

## **MAINTENANCE**

Shires Housing is operated in accordance with the Housing Codes of the towns where our buildings are located (Arlington, Bennington, Manchester, North Bennington and Shaftsbury). We are committed to keeping your housing in excellent condition! Please contact us right away with any maintenance issues that you see.

*Please promptly report a leaky faucet or “running” toilet. One leaky faucet can waste up to 6000 gallons of water in a year!*

### **Rubbish Removal**

All common household trash must be placed in plastic bags using a closure of some kind to prevent spillage. A dumpster or trash cans have been provided; please use them. Trash bags do not belong outside of the dumpster. You are responsible for disposal/removal of used/broken furniture, appliances, television sets, computers and other electronic devices, mattresses, etc. to the nearest Transfer Station. Do not leave these items in or at the dumpster. Do not dispose of hazardous waste in the dumpster or trash receptacle.

### **Mold, Mildew and Condensation**

Because your apartment has a vapor barrier in the walls, the moisture level will sometimes get high in your apartment. It is important that you use your bathroom fan every time you take a shower or bath, and your stove exhaust fan every time you cook, to allow excess moisture to escape.

If you don't use your fans, moisture will accumulate in the apartment and mold and mildew will begin to grow on the walls, ceilings and woodwork. This will cause damage to the sheetrock and wood. You will be held responsible for the cost of these repairs. If you discover mold or mildew on your walls or in your closets, move your possessions away from the wall so that air can circulate and use a mold killing cleanser to remove it. Please do your part to minimize the occurrence and growth of mold in the unit you occupy.

### **Appliances**

We are committed to providing fully functional appliances for your convenience. If you have any problems with any of your provided appliances, call the office and we will make all the necessary arrangements to repair or replace malfunctioning appliances in a timely fashion.

While every annoying when an appliance breaks down, this is not considered a maintenance emergency. Shires Housing does not provide after-hours, holiday or weekend appliance (stove or refrigerator/freezer) repair services.

What about a broken refrigerator/freezer at night or on the weekend?

In the event that a resident's refrigerator/freezer malfunctions/ceases to operate after business hours, during the weekend or a holiday, it is the resident's responsibility to make arrangements to preserve their food by:

- asking relatives, friends, neighbors etc for space in their refrigerators/freezers, and/or
- placing their food in a cooler with ice.

The resident is also expected to notify Shires Housing following the General Maintenance request procedure and notify us that there is an appliance problem requiring resolution early on the next business day.

### **Keys**

You will receive 2 keys to your apartment when you move in. Lost or damaged keys can be replaced only by Shires Housing. They will cost \$8.00 each.

Locks are changed at the time of Move-In and residents must protect their security by not duplicating keys.

No bolt locks or any additional locking device may be added to doors or windows without permission of Shires Housing. Additional security devices are not allowed as this is a violation of fire codes and/or other local ordinances.

If you find yourself locked out, come in person to Shires Housing office and a member of the staff will let you in; the charge will be as set forth below. For emergencies after hours, please call the Shires Emergency Answering System at 1-844-256-4706.

### **Lock Out Fee**

During normal business hours, any resident who has locked themselves out of their apartment should come to the office, pick up a key, and return the key back to the office the same day. No fee will be charged for the resident borrowing a key from the office.

There will be a \$15 fee for having a Shires Housing staff member or On-Site Property Manager assist Arlington, Bennington or Manchester residents when they lock themselves out of their apartments during and after normal business hours.