

Welcome to The Landings at Eagle Heights

We are delighted to welcome you to The Landings 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.

The following is some information that we hope will be helpful.

Telephone: To establish new service with **CenturyLink**, you can call the business office at **1-800-788-3600** to apply for new telephone service and/or DSL internet service. **CenturyLink** does not supply telephone equipment. You must obtain your own telephone equipment from a retailer of your choice.

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 **Dave Vogel** at **610.334.0265** or at **david_vogel@cable.comcast.com**.

Satellite TV: To contact **DIRECTV** for new installation of Satellite Television Systems, call Sonya Pinto **717 569-8682**. **We only allow Satellite Television Systems to install. Please do not call 1.800.directv.**

Gas: **UGI** provides and bills you for gas. Please call **800-276-2722** 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. They will need to verify your address by your copy of the Lease Agreement.

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 insure 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 and we have received proof of insurance.
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**. If the dumpster is full, please take your garbage to the next closest dumpster. **Please Do Not** place garbage outside of the dumpster **at any time**. 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.**

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 can not carry insurance on your belongings. **You are required to provide proof of Renter's Insurance prior to your move in date. You will not receive keys to your apartment or townhome without proof of your Renter's Insurance. The policy must state a minimum of \$100,000.00 liability coverage. Michael Smalla at Allstate Insurance Company can assist you with your renter's insurance policy. He can be reached at 215-572-6060.**

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. You may also make payments on line by logging into www.rentpayment.com/pay/login.html?pc=CNEEF7QI67 . The software will prompt you through the process.

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 peace, comfort, and privacy.

Leasing Office Hours: We are currently open 9:00am-5:00pm on Monday through Friday. These hours are subject to change. Our phone number is 717-285-4645.

Maintenance Calls:

For all emergencies (listed below): Please call **717-305-0481**

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.