



## Tenant Info Packet





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# WELCOME TO YOUR NEW HOME

All of us at Trott Properties hope you find your new apartment comfortable and inviting to come home to.

We make every effort to ensure each apartment has been freshly painted and thoroughly cleaned. If we have missed something, please call us at 947-6979 so we can affect any repairs.

Our goal is to not only meet but exceed your expectations. Please let us know how we're doing.

Please take a few moments and go over the documents we have enclosed in your "welcome packet". We have enclosed information on installation of your telephone, cable television and other information you may find helpful if you are new to the area.

# ATTENTION ROOMMATES

If the occupants of your apartment changes from what is on your lease, then you must notify us immediately.



We hold all lease signers responsible for rent payment and any damages to the unit. For this reason, it is best for all involved that leases be kept up to date.

Roommates leaving should send us notice in writing of their intent to vacate. Walk in/out inspections may be done to release the vacating roommate with any future damage billing, rent payments, etc.

If you intend on changing roommates, please obtain an application from our office for the new tenant. Once approved, they will be added to the existing lease.

# ON-SITE DUMPSTER

**WE NEED YOUR HELP!**

To utilize maximum space, please make sure you "crush" your cardboard before placing it in the dumpster!



Please reach out to your individual town about recycling opportunities !!



# EXTINGUISHING FIRES



## FOR GREASE FIRES

### DO:

1. Turn off Stove
2. Cover burning container with lid or pan to smother fire.
3. Call 911 or the fire emergency number for you area.

### DO NOT:

- **Throw water on a grease fire. You may cause an explosion.**

## FOR ELECTRICAL FIRES

### DO:

1. Unplug burning appliances.
2. Turn off circuit breaker
3. Unscrew fuse.

### DO NOT:

- **Throw water on fire or touch burning element**

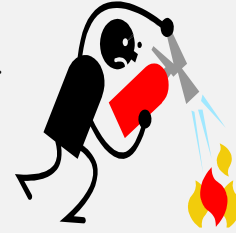
## FOR OVEN FIRES

### DO:

1. Close oven door and leave closed (this cuts off oxygen).
2. Turn off oven.

### DO NOT:

- **Throw water on fire or touch burning element**



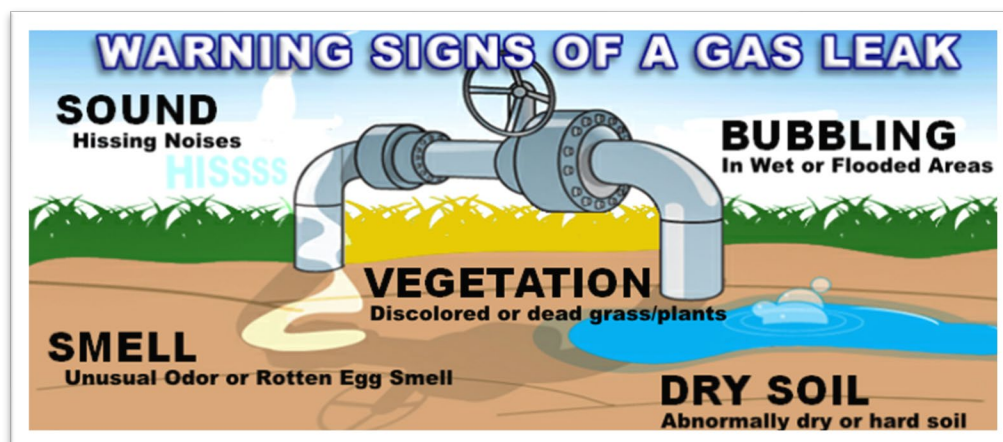
## FOR GAS LEAKS

### DO:

1. Open doors to room and get out
2. Call Fire Department

### DO NOT:

- **Use telephone, turn off lights, use a flashlight, or put key in lock in a room with a gas leak. The slightest spark can cause an explosion.**



# CARE OF RANGES AND OVENS

We have put together the following list of helpful hints for you to use when caring for your range and oven.

## BURNERS AND TOP OF RANGE

1. Clean top burner pans and the top of the range after each use to eliminate grease buildup and prevent acid from foods from damaging the finish.
2. Use glass or tile cleaner.
3. Use a scouring pad to remove burned on grease from burner pans or top of the range



## OVENS

1. Clean burned on food.
2. Regularly clean with glass or tile cleaner.
3. Use a good oven cleaner at least every six months. Be sure to follow instructions on the can.
4. If your oven is self-cleaning, clean the oven every six months following the instructions in the oven's operating manual.
5. If you do not have an operating manual, contact our maintenance supervisor for instructions.



## RANGE HOOD

1. Clean vent filters over the range every month in hot, soapy water.
2. Clean the range hood using a glass or tile cleaner



## POURING INTO SINKS

1. People sometimes put things into their sinks that cause serious problems. But you can help prevent them. First, you can help protect the environment by **NEVER** pouring insecticides, household paint, gasoline, acids, kerosene, or any toxic chemicals down the drain. Not only are they hard on drains and pipes, but they make the job of treating sewage more difficult and increase operating costs. Second, you can help keep your drains in good working condition by keeping the following in mind. **Clogged toilets and drains are the responsibility of the tenant.**



1. **KITCHEN GREASE:** should be collected in a container and put **into the garbage can.**
2. **FLUSHABLE WIPES, RAGS AND PAPER TOWELS:** will clog pipes if thrown into the **toilet. Throw them in the trash.**
3. **CANDLES:** should be thrown into the trash, not the garbage disposal. Wax can clog pipes.
4. **PICNIC ITEMS:** such as plastic knives and forks should be kept out of the garbage disposal. Throw them away instead.
5. **COFFEE GROUNDS, TEA BAGS AND EGGSHELLS:** **should be** thrown into the trash, not put in the garbage disposal.
6. **MOTOR AND LUBRICATING OILS:** clog drains by catching and holding unwanted debris in your pipes. Most gas stations will accept used oil for recycling.
7. **HAIR CLOGS DRAINS AND PIPES:** Keep your plumbing system clean by using a hair filter. Clogged drains are the tenant's responsibility.
8. **LUMPS OF TOILET PAPER** **dissolve too slowly.**

# CARPET STAINS

We want to help you keep the carpeting in your apartment looking good. Here are some tips for getting out tough stains. If the stain does not come out, or if the type of stain is not listed below, you may need to call a professional cleaner. **Carpet cleaning is the responsibility of the tenant.**

## FOOD

For a food stain that is still wet, put club soda on the stain. Then soak it up with a dry white cloth. For a food stain that has dried apply a cleaning fluid for oil-based stains. (see also Chewing Gum' below).



## WINE, OTHER ALCOHOLIC BEVERAGES

While the stain is still wet, pour rubbing alcohol on it and rub with a sponge. Flush the stain with water and pat dry with a white cloth. If the stain persists, you may need to contact a professional carpet cleaner.



## BALLPOINT OR FOUNTAIN PEN INK

Apply hairspray to the stain. Then press down on the stain with a white cloth.



## CHEWING GUM

Put an ice cube on the chewing gum for 30 seconds. Then use your fingers to pick off as much of the gum as possible. Use a cleaning fluid for oil-based stains - such as Afta, Carbona, Energine, or Everblum - to get out the rest of the gum. (You can get these products at a hardware store). Put some cleaning fluid on a white cloth and rub it into the stain. Then, using another dry white cloth, wipe the stain vigorously. Repeat this procedure until the gum disappears.





# TROTT PROPERTIES

**MOVE-OUT CHARGES PRICE LIST** (This list is an example only; prices may be higher or lower due to market/inflation fluctuations. This list is not all inclusive)

<b>CLEANING</b>	
Clean refrigerator	\$75.00
Clean stove top	\$75.00
Clean oven	\$100.00
Clean stove hood	\$50.00
Clean kitchen cabinets	\$125.00
Clean Kitchen Floor	\$125.00
Clean tub/shower and surround	\$75.00
Clean toilet & sink	\$50.00
Clean bathroom cabinets & floor	\$50.00
Vacuum throughout dwelling	\$125.00

<b>FLOORING</b>	
Remove carpet stains (per stain)	\$50.00
Deodorize carpet	\$150.00
Repair carpet	\$1 - \$1,000
Repair linoleum	\$1 - \$1,000
Replace kitchen linoleum	\$1 - \$1,000
Replace bathroom linoleum	\$1 - \$1,000
Replace carpets due to cat urine or cat damage	\$1 - \$2,000

<b>WALLS</b>	
Remove mildew & treat surface	\$75.00
Cover crayon marks	\$75.00
Repair hole in wall	\$50 - \$75

<b>WALLS</b>	
Remove wallpaper (per hour)	\$75.00
Repaint (per hour)	\$75.00
Candle soot damage (per hour)	\$75.00

<b>ELECTRICAL</b>	
Replace light bulb (per bulb)	\$10.00
Replace light fixture globe	\$50.00
Replace light fixture	\$75.00
Replace electrical outlet/switch	\$25.00
Replace electrical cover plate	\$10.00

<b>PLUMBING</b>	
Replace kitchen faucet	\$150.00
Replace bathroom faucet	\$150.00
Replace faucet handle	\$75.00
Replace faucet aerator	\$50.00
Replace showerhead	\$75.00
Replace toilet	\$250.00
Replace toilet seat	\$50.00
Replace garbage disposal	\$175.00

<b>LOCKS</b>	
Replace key (door or mailbox)	\$25.00
Replace cylindrical door lock	\$100.00
Replace passage door lock	\$100.00
Replace mailbox lock	\$50.00
Keys not returned	\$125.00

<b>WINDOWS &amp; SCREENS</b>	
Replace windowpane (sgl)	\$175.00
Replace windowpane (dbl)	\$175.00
Rescreen window screen	\$50.00
Replace window screen	\$75.00

<b>DOORS</b>	
Repair hole in hollow-core door	\$125.00
Repair forced door damage	\$150.00
Replace door (inside)	\$200.00
Replace door (outside)	\$400.00

<b>MISCELLANEOUS</b>	
Replace refrigerator shelf	\$75.00
Replace stove/oven knob	\$50.00
Repair plastic countertop	\$100.00
Replace plastic countertop	\$700.00
Replace mirror	\$75.00
Replace medicine cabinet	\$200.00
Replace towel bar	\$50.00
Replace shower curtain rod	\$50.00
Replace shower/tub enclosure	\$850.00
Replace thermostat	\$125.00
Fumigate for fleas	\$250.00
Remove junk & debris (per man hour)	\$75.00
Exterior siding damage labor (per hour)	\$75.00
Exterior siding damage (per square foot)	\$40.00
Damage to shrubs (each)	\$150.00

# CANDLE BURNING TIPS



Candle burning is very popular with many of our tenants, so we want to mention a few words of caution.

- 1. Never leave a burning candle/incense unattended**
- 2. Keep lighted candles/incense out of reach of children and pets**
- 3. Avoid burning candles/incense near something that can catch fire (curtains, etc.).**
- 4. Avoid putting candles/incense in drafts to prevent rapid and uneven burning and excessive dripping.**
- 5. Candles/incense should always be burned in proper candle/incense holders or bases made especially for this.**
- 6. Extinguish candle/incense when they get within two inches of their holders or decorations.**
- 7. Keep wicks trimmed to one-quarter inch. Crooked or long wicks cause uneven burning, dripping and soot.**

**SOOT** is a natural by-product of incomplete combustion and is comprised of burnt carbon particles. Soot can be caused by fireplaces, stoves, furnaces or even from cooking. If candle wicks are kept trimmed and there is proper ventilation with no drafts, there should be no incomplete combustion and, therefore, no sooting from candles/incense. The size of the wick and flame helps determine the amount of soot produced. Candles made from fully refined paraffin should burn cleanly if used properly. Your home may collect soot from extended candle/incense burning or from improper use.



**\*\* Our move out charges include charges for repainting an apartment that has excessive soot from candle burning and incense burning.**

# PREVENTION OF ELECTRICAL FIRES

We would like all residents in our apartment community to be aware that certain conditions can lead to dangerous electrical fires. You can prevent electrical fires - and help ensure your own safety - by heeding the following precautions.

DO:	DO NOT:
<ul style="list-style-type: none"> <li>• Check the cords on lamps and household appliances to make sure that they are not split or frayed and that the wire inside is not exposed. Exposed wires can emit heat and sparks, igniting a fire. Also, check the plugs on lamps and appliances to make sure they are not broken. Replace any appliance that has a defective cord or plug.</li> <li>• Follow manufacturers' specifications when using extension cords; make sure they are appropriate for the appliance you are using. Extension cords numbered 14 or 16 are not suitable for anything more than a lamp or small appliance - like a clock radio. To be safe, buy an extension cord labeled "heavy duty" so that it can safely accommodate any appliance you attach to it.</li> <li>• Look closely at the label when buying a portable electric heater for your apartment. Make sure it is approved by Underwriters Laboratories. The UL seal means that this appliance meets certain safety standards. If you are not sure whether your model is UL approved, call UL Headquarters at (312) 272-8800.</li> <li>• Make sure your portable heater is in good condition. Check it carefully to see that it has a protective grill covering the heating elements. Make sure the cord and plug are not broken or split.</li> <li>• Position portable heaters away from furniture, draperies, or any source of water. Never place the heater in the bathroom or near ANY water.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not pull the cord of an appliance when unplugging it. This can break the plug. Instead, grasp the plug when pulling it out from the outlet.</li> <li>• Do not overload outlets by using a "multi-tap" or "octopus connection". While these attachments facilitate plugging three or more appliances into one outlet, you could cause a fire. Do not plug more than two appliances into an octopus connection.</li> <li>• Do not place any electrical cords near baseboard heaters. This can cause the cord to crack, exposing the wire and possibly causing a fire.</li> <li>• Do not change fuses. Call our maintenance supervisor if a fuse blows. Do not try to replace the fuse yourself. A fuse box is your safety net, preventing too much power from surging through the electrical lines. If you have too many appliances plugged in at the same time, you may be drawing more power than can safely be conducted through the line. This causes a fuse to "blow". Do not be tempted to replace a blown fuse with one of greater amperage. If you do so, you are taking away the "safety net", enabling more electric current to flow through the line than it can handle. This can cause wires to heat up, starting a fire.</li> </ul>

## NORMAL WEAR AND TEAR VS. "DAMAGES"



Normal "Wear & Tear" caused by ordinary comings and goings:

- Well-worn keys
- "Stickey" key
- Balky door lock
- Depressurized fire extinguisher with unbroken seal
- Worn pattern in plastic countertop
- Rust stain under sink faucet
- Loose, inoperable faucet handle
- Rusty refrigerator shelf
- Carpet seam unraveling
- Threadbare carpet in hallway
- Scuffing on floor
- Linoleum with back showing through
- Wobbly toilet
- Rusty shower curtain rod
- Rust stain under bathtub spout
- Tracks on door jam where door rubs
- Door off its hinges and stored in garage
- Plant hanger left in ceiling
- Stain on ceiling caused by leaky roof
- Cracked paint
- Chipped paint (mirror)
- Mildew around shower or tub
- Urine odor around toilet
- Discolored light fixture globe
- Odd-wattage light bulbs which work
- Window cracked by settling



"Damage" caused by carelessness, abuse, thievery, accident, rules violation, etc.

- Missing keys
- Key broken off inside lock
- Door lock replaced by tenant without permission
- Depressurized fire extinguisher with broken seal (not used to put out fire)
- Burn in countertop
- Sink discolored by dyes/tenant products
- Missing faucet handle
- Missing refrigerator shelf
- Carpet burn
- Rust marks on carpet from indoor plant pot
- Gouge in floor
- Tear in linoleum
- Broken toilet tank lid
- Kinked shower curtain rod
- Chip in bathtub enamel
- Hole in hollow-core door
- Missing Door
- Clogged toilets/drains caused by tenant
- Stain on ceiling caused by tenant
- Crayon marks on wall
- Walls painted by tenant
- Mildew where tenant kept aquarium
- Urine odor in carpet
- Missing light fixture globe
- Burned out or missing light bulbs



Normal "Wear & Tear" caused by ordinary comings and goings:

- Dirty window screen
- Ants inside after rain storm – tenants are responsible for ant traps
- Grease stains on parking space
- Minor fingerprints on wall

"Damage" caused by carelessness, abuse, thievery, accident, rules violation, etc.

- Window cracked by tenant or guest
- Missing, bent, or torn window screen
- Fleas left behind by tenant's pet
- Caked grease on parking space
- Candle soot on walls & ceiling

This list is not all inclusive. If you are not sure what is your responsibility versus the Landlord, please contact our office at 947.6979



## FOR YOUR INFORMATION

The main electrical shutoff for your dwelling is located:

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Check there to see whether a fuse has blown or a circuit breaker has tripped. Restore service by replacing any fuse which appears to be blown (use one with the same number on it) or by flipping the circuit breaker switch back and forth once.

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The main gas shut off for your dwelling is located:

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but there may be an individual valve on the line supplying each appliance as well. Shut off the gas by turning the valve 90 degrees, this is so it crosses the direction of the supply line.

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Whenever water rises in the toilet bowl, do not try flushing the toilet again. The bowl can hold just one tank of water at a time. More water from the tank will only cause the bowl to flow over. Use a plunger first, and then try flushing it again. Do not try to flush feminine napkins, flushable wipes, or paper diapers down the toilet. They may disappear from the bowl, but that's no guarantee they'll clear the sewer pipes completely. This could cause you to have an expensive plumber's visit.

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Whenever you have showered or bathed, please take a moment to mop up the excess water on the bathroom floor. A dry floor is a safe floor.

The main water shutoff for your dwelling is located:

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but you may be able to shut off the water to an individual faucet by turning off the supply valve below your sink or toilet (not your tub or shower). If hot water is leaking anywhere, shut off the valve on top of the hot water heater.

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Whenever you use the garbage disposer, if you have one, feed garbage in gradually along with lots of cold water, and let the water run for half a minute after you turn off the switch. Use the disposer only for those things which are edible, but don't put either cooking oil or grease down it; put them and everything else except toxic liquids into the trash. Keep metal objects out of the sink while using the disposer and turn off the switch immediately if you hear any loud metallic noises. Do not put your hand into the disposer (use tongs to retrieve objects) and do not use any chemical drain openers. If the disposer stops running on its own and you haven't heard it make any strange noises, something may have gotten stuck. Try turning the blades with a disposer wrench. Then push the reset button. After you have tried all this and you find that it still doesn't work, call Maintenance.

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Whenever you want to remove the screens from your windows, please ask our Maintenance Department how to do it properly. Some screens have to be removed from the inside and some from the outside. We can show you how.

# SERVICE REQUEST

## PROCEDURES

During office hours you may request service by submitting your request via your tenant portal or phoning our office at 947-6979. Select the maintenance prompt. Please explain the problem and service you need as clearly and completely as possible. This will help us provide better service and ensure that we fully understand the request.

Please let the maintenance department know if it is permitted to enter your apartment if you are not home, or if you would rather schedule an appointment so you may be at home when our maintenance department arrives to take care of your request.

Our goal is to satisfy your request within 24 hours. If this is not possible, the maintenance team will notify you as to the expected date for completing the service. In some cases, a replacement part may not be available. Every effort will be made to satisfy your request as soon as possible. **Maintenance calls that are non-emergencies will be corrected during normal business hours only.**

Please notify us promptly of any needed repairs to equipment or fixtures.

In case of an EMERGENCY, call our office immediately. If an emergency occurs after hours, you will need to contact our maintenance team by calling our office and selecting the maintenance department prompt. As an example, tenants are responsible for items such as clogged drains, carpet cleaning, ant traps. We may be able to assist you but you may be charged at a rate of \$75.00 per hour if it is an item that the tenant is responsible for.

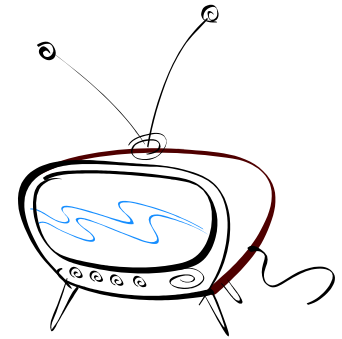
Examples of items considered emergencies are:

1. No heat in winter
2. No electricity
3. Any condition that might cause a fire
4. A gas odor
5. Refrigerator failure
6. No water
7. A plumbing leak or sewer stoppage that may damage personal belongings or apartment property.

We sincerely hope that our service request procedure will provide fast, courteous, and efficient service. If you have any questions regarding our service request policy please contact the office at 947-6979.



# TROTT PROPERTIES CABLE PERMISSION



FOR: \_\_\_\_\_

RESIDING AT: \_\_\_\_\_

Trott Properties hereby gives Spectrum/Fidium permission to drill any holes needed and run cable lines as necessary for the installation of Cable Television or High Speed Internet Service inside of the unit and in the basement.

**Prohibited:**  
**No wires may run outside the building.**  
**Satellite Dishes are not allowed.**

Tenants have asked about installing a satellite dish at their apartment. We **DO NOT** allow the installation of dishes and tenants will be required to remove any non permissible equipment, regardless of contractual agreements with vendors.





# TROT PROPERTIES

30 JUDSON BLVD.  
BANGOR, ME 04401  
947-6979

## **TO: All Trott Properties Tenants**

In order to avoid being locked out of your apartment and avoid this fee, please have an additional key made that you might leave with a friend, neighbor or hide in a safe place.

Trott Properties will charge a fee of \$50.00 if you are locked out of your apartment.

We apologize for any inconveniences this may cause you. If you have any questions, please do not hesitate to contact us.

## **CONTACT INFO**

Trott Properties Office  
30 Judson Blvd  
Bangor, ME 04401  
Office 207-947-6979  
[www.trottproperties.com](http://www.trottproperties.com)

Dale Clingerman  
Leasing Manager (Leasing Inquires)  
[Info@TrottProperties.com](mailto:Info@TrottProperties.com)

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Lisa Motto  
Office Manager (Rent or Payment Inquires)  
[Accounting@TrottProperties.com](mailto:Accounting@TrottProperties.com)



# KEY SIGN OUT

<b>NAME:</b>	
<b>PROPERTY:</b>	<b>UNIT #:</b>
<b># OF UNIT KEYS RECEIVED:</b>	<b>DATE RECEIVED:</b>
<b># OF MAILBOX KEYS RECEIVED:</b>	<b>DATE RECEIVED:</b>
<b># OF UNIT KEYS RETURNED:</b>	<b>DATE RECEIVED:</b>
<b># OF MAILBOX KEYS RETURNED:</b>	<b>DATE RECEIVED:</b>

**Acknowledgement & Acceptance:** The undersigned tenant(s) hereby acknowledge receipt of the “tenant info packet” and have read, understand and agree to the policies and procedures set forth by Trott Properties provided in the information within. Tenant(s) also accepts receipt of keys to the above mentioned unit and certify to not copy and/or distribute keys to unauthorized parties. Tenant(s) also agree to return all keys associated with the unit, in a timely manner, at the time of vacate.

<b>X</b> _____ Tenant	<b>X</b> _____ Trott Properties
Date:	Date:

# Tenant Info Packet

Revised 12/05/2024

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**CONTACT US**



30 Judson Blvd Bangor,  
ME 04401



Office: 207-947-6979



[www.TrottProperties.com](http://www.TrottProperties.com)