

# Happy Holidays

From The Staff

Place  
Refrigerator  
Magnet  
HERE

at Shires Housing

## IMPORTANT PHONE NUMBERS

Shires Housing Office: 802-442-8139

Maintenance Requests: 802-442-8139 ext. 4

**EMERGENCY MAINTENANCE - Call the office, if closed call pager below:**

**EMERGENCY MAINTENANCE PAGER: 802-742-6530**

(stoves and refrigerators not included)

## UPCOMING EVENTS

Complimentary Christmas Tree Removal (Remove all tinsel first!)

WEDNESDAY, JANUARY 7<sup>TH</sup>, 2015

## We Want Your Thoughts & Feedback!

Our mission is simple. We provide top-quality apartments at prices that fit the budgets of regular working folks. Anything we can do as a community to improve the quiet enjoyment of your home, to keep costs low, and to improve our environment to be safe and welcoming for everyone is what we want to hear from you.

### Stop by, call, write, or e-mail us!

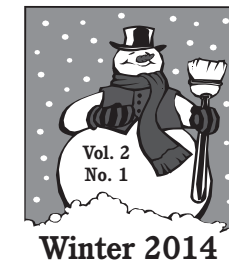
Our Shires Housing office is located at 302A South Street.  
Mail: Shires Housing, P.O. Box 1247 • Bennington, VT 05201  
Phone: 802-442-8139 • Fax 802-442-5125  
www.shireshousing.org • info@benningtonhousing.org



# You Deserve A Great Place To Live!



# Newsletter



## Shires Housing Welcomes VT Arts Residents!

Beginning on January 1st, Shires Housing will be taking over management of the VT. Arts buildings located in North Bennington and Bennington. Comprising 15 units in several interesting and unique buildings, we want to give a warm welcome to these residents to the Shires Housing community!

Being a part of the Shires community means fulfilling the dream of having a great place to live that fits the budgets of regular working people. It means being able to take control of your finances and your life for the better. It means having the quiet enjoyment of your housing that you deserve.

Shires Housing is not like your average landlord. For one thing, if you ever have a problem, you can call the Shires Housing office (see our contact info on the back page) and speak directly to us and we will address your concerns.

We believe in keeping our units in tip top shape! That means we'll check at least once a year to make sure everything is in good working order. If you ever have a problem with something in your apartment, Shires Housing has a full time maintenance staff that is dedicated to keeping everything in good shape.

If you have an emergency, you can call us 24/7 (see story inside) and we will be there to assist you.

Nobody likes rules, but when it comes to your safety and your quiet enjoyment of your housing, we have your back. Everything we do is geared towards providing you with a home you can be proud of. If you have an issue or question, or problem... talk to us! We are here to serve you and to make sure your housing meets your expectations at all times.

**At Shires Housing We Believe That EVERYONE Deserves A Great Place To Live!**

## Inside:

Take Extra Precautions To Avoid Injury

FREE Christmas Tree Removal!

Save The World (Don't abuse your thermostat!)

How to Handle Maintenance EMERGENCIES

Beware The Snowplow

## Refer a Friend to Shires Housing

Refer a Friend to Shires Housing and get **\$100 OFF** Your Next Month's Rent!\*

Do you have a friend or a relative who wishes they had a nicer place to live? A more affordable place to live? You should let them know about Shires Housing – and have them tell us that you referred them!

If you refer a friend or relative, and they end up signing a lease with us, we'd like to thank you by giving you \$100 off your next month's rent.\* There is no limit to the number of friends and relatives you can refer, so feel free to earn as many referral fees as you can!

\*Available after your referral results in a signed lease with Shires Housing.

## Bikes, Trikes, and Summer Fun BEWARE THE SNOWPLOW

Summer already seems a distant memory as the snow piles up. It is amazing how time flies! In the hustle and bustle of the season, it is easy to forget our beloved bikes, trikes, and other summer seasonal items as the snow begins to hide everything under its white carpet.

Unfortunately, the snow, and the need for its removal, puts these items in serious danger! Beware the snowplow and the damage it can cause to your items!

In the interest of safety and snow removal, all summer seasonal items should have been removed from all common areas prior to November 1.

Take a look around... anything left out there? If so, rescue it now! Any items still in common areas will be removed by our staff if we see it before the snowplow comes... but we can't rescue it if we can't see it, so you can help by making sure all your items are safely stowed for the winter. Think spring!



## Oh, The Weather Outside Is Frightful...

Take extra precautions to avoid injuries!

Winter is here and we're writing to remind you to take extra precautions at this time of year to avoid slipping on snow and ice. We try to make living here comfortable for you and to remove snow and ice hazards. But it's impossible for us to remove all hazards and to guarantee your safety. So we ask that you be very careful during snowy or icy weather.

Here are some guidelines to help you avoid injury:

- ◆ Stay indoors if possible when you see snow and ice accumulations.
- ◆ If a snow or ice storm strikes during the night, try to alter your morning schedule. If possible, don't hurry out before plowing has been completed.

**"Black ice" is a thin layer of invisible ice that can form on concrete.**

◆ Be extra alert for and extremely careful of "black ice." This is a thin layer of invisible ice that can form on concrete. You might think that the sidewalk is clear, step on black ice, and slip. In particular, check for ice before walking on the pavement in the morning if you see snow on the ground or know there was precipitation and the temperature was near or below freezing during the night.

◆ Walk slowly and hold onto railings when walking in icy weather.

◆ Plowing and salting will be done once a storm is over — generally not during.

Please let us know if we can be of any assistance or answer any questions. We wish you a safe winter!

## Complimentary Christmas Tree Removal Service

An after-Christmas gift for you! Shires Housing staff will be taking away Christmas trees — free of charge — for all residents on Wednesday, January 7, 2015.

While Santa can make it to every house in one night, we can make it to every Shires apartment in one day only with your help! Please support our hard working maintenance staff and keep the area around your building as tidy as possible by placing your tree either behind the dumpster or, if your home does not have a dumpster, please choose a spot within the trash disposal area which is easily accessed by our pick-up truck and we will take it from there.

**FREE Pickup  
For Trees Is:  
Wednesday  
January 7th  
2015**

**Remember, all tinsel and garland must be removed from your tree before bringing it out to be picked up.** Hey, it is a small "price to pay" for an otherwise FREE environmentally friendly and useful service!

Don't miss the date! Regretfully, if your tree is not in the correct location by the time of pick up you will be responsible for the disposal of your tree.

Did you know recycled trees are most commonly used for mulch, erosion protection, habitat creation and shoreline stabilization? So remember to remove all tinsel, and have your trees ready to be picked up by January 7th!

## How To Handle Maintenance EMERGENCIES

**1 Start by determining if your issue is an emergency.**

Here are examples of maintenance emergencies:

- you have had a fire in your apartment
- you have no heat
- your hot water is cold
- a fire alarm has sounded in your apartment or building
- there is a sewer back-up in your apartment
- a sink or tub drain is so clogged that it will not drain water
- you have a water leak that you cannot put a bucket under to contain
- your toilet is plugged even though you used a plunger
- you are locked out of your apartment

If your issue is NOT an emergency call (802)442-8139 ext. 4

...and follow the directions. This will lead the you to the designated maintenance voice-mail. You will not receive a call back but DON'T WORRY; office personnel are checking these messages multiple times a day and a work orders will be generated for your repair. We will contact you and let you know when maintenance will be coming to your unit.

**2 Report Your Emergency**

### EMERGENCY DURING BUSINESS HOURS

If you have a maintenance emergency during business hours (Monday-Friday, 7:30 AM to 4:00 PM) please...

1. Call the Shires office (442-8139, Ext 1) **If no one answers the phone or you do not receive a call-back within 15 minutes**, you should then:

2. Call the Shires office (442-8139, Ext 7) and follow the directions which will activate the on-call paging system.

As always, our first concern is always your enjoyment of your housing. All repairs resulting from normal wear and tear are done at no charge to you. But hey, accidents happen, right? Even in the case of accidents where you will be asked to pay for a repair, you will be pleased to know that our rates are below regular market rates. Don't hesitate to call us with any maintenance issues you are having!

### EMERGENCY DURING NON-BUSINESS HOURS

If you have a maintenance emergency during NON-business hours (nights, weekends or holidays) please...

1. Call the Shires office (442-8139, Ext 7) and follow the directions which will activate the on-call paging system.

**If you do not receive a call-back within 15 minutes**, you may call the pager directly at 802-742-6530. You will be asked to "leave a numeric message" which is the phone number at which we can call you back.

## Don't Abuse Your Thermostat And Help Save The World!

You might recall from your Resident Handbook that the thermostats are designed to be turned up to a maximum of 70 degrees. Quite simply, this is to help us keep costs low so you can enjoy a great apartment at a fair price. Plus, by keeping your thermostat at a maximum of 70° you are doing your part to reduce your carbon footprint and help out the environment at the same time!

Want to do more to help save the world? Try keeping your thermostat set at 65° and wear a sweater, or turn it down at night for ideal sleeping temperatures. For every degree you reduce the temperature, you are reducing the amount of energy used by 3%. That means by lowering 5° you are reducing your heating "carbon footprint" by 15%. That's an impressive difference you can make.

**Whatever you do, don't tamper with the thermostat** by trying to go OVER 70°! If you tamper with the thermostat and it breaks, the thermostat will stop working and there will be no heat in your apartment. Even worse, we will be forced to charge you labor and materials to repair the thermostat and get heat back to your apartment. Don't let this be an unnecessary expense you could have avoided.

