be taken out of your security deposit.

**NOTE: Do not sit CPU's directly on the carpet. Place on cardboard or on a platform, which will allow airflow underneath. Heat generated from the CPU will permanently damage the carpet fibers.**

#### **CARPET-SPOTS, STAINS, CLEANING GUIDE + WHAT TO REMEMBER:**

Act quickly; remove spots or stains before they have a chance to dry or "set". Have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain, as the wrong cleaning agent may set the stain. Never allow beverages containing alcohol to remain in the carpet. Dilute with clear water. Suction up liquid.

#### **53. CLEANING AGENTS**

A detergent solution of one-teaspoon neutral detergent to one teaspoon of white vinegar mixed with one quart of warm water is a good inexpensive solution for cleaning. This solution neutralizes alkaline materials. Household carpet dry-cleaners (spot removers) are available and useful in the removal of some spots. Please read the instructions and use with care and caution.

#### **54. GENERAL CLEANING PROCEDURE**

If you cannot identify a particular spot or stain, you may:

1. Remove the excess material. If it is solid, remove it with a blunt instrument. If it is liquid, remove it with a clean absorbent cloth or sponge.
2. Apply the detergent-vinegar-water-solution mentioned above.
3. Blot the area gently with a clean, white cloth from soiled edge to center.
4. Allow the area to dry.
5. Apply the detergent-vinegar-water solution mentioned above again if necessary.
6. Dry carpet and brush pile to restore original texture. With any type of cleaning, avoid getting the carpet too wet and dry it as quickly as possible. Dry air from a fan or vacuum cleaner attachment (if spot cleaning) is helpful when drying wall-to-wall carpeting.

#### **55. VACATING CHECKLIST**

The following responsibilities are to be completed by the Resident before vacating an apartment. For your convenience, the following is a checklist of the items to be cleaned before the final check out inspection.

##### **KITCHEN**

###### **Work Areas**

- Clean and sanitize all countertops.
- Clean inside, outside, above and underneath all cabinets. Remove all shelf paper. Make sure to remove all items from cabinets.
- Clean and wipe out sink. Make sure your garbage disposal is clear.
- Clean vinyl flooring - sweep and mop.
- Wash baseboards to remove dust and dirt.

###### **Cabinets**

- Cabinets should be cleaned with warm soapy water only. Cleaners will remove the finish and damage the wood veneer.

###### **Stove**

- Carefully move the stove away from the wall and clean all grease and grime behind and on the sides of the stove, the walls, and the floor. After cleaning, put the stove back in place. Do not tear vinyl floor. If you have a gas stove, leave the range in place and clean all debris from the sides of the stove that can be removed without moving the stove.
- Remove the fan filter from range hood and clean filter and fan. When dry, put the filter back in place. Clean entire hood area of all grease and grime. Replace bulbs if needed.
- Pull up the stovetop and clean underneath it thoroughly. If your stovetop does not pull up, remove stove eyes and drip pans and reach underneath.
- Drip pans must be replaced unless they are new, or you have a gas stove.
- Clean all grease and grime from the top and back of the stove.
- Clean the inside of the oven and racks thoroughly. There should be no grease or stains remaining. The inside should be shiny with no residue. Do not use oven cleaner on a self-cleaning oven.
- For gas stoves: If your oven has a pilot light, cover it with some-thing that will not burn, such as a small metal measuring cup and only use gas oven-safe oven cleaners.
- Install appliance bulb, if needed.

###### **Refrigerator**



- Carefully move the refrigerator from the wall and clean sides and back, as well as the wall behind and floor beneath it. After cleaning, put the refrigerator back in place. Do not tear vinyl floor.
- Clean inside thoroughly, making sure there is no debris, crumbs, or dirt left behind. Do not forget to remove all crisper drawers and shelves and clean them as well. When done, put them back in place.
- Make sure the outside of the refrigerator is free of all marks and fingerprints. Don't forget the seal along the interior of the refrigerator door (there are often crumbs, etc.).
- Make sure appliance bulb works. Replace if necessary.
- LEAVE THE REFRIGERATOR CLEAN AND ON!

#### **Dishwasher**

- Remove all items and clean thoroughly inside and out.
- Pour a cup of bleach into dishwasher and run it through a cycle.
- Clean gasket.

#### **BATHROOMS**

##### **Fans**

- Exhaust Fans must be cleaned.

##### **Tubs/Showers**

- Scour and remove all dirt, rust stains, mildew stains, and soap scum. Sanitize entire area and dry to remove watermarks and residue streaks from cleaning agents.
- If you run your fingernails over the tub and collect residue, it is not clean enough.
- If you haven't kept the bathtub clean on a regular basis, be prepared to spend some quality time removing the dirt and soap scum. Be careful when using abrasive materials. They may scratch the surface and cause damage.
- 4. Remove shower curtains and hooks.

##### **Vanity/Sink**

- Scour basin and soap holders with proper cleansers.
- Clean inside and outside of medicine cabinets and vanity cabinets with warm soapy water. Cleaners will remove the finish and damage the wood veneer.
- Clean all mirrors.
- Clean out light fixtures and replace bulbs as needed.

##### **Toilet**

- Clean inside, outside, and base thoroughly. Any stains and hair must be removed.
- Disinfect and remove any items put in toilet tank.

##### **Bathroom Floor**

- Mop and clean vinyl flooring thoroughly.
- Wash baseboards to remove dust and dirt.

#### **FURNACE ROOM**

- Sweep and vacuum floor and remove all dust on floor. Clean cold air vent return and slats of furnace room door if present.
- Vacuum cold air return vent.
- Wipe dust from top of water heater.

#### **LAUNDRY ROOM INSIDE THE RESIDENCE**

- Wipe out washer and dryer and make sure there is no lint remaining. **Clean dryer filter.**
- Clean outside of washer/dryer, and vacuum behind and underneath. Mop floor.

- Be careful not to rip the vinyl flooring when moving washer/dryer out from the wall and back in place.
- Make sure the dryer vent does not pull off. If it does, reinstall it properly or call for assistance. You will be charged a minimum maintenance fee if it has to be reinstalled.

#### **BEDROOMS, HALLWAYS, LIVING ROOM, DINING AREA, AND OTHER AREAS**

- Clean all windows.
- Clean windowsills, frame tracks, casings, and both sides of glass. (It is easier if you dust first).
- Dust all mini-blinds and leave down. Wash if necessary.
- Clean baseboard, door surfaces, and door frames.
- Clean all receptacle covers and light switches from any dirt and fingerprints.
- Vacuum out all heat vents and registers.
- Clean ceiling fans if present.
- Take down light fixtures/covers, wash/clean, dust, and remove dead bugs. Replace burned out bulbs as needed.
- Clean all closet shelves, wipe down closet doors and interior doors.
- Wipe down all baseboards and louver doors to remove dust or dirt.

#### **DECKS, PATIOS, AND PORCHES**

- Sweep, clean, and remove all debris. Don't forget to clean out the storage room.
- Clean patio door track and threshold.
- Make sure light bulb works if light is present.

#### **FLOORS**

- Scrub to remove any ground in dirt, stains, and scuffs and mop thoroughly. Avoid walking on the floor while the floor is wet.

#### **CARPETS**

- All carpets must be professionally steam cleaned. Please keep the receipt for proof of cleaning. If we do not receive a receipt, SBG will clean the carpets and you will be charged for steam cleaning. If carpet is not acceptable and needs to be cleaned again, the resident will be charged. Please do not use steam machines that can be rented in grocery stores or Rug Doctor type cleaners. The cleaning quality is not acceptable. Some cleaning services are not quality oriented.
- CMG Leasing will provide the carpet cleaning service at a competitive price and deduct cost from the security deposit.

#### **WALLS**

Any marks that exist at the time of move out will be charged according to the scheduled painting charges. Do not use steel wool, "magic wall erasers", or other abrasive cleaners as they scratch the surface. When placing furniture in your rooms, be sure it is three (3) inches away from the wall to prevent black marks, which cannot be washed off. Be careful not to mark the walls when placing furniture in the apartment or removing it. Marking and damage to the walls is not considered normal wear and tear.

#### **56. TYPES OF STAINS**

Act quickly; remove spots or stains before they have a chance to dry or "set". Have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain, as the

wrong cleaning agent may set the stain. Never allow beverages containing alcohol to remain in the carpet. Dilute with clear water. Suction up liquid. A detergent solution of one-teaspoon neutral detergent to one teaspoon of white vinegar mixed with one quart of warm water is a good inexpensive solution for cleaning.

If you cannot identify a particular spot or stain, you may:

1. Remove the excess material. If it is solid, remove it with a blunt instrument. If it is liquid, remove it with a clean absorbent cloth or sponge.
2. Apply the detergent-vinegar-water-solution mentioned above.
3. Blot the area gently with a clean, white cloth from soiled edge to center.
4. Dry the carpet.
5. Apply the detergent-vinegar-water solution again if necessary.
6. Dry carpet and brush pile to restore original texture. With any type of cleaning, avoid getting the carpet too wet and dry it as quickly as possible. Dry air from a fan or vacuum cleaner attachment (if spot cleaning) are helpful when drying wall-to-wall carpeting.

**Oily materials such as: butter, hand cream, grease, or ballpoint pen ink:**

1. Remove excess materials with a blunt knife.
2. Apply a dry-cleaning fluid.
3. Dry the application if necessary.
4. Repeat the application if necessary.
5. Dry carpet thoroughly and gently brush pile.

**Oily Foodstuffs and Animal Matter such as: coffee, tea, milk, vomit, blood, ice cream, sauces, eggs, chocolate, salad dressing, or gravy:**

1. Remove excess material, liquids, and scrape semi-solids.
2. Apply solution of detergent-vinegar sparingly.
3. Dry carpet; apply household dry-cleaner (spot-remover).
4. Follow instructions carefully.
5. Dry carpet again and brush pile gently.

**Household Finishing Agents such as: varnish or paint:**

1. Blot excess with clean paper towel.
2. Apply a few drops of turpentine to clean cloth and dab lightly, working from the outside to center of stain. Apply household dry-cleaner (spot-remover) according to directions.
3. Let dry.

**Heavy Grease such as: tar, lipstick, crayon, or heavy grease:**

1. Remove excess material.
2. Apply household dry-cleaner (spot-remover) according to directions.
3. Reapply dry-cleaner (spot-remover).
4. Dry carpet thoroughly and brush gently to restore original texture.

**Foodstuffs, Starches, Sugars such as: candy, urine, excrement, fruit stains, alcoholic beverages, or soft drinks:**

1. Dry carpet and brush pile gently.
2. Blot up liquids or scrape semi-solids.
3. Repeat until clean.

**For Shellac:**

1. Use denatured alcohol, not turpentine.
2. Follow the same procedure as for paint/varnish.

**Chewing Gum:**

1. Hold ice-cube to gum until it becomes cold.
2. Remove material with blunt object. It usually can be pulled off.
3. Sponge lightly with nonflammable dry cleaner (spot-remover).

## what are bed bugs?

Bed bugs are about 1/4 inch long, with reddish-brown, oval, flattened bodies. They are easily mistaken for ticks or roaches. They feed mostly at night on the blood of people and animals.



Bed bugs can cause health problems and result in discomfort. Bed bug bites may cause a skin rash in some cases. Having bed bugs in your home may also cause stress and embarrassment.



Changes in modern pest control and the use of less effective chemicals are reasons for recent increases of bed bugs.

## do you have a bed bug problem?

Look closely at all bedding and bedroom furniture (mattress, box-springs, etc.). Bed bugs may be difficult to find. You will need to look for blood or small dark spots, especially in and around the seams of the mattress.

Look for any marks on your skin. You may see small bite marks in the morning. These bites may itch. Bed bugs usually bite while people are sleeping during the day or night. Other bug bites can leave similar marks. Not all people who are bitten by bed bugs will have bite marks.

The chances of having bed bugs increases if you or someone in your family have traveled recently or have gotten used furniture before noticing the bed bug marks.



### CONTACT US

**Environmental Health and Protection**  
Lexington-Fayette County Health Department  
804A Newtown Circle  
Lexington, KY 40511

Phone:  
(859) 231-9791

Fax:  
(859) 231-9459

Hours:  
8 a.m.-4:30 p.m. Monday thru Friday

[www.lexingtonhealthdepartment.org](http://www.lexingtonhealthdepartment.org)



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don't let the  
**BED BUGS**  
bite



Prevent and eliminate  
bed bugs before  
it's too late

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## where do they live?

Bed bugs can be found in homes, apartments, hotels, motels, dorm rooms and modes of transportation. They are found in fabric and wood, not metal and plastic.

Places to look include:

- mattresses and box springs (in seams and creases), bed frames and headboards;
- along/under the edges of carpet (behind beds and furniture);
- hardwood floors (check corners and cracks);
- moulding and baseboard cracks;
- behind picture frames and wall hangings;
- in switch plates and outlets;
- under loose wallpaper and paneling;
- in clothing stored in closets and drawers;
- inside clocks, phones, TVs and smoke detectors;
- and cloth chairs and sofas (seams, skirts and under cushions).



## Eliminate the problem Prevent the spread

• Pick up everything in the infested room, and put anything that you need to keep in a zippered plastic bag. Put it in a hot, sunny place (120°F minimum) or below freezing (below 32°F) for a couple weeks.

• Bedding and clothing will need to be bagged and washed in hot water (120°F minimum) or thrown away.

• When trying to clean carpets from bed bugs, vacuuming will not be enough. You must steam clean this area at a temperature of at least 120°F. The carpet may need to be replaced.

• For less severe cases, zippered covers (available at bedding and allergy supply stores) may be used to keep bed bugs off the mattresses and box springs.



• Do not pick up any used furniture or mattresses/box springs from the roadside or by garbage containers.

• If you have gotten furniture from a rental service, always check the seams and any creased areas for bed bugs.

• When traveling, check rooms thoroughly before placing luggage on the floor or bed.

• Do not sit on furniture or lay in beds where you think there may be a problem.

• While cleanliness is not a major factor in fighting bed bugs, it is a good idea not to have clutter around your home or in your room.

• Once bed bugs are in a building, they often spread from room to room. Completely checking the problem is necessary so all areas can be treated to prevent spreading.

### SEEKING ASSISTANCE IS IMPORTANT

If you live in an apartment building and think there are bed bugs, you need to call your landlord about the problem. All apartments in a building with bed bugs need to be checked and treated. You or your landlord need to call a licensed pest control company to schedule an appointment for an inspection and treatment.

### ARRANGE FOR PICK-UP OF BADLY INFESTED ITEMS

If mattresses and box springs are badly infested, spray paint a warning sign on both, or slash both of them, and seal with plastic. Contact the Division of Solid Waste at (859) 425-2255 for special pick-up of these items.



