

**Valley View  
Apartments  
Resident Handbook**

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# Welcome to Valley View Apartments!

We like to think that Valley View Apartments is a great place to start living in central Madison. Our entire staff is dedicated to your living experience, and we will do our best to make your stay with us, however long it may be, pleasant and even fun. We have created this handbook as an outline of policies, guidelines and useful information to assure your comfort. Please be aware of the fact that this handbook will be updated as deemed necessary, and of course does not include all possible information you may need while living here. Please feel free to contact any member of our staff with questions or for more information on any subject found within.

This handbook provides you with supplemental rules, regulations and basic information that are part of your Lease and for your enjoyment.

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## **General Office Hours**

8 am – 6 pm Monday, Wednesday, Friday

9 am – 7pm Tuesday, Thursday

10 am – 4 pm Saturday

12 pm – 4 pm Sunday

(Office Hours May Vary)

## **Important Telephone Numbers**

Office: (608) 274-2255

Fax: (608) 274-2075

E-mail: [valleyview@fred-inc.com](mailto:valleyview@fred-inc.com)

## **After Hours Emergencies**

Follow prompts on Office voice mail to Emergency Paging

**Website:** [www.valleyviewapts.com](http://www.valleyviewapts.com)

**Address:** 2925 Fish Hatchery Rd. Madison, WI 53713

# Important Phone Numbers

Emergency	911
Leasing Center	608-274-2255
Madison Gas & Electric	608-252-7222
Charter Cable	888-438-2427
AT&T – Telephone	800-924-1000
Madison Newspapers	608-252-6200
Thoreau Elementary School	608-204-6940
Cherokee Middle School	608-204-1240
West High School	608-204-4100
Poison Control Center	800-222-1222
American Red Cross	608-233-9300
Police and Fire	608-255-2345

# Community Information

## Rent Payments

Rent payments are due on the 1<sup>st</sup> of each calendar month throughout the term of the lease. Any rent payment received after the 3<sup>rd</sup> day of the month will receive a \$20 late charge. If payment is still not received after the 10<sup>th</sup> day of the month there will be an additional late charge of \$30. Rent payment must be in the form of a personal check or money order and it should be paid to the Valley View Apartments. You may drop off rent payments in the drop box located outside the Valley View Apartments office, or hand deliver to a team member in the office.

RETURNED CHECKS will be assessed a \$25.00 service charge plus both 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.

Make checks or money orders payable to Valley View Apartments with your building and Apartment number in the "memo" section. For Example: 2933-207

All other Mail and correspondence should be mailed to:

Valley View Apartments  
2925 Fish Hatcher Rd. #102  
Madison, WI 53713

## Parking / Vehicles

Each apartment gets 1 outside parking spot per person on the lease and will have unlimited parking for guests. Residents will fill out a vehicle registration form for the office to keep on record. With-in 24 hours of a snow fall you must move your vehicle that is parked outside, so the plows can clean the stalls and lots. Your guests are welcome to park in the Valley View parking lot. However, if they will be visiting for an extended period of time please contact the office.

No recreational vehicles (boats, trailers, etc) may be parked or stored in the parking area without prior permission. Your vehicle must be in operating conditions at all times, and display current license plates. At no time are residents allowed to change oil, maintain or repair auto on the premises. Please keep in mind, driving of any vehicle at any time on the lawn areas of Valley View Apartments is strictly prohibited. Anyone driving on the grass will be considered in breach of lease and will be held responsible for all lawn damages. Damage caused at move out will be charged to your security deposit.

### **Storage**

Each apartment has its own storage area located on the ground level of each building. Each area is marked by its coinciding apartment number, and your building door key will open the storage locker area. You supply your own lock for your storage unit.

### **Mail and Packages**

- Mail boxes are located in the front entry of each building, where the stairs are located. The mail boxes are labeled with your apartment number. If you get a newspaper, it will be left in the front lobby.
- Packages that are too large to be put in your mail box by US Postal service will be brought to the office. Other delivery carriers such as UPS, Fed-Ex, DHL, Flower Deliveries, etc... will bring your packages to the office where we'll sign for them and hold them in our storage closet. You may pick up your packages during normal business hours.

### **Wi-Fi Café and Fitness Center**

The Wi-Fi Café and Fitness Center are available from 6:00 a.m. – 10:00 p.m. There is a lock box next to the Wi-Fi Café door. To open, insert your Fitness Center key in the lock box and turn it to the right. The door will open and you can enter to both facilities. The Wi-Fi Cafe and Fitness Center are reserved exclusively for our residents. Guests must be accompanied by a resident at all times.

### **Trash**

- Trash receptacles are located outside of each building in the main parking lot. It is each individual resident's responsibility to place all trash **in** the dumpsters. Please do not dispose of mattress, TV's or furniture in the trash area (we recommend calling Salvation Army or St. Vincent de Paul for free pick up). All other garbage must be bagged and tied before placing in the trash bin.
- Recycling is mandatory in Wisconsin; please be sure to keep recyclable items separate and place in the correct dumpster. Boxes and/or cardboard must be flattened and put in the labeled bins or next to your trash can flattened out.

### **Recycling Directions**

#### **Commingled Containers**

All containers may be commingled and put in the appropriate container for collection.

Aluminum: cans and foil

Rinse clean

**No license plates**

Glass: Clear, Green, and Brown bottles and jars

Rinse Clean

Remove caps

**No window glass, pyrex, glassware, light bulbs, or ceramics**

Plastics: Containers #1-7

5 gallon pails accepted

Remove metal handles

Rinse clean

Flatten

Drain automotive containers well

**No plastic bags or Styrofoam**

Steel: steel and tin cans

Rinse clean

Remove labels

**No pats, pans, or silverware**

### **Mixed Paper**

All paper may be commingled and put in the appropriate container for collection.

### Acceptable Materials:

Adding machine tape

Beverage cases

Carbonless forms

Cereal boxes

Colored paper

Computer paper

Copy paper

Corrugated cardboard

Envelopes

Fax paper

File folders

Magazines

Manila folders

Newspaper

Paperboard

Phone books

Post-it notes

Typing paper

White letterhead

Writing paper

**No napkins, paper towels, tissue, paper plates, or waxed material.**

## Helpful Tips for your Apartment

1. The garbage disposal has a tiny reset button underneath. If during your stay, the disposal appears not to be working try to reset it.
2. Spray shower down with a mildew/ scum remover after every shower.
3. Purchase a plunger in case of an emergency clog to your toilet.
4. Keep your furniture a few feet back from the front of your air conditioner to keep it from blocking the cold air coming out. Also, have a small fan running all the time in the room to circulate air through out your whole apartment.

## Pool

The pool is open Memorial Day through Labor Day, weather permitting.

The pool / spa hours are 10:00 a.m to 9:00 p.m. Enter the pool code 125 to access the pool gate, located by the sidewalk on the side of the courtyard sidewalk.

## Fitness Center

- Please do not bring any food or pets into the fitness centers.
- Please keep the television at a proper volume level and remember to shut it off when you leave the room. Please help us conserve energy by turning the lights off if you are the last person in the fitness center.
- For health and safety reasons, please always wear shoes when in the fitness centers.
- Anyone under 16 years of age *must* accompanied by an adult and be under supervision when using any machine.

## Repairs & After Hour Emergency

If you have an item in your apartment that needs repair, please call the Valley View leasing office. You can leave a message or speak to an office team member. Your repair will be scheduled in the order received and completed within 24 to 48 business hours. If residents have an **after-hour emergency** they should call **(608) 274-2255** and follow to the Emergency Maintenance extension (Option 4). An emergency is something that CANNOT wait until the next business day.

Emergency service is **ONLY** provided for:

1. Fire
2. No Heat
3. No A/C (only if health problem)
4. Any Water Leak
5. Flood
6. Hot Water
7. Toilet not Working (if they only have 1)
8. No lights in Hallway or Outside
9. No Electricity
10. Refrigerator Out of Order
11. Lock Out
12. Any Move Ins (Suppose to meet someone from the property)
13. Drain Backing Up (not slow drain)

## Smoking

Smoking is NOT allowed in the common hallways, pool area, fitness area, lobby areas or any other area where combustible materials are stored. No person shall smoke, carry, or have any lighted match, pipe, cigarette, or cigar in any common hallway. Any person(s) found smoking; carrying or

having any lighted match, pipe, cigarette, or cigar in any area where smoking is prohibited is guilty of violating the FIRE PREVENTION CODE and shall be subject to all the penalties prescribed. Any person found to be disposing of matches, cigarette, or cigar butts on or over their patio or balcony is also in violation of the fire prevention code and subject to any penalty prescribed including eviction.

### **Pets**

Pets are not allowed on the property without the written permission of Management and payment of any applicable deposits and/or monthly pet 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, property, or threat to other residents. Pet deposits are refunded when the residence is vacated minus any damage. The City of Madison has leash laws, and we insist that all pets be kept on a short leash when in any common area or on Valley View property.

It is a privilege to have a pet at an apartment community and we want everyone to be able to continue enjoying the company of their pets, but we need your help in making sure Valley View grounds are friendly and safe for all our residents.

### **Grilling Laws**

The Fitchburg General Ordinance (34.13 and 34.14) and the State Fire Code prohibit outdoor and open burning without a permit. If the Fire Department receives a complaint, they will respond and can, at the discretion of the Fire Officer, extinguish the fire for any violation of the following conditions, or, if the fire is creating a hazard or nuisance. *A citation may be issued for any violation of the following conditions.*

- Charcoal burners and other open-flame cooking devices shall not be stored on the property. We encourage you to use the charcoal grills located throughout the Valley View grounds.
- LP-gas burners having an LP-gas container with a water capacity greater than 2.5 pounds [nominal 1 pound LP-gas capacity] shall not be located on combustible balconies or within 10 feet of combustible construction.

**What does this mean to you?** If you have a charcoal grill, it can only be used when it is pulled ten feet or more from the building. Any time there are hot or even glowing coals in the grill, it must be ten feet away from the building.

If you have a gas grill, the grill can be operated ten feet from the building **only**. The cylinder, if larger than 2.5 pound cannot be stored on the balcony or patio.

### **Alarms, Sprinklers and Monthly Fire Alarm Testing**

There are fire alarm pulls in every building. Please use the pulls in the case of an emergency **only**. By pulling the alarms it will alert everyone else in the building that they need to evacuate the building immediately. The building fire pulls are connected to an alarm service that will call 911. We do perform required monthly fire alarm testing in the common hall buildings. This is important and necessary procedure and may be loud, but it will be very brief.

***DO NOT touch, alter, hang any thing on or tamper with piece of fire equipment, such as fire pulls, and fire extinguishers or lock boxes.***

### **Door Entry**

There are Door bells for all of our buildings in the main door entry way. Depending on what floor you are trying to enter, you will find a door bell panel on the left hand side of the door. You then push the

door bell to the corresponding apartment you want to get a hold of. At that time they will respond to you and ring you into the apartment hallway to there apartment.

### **Rental Insurance**

When it comes to our clothing, jewelry, furniture, stereo, television and other personal belongings, renting an apartment or house is no different than owning a home. You don't want to face the cost of repairing or replacing them because of fire, theft, wind and other hazards. Please note that Fiduciary Real Estate Development and Valley View Apartments insurance does not cover your personal property; therefore you should have renter's insurance to cover replacement of your belongings in the event of fire or other disasters. Many policies will also extend coverage to your vehicle and belongings in the parking lot and even give you a discount if coupled with car insurance.

### **Move-in Inspection Checklist**

Upon move-in or at the time you signed your Lease, you received a Valley View Apartments Move-In Inspection Checklist. Please make sure that you take the time to list any blemishes or note any repairs that we might have missed. It's best if you complete this task before moving in your personal belongings. To protect your rights we need the Move-In Inspection Checklist returned to our office within seven (7) days of your move-in. Otherwise, the only damages we have on record are what we recorded before you moved in, and you could be held liable for an existing damage we may have overlooked.

In your Lease, you agreed that the cost of labor and materials for cleaning, repairing, and replacing items lost beyond normal wear and tear would be based on the apartment Move-In Inspection Checklist. 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.

When you move out, your apartment will be re-inspected using the information supplied by you. Any unusual wear and tear and/or other damage occurring during your stay will be noted at the time of move-out and will be charged to your security deposit. Damage costs in excess of your security deposit will be due upon move-out.

### **Authorized Entry**

The Management Personnel reserve the right to enter your apartment without notice if there is a reasonable cause to believe that an emergency exists such as flood, water leak, and mechanical emergencies. At all other times, your permission will be requested or a 24-hour notice to enter will be given.

### **Rules & Regulations**

Your apartment is your home and should be treated in that respect. Please respect the property and privacy of others. The following are expected to be followed. Violators will be first issued a written warning. If a second violation of the same nature occurs, further action will be taken and could include eviction procedures to commence.

1. The moving or removing of any furniture, boxes, or any articles to or from the building shall be done at reasonable hours.
2. Clothing, carpeting, etc. shall not be hung outside anywhere on the premises.

3. Before hanging or installing any fixtures, you must get permission from Valley View management. Anything that is permanently attached becomes Valley View property, unless you can remove it without damage.
4. Do not use rubber backed mats on the kitchen/bath vinyl as they will leave a yellow stain.
5. Painting, varnishing, papering, and stenciling of walls are prohibited without prior written approval.
6. *Non stick* shelf liner is recommended. All shelf liner or contact paper must be removed prior to move out or charges will occur.
7. Residents are not permitted to play in driveways or parking areas. Toys must not be left out in parking areas or sidewalks.
8. Any damage to the property, such as Crayola marks, chalk marks, woodwork disfigured by being hit with a hard object, broken windows, etc., must be repaired at the resident's expense.
9. Please be respectful when using dishwashers, washing machines, dryers, vacuum, and garbage disposers during the evening hours. The sounds can vibrate and may disrupt your neighbors.
10. Tenants are not allowed to alter the lock or install a new lock on any door of their unit. In an emergency, the safety and security of all residents depends on quick access to any apartment in the building.
11. Residents are responsible for their guests at all times. This includes volume levels, parking properly and coming and going from the buildings.
12. Do not put blue cleaning tabs in the toilet as it does more damage than good. It will leave blue rings and in the event of an overflow, it will stain the vinyl.
13. Residents must be with their guest at all times in the pool and exercise area. Do not give your key or clubhouse combination to your guests and tell them to come down by themselves. They will be asked politely to leave.

### **Referral Bonus**

Valley View Apartments offers a great Resident Referral Bonus program!

If you refer someone to Valley View Apartments you are eligible for a resident referral bonus. All the person needs to do is mention your name on their *first* visit to us, rent an apartment for 12 months, and pay first month's rent. When this happens you can get up to \$250 in rent credit!

# Valley View Apartments



***Disregarding these rules will result in loss of Pool privileges.***

For Your Safety and Enjoyment, It Is Required That All Residents Observe The Following

- No diving allowed. Be aware of depth markings.
- Pool Hours are 9:00 AM to 10:00 PM
- Guests are allowed only if they can be accommodated and without overcrowding. Guests must have management permission and be accompanied by an apartment lessee.
- Persons under the age of 14 must be accompanied by an adult resident.
- No animals in pool or on pool deck.
- Alcoholic beverages, chewing gum, or smoking are not permitted in the pool area.
- No wet swim suits allowed in office, clubhouse, or exercise areas.
- Running or horseplay is strictly prohibited.
- Appropriate swimwear required, swim diapers required when needed. Cutoffs and jeans are not considered proper bathing attire.
- Only small flotation devices (such as water wings or small swim rings) allowed.
- Glassware and bottles not permitted in the pool area.
- Report any unsafe conditions or violations to the management immediately.
- Always practice water safety and courtesy.
- Shower before entering pool.
- Only push the red emergency button next to the hot tub in case of a real emergency. It is not there to cool the pool off. Please get out if you are feeling uncomfortable.
- Individuals with open cuts, band aids, communicable disease, etc. should not use the pool.
- Anyone violating pool rules or being disrespectful to others will be denied use of the pool.
- Management reserves the right to establish new or change regulations at any time.
- Swimming pool will close during inclement weather and during storm warnings or when water treatment is necessary, without prior notice.
- \$1.00 per guest pool pass. Limit one guest per resident on the lease.
- Please keep the pool area clean by using the receptacles provided for appropriate waste material.
- LOUD MUSIC (radios, boomboxes, etc.) is not allowed in the pool area or courtyard. Management will determine whether the music is too loud or not.

**No lifeguard on duty**

**Individuals utilizing the facility do so at their own risk**

**Please Keep Gate Closed**

# *Maintenance Procedures*

## **Repairs**

If your apartment home requires service, please contact the office during normal business hours at (608)274-2255 or visit our website [www.valleyviewapts.com](http://www.valleyviewapts.com) and complete an online request. A Work Order will be filled out and given to our maintenance personnel. 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, and may delay service if we have to wait to enter. 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. If we are unable to complete a service request in the allotted time, we will notify you of the cause for delay. Whether or not you are present when the repairs are made, a copy of the completed work request will be left in your residence.

## **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. Cut foods into small units before slowly placing them into the disposal. Avoid over packing the disposal, as this can cause the unit to work less effectively.
3. Avoid stringy vegetables such as celery, corn silk, carrot tops, onion stalks, or similar items into the disposal. **ALSO NO BONES.**
4. As a safety precaution, keep your hands above the splash guard of the drain at all times.

If you feel your garbage disposal is not working properly please do not try to repair it your self. Call the office and we will have a Maintenance Technician repair it within 24 hours.

Helpful hint: Grind up a lemon once a month or a tray of ice cubes to keep the garbage disposal smelling fresh and/or the clean the blades.

## **Dishwasher**

Only use detergent specifically made for dishwashers.

## **Air Conditioning and Heating**

Each apartment is equipped with air conditioner wall unit and floor heat units. These units provide the necessary heating / cooling for each apartment. To cool your apartment just turn the thermostat dial on your air conditioner wall unit to desired temperature and turn the second dial to desired fan speed. To heat your apartment, turn the thermostat on the floor unit to 1 for low and 5 for high. Please call the office if your unit is not functioning correctly. We recommend that you clean your air condition filter every 2-3 months. If you need instruction or need a maintenance person to help you, please contact the office and our maintenance supervisor can instruct you on how the air conditioners and floor heaters work. Cleaning your filter can improve efficiency of air output and also improve the quality of air circulating in your apartment.

## **Smoke Detectors**

All apartments are equipped with smoke detectors. 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 OPEN YOUR APARTMENT DOOR. SMOKE FROM YOUR APARTMENT WILL SET OFF THE ALARM FOR THE ENTIRE BUILDING.** If you still have problems, contact the maintenance staff as the smoke detector may have to be replaced. Please stop by the office if your smoke detector begins "chirping." We keep extra batteries in the office to replace those running low.

### **Pest Control**

Extermination services will be provided by the Management on a preventative basis and as deemed necessary. Please notify us immediately if you discover any infestation.

## ***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.
  1. Leave through the nearest safe door or window. Do not use elevators; instead use stairwells.
  2. Pull the fire alarm and call the Fire Department to report the fire from a safe location.
  3. Report anyone missing to the Fire Department.
  4. Notify the Management as soon as possible after calling the Fire Department.
- ◆ If your door does feel hot from the inside, do not open the door. Follow the steps below until help reaches you.
  1. Put a wet rug or towel at the bottom of the door to prevent smoke from entering your apartment.
  2. If it becomes smoky in your apartment, open the window or sliding door to provide fresh air and call for help. If possible, leave the building through the window or patio door.
  3. If you must jump from a second or third floor, throw a mattress out to provide a cushioned landing.

### **Tornadoes and Violent Weather**

During violent weather, areas which are located at the core of your apartment are best to be in to avoid broken glass and blowing objects. Bathrooms are usually good locations. Take flashlights, candles, and portable radios in case of power outage. The lowest level of each building is probably the safest place to take cover.

### **Power Outages**

It is always helpful to have on hand either emergency candles or a flashlight. If you have power outage please contact Madison Gas and Electric at 252-7222

# *Safety Guidelines*

As with any apartment community we cannot guarantee that an incident will not occur. That is why we need your help. By taking a few precautions you can do your part in keeping our building a safe place for everyone.

## **Entrance Ways**

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.

## **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 and our answering service will be happy to page a Valley View employee for you. 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. Remember that replacement apartment/mail keys are \$5.00 each.

# *Appeals*

Management can handle all problems you may have with your residence. However, should you feel you were not treated fairly, please write to:

Fiduciary Real Estate Management, Inc.  
Director of Property Management  
789 N. Water Street, Suite 200  
Milwaukee, WI 53202

All situations will be handled promptly and responded to in writing.

**Thank you again for making Valley View Apartments your home! We look forward to serving you as best as we can!**

## 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)