



Resident Handbook



Welcome Home



(913) 775-2272

Welcome to Pennsylvania Station Apartments Homes! This handbook is designed to answer common questions about your apartment and our community.

Utilities

For a stress free move in, please contact the utility service providers below one week before your move-in date and schedule the utilities to start 2-3 days prior to your move-in.



Electric	Evergy	800-383-1183
Natural Gas	Kansas Gas Service	800-794-4780
Water	Leavenworth Waterworks	913-682-1513
Cable	AT&T U-Verse or Spectrum (no satellite dishes)	
Trash	<i>Trash service is included in your rent</i>	

Mail box keys

Mail boxes are located on Lawrence Avenue near building 1705. To access your locked mail box, please visit the post office at 330 Shawnee Street with a copy of your lease. USPS charges a \$15 deposit which is refundable.

TIP: The mail box bank includes an outgoing mail slot in the upper left corner and lockers for larger parcels delivered by USPS.



Keyless entries



Your apartment features a back-lit, smart keyless entry. To use your keyless entry follow these simple steps:

- ▶ **UNLOCK** by pressing your 4-digit smartcode (provided prior to move in)
- ▶ **LOCK** by pressing the "SCHLAGE" logo

TIP: If your keyless entry starts to activate slower, the batteries should be replaced within 24-48 hours to avoid lockouts. Contact Management for instructions and have 4 new AA batteries on hand.

Pictures & wall hangings



Please feel welcome to make your apartment your home! Pictures and wall hangings are permitted on the walls. We encourage the use of 3M Command Strips. These adhesive strips come in different styles and are very safe for most items. Nails are allowed within reason; 3–4 per room or 20 total per apartment. If you exceed 20 nail holes, please be aware that repair and paint charges may be deducted from your security deposit.

TIP: If you use adhesive-backed mounting hooks on your walls, when you are ready to remove them use a blow dryer on the hot setting to soften the adhesive before removing. Otherwise, the sheetrock may become damaged.

Curtains & window treatments

The windows of your apartment are furnished with vinyl blinds. Your living room and master bedroom feature elegant pre-hung, bronze curtain rods. Residents may install window drapes or curtains on the curtain rods.

TIP: Window coverings must be intended for use as a window covering. Towels, flags, banners or sheets are not appropriate. Any inappropriate materials found on display in a window shall be asked to be removed. Also, keep in mind holes from curtain rod hardware you install may require repairs and painting which could result in deductions from your security deposit.



BBQ'n & Grill'n



Residents are allowed to use BBQs, grills, fire pits and smokers outside. All sources of fire or flame must be used a minimum of 10' away from the building. BBQs that are upstairs should be moved out from under any eaves and into a space with open air above. BBQs that are on the ground floor should be moved to the grass and NEVER used underneath the upstairs deck.

TIP: Never leave an open flame unattended. After ashes have cooled, items can then be stored back on your deck or patio. Please avoid leaving items in the courtyard overnight or you might find a 4-legged friend has visited.



Noise guidelines

Quiet respect is enforced at **ALL** hours. Residents are asked to keep noise at a responsible level throughout **ALL** hours of the day. Your neighbors may work different shifts and need to sleep during traditional waking hours. Please respect the needs of your neighbors by always maintaining a quiet home.

TIP: Absolute quiet is required between 10pm and 8am every day!

Parking guidelines

Each apartment has 2 assigned parking spaces. Never park in a space that is not assigned to your apartment. Guests must park on Lawrence Avenue. If one of your assigned spaces is open, guests may use that space with your permission. Vehicles are subject to towing if found violating any of these guidelines:

- ▶ **NEVER** park on unpaved areas
- ▶ **NEVER** park in someone else's assigned parking space
- ▶ **NEVER** park or store non-functioning vehicles
- ▶ **NEVER** allow vehicles to leak oil, antifreeze or any fluids on the property



WARNING: If a vehicle violates the parking guidelines, it will be towed off the property promptly and the resident fined a \$75 parking violation fee.

NO SMOKING inside or near buildings



For the health and well-being of all residents, **NO SMOKING** is allowed inside your apartment. If you must smoke, or your guests smoke, smoking is **ONLY** allowed in the parking areas or 20' away from a building. Please, **NO** smoking on porches, decks, or near doors and windows. Do not dispose of cigarette butts on the grounds or fines will apply. Always use a fire-proof container and do **NOT** toss or leave lit cigarettes.



WARNING: If you or your guests smoke inside and your apartment smells of smoke, the costs to repaint and replace the carpet can exceed \$4,000.

Renter's insurance

Residents are strongly encouraged to have renter's insurance that covers their personal property and possible damages caused by family or guests. While the owner does have an insurance policy on the building's structure, the owner's policy does not cover your personal contents. Residents are responsible for their possessions and for accidents they cause.

TIP: Renter's insurance policies are very affordable. A basic policy can cost as low as \$10 a month. It's peace of mind for today's high-priced electronics, equipment, computers and furnishings. Please note, the owner will NOT replace lost, stolen or damaged personal property.



Resident responsibilities



- ▶ Maintaining a clean, tidy and sanitary apartment at all times
- ▶ Keeping porches clean, tidy & furnished with outdoor appropriate items only
- ▶ Keeping furniture away from walls to prevent costly damages
- ▶ Discarding trash as outlined in the Valet Trash Service Guidelines
- ▶ Replacing light bulbs with the same bulbs as provided
- ▶ Running the bathroom fan 30 minutes or longer after bathing or showering
- ▶ Changing expired batteries in smoke detectors and keyless entries
- ▶ Mold is a housekeeping issue. Resident must address mold as soon as visible.
- ▶ Notifying management promptly of any maintenance issues

Pet responsibilities

Pets are wonderful additions to our families. Just as every family member is expected to be a good neighbor, so are your pets. If you have a pet, it is your responsibility to be sure your pet respects the rules of the community.

If you don't have a pet now, but you're thinking about getting one, please know management must approve all pets in advance. Here are some helpful pet-neighbor reminders:

- ▶ Always pick up your pet's waste immediately
- ▶ Always have your dog on a leash – it's a city ordinance!
- ▶ Do not tie up your pet outside or leave them unattended outside
- ▶ Do not leave pet food outside
- ▶ Do not allow your dog to bark or disturb the community



Maintenance requests

Your maintenance needs are important to us. Please report all maintenance needs promptly. You have 4 methods to request maintenance:



1. **Online** <https://avantedge.managebuilding.com>
2. **Mobile App** – Mobile access information provided on your Resident Site
3. **Call or text** (913) 775-2272
4. **Email** april@pnstation.com

All maintenance requests will be scheduled for repair with your advanced approval. We also perform preventative “Home Tune-Ups” in spring and fall to keep your apartment in the best condition possible. Our Home Tune-Ups feature an HVAC pro who services and changes your furnace filter plus a 20-point safety inspection of your home.

Emergency repairs

The following repairs may be necessary to perform after normal working hours and may require us to enter your apartment without advanced warning:

- ▶ Repair water leaks and/or clear water back ups
- ▶ Restore electrical outages
- ▶ Repair structural damage from inclement weather or accidents

If an incident does happen, you will be contacted as soon as possible. Our efforts are aimed at protecting the property and your possessions.



Fire & carbon monoxide safety



Safety is one of our top priorities. Your apartment has an electric smoke detector and a lithium-powered CO2 detector monitoring your apartment 24/7. As a courtesy we test these devices twice a year during our “Home Tune-Ups.” However, if a device “chirps” it is the resident’s responsibility to replace the battery immediately.

NEVER tamper with these devices that are intended for your safety.

TIP: If you hear an ALARM from these devices:

1. Vacate everyone in your apartment immediately
2. **Call 911**
3. Notify neighbors from outside – do not attempt to go back inside
4. **Call management (913) 775-2272**

Weekly household cleaning

General Cleaning tips

- Use **Magic Erasers** to clean bathrooms & kitchens **WEEKLY**.
- Use **Dirtex** to clean walls, appliances and mirrors **WEEKLY**.



Carpet tips



- Vacuum carpets **WEEKLY** and under/behind appliances monthly
- Stains? Use **Folex Instant Spot Remover** available at Home Depot
- Treat stains quickly to avoid permanent discoloration
- Vacuum weekly to prevent carpet from wearing down or matting prematurely

NEVER use household cleaners on carpet stains. These cleaners often contain bleach which will remove the dye from the carpet causing permanent discoloration. If you're unable to remove the stain, contact management immediately to avoid costly damages.

Dishwasher tips

- Use dishwasher soap **ONLY** (never use laundry soap or hand soap)
- Clean food scraps off items before loading. Food scraps can damage your dishwasher's pump. Wipe grease off with a paper towel.
- First run the hot water tap at your kitchen faucet until the water is hot. Then start the dishwasher.
- Once a month use **Lemi Shine** to keep your dishwasher clean inside and prevent calcium deposits from blocking the water ports.
- **NEVER** run your dishwasher after 10pm (Quiet Hours)



Washer & dryer tips



- Use HE laundry soap **ONLY** and balance loads equally
- Load similar items (towels with towels) to prevent unbalanced loads
- **OVERSIZED** items like comforters or sleeping bags go to laundromats
- Monitor washer for unbalanced loads and balance loads if needed
- Remove lint from dryer after **EVERY** load
- Keep dryer duct connected at all times
- **NEVER** run your washer or dryer after 10pm (Quiet Hours)

Plumbing clogs – Only you can prevent drain clogs!

Sinks and drains are for safe liquids **ONLY**. Toilets are for human waste and toilet paper **ONLY**. Clogged drains are completely preventable when you take the following precautions. If residents are found at fault for a clogged drain, charges will be assessed (minimum \$150 charge). Please take every step possible to avoid putting anything in the drains that could cause a problem.

DO NOT put any of the following objects in sinks, toilets, tubs or drains:



- ▶ NO FOOD. NO GREASE. NO COOKING OIL.
- ▶ NO DIAPERS. NO DIAPER WIPES. NO HYGIENE WIPES.
- ▶ NO TAMPONS. NO SANITARY NAPKINS.
- ▶ NO CONDOMS
- ▶ NO PAPER TOWELS. NO COTTON BALLS. NO Q-TIPS.
- ▶ NO FLOOR SWEEPINGS. NO HAIR BALLS.
- ▶ PLEASE USE BATH TUB HAIR CATCHES

Trash Disposal – Only you can prevent Litter!

For your convenience, each apartment shares a private garbage tote with their neighbor who is either directly above or below. All trash **MUST** be put **INSIDE** the garbage totes. All trash must be in standard 13 gallon trash bags, tied securely and placed inside the garbage tote string-side up to prevent spills. All items including fast food bags, pizza boxes, dog waste bags, cardboard boxes, etc., must be placed **INSIDE** a standard 13 gallon trash bag. Liquids should be emptied from bottles, cans and containers before placing them in a trash bag. Why do we have a firm policy about trash bags? Because your trash bags are handled by humans. It's removed from the garbage tote by folks just like you and me. So make sure everything in your garbage tote is in a trash bag, tied securely and placed string-side up for their safety and as a courtesy to prevent trash spills on them. Our goal is to always maintain a clean, safe and pest free community!



Large items such as couches, chairs, desks, mattresses, etc, **CAN NOT** be placed in **OR** near the garbage totes. If large items are found near the totes, the fine is based on size and can exceed \$100. Resident is responsible for the removal of large items. If Resident needs a large item hauled off, please contact Management to discuss the fee for the removal service.

Recyclable items can be taken just one block south to the Leavenworth Self-Serve Recycling Center between 8:30am and 12:30pm, Tuesday through Saturday.

REMINDER: DO NOT PUT LOOSE TRASH ITEMS IN THE GARBAGE TOTES AND DO NOT LEAVE ITEMS NEXT TO THE TRASH TOTES OR FINES CAN APPLY.