

Welcome!

We are delighted to welcome you to our Community, and sincerely hope that being a part of our community will be an enjoyable experience for you. We are aware of the many adjustments and difficulties involve in moving, and would like to make this transition as easy as possible for you. Following is some information that we hope will be helpful.

Telephone: To establish new service with **EMBARQ**, you can call the business office at **1.800.788.3600** to apply for new telephone service. **EMBARQ** does not supply equipment. You must obtain your own equipment from the retailer of your choice. The dial-tone connection service is done through the **EMBARQ** office computer terminal and does not require a visit to the premises.

Electricity: Pennsylvania Power and Light Company (PPL Utilities) provides and bills you for electricity. Please advise them of your move-in date. You can call them at **1.800.342.5775** to establish electric service in your name.

Cable T.V.: To contact **COMCAST** for new installation, additional sets and moves, call **800.332.7947**. You should make this call at least two weeks in advance of your move.

Gas: **UGI** provides and bills you for gas. Please call **717.394.0511** to establish gas service in your name.

School District: Please call the Central Manor elementary School at **717.872.1401** if you need information on enrollment. The number to call for the Penn Manor Middle School is **717.872.9510** and for the Penn Manor High School, the number is **717.872.9520**.

Postal Service: The phone number for the Mountville Post Office is **717.285.7859**. There will be a \$20 refundable deposit that the Post Office will collect to assign your mail box and to receive your keys. You must take a copy of your lease to the Post Office to verify your residency.

Move-In Procedures: We would like to inform you of our company's procedures and requirements for moving into your new home, so that you may plan accordingly. To ensure a smooth move-in:

1. You will need to arrange an appointment with the Leasing Office to receive your keys and take care of any outstanding security deposits, pet deposits, or pro-rated rents that are due prior to your occupancy. We are unable to give keys unless your rent is paid in full for your move-in month.
2. Upon move-in, you will receive a Condition of Premises (COP) Report which will reflect our final inspection of your unit prior to occupancy. Upon your approval, you will need to sign this form so that we may keep it on file in the Leasing Office. This form will be used as a damage comparison when you vacate your unit

Trash Removal: All trash must be deposited into the **Waste Management Dumpsters Only**. If the dumpster is full, please take your garbage to the next closest dumpster. **Do Not** place garbage outside of the dumpster **at any time**.

Two **recycle bins** are located at each dumpster. Please separate your garbage from your recyclable items and place in the properly marked container. You may pick up a Manor Township recycle bin at 950 W. Fairway Dr., if you chose to use their bin for ease in recycling. If you'd like to keep this bin outside, you may place it on your **back porch or back patio ONLY**. **You may not place it in front of your apartment or townhouse at any time. The large roll off dumpsters are for construction company's use ONLY. There is a \$500 fine imposed for anyone caught using these dumpsters.** If you are not sure, please call the office and ask.

Bicycles & Toys: We take pride in the appearance of our Community. Please help us to keep it looking top-notch. Bicycles and toys should be kept in your garage, off walks, and away from the front of buildings when not in use. These articles should never be left on the grass during mowing season.

Insurance: Our company carries insurance on each building. We cannot carry insurance on your belongings. **You are required to provide proof of Renter's Insurance prior to receiving keys to your apartment or townhouse. The policy must state \$250,000 of liability coverage.**

Rent Payment: **The rent is due on or before the first day of the month.** You will be charged a late fee of 5% after the first day of the month. If the rent is mailed, the postmarked date will be used as the day received.

Parking Policy: Parking of **BOATS, TRAILERS, TRUCKS, CAMPERS, etc...**is prohibited. No more than 3 cars per address are permitted on a regular basis. All vehicles need to be parked in your garage or your driveway. Additional lined spaces are provided for visiting, short-term guest.

Communities Policy: These policies are contained within your lease agreement and convey important guidelines for living here at THE LANDINGS. Please make sure that all members of your family are familiar with these policies, because **every resident is subject to these regulations**. They have been established in order to assure each individual of peace, comfort, and privacy.

Leasing Office Hours: We are currently open 9:00AM-5:00PM on Monday through Friday and 10:00AM-2:00PM on Saturday. These hours are subject to change. Our phone number is **717.285.4645**.

Maintenance Calls:

For all emergencies (listed below): Please call **396-8304**

An EMERGENCY SITUATION would consist of one of the following:

NO HEAT

NO HOT WATER

NO ELECTRICITY IN YOUR ENTIRE HOME

SMOKE (Call 911 first, then us)

BLOCKED SEWER

REFRIGERATOR NOT FREEZING

FLOODING WATER FROM AN APPLIANCE or NO WATER

APARTMENT DOOR WILL NOT OPEN, CLOSE OR LOCK

If the call is after our regular office hours, our answering service will answer the call and dispatch a maintenance technician immediately. Please leave a phone number where you can be reached during the emergency.

For routine maintenance calls: Please call the leasing office to report and schedule for a maintenance technician to perform service in your town home.

Once again, we would like to welcome you as a new resident to our fine community and we sincerely hope that you will enjoy living here at The Landings.

Sincerely,

**The Staff at The Landings at Eagle Heights,
Dana/Glass Properties, Inc.**