

THE



**FAIRWAYS**  
APARTMENTS

**Resident Handbook**

# Welcome to The Fairways Apartments

The Fairways is your place to call home! We know that your living experience with us will be pleasant. This handbook is an outline of policies, guidelines and other useful information to ensure your comfort. We hope you will find that it offers the very best of living experiences. If there is anything we can do for you, don't hesitate to call or stop in the leasing office. Our door is always open!!

## **Our Mission Statement:**

This handbook provides you with supplemental rules and regulations that are part of your Lease. You may use it to refer to management policies and to help explain your Lease. Always keep in mind that you should...

- Be Considerate of Your Neighbors
  - Take Proper Care of Your Apartment
  - Pay Your Rent Prior to, or on the First of Each Month
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## **General Office Hours**

Monday - Friday	8:00 am – 6:00 pm
Saturday	9:00 am – 5:00 pm
Sunday	11:00 am – 4:00 pm

## **Important Telephone Numbers**

Office: (608) 271-5955

Fax: (608) 271-4508

## **After Hours Emergencies**

(866)-244-8722

**Email: [thefairways@fred-inc.com](mailto:thefairways@fred-inc.com)**

Address: 2301 Traceway Drive, Fitchburg, WI 53713

# Important Phone Numbers

Our Staff will do everything we can to make your move as comfortable and convenient as possible. Listed below are phone numbers to help ensure a smooth transition to your new home!

The Fairways Leasing Office.....(608)271-5955  
The Fairways Fax Machine.....(608)271-4508  
After Hours Emergency Maintenance.....(866)244-8722

Madison Police (NON-EMERGENCY).....(608)270-4200  
Madison Fire Department (NON-EMERGENCY).....(608)278-2980

Madison Gas & Electric.....(608)252-7222  
Charter Cable Co. (Michael Bardsdale).....(608)209-9024  
AT&T.....(608)270-0681  
TDS Telecom.....(608)664-4000

## Madison Newspapers

Wisconsin State Journal.....(608)252-6200  
Latino Comunidad Periódico.....(608)255-2805

## Schools

Madison School District.....(608) 204-4357  
Leopold Elementary School.....(608) 204-4240  
James C. Wright Middle School.....(608) 204-1340  
West High School.....(608) 204-4100

## Libraries

Madison Public Library.....2222 S. Park St. Madison, WI 53713.....(608) 266-6395  
Monona Library.....1000 Nichols Rd Madison, WI 53716.....(608) 222-6127

## Stores

West Towne Mall.....66 W Towne Mall Madison, WI 53719.....(608) 833-1544  
East Towne Mall.....89 E Towne Mall Madison, WI 53704.....(608) 244-1387  
Greenway Station.....1620 Deming Way Middleton, WI 53562.....(608) 824-9111  
Target.....6321 McKee Rd Fitchburg, WI 53719.....(608) 819-1522  
Walgreens.....2931 S Fish Hatchery Rd Fitchburg, WI 53711.....(608) 277-0087  
Cops Food Center.....3010 Cahill Main Fitchburg, WI 53711

## HOSPITALS

Meriter Hospital.....202 S Park Street, Madison, WI.....(608) 267-6000  
St Mary's Hospital.....700 S Park St, Madison, WI.....(608) 251-6100  
UW Hospital and Clinics.....600 Highland Ave, Madison, WI.....(608) 263-6400

Madison Metro Transit System.....(608)266-4466

# Moving In

**Thank you for choosing The Fairways as your new home.**

## **Keys:**

Each resident will be given a set of keys on move-in day. **Please keep in mind that they changing of apartment locks is prohibited!** In an emergency, the safety and security of all residents depends on quick access to any apartment in the building. If for some reason you need your locks replaced, there is a charge of \$75.00.

## **Move In Inspection Checklist:**

Prior to your move-in our staff will have inspected your apartment to ensure that we have not missed anything. We will provide you a copy of our inspection and ask that you please note any repairs or blemished that we may have missed. It is best if you complete this task before moving your personal belongings into your unit.

As in adherence to your lease agreement and Wisconsin law you have seven (7) days to return this move-in inspection checklist to us. **Please fill it in carefully because you also agreed that any blanks left means that the item is in good working condition and that if the form is not returned, that the entire apartment is in good condition.** It is important that you take your time and carefully complete this checklist as when you sign your lease you agreed to pay the cost of labor and materials for cleaning, repairing and replacing items beyond normal wear and tear unless noted otherwise on the Move-In Inspection Checklist.

Upon move out, your apartment will be re-inspected using the information you supplied to us. Any damage beyond normal wear and tear occurring during your stay will be noted at the time of move out and will be charged to your security deposit.

## **Utilities:**

You are responsible for the cost of Electric from the day you pick up your keys. Electric is billed through Madison Gas & Electric. Our staff will take care of setting this up for you. Please keep in mind that you will need to contact the phone and cable companies on your own.

## **Mail From Us To You:**

You will periodically receive notices from our office to help keep you informed regarding our community. It is important that you read over each notice carefully! The monthly newsletter is another place to find useful and up-to-date information.

# Community Policies

## Rent Payments:

1. **All rents are due and payable on the first day of each month.**
2. Payments may be in the form of a personal check, cashier's check, or money order. Checks should be made payable to: **The Fairways Apartments**. Please list your building number and your apartment number on your check.
3. Payments may either be dropped off in the Management Office or mailed to the office. Rent which is mailed is considered paid on the day it arrives in the office, NOT the date it is postmarked.
4. **Late Fees:** If rent is received after the third of the month, a \$40.00 late payment will be assessed. Failure to pay rent when due may result in termination of your residency without limiting your financial obligations set forth in your Lease.
5. **RETURNED CHECKS** will be assessed a \$25.00 service charge plus the late payment penalties. We cannot redeposit your check or accept a personal check to pay for the returned amount. You must pay it by cashier's check or money order. If a second check is returned, we may not be able to extend the courtesy of accepting personal checks in the future.

## Pets:

Pets are not allowed on the property without the written permission of Management and payment of any applicable deposits and/or fees. Management retains the right to revoke permission if the resident is unable to properly care for his/her pet thus causing damage to the apartment. Pet deposits are refunded when the residence is vacated minus any damage(s).

## Parking/Garages:

Please follow all posted signs and regulations. Vehicles parked in reserved parking spaces without prior approval may be ticket /towed at owners expense.

## Street Parking:

Street parking is allowed around The Fairways in accordance with the City of Fitchburg Ordinance. For additional information please feel to contact our office or the City of Fitchburg.

## Authorized Entry:

There may be times when we may need to enter your apartment for the purpose of making repairs, showing the apartment to a prospective tenant, or for other purposed authorized by law. Unless your permission has been given for us to enter, we will provide you with a 24 hour notice in accordance with the law, except in the case of an emergency, where we will make every attempt to contact you first.

## Trash:

Dumpsters are conveniently located near every building and are emptied on a weekly basis. Please remember to discard all cardboard, newspaper, aluminum, tin, glass and plastics in the appropriately labeled receptacle. All other garbage must be bagged and tied before placing in the trash dumpsters. In addition, we ask that prior to removing furniture on the property that you please notify management

## Summer Grilling:

The State of Wisconsin has adopted *The National Fire Protection Fire Prevention code* and the *NEPA 101 Life Safety Code* as the base coded for fire prevention and inspections. What this means is, NO grill shall be stored on any balcony or patio.

**Rental Insurance:**

The Fairways insurance does not cover your personal property; therefore, we suggest that you obtain renter's insurance to cover the replacement of your belongings in the event of a fire or other disaster.

**Clubroom:**

The Clubroom is open 7 days a week during regular business hours. It includes a full kitchen, large screen television, tables, chairs, and is fully furnished. The Clubroom can be rented for your personal parties for \$250 and a \$250 refundable deposit. The Clubroom can be reserved until 2:00am for your party. Call the Leasing Office to make your reservation today!

**Lock Outs:**

It happens to all of us. If you are locked out during our office hours, we will be glad to let you into your apartment at no charge! Otherwise, please call the office after hours emergency number. Please supply them with the following information: Your name, apartment number and location where a member of our staff can meet you. Be sure to have identification with your current address on it with you. You will be charged a \$50 trip charge and replacement keys are \$2.00 each.

**Noise:**

Be a good neighbor, remember that your floor is the ceiling to your neighbor and your wall may be the bedroom wall to another. Always be aware of your noise levels. Noise does travel even through the drywall. Please keep your television, stereo, voice at respectable levels. Even while out on the property and in the green spaces please be aware that other residents may leave their windows open. Be advised that there are a variety of residents and that they may not work the same hours as you do. Be considerate and remember that there is a city noise ordinance.

**Common Hallways:**

The common hallways are cleaned by our office. We ask that if you notice something has been missed that you please contact the office. Your cooperation in keeping the building clean by picking up after yourself is greatly appreciated. The Fairways is a no smoking building; therefore, there can be no smoking in the common areas or near the pool. Cooperation from you, your family members, and visitors is appreciated.

**Security Locked Doors**

Please do not leave doors propped open, as this defeats the purpose of having locked doors. If you must prop a door open, do not leave it unattended. If you are opening the entrance while someone you don't know is behind you, please do not let them in the building. If you are caught propping doors open or damaging the entry doors it can be grounds for immediate eviction. We take your security seriously and so should you.

# Maintenance Procedures & Helpful Tips

If your apartment home requires service, please contact the office during normal business hours at (608) 271-5955. A Service Request will be filled out and given to a member of our maintenance staff. These forms document the work that our staff does and provides authorization for us to enter your apartment should you not be present. Being home to receive maintenance service is not necessary. Please avoid stopping our maintenance personnel and requesting repairs verbally, except in the case of an emergency.

Repairs will be completed promptly, provided that we have access to your residence, the necessary parts are readily available and that specialized tradesmen are not required. We will do our best to complete repairs within 24 hours after receiving your request. Whether or not you are present when the repairs are made, a copy of the completed work request will be left in your residence.

## After Hour Emergency:

If a maintenance emergency arises after office hours, please call, (866)244-8722. The following conditions would qualify for emergency service: **No Heat, No Water, Flooding, No Air Condition (only if medically necessary).**

## Garbage Disposal:

Below are some helpful hints to make sure your garbage disposal stays in good working order:

1. Do all grinding using cold water. Hot water causes greases to enter the drain lines in a liquefied form only to coagulate further down in the pipes eventually leading to drain back-ups. Allow the cold water to run for 30 seconds after you turn off the garbage disposal.
2. Avoid stringy vegetables such as celery, corn silk, carrot tops, onion stalks, or similar items into the disposal. **PLEASE NO BONES.**
3. As a safety precaution, keep your hands above the splash guard of the drain at all times.

Helpful Hint: Grind up a lemon once a month to keep the garbage disposal smelling fresh.

## Smoke Detectors :

Each apartment is equipped with a smoke detector. These **MUST** remain connected to comply with area fire safety regulations. In addition, keeping them working is protection for you and your family. To stop a smoke detector which has gone off because of a non-emergency reason, fan the detector with a towel to remove the smoke from the vicinity while you run the exhaust fans and open the windows. **DO NOT REMOVE THE ALARM.** If you still have problems, contact the maintenance staff as the smoke detector may need to be replaced.

## Dishwasher:

Be sure that all food is removed from the dish(s) before placing them into the dishwasher for maximizing your cleaning results. Use only specified dishwasher detergent.

## Air Conditioning and Heating:

Each apartment is equipped with a heating and cooling unit. This unit provides each apartment home with air conditioning and heat. The temperature in your apartment home can be controlled by using the thermostat. Please call the office if your unit is not functioning correctly. Please keep in mind, as cold weather approaches when turning on the heat for the first time, it is normal to smell a burning odor. It is just a dust buildup on the coil and will last only temporarily.

### **MOISTURE:**

During the Winter Months, condensation will form on the windows because of the extreme temperature differential. Airflow between the windows and the blinds is recommended. Please do not lower the blinds all the way down to the windowsills. A space of only 1" – 2" can make a big difference in reducing moisture that can lead to mold and mildew. Check the sills frequently for moisture to help us prevent damage to the wood. Running the bathroom vent fan frequently during the winter months also helps reduce the amount of moisture in the air.

## **Emergency Procedures**

Though we hope that we will never have to use the following procedures, it is always best to be prepared. Please read the emergency procedures carefully. As an added safety measure, purchase a fire extinguisher for your apartment. Explore the building noting the locations of hallway fire extinguishers, emergency pull stations and emergency exits.

### **Fire:**

When the Fire Alarm sounds or you discover a fire:

- If your door does not feel hot from the inside, it is probably safe to open your door. Leave your apartment and close door. Do not return to your apartment until instructed to do so.
- If your door does feel hot from the inside, or it becomes smoky in your apartment, open the window and/or sliding patio door, place a wet rug or towel at the base of your door to prevent smoke from entering and leave through the nearest exit or window.

### **If You Hear a Siren Sounding:**

A loud, continuous siren holding its pitch for more than 3 minutes may mean that the Public Notification System has been activated. This is an outdoor warning system that may not be heard well indoors.

This may only be a test. If you are not sure, assume it's real. A warning could mean a number of things: chemical spill, tornado, severe weather or nuclear accident.

During a tornado or severe weather, areas at the core of the apartment building are the best to be in to avoid broken glass and blowing objects. Bathrooms are usually good locations. The basement is also a safe place to be in case of a tornado or other severe weather. Remember to take a flashlight and portable radio in case of a power outage.

## **Moving Out**

Moving is always chaotic and you have many things to keep in mind, including getting the maximum amount of your Security Deposit back. Please note that your Security Deposit shall not be applied to your last months rent, as the deposit is to ensure the fulfillment of the Lease conditions and is to be used only as a contingency against any damages to the apartment. In addition, please note that, you are required to give a **60 day written notice to vacate**. If you have any questions on this please contact our office, (608) 271-5955.

Please be advised that management reserves the right to update and/or change information herein at anytime.

Thank you again for making **The Fairways Apartments** your new home!

**Buzz Connect/ Pilgrim Message Center**

**Emergencies to be called out:**

- **Fire**
- **No Heat**
- **No A/C (only if health problem)**
- **Any Water Leaks**
- **Flood (including major pipe or roof leak)**
- **No Hot Water**
- **Toilet Not Working (if they only have one)**
- **Drain Backing Up (not slow drain)**
- **No Light in Hallways or Outside**
- **No Electricity**
- **Refrigerator Out of Order**
- **Lock Out**
- **Any Elevator Issue**
- **Stuck in Garage & Can't Get Out**
- **If Garage Door Keeps Opening/ Closing**
- **Any Move-Ins (suppose to meet someone from the property)**