

## Flo-Mar Terraces

Tel [734-483-2240](tel:734-483-2240) • Email [Office@Flo-Mar.com](mailto:Office@Flo-Mar.com) • Web [Flo-MarTerraces.com](http://Flo-MarTerraces.com)

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### GENERAL INFORMATION

#### EMERGENCIES

- If you have a life threatening emergency, fire or robbery call **911** immediately, then call Flo-Mar.
- **Business Hours Apartment-Related Emergency:** Call the office at **734-483-2240**. If no one is available to take your call, please leave a message AND call the **After Hours Emergency Hotline 734-219-5276**.
- **The After-Hours Hotline is for EMERGENCIES only**, such as fire, flood, break-in, lock-out, no water, no electricity, etc. **Do not call the emergency hotlines for requests that can wait until the next business day** (examples: new parking permits, minor maintenance requests, etc.) **Feel free to email with questions or use the tenant portal to report maintenance, even after business hours, as the email is monitored regularly.**

#### PARKING

- **Vehicle Registration.** All tenant vehicles must be registered with Flo-Mar and have a Flo-Mar parking sticker. The Flo-Mar decal must be placed on front window driver's side. CARS WITHOUT VALID DECALS WILL BE TOWED WITHOUT WARNING AT OWNER'S EXPENSE. Vehicles must be owned by tenant. The first permit is free. Replacement permits cost \$5. The permit number must match the vehicle description & license plate on file, otherwise the vehicle will be towed. Register any vehicle changes at the office, even rental cars or temporary vehicles. **All parking lots are patrolled continuously.** To recover a towed car, contact Budget Towing (734) 485-2055.
- **Parking Lot Use.** Parking spots are not reserved. Do not park next to or in front of the dumpster. Car repairs may not be performed in the lots. Building hoses may not be used for washing cars.
- **Guest Parking.** Guests must park in designated visitor parking spaces.

#### UTILITIES

- SWITCH ALL UTILITIES INTO YOUR NAME IMMEDIATELY AS DETAILED IN YOUR LEASE.
- If at any time during your lease period FM must pay any part of your utility bill, an administrative fee of \$30 will be assessed.
- **Electricity & Gas.** Only through DTE Energy: 1-800-477-4747 or [www.DTEEnergy.com](http://www.DTEEnergy.com)
- **Telephone / Cable / Internet:** AT&T: 1-800-288-2020. XFINITY: 1-800-XFINITY. Your apartment is wired for high speed AT&T fiber internet and cable service. **Since service has been provided to the unit in the past, there is no reason to drill, cut into the walls or string new wires. If new holes are found that lead (via the cable) to your apartment or new wires**

*are strung without approval, you will be charged for their repair.* This may lead to disruption in your internet/cable service and require a further visit from a technician at your cost. In order to avoid any misunderstandings, *please schedule service calls 9AM-5PM, Mon-Fri. Please notify us 48 hours in advance about your installation appointment,* so that we can have a member of our maintenance team present to make sure that everything is installed correctly.

## **GARBAGE/RECYCLING**

- Please place all garbage in tied bags directly into the dumpster. Do not leave garbage in the hallways, balconies or next to the dumpsters as this will attract unwanted visitors. You will be **charged \$50** per violation if Flo-Mar must remove garbage on your behalf.
- **Recycling:** There is a dumpster in the parking lot. For additional Washtenaw County recycling available throughout the county, please check the resident portal.

## **INVENTORY SHEETS**

- Please return the inventory sheets to the Flo-Mar office **no later than 7 days after move-in.** This will prevent you from being charged for any damage caused by previous tenants.
- Submit only **one inventory sheet per apartment, signed by all tenants.**
- If you feel your apartment was not sufficiently cleaned before move-in, please notify us within 24 hours.

## **MAINTENANCE**

- File online maintenance requests through FM's Tenant Portal, located on the "Current Residents" section of FM's website. Please indicate:
  - earliest time for repair
  - permission to enter in your absence
- Verbal and email requests for repairs cannot be accepted.
- We do not schedule specific repair appointments.
- Do not attempt to repair anything yourself, no matter how small. We are here to help you.

## **SAFETY**

- If there is a **fire**, you smell **smoke** or notice **strangers / strange activity**: **CALL 911 IMMEDIATELY, AND THEN CALL FLO-MAR (734-483-2240).**
- **Lock Doors and Windows.** Keep all doors and windows LOCKED at all times, including common entry doors, even when you are home. Do not prop open building entrance doors or give keys to non-tenants.
- **Lights.** Keep a light on when not at home. We encourage tenants to have a light on a timer if they will be away for an extended period of time. Report any issues with outdoor lighting immediately to the office or emergency number if after hours.
- **Unfamiliar People.** Do not give strangers access to your building. Do not hold the door for anyone that you do not know. Have the tenant that the person is visiting come down to greet them personally. Meet your neighbors. Get to know who belongs in your house / building.
- **External Vendors, Repair People, Prospective Tenants.** Any work executed by an external contractor is overseen by a Flo-Mar employee. These external contractors do not have direct

access to Flo-Mar properties and must be admitted by a Flo-Mar employee. All prospective tenants touring apartments are accompanied by a Flo-Mar employee at all times.

- **Vacation.** If you will be away, have mail and newspaper services suspended. Let your neighbors know so that they can keep an eye out for suspicious activity. Let the office know that you will be away as well.

## RENT

- Rent is due on the **1st of the month**.
- **Pay via Tenant Portal.** Pay rent and view account details on the Tenant Portal, located on the Tenant section of FM's website. You should have already received a link to your secure, encrypted account.
- **Checks & Money Orders.** After hours, a check or money order may be placed through the drop slot in the hallway outside the office. Write your **Address** on the front of the check. Checks may be mailed to Flo-Mar Apartments, 2973 W Clark Rd, Ypsilanti, MI 48197, however, late fees will be assessed if it does not arrive before 5pm on the 3rd. Please be aware that checks received after the 3rd due to holidays / weekends will be considered late.
- **We do not accept cash.**
- **Late Fees.** First late fee: \$30 after 5pm on the 3rd. Second late fee: \$40 on the 8th.
- Outstanding balances will be deducted from any payment first, with remainder applied to rent.

## PETS

- **Animals are not allowed in your apartment at any time for any reason without PRIOR Flo-Mar approval.** If you have an unapproved animal, you will be charged a \$600 fee and the animal must leave the premises. **If you are considering getting a pet, be sure to discuss it with Flo-Mar beforehand.**
- **Small Pets.** Permission may be obtained for certain small pets that always remain in their containers, such as fish or other reptiles.
- **Cats/dogs:** We allow some indoor cats & dogs with PRIOR written permission. The cost for one pet is a \$300 nonrefundable pet fee + \$25 per month pet rent.
- **We do not allow pet-sitting or pet visitors. Such infractions will result in the \$600 fine and possible eviction.**

## OUTDOOR GRILLS / DECK ITEMS

- Ypsilanti Township has passed a law **prohibiting solid fuel cooking fires** at multiple-family houses, making charcoal grills illegal. Gas grills are still permitted. If we discover an illegal charcoal grill, we will ask you to remove it at once. If you fail to do so, we are required by law to inform the Township which may assess fines or other penalty. Stuffed furniture and beer pong tables are prohibited from decks and other outdoor areas. Tenants must keep decks in neat and orderly condition at all times.

## SMOKING

- **Smoking is NOT allowed in your apartment or in any Flo-Mar building at any time.** If you or your guests smoke outside, please dispose of cigarette butts properly. A \$50 trash

removal fee will be assessed if FM employees must clean up trash or cigarette butts. **A \$450 cleaning fee will be assessed for any room in which there has been smoking.**

## **NOISE**

- **Be Respectful of Neighbors.** Keep noise to a reasonable level and be extra considerate late at night.
- **Noise Disturbances.** If bothered by noise after 10pm, please call the police and notify the office on the following day so that we can address the issue.

## **LOCK-OUT**

- A \$50 service charge will be assessed after regular office hours.

## **RENTERS' INSURANCE**

- **All tenants are required to have an insurance policy for their personal property.** Check whether your parents' Home Owners insurance policy or your Auto Insurance policy covers your personal property. If not, you must purchase Renter's Insurance.

## **CARE AND CLEANING**

- **Granite Counter Tops**
  - Avoid harsh cleaners or abrasives containing lemon juice or citrus which can etch and dull the surface.
  - Clean surfaces with a soft cloth using mild liquid soap and warm water to remove most residues.
  - For stubborn stains, use a soft non-abrasive bristled brush and scrub lightly.
  - Too much cleaner or soap may leave a film and cause streaks. To remove soap scum, use a non-acidic soap scum remover. Rinse and towel dry surface to prevent spotting.
  - To prevent staining, any spills, dirt, grease or oils should be wiped up quickly to reduce the chance of stain forming.
- **Bamboo Floors:**
  - Vacuum or sweep floor on a regular basis or as needed to remove dirt, sand or grit.
  - Soak up spills immediately using a dry towel or dry mop.
  - For general cleaning, use Bona Pro Hardwood Floor Cleaner & Bona Pro Hardwood Floor Mop.
  - Fit furniture legs with felt tips or protective caps. Fix rolling furniture with soft rubber casters. Pick up heavy furniture or appliances; do not slide.
  - Keep pets nails trimmed to avoid excess scratching.
  - Limit direct sunlight on floor by using curtains and blinds in areas that are exposed to high UV rays.
  - Never wet-mop a hardwood floor. Standing water may cause permanent damage.
  - Never use any of the following products on your floor: ammonia-based cleaners, mineral spirits, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never apply wax treatments to your floor.

- Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor.
- Do not use rugs with solid rubber or vinyl backings. Rugs must be made of a breathable material to prevent moisture entrapment. We recommend using a breathable rug underlay. Mesh or grid patterns are best.

## PICTURES AND WALL HANGINGS

- Hang pictures with brads, which may be obtained from the Flo-Mar office.
- **Do not use tape or sticky stuff.** These materials cause permanent damage. 3M Brand contact strips are allowed and will not damage the walls when used appropriately.
- Do not use push-pins. They make large holes.
- Dart boards are strictly prohibited. Wall repairs are expensive, and you will be charged.

## DISHWASHERS

- Rinse dishes to remove large food particles before placing dishes into dishwasher.
- **Use only dry dishwasher detergent. Other detergents will damage dishwashers, cause leaks and leave dishes dirty.**

## GARBAGE DISPOSAL

- To prevent sticking, waste must be ground **immediately**.
- Large or hard objects--such as corn cobs, bones, bottle caps, underwear, etc.--must **not** be placed in garbage disposals. **DO NOT** put **pasta, rice, or peels from items such as potatoes, onions, oranges, or bananas** in garbage disposals.
- Make sure water is running when disposal is turned on.
- You will be **charged \$35** if we must fix your disposal because of misuse.
- You will be **charged \$150** if we must replace your garbage disposal because your misuse has rendered it irreparable.

## TOILETS

- **Buy the best plunger (bell-shaped & black, approximately \$5)** to unclog toilets.
- **Pads, tampons, paper towels and baby wipes - regardless of manufacturers' claims, should not be flushed.** Only toilet paper and human waste may be flushed. Any and all damage, including cleaning of premises and sewers, is the responsibility of tenant. You will be charged the full cost of having the sewer cleaned out if the clog is caused by unapproved items (usually over \$100).

## SHOWER/BATH TUB

Every apartment is required to have a shower curtain and bathmat. If you do not have one, we will provide one and charge you a \$25 fee. Water allowed to accumulate on the floor frequently causes leaks in neighboring apartments. If a resident allows water to accumulate on the floor through negligence (e.g. not using a shower curtain or bathmat, or overflowing the toilet), they will be charged for any subsequent repairs.