

Glenbrook Apartments Information

(Habari hapa chini kwa Kiswahili)

Replacing Light Bulbs and Smoke Detector Batteries. It is up to the tenant to replace light bulbs in light fixtures and batteries in smoke detectors. Tenants should NOT replace smoke detectors.

Smoke Detector Removal. Do not under any circumstances take down, remove or dismantle your smoke detector! Doing so is a safety violation and will merit a lease violation.

Stove Burner Repairs. The burners on your stove are NOT an emergency repair. Do not call the emergency maintenance number for this repair. Please notify management if you have a stove burner that does not work and a maintenance work order will be created and your burner will be repaired at the first available opportunity. **Do Not Tamper Or Adjust Your Stove Burners!** Damage to stove burners due to tampering or excessive wear will be the tenant's responsibility for the cost of repair or replacement.

Smoking / Marijuana. Cigarette and marijuana smoking is not allowed not only in your apartment but anywhere in the apartment community. Tenants smoking and/or using marijuana will receive a lease violation and law enforcement officials will be contacted. Keep in mind you are always responsible for the actions and behavior of your family members or guests living in your apartment.

Apartment Inspections and Keeping Your Apartment Clean, Safe and Sanitary. In addition to the city of Cedar Rapids and HUD your apartment will be inspected by management staff for safety and cleanliness approximately every 60 days. You will be notified a minimum of 24 hours prior to an inspection being completed. Your apartment is expected to be in clean and sanitary condition as well as all light bulbs and smoke detectors installed and working at all times. Apartments that are not safe, sanitary or damaged due to the tenant will receive a lease violation. Keep in mind you are always responsible for the actions and care of your family members or guests living in your apartment.

Behavior of Tenants, Guests, Relatives. Keep in mind you are always responsible for the actions and behavior of your family members, relatives or guests living or visiting you in your apartment or at the apartment community. Tenants will be responsible and held accountable

for any rules being broken by guests or family members.

Keeping Common Areas and Grounds Clean. Keeping the property clean and sanitary is necessary for the safety and security of all residents. It is expected that all tenants will make an effort to keep their building common areas, hallways and laundry areas clean and sanitary. Dumping or throwing of garbage or trash in the common areas by tenants, guests or relatives will result in a lease violation. All garbage should be taken and placed into the garbage receptacles located by your apartment. All garbage is to be placed INTO the garbage containers and not on top of the container or beside the container. Keep in mind you are always responsible for the actions and behavior of your family members, relatives or guests living or visiting you in your apartment or at the apartment community when it comes to sanitation and cleanliness.

Police, Law Enforcement, Fire Department. If you feel at any time you or others living in the community are in danger due to a committed or potential crime or fire you should call law enforcement or in the case of a fire call the fire department. Call 911. The rule is call law enforcement or fire department first and then call management. Residents that receive police calls or police visits to their apartment due to the tenant, family member or guest violating the laws, other than domestic situations, will not have their leases renewed. Law enforcement notifies management each time they are at the property. Keep in mind you are always responsible for the actions and behavior of your family members, relatives or guests living or visiting you in your apartment or at the apartment community when it comes to sanitation and cleanliness.

Air Conditioning Equipment. Your apartment is fitted with an air conditioner that will keep your apartment cool in the Summer. Air conditioning equipment is not to be tampered with, used as a chair or a place to stand. Any resident that tampers with or uses air conditioners to sit on or stand on will receive a lease violation. Keep in mind you are always responsible for the actions and behavior of your family members, relatives or guests living or visiting you in your apartment or at the apartment community when it comes to sanitation and cleanliness.

After Hours Emergencies. No Heat in your Apartment? Read this first -

This is only an emergency in extreme cold weather in wintertime and when the heater is not working due to mechanical malfunction or below 65 degrees in your unit. You first need to make sure your utility account payments are up to date. If your gas or electric is shut off for non-payment of your bill, call your electric or gas provider.

No Electricity in your Apartment? Read this first -

Tripped breakers are not considered after-hours emergencies. Please familiarize yourself with your breakers. In some instances, the breaker boxes will be in your apartment.

Electrical outage may be considered an emergency ONLY if there is no electricity throughout the unit AND

- you have called ALLIANT Energy 1-800-255-4268 to see if there is an outage.
- you have checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and have reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages) OR any fuses have been checked and replaced if burned out.

Partial outages do not constitute an emergency. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet and turn off the circuit breaker or remove the fuse, then report the problem during normal business hours or email glenbrookapartments@outlook.com leaving a voice mail on the main office line, 319-396-3899

Gas Leaks or “Smell of Gas”

Please contact Mid- American at 1-888-427-5632 from a phone NOT located in the apartment. Sparks from phones, even cell phones, can ignite gas. Natural gas has the unmistakable odor of rotten eggs. If you suspect an appliance is leaking gas, turn off the appliance and turn off the gas supply to that appliance (you should be able to find a shut-off handle somewhere on the supply line). Not everything that smells like natural gas, actually is.

Flooding of your Apartment

Call immediately if there is risk of damage to possessions or the property and you cannot contain the leak. **Turn off the water valve to the broken pipe or to the exterior water main**, if you can locate it, until a maintenance arrives. Do everything within your power to contain any leaking or flooding and, if necessary, contact other residents who may be affected by the leak.

Fire

Call 911 first!! Then call us.

Total stoppage of the drain system

If your plumbing drain system ceases to work, none of your sinks, tubs or toilets will function properly then contact maintenance. The stoppage of one toilet or drain when other bathrooms are functional is not an emergency,

How to Contact Us, Emergency # 319-550-4972

- your name
- your address

- your apartment number
- your telephone number
- and a description of the problem.

Once you have contacted the emergency service, you must remain at your apartment, so the maintenance technician can reach you by phone. At this time, he or she will make arrangements for meeting you at your apartment to resolve the problem. Please remember that you must leave your telephone number with the emergency service and you must be at home in order for the maintenance technician to respond. **If you have to leave a message the technician will be calling you back shortly.**

What Is Considered a NON- Emergency

No Hot Water in your Apartment

This may be considered an emergency ONLY if there has been no hot water for an extended period of time: days not hours. In the event of no hot water, and it is not during normal business hours, we may be unable to repair the problem in as timely a manner as we would like, so be resourceful in the meantime.

Clogged or Backed Up Toilet

This may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess. DO NOT continue to flush toilet if overflowing – due to health issues ONE Property Maintenance representatives will generally not begin work until the area is cleaned up and essentially free of bacterial contaminants.

Noise Complaints or Security Issues

Please contact the Police @ 911. (If the problem is not serious enough to involve the Police, you still may wish to make us aware of it, so we can address the issue properly, by leaving a Voice Message, describing the problem in detail, at 319-396-3899. (Do not call emergency phone.)

Air Conditioning

Failure of the AC system is NOT an emergency unless above 88 degrees. Please report the problem on the web glenbrookapartments@outlook.com, via voice mail, or during regular office hours.

Locked Out of Your Apartment, or any problem involving your lock and/or key

If you lock yourself out of your apartment, there is \$100 lock out fee charge.

How to Contact Us, email glenbrookapartments@outlook.com or 319-396-3899

- your name
- your address

- your apartment number
- your telephone number
- and a description of the problem.

TAZAMA HAPA CHINI KWA KISWAHILI

Habari za Glenbrook Apartments

Kubadilisha Balbu za Mwanga na Betri za Kugundua Moshi. Ni juu ya mpangaji kuchukua nafasi ya balbu nyepesi katika marekebisho mepesi na betri katika vigunduzi vya moshi. Wapangaji hawapaswi kuchukua nafasi ya wagunduzi wa moshi.

Kuondolewa kwa Moshi Detector. Usiwe chini ya hali yoyote kushusha, kuondoa au kuvunja kigunduzi chako cha moshi! Kufanya hivyo ni ukiukaji wa usalama na utastahili ukiukwaji wa ukodishaji.

Ukarabati wa Burner ya Jiko. Wachomaji kwenye jiko lako sio ukarabati wa dharura. Usipige namba ya matengenezo ya dharura kwa ajili ya ukarabati huu. Tafadhali wajulishe usimamizi ikiwa una burner ya jiko ambayo haifanyi kazi na utaratibu wa kazi ya matengenezo utaundwa na burner yako itarekebishwa kwa fursa ya kwanza inayopatikana. **Usivuruge au Kurekebisha Burners yako ya Jiko!** Uharibifu wa wachomaji wa majiko kutokana na kuchakaa au kuvaa kupita kiasi itakuwa ni jukumu la mpangaji kwa gharama za ukarabati au uingizwaji.

Uvutaji sigara / bangi. Uvutaji wa sigara na bangi hauruhusiwi sio tu katika nyumba yako bali mahali popote katika jamii ya ghorofa. Wapangaji wanaovuta sigara na/au kutumia bangi watapata ukiukaji wa ukodishaji na maafisa wa utekelezaji wa sheria watawasiliana. Kumbuka daima unawajibika kwa matendo na tabia za wanafamilia wako au wageni wanaoishi katika nyumba yako.

Ukaguzi wa Ghorofa na Kuweka Ghorofa lako Safi, Salama na Usafi. Mbali na jiji la Cedar Rapids na HUD ghorofa yako itakaguliwa na wafanyakazi wa usimamizi kwa usalama na usafi takriban kila baada ya siku 60. Utaarifiwa muda usiopungua saa 24 kabla ya ukaguzi kukamilika. Ghorofa lako linatarajiwa kuwa katika hali safi na usafi pamoja na balbu zote za mwanga na vigunduzi vya moshi vilivyowekwa na kufanya kazi wakati wote. Vyumba ambavyo haviko salama, usafi au kuharibika kutokana na mpangaji vitapata ukiukwaji wa ukodishaji. Kumbuka daima unawajibika kwa matendo na utunzaji wa wanafamilia au wageni wanaoishi katika nyumba yako.

Tabia za Wapangaji, Wageni Wageni, Ndugu. Kumbuka kila wakati unawajibika kwa matendo na tabia za wanafamilia, ndugu au wageni wanaoishi au kukutembelea katika nyumba yako au katika jamii ya ghorofa. Wapangaji watawajibika na kuwajibika kwa sheria zozote zitakazovunjwa na wageni au wanafamilia.

Kuweka Maeneo ya Kawaida na Viwanja Safi. Kuweka mali safi na usafi ni muhimu kwa ajili ya ulinzi na usalama wa wakazi wote. Inatarajiwa kuwa wapangaji wote watafanya jitihada za kuweka maeneo yao ya kawaida, barabara za kumbikumbi na maeneo ya kufulia nguo safi na usafi. Kutupa au kutupa takataka au takataka katika maeneo ya kawaida na wapangaji, wageni au ndugu kutasababisha ukiukwaji wa ukodishaji. Takataka zote zinapaswa kuchukuliwa na kuwekwa kwenye vipokezi vya taka vilivyopo na ghorofa lako. Takataka zote ziwekwe kwenye vyombo vya taka na si juu ya chombo au kando ya chombo. Kumbuka kila wakati unawajibika kwa matendo na tabia za wanafamilia wako, ndugu au wageni wanaoishi au kukutembelea katika nyumba yako au katika jamii ya ghorofa linapokuja suala la usafi wa mazingira na usafi.

Polisi, Utekelezaji wa Sheria, Idara ya Zimamoto. Kama unahisi wakati wowote wewe au wengine wanaoishi katika jamii wako hatarini kutokana na uhalifu uliojitokeza au unaoweza kutokea au moto unapaswa kuita vyombo vya sheria au kwa upande wa moto piga simu idara ya zimamoto. Piga simu 911. Kanuni hiyo inaitwa utekelezaji wa sheria au idara ya zimamoto kwanza halafu iite usimamizi. Wakazi wanaopokea simu za polisi au ziara za polisi katika nyumba zao kutokana na mpangaji, mwanafamilia au mgeni kukiuka sheria, isipokuwa hali ya nyumbani, hawatakuwa na ukodishaji wao upya. Utekelezaji wa sheria unabainisha usimamizi kila wanapokuwa katika mali. Kumbuka kila wakati unawajibika kwa matendo na tabia za wanafamilia wako, ndugu au wageni wanaoishi au kukutembelea katika nyumba yako au katika jamii ya ghorofa linapokuja suala la usafi wa mazingira na usafi.

Vifaa vya Hali ya Hewa. Ghorofa yako imewekwa na kiyoyozi ambacho kitaweka ghorofa yako baridi wakati wa majira ya joto. Vifaa vya hali ya hewa havipaswi kuharibiwa, kutumika kama

kiti au mahali pa kusimama. Mkazi yeyote anayevuruga au kutumia viyoyazi kukaa au kusimama atapata ukiukwaji wa kukodisha. Kumbuka kila wakati unawajibika kwa matendo na tabia za wanafamilia wako, ndugu au wageni wanaoishi au kukutembelea katika nyumba yako au katika jamii ya ghorofa linapokuja suala la usafi wa mazingira na usafi.

Baada ya Dharura za Masaa. Hakuna Joto katika Ghorofa yako? Soma hii kwanza -

Hii ni dharura tu katika hali ya hewa ya baridi kali wakati wa baridi na wakati joto halifanyi kazi kwa sababu ya uharibifu wa mitambo au chini ya digrii 65 katika kitengo chako. Unahitaji kwanza kuhakikisha malipo yako ya akaunti ya matumizi yamesasishwa. Kama gesi au umeme wako umefungwa kwa kutolipa bili yako, piga simu kwa mtoa huduma wako wa umeme au gesi.

Hakuna Umeme katika Ghorofa lako? Soma hii kwanza -

Wavunjaji wa tripped hawazingatiwi dharura za baada ya masaa. Tafadhali jijulishe na wavunjaji wako. Katika baadhi ya matukio, masanduku ya kuvunja yatakuwa katika nyumba yako.

Kukatika kwa umeme kunaweza kuchukuliwa kama dharura tu ikiwa hakuna umeme katika kitengo chote na

1. umeita ALLIANT Energy 1-800-255-4268 kuona kama kuna kukatika.
2. umekagua wavunjaji wote wa mzunguko kwa kuwapindua kwa nguvu kwenye nafasi ya OFF na kisha ngumu kwa nafasi ya ON na umeweka upya wavunjaji wowote na wote wa GFI (hivi ni vifungo vidogo wakati mwingine hupatikana kwenye maduka kwenye bafu, jikoni, vyumba vya kufulia, na karakana) AU fuses zozote zimekaguliwa na kubadilishwa ikiwa zimechomwa moto.

Kukatika kwa sehemu hakuleti dharura. Ikiwa swichi ya ukuta au chombo kinaanza kuvuta sigara au kunusa kama kinachoma, zima swichi au chomoa vitu kutoka kwenye duka na uzime kivunja mzunguko au kuondoa fuse, basi ripoti tatizo wakati wa masaa ya kawaida ya biashara au barua pepe glenbrookapartments@outlook.com kuacha barua ya sauti kwenye mstari mkuu wa ofisi, 319-396-3899.

Uvujaji wa gesi au "Harufu ya Gesi"

Tafadhali wasiliana na Mid- American kwa 1-888-427-5632 kutoka kwa simu ISIYOKO kwenye ghorofa. Cheche kutoka kwa simu, hata simu za mkononi, zinaweza kuwasha gesi. Gesi asilia ina harufu mbaya ya mayai yaliyooza. Ikiwa unashuku kifaa kinavuja gesi, zima kifaa na uzime usambazaji wa gesi kwenye kifaa hicho (unapaswa kupata mpini wa kuzima mahali fulani kwenye mstari wa usambazaji). Not kila kitu kinachonuka kama gesi asilia, kweli ni.

Mafuriko ya Simu yako ya Ghorofa mara moja ikiwa kuna hatari ya uharibifu wa mali au mali na huwezi kuwa na uvujaji. **Zima valve ya maji kwenye bomba lililovunjika au kwenye maji ya nje**, ikiwa unaweza kuipata, hadi matengenezo yafike. Fanya kila kitu ndani ya uwezo wako ili

kudhibiti uvujaji wowote au mafuriko na, ikiwa ni lazima, wasiliana na wakazi wengine ambao wanaweza kuathiriwa na uvujaji huo.

Moto

Piga simu 911 kwanza!! Kisha tupigie simu.

Jumla ya kusimamisha mfumo wa

mifereji ikiwa mfumo wako wa mifereji ya mabomba utakoma kufanya kazi, hakuna sinki lako, tubs au vyoo vitakavyofanya kazi vizuri basi wasiliana na matengenezo. Kusimama kwa choo kimoja au kuisha wakati bafu nyingine zinafanya kazi sio dharura,

Jinsi ya Kuwasiliana nasi, Dharura # 319-550-4972

1. Jina lako
2. anwani yako
3. namba yako ya ghorofa
4. namba yako ya simu
5. na maelezo ya tatizo.

Mara baada ya kuwasiliana na huduma ya dharura, lazima ubaki kwenye nyumba yako, ili fundi wa matengenezo aweze kukufikia kwa simu. Kwa wakati huu, atafanya mipango ya kukutana na wewe katika nyumba yako ili kutatua tatizo. Tafadhali kumbuka kwamba lazima uache namba yako ya simu na huduma ya dharura na lazima uwe nyumbani ili fundi wa matengenezo ajibu.

Ukiacha ujumbe fundi atakuwa anakupigia simu hivi karibuni.

Kile kinachochukuliwa kuwa kisicho cha dharura

Hakuna Maji ya Moto katika

Ghorofa yako Hii inaweza kuchukuliwa kuwa dharura tu ikiwa hakujakuwa na maji ya moto kwa muda mrefu: siku sio masaa. Katika tukio la kutokuwa na maji ya moto, na sio wakati wa masaa ya kawaida ya biashara, tunaweza kushindwa kurekebisha tatizo kwa wakati kama tunavyopenda, hivyo kuwa na rasilimali wakati huo huo.

Choo

kilichofungwa au Kuungwa mkono Hii inaweza kuchukuliwa kama dharura tu ikiwa kuna choo kimoja tu katika kitengo na umefanya kila jitihada, ikiwa ni pamoja na kutumbukia, kusafisha kizuizi mwenyewe. Kwa hali yoyote, zima valve nyuma ya choo, funga kifuniko na usafishe fujo yoyote. USIENDELEE kusafisha choo ikiwa imefurika - kutokana na masuala ya afya Wawakilishi wa Matengenezo ya Mali moja kwa ujumla hawataanza kazi hadi eneo hilo litakaposafishwa na kimsingi bila uchafu wa bakteria.

Malalamiko ya kelele au Masuala ya Usalama

Tafadhali wasiliana na Polisi @ 911. (Kama tatizo haliko makini kiasi cha kulihusisha Jeshi la Polisi, bado unaweza kutaka kutujulisha, ili tuweze kulishughulikia suala hili vizuri, kwa kuacha Ujumbe wa Sauti, ukielezea tatizo kwa undani, kwa namba 319-396-3899. (Usipige simu ya dharura.)

Kushindwa kwa hali ya hewa

kwa mfumo wa AC sio dharura isipokuwa zaidi ya digrii 88. Tafadhali ripoti tatizo kwenye wavuti glenbrookapartments@outlook.com, kupitia barua ya sauti, au wakati wa masaa ya kawaida ya ofisi.

Imefungwa nje ya Ghorofa yako, au shida yoyote inayohusisha kufuli yako na / au ufunguo

Ukijifungia nje ya nyumba yako, kuna malipo ya ada ya kufunga \$100.

Jinsi ya kuwasiliana nasi, barua pepe glenbrookapartments@outlook.com au 319-396-3899

1. Jina lako
2. anwani yako
3. namba yako ya ghorofa
4. namba yako ya simu
5. na maelezo ya tatizo.