



Swan Song Apartments Boquete Helpful Information

- 1) Internet, cable TV, electricity, water, garbage, and propane tank replacements are included in the rent.
- 2) Your TV is a smart TV and can connect directly to Netflix and YouTube. If you have a Netflix account you can press the Netflix button on the TV remote and then enter your user name and password for your Netflix account. Bear in mind Netflix may charge you a bit more per month for logging in on more than one device. The other remote is for Tigo cable which has several channels in English as well as Spanish. Landlord can provide you a list of channels upon request with familiar networks such as CNN and Fox and their channel numbers.
- 3) Your internet router or TV is labeled with the router name and password. There is also an internet router in the upstairs common area with its own name and password if you wish to have internet access upstairs.
- 4) Internet outages occur occasionally and usually last an hour or two. If your internet stops working first unplug the router power cord (not the ethernet cable) and then plug it back in. Wait a few minutes and see if it's working again. If not, notify landlord.
- 5) If the stove or hot water isn't working, the propane tank is probably empty. Replacement tanks are available in the laundry room. Landlord can send you a video on how to remove the regulator from the empty tank and put it on the replacement tank. Please leave the empty tank in the laundry room and notify landlord.
- 6) Water from the tap is safe to drink. It is filtered and UV treated to kill viruses/bacteria.
- 7) On-demand water heaters can be a bit temperamental. To get hot water to the desired temperature, first turn on hot water all the way. If it's not hot

after a minute or so turn hot water off all the way and try again. Then SLOWLY add cold water. If you add cold too fast the water heater may turn off. If that happens turn both hot and cold off completely and start over with the above steps. Water temperature is adjusted so the max temperature is very hot but not scalding hot, but fluctuations can occur so use caution to avoid scalds.

8) Landlord recommends using provided surge protector (located on the shelf near the TV) for charging laptops, cell phones, and other valuable electronics. This will provide some protection from voltage fluctuations.

9) Garbage pickup day is normally Tuesday (occasionally Wednesday). The garbage pickup area is below the electrical meters close to the street on the left if you are standing in the street facing the apartments. Please be sure to securely close the garbage area doors with the pin so dogs can't get in and make a mess.

10) You can take plastic (labeled with recycling numbers 1, 2, 4, and 5), metal, glass, Tetrapaks, paper, and cardboard for recycling to the Fairgrounds every Friday 9am-1pm.

11) There is a fire extinguisher below the kitchen sink.

12) The neighbor to the left has a dog that runs loose. Occasionally he will chase people and bark. He has bitten one person to landlord's knowledge. He often comes to hang out at Swan Song and is not aggressive in that case. He only becomes aggressive when you go near his house. If you go for a walk in the neighborhood, go in the downward direction of the street, not upward, and you should be fine.

13) Professional pest control people come once per month to spray the yard for ants. Otherwise ants become uncontrollable and start entering apartments. The product used is nontoxic for people and pets.

14) If you are going to be leaving during the day and returning at night, please leave switch next to front door labeled "outside" on and the light will come on automatically at dusk. This helps ensure the security of the building and your safety.

15) If the gas dryer isn't getting clothes dry, or the hot water in the washing machine isn't working, the propane tank is probably empty. The tanks for the dryer and washing machine water heater are in the back wall of the building. The gate is labeled so you know which tank is which. Please grab a full tank from the laundry room, swap the tank, leave the empty tank in the laundry room and notify landlord.

16) Ironing board/iron and clothes drying rack are available in the laundry room. Return after use.

17) Your apartment has a broom/dust pan, all-purpose cleaning spray (vinegar, water and essential oil) and rags for light cleaning. A vacuum and mop are also available in the laundry room. Return after use. Wash detachable mop pad and reattach it to the mop. Additional cleaning services available upon request for a fee.

18) Noise machine makes several soothing noises to help you sleep if dog barking becomes bothersome.

19) Power outages occur occasionally. Most are brief. However they can be a nuisance if they occur at night. There are two battery powered light bulbs in your apartment. Push the button on the back to turn them on. Charge bulbs in any regular lamp socket for several hours to recharge.

20) If you arrive at a time when Landlord will not be there to greet you personally, Landlord will provide you with the 4-digit code to open the lock box next to the front door that contains the keys (keys included are for front door, laundry room, upstairs common area, and outdoor propane tank storage).

21) Check Alcaldía de Boquete on Facebook for information about planned water outages and other municipal news.

Questions? Call Sherrie
WhatsApp 6495-3335