



## *Welcome to your new home!*

Welcome to your new residence and All County® Premier Property Management. We would appreciate it if you would **let us know your new phone numbers** as soon as possible. Remember to also **have all the utilities put in your name** effective the first day of your lease.

The following information is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with All County® Property Management.

Included in this package is:

- All County® contact numbers
- Maintenance guidelines
- Care and use information
- Utility and service directory
- Local Police and Fire department phone numbers
- Move-out procedures

Please review these documents and keep them on file for handy reference.

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### **All County NEO Contact Information**

All County®  
NEO Property Management  
10000 Aurora-Hudson Rd., Suite C  
Hudson, OH 44236

All County® NEO Property Management main phone line is 330-348-5200

Email address is: [contact@allcountyneo.com](mailto:contact@allcountyneo.com)

### **PAYING RENT**

- Rent is due on the 1<sup>st</sup> of each month. It may be mailed or delivered to our office.
- Make checks payable to: **All County® NEO Property Management**
- Rent may be paid by personal check, money order or cashier's check. **NO CASH! Remember that late charges begin on the 2<sup>nd</sup> of each month** (rent must be received by the 1<sup>st</sup> to avoid late fees, post mark dates will not be considered).
- Please put your name and rental address on your check/money order every time to ensure that you are properly credited with the payment.
- Be sure check or money orders are completed with the names of payer and payee. **All County® will not be responsible for cash or incomplete money orders left on premises.**
- Rent delivered to All County® should be deposited in our drop box located outside the main door during business hours, as well as after hours.

- Receipts will not be given for rent payments during business hours. A self addressed stamped envelope, with a note requesting a receipt, must accompany the rent payment, and one will be mailed to you.

## **MAINTENANCE**

- If a maintenance issue should arise, a maintenance request form must be filled out and submitted to the office. These forms are printed on blue paper and will be given to you at the time of your lease signing. You may complete a maintenance request at [www.allcountyneo.com](http://www.allcountyneo.com) or fax your request to 330-348-5151. We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request.
- When making a request, be specific about the problem and where it is located. Remember to include your name, address and the best time and number(s) to reach you at.
- Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair-person into the property. Otherwise, you must give permission for All County® to provide a key for the vendor to enter during your absence. Please note: all vendors are licensed and insured, but are not affiliated with All County®, as we do not have a maintenance staff.
- Tenants are responsible for securing any pets that vendor may encounter. Failure to do so will result in work request not be completed and Tenant be charged for the service call.

## **EMERGENCY MAINTENANCE**

- If you have an emergency that cannot wait until the next business day and it is before or after regular business hours, you can call our office and choose the **emergency maintenance request option**. Leave your name, address, telephone number and nature of the emergency. **Make sure the number you leave will accept private calls**. Phone numbers that do not accept private calls will not receive a return call and the request will not be answered.
- An emergency is considered a fire, flood, or any other hazardous or dangerous condition.
- An emergency is **NOT** your air conditioning not cooling, the oven not working, a problem with the neighbor, etc.

## **LOCKED YOURSELF OUT?**

- All County® keeps extra keys for each property. During regular business hours you may come by and borrow a key, which must be returned to our office within 24 hours. After business hours, keys are not available and you will have to call a locksmith.
- Be sure to carry all your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property, they are required to secure the premises when they leave. That includes setting the deadbolt or locks whether you

set them or not.

## **CARE AND USE INFORMATION**

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times. If you have questions about the use and care for items not on this list, please call All County® NEO Property Management.

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PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY

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### **AIR CONDITIONING AND HEATING UNITS**

- All Tenants are responsible for cleaning and replacing the filter at least one time per month. Problems caused from the failure to clean/replace the filter may be the tenant's responsibility.
- Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away dust and help the unit work more efficiently.
- Do not place furnishings or anything against the return vent that will block airflow.
- Make sure outside unit is clear and unobstructed. Placing objects upon or against Unit will cause it to burn up the motor.
- In the event air conditioning is not functioning, make sure the circuit breaker is not tripped. If you detect water around the unit, it generally is because the drain line is clogged. This is usually a result of not changing the filter regularly. A drain line can be unclogged by sucking it out with a wet vac. Pouring vinegar periodically will also keep the line free of buildup.

### **DRAINS AND TOILETS**

- Avoid letting food, hair, grease and too much paper get down the drain.
- Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading dishwasher.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking Soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- After bathing remove excess hair left at drain catcher to avoid clogs.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, diaper or handy wipes,

napkins or paper towels down the toilet.

## **GARBAGE DISPOSALS**

- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up **organic materials only**. Exceptions include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit is not operating check the reset button. Make sure everything is cleared from unit and nothing is jamming it. **Problems caused by users are the tenant's responsibility.**

## **POWER OUTAGES**

- If the power goes out in your home, check to see if the whole area is without power. If it is out in the entire area, chances are the provider is already aware, but you can try to call and report it.
- If the power is only out in your home/unit, check the circuit breaker box. One or more circuits may be tripped and you may see them in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem call your energy provider and report it. If they inform you that it is a problem with your individual unit, then call All County®.

## **REFRIGERATOR COILS/CATCH PANS**

- Keep coils on refrigerators free of dust.
- Most refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. It is normal for the drip pan to accumulate water. please take a moment to get acquainted with your appliances.
- Refrigerators need to have a normal amount of contents in order to stabilize their temperature. Make sure you give your unit enough time to get properly cold.

## **OVEN RACKS AND PANS**

- The easiest way to clean oven racks and pans is to put them in a heavy duty Garbage bag (do this outside), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks and pans and the grease will wipe off with very little effort.

## **MILDEW**

- Bleach is the best product for removing mildew that forms around the edges of showers, tubs, tile on the walls, around metal windows and anywhere there is moisture. The easiest way to remove mildew is to cut paper towels in half and fold them in one-inch strips. Dip each strip into the bleach bottle. Lay the bleach soaked strips directly on the affected area and leave it there for several hours. It works great! Remember to wear rubber gloves and have proper ventilation.

## **HOUSE PLANTS**

- Be sure that drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

## **KITCHEN COUNTERS**

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

## **WOOD DECKS AND PORCHES**

- Potted plants and flowers add beauty and appeal to a property. If you have Planters or pots, please put “feet” under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

## **LAWN AND SHRUBBERY MAINTENANCE**

- Lawns are to be kept mowed and in a neat fashion at all times. Bushes should be trimmed, so as not to grow unruly.
- Sprinkler timers should never be turned off. Hand watering is encouraged, but should observe any local watering restrictions. Brown spots from lack of water and any loss of lawn (due to bugs not reported) will become the tenant’s responsibility.

## **SMOKE DETECTORS**

- Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries at the beginning and end of daylight savings time.

## **GENERAL CLEANLINESS**

- While most of us don’t need reminding, it is important to keep your unit in a clean and sanitary condition.
- Take trash out immediately to trash receptacles. Do not leave trash outside by your door. This will attract bugs and unwanted pests.
- Discard cigarette butts in proper containers, not on the ground.

## **FINAL NOTE**

- Please be courteous to all neighbors.
- Watch out for children playing.
- Obey all local and state ordinances.