

LOCKS, ETC.

What if I am locked out of my apartment?

During business hours you can call or stop by the office. After business hours, you will need to contact a local locksmith.

What if a door to the master bedroom or bathroom locks accidentally?

A key to open a bathroom or bedroom door is typically located at the top of the door frame. Newer door locks require you to push the key straight into the center of the outside door handle. You should hear the lock pop open. On older type locks, push the key straight into the doorknob and turn slowly until the flat head screw lines up with the key, and then turn the key to turn the interior lock into the open position.

Locks on interior doors may be either push-button type or turn type.

Push Button: Insert a toothpick or the end of a paperclip into the hole on the knob and gently push to unlock the door.

Turn Lock: Use your fingernail, a coin or small flat blade screwdriver to gently turn the small slotted tab on the knob to the left or right.

EMERGENCY

Your role in safety

- We all need to do our share in keeping our community safe. Please note grills are only allowed in designated areas, not on patios or balconies.
- Please be sure to dispose of cigarette butts in appropriate receptacles.
- For your protection, Bell requires all residents to carry valid renters insurance.

What do I do if I smell gas?

Contact the local gas company or your gas provider.

What do I do in case of an emergency?

Call 911.

24-Hour Emergency Maintenance Information

If you have an after-hours maintenance emergency, call the office and select the maintenance emergency option to page a technician.

PLUMBING

How do I stop a toilet from running continuously?

Turn water supply valve behind the toilet clockwise to turn water off. Place a service request online via www.BellResidents.com or contact the office.

What if my toilet becomes clogged?

Make sure the bowl water is at least half full. Place toilet plunger into the bowl, covering the throat of the toilet completely and push up and down several times. Once cleared, the water should drain out of the bowl. Flush the toilet and repeat previous steps if needed.

SERVICE REQUESTS AND MAINTENANCE

How do I submit a service request?

You can submit a service request **24 hours a day** without leaving your apartment through our Resident Portal at www.BellResidents.com. You may also stop by or call our office.

Preventative Maintenance Program

We routinely perform preventive maintenance inside our apartments and throughout our community and may ask for access to your apartment to complete a task.

Non-maintenance issues

Contact the office to speak with a courtesy officer about noise or other community or neighbor issues.

Pest control

We rely on all our neighbors to keep a clean apartment which will help keep pests away. Our community has regularly scheduled pest control. If you would like to request additional extermination please contact the office.

Please refer to your resident portal for more specific information regarding your individual community.



Welcome to the Neighborhood!

We are Bell Partners and we are proud to manage your apartment community. We take this responsibility very seriously and make it our mission to provide you the best living experience with the least amount of hassles.

At Bell, we believe that *Hassle-Free Living*® is a two-way street. We understand it is our responsibility to keep your community clean and well-maintained. Our expectation is that you, as a resident, will also treat the community's shared spaces with respect and your neighbors with common courtesy. Whether it's picking up after your pet, disposing of your trash in the appropriate receptacles, or being considerate of your noise levels during the community's "quiet hours," we want to partner with you to make this community the best it can be. This mutual respect makes for good neighbors and that's why Bell is *Where Good Neighbors Live*™.

Onsite Bell Associates are ready to help!

There is always a Bell associate on duty during normal business hours to address anything you may need. Please feel free to drop by or call with questions, concerns, or just to chat! You can also report maintenance requests 24 hours a day at www.BellResidents.com.

Questions about my New Apartment

ELECTRICAL

What if my power goes out completely?

Check the lights in public areas or parking lots. If lights outside your apartment are out, contact your electricity provider for reported outages. If no provider issue exists, contact the office.

What if an electrical outlet in my kitchen or bathroom isn't working?

A Ground Fault Circuit Interrupter (GFCI) is typically installed in outlets near a water source to avoid electric shocks. If the current flowing through the circuit differs by a small amount, the GFCI quickly switches off the power to that circuit. **This can easily be fixed by pushing the red reset button in the middle of the outlet.**

What if power is out in part of my apartment?

Check the breaker panel, typically located in the hallway or behind a bedroom door. This rectangular box contains a series of switches, often labeled inside the panel door or next to the switch. Breakers should all be facing the same direction. If the breaker is tripped, it will be positioned between the on and off position. Push the tripped breaker all the way to the off position and then back to the on position to correct. If the circuit breaker does not reset, or trips again, place a service request online via www.BellResidents.com or contact the office.

How do I identify outlets that are controlled by a wall switch?

Your living room and bedroom(s) may have an outlet controlled by a wall switch allowing you to plug in a lamp and easily turn it off and on. Typically this is the outlet closest to the switch and is installed upside down or with a red or black dot on the outlet face.

HVAC

NOTE: Never turn off heat if outside temperature falls below 32 degrees.

What if my A/C is not heating or cooling?

Make sure your thermostat is set to "auto" on either "cool" or "heat." If the fan does not come on, check the circuit breaker and make sure it's in the "ON" position (see "*What if I'm without Power Section*"). If the fan is running but not heating or cooling make sure it is set to "auto" and not "fan on." If any of the above does not correct the issue please submit a service request online at www.BellResidents.com or contact the office.

Heating and cooling systems are designed to work by constantly returning room air to the unit. Keeping interior doors closed reduces airflow and increases running time. Leaving interior room doors open allows the systems to work to maximum efficiency.

DISHWASHER/DISPOSAL

NOTE: Help your machine work efficiently by scraping off as much surface food as possible.

Dishwasher Leaks

1. Check the white rubber seal on the interior wall of the door for damage.
2. If water is coming from beneath the dishwasher, shut off the water supply valve under the sink by turning in a clockwise direction. Call maintenance.
3. Use **ONLY** approved dishwasher detergent—NOT liquid dishwashing soap, such as Dawn, which will bubble and cause the dishwasher to overflow.

What if my disposal is not working?

Make sure the disposal is plugged in under the sink. Check the breaker panel for a tripped or off breaker. If all breakers are on, check the reset button at the bottom side of disposal (a red or black button that should be pushed in). If your disposal still does not work, submit a service request online at www.BellResidents.com or contact the office.