

## IMPORTANT PHONE NUMBERS

### RENAISSANCE

|            |                  |
|------------|------------------|
| Day        | 518-561-0440     |
| Toll Free: | 800-897-9887     |
| Emergency: | 518-574-2491     |
| WEB        | www.rvsuites.com |

### TELEPHONE SERVICES

|           |              |
|-----------|--------------|
| Verizon:  | 518-890-7100 |
| Westelcom | 518-566-6726 |
| PrimeLink | 518-563-5465 |

### DIRECTORY ASSISTANCE

|                       |                      |
|-----------------------|----------------------|
| Plattsburgh Area Code | 518                  |
| Inside 518:           | 555-1212             |
| Outside 518:          | 1-area code-555-1212 |

### SUNY COLLEGE

518-564-2000

### CLINTON COMMUNITY COLLEGE

518-562-4200

### OTHER

|                               |          |
|-------------------------------|----------|
| Fire & Emergency:             | 911      |
| City Police:                  | 563-3411 |
| Health Service/Infirmary      | 561-2187 |
| CVPH Medical Center:          | 561-2000 |
| Crisis Center:                | 561-2330 |
| SUNY Financial Aid:           | 561-2072 |
| Feinberg Library:             | 564-3180 |
| Mail Boxes Etc                | 561-2162 |
| Bazzano's Pizza:              | 562-8586 |
| Bootlegger's Restaurant       | 561-6222 |
| Butcher Block                 | 563-0920 |
| The Naked Turtle              | 566-6200 |
| No. 1 Chinese                 | 562-0997 |
| The Ground Round              | 561-2897 |
| Whiteface Ski Area            | 946-2223 |
| Whiteface Ski Conditions      | 946-7171 |
| Country Expressions (Flowers) | 561-2929 |

## WELCOME TO OUR COMMUNITY



## Renaissance Village Suites

The Management and Staff of Renaissance Village want to make your stay with us an enjoyable one.

### LET US HELP YOU...ENJOY YOUR STAY!

This "check-in" Brochure will Answer some of the questions you may have. The index below will familiarize you with facts, amenities and procedures at Renaissance:

### INDEX

- 🕒 Keys: Suite, Apartment, Mail, and Pantry
- 🕒 Mail and Package Delivery
- 🕒 Office Hours and Emergency Contacts
- 🕒 Parking Permits and Bike Enclosures
- 🕒 Laundry Room & Computer Lab
- 🕒 Maintenance/Repair Requests
- 🕒 Walls, Appliances, Furnishings and décor
- 🕒 Refuse and Recycling
- 🕒 Noise Law
- 🕒 Unit Inspections, guests, and no pets
- 🕒 Utilities, Telephone & Cable Service
- 🕒 Recreational Facilities @ RV Suites
- 🕒 Fire Safety
- 🕒 Preparing for your departure



### KEYS

When you check in you will receive: Suite, apartment, pantry and mailbox keys. The office will replace a lost key for a minimal fee of \$2.00. Duplication of keys issued to you is prohibited. You must return all keys at check out or a \$20.00 fee will be assessed. If you have misplaced your keys to your apartment we can help you during office hours, otherwise there is a \$20.00 fee for emergency calls. For your safety suite doors should be locked at all times.



### MAIL & PACKAGES

Your mailing address is: Room # followed by Renaissance Village Way, Plattsburgh, N.Y. 12901. For Example: If you live in Room 37, your address Will be: 37 Renaissance Village Way. Packages too large for Mailbox or items sent via UPS, FedEx or Airborne are delivered to the Manager's Office; you will be notified and you may pick these up during business hours. Your mailbox is located between building (1) and (2).



### OFFICE HOURS AND EMERGENCY CONTACTS

Office Hours: 9:00a.m – 5:00p.m. (M-F)

Emergency: Call: 574-2491. A Renaissance employee will return your call.

Night Drop: Located Next to the office door. You can use the Night Drop for payments, completed forms, messages, and maintenance requests.



### PARKING PERMITS AND PROCEDURES

At check in you will be issued a parking permit, which needs to be displayed with the number side visible from the front of the vehicle. The "No Parking" Areas and the speed limit of 5 MPH are clearly marked. Cars must be parked head-in. Guests can park in designated parking areas only. If you have an overnight guest you must obtain a visitor's parking permit from the office. This permit must be returned within 48 hours. We strongly enforce these regulations and will issue fines to violators. **Bikes:** A Locked Bike Enclosure located between Building 2 & 3 is provided for tenants. Please obtain your gate key from the office. All tenant's bikes must be locked inside the bike enclosure. Bikes are not permitted inside buildings, halls, suites or apartments!



### LAUNDRY ROOM AND COMPUTER LAB

Both facilities are located past the Manager's office and are open every day from 7:00a.m to 10:00pm.

**Laundry:** Please do not start your laundry unless it can be completed before 10:00p.m. Otherwise, it may be locked in overnight. Coin, Refreshment, and soap dispensers are available for your convenience.

**Computer Lab:** Please let the office know of any software, hardware or Internet connection problems you might encounter.



### MAINTENANCE REQUESTS

Maintenance Request Forms are available on the "Brochure wall" outside the Manager's Office.

**Please** report any maintenance problem immediately, especially water leaks and running toilets. Before a toilet

overflows, locate the turn off valve below the toilet tank and turn off the water. Use the toilet Plunger in the water heater closet. The water should recede. Open the toilet water valve and flush. If the toilet does not flush, you may have a more serious problem and you will need to call for maintenance. Any maintenance item with the potential to damage property is considered an emergency and we ask you to contact us (Night or day). Damage caused from unreported maintenance and repairs can be costly, and you may be held responsible.

**Light Bulbs:** Yes, we actually provide you with light bulbs to replace burned out bulbs. In return we ask that you do not remove bulbs from halls or other building locations. Please come to the office, we'll take care of you.



### Walls, Appliances, Furnishings & Décor

We have made your apartment as comfortable and functional as possible. We ask that you comply with the safe and sanitary condition of your suite and apartment at all times. Furnishings and personal belongings cannot be piled in the common area blocking the flow of traffic. Kitchens, appliances, common areas and apartments need to be cleaned and vacuumed on a regular basis. Vacuums are available for your use in the Manager's office. Garbage or other offensive material should be removed from the suite daily. Leaving garbage in the halls is not permissible; halls are monitored on a regular basis.

**Walls:** Only Renaissance Personnel are authorized to repair and paint walls.

**Nails/Push Pins:** At check in you receive a packet of nails and push pins for pictures and posters. Only the provided hardware is to be used for tacking into walls. Do not use double-sided picture tape.

**Furnishings:** Your suite & apartment is furnished; do not remove any of these items. No beds are allowed in the common area and were sorry, but you cannot bring your own beds or waterbeds into the apartment.

**Entertainment Systems:** Large and/or loud entertainment systems cannot be utilized in your suite or

apartment. Stereo speakers must be kept to a minimum size, and raised from the floor. Speakers cannot be mounted on walls or ceiling.

**Carpets:** Your carpet has been professional shampooed prior to your occupancy. Please keep Bleach, Mustard, Juices, Oil, and Grease off the carpet areas. Renaissance is the only one authorized to arrange for professional carpet cleaning. At check out \$20.00 of your security deposit will be applied to shampooing of apartment and common area.



### REFUSE/RECYCLING

Dumpsters and recycling bins are located south of the office entrance parking lot. Please check with the office regarding the cost and procedure for disposing of any large items. It is not acceptable to leave trash in hallways, outside suite doors, stacked in common area or kitchens. You will find individual trashcans and ashtrays throughout the complex. Using these proper disposal sites will be greatly appreciated.



### NOISE LAW

The Police Dept strictly enforces the City Noise Ordinance. If you are named in a Noise Law complaint there is a minimum fine of \$250.00, a maximum fine of \$1,500 and 15 days in Jail. Second-time offenses are misdemeanors, which will appear on an offender's record. Loud parties, running through stairwells, slamming doors, yelling and loud music can be a costly activity. If your neighbors or the personnel at Renaissance ask you to hold it down, please take their advice.



### UNIT INSPECTIONS, GUESTS, & NO PETS

Sorry No Pets. **NO**, 4 legged; non-legged, feathered, furry or non-furry friends are allowed. Your 2-legged friends are welcome to stay with you as your guest for a period up to 48 hours, as long as your suite mates are agreeable, and you obtain a guest-parking permit from the office. Renaissance conducts random inspections of units throughout the year. A notice of inspection will be issued to you 48 hours prior. A Renaissance employee will be checking for safe & sanitary unit condition, maintenance/repair needs, and general compliance with the condition of your apartment and suite.



### UTILITIES PAID BY RENAISSANCE

We Pay Your Utilities! However, Renaissance Maintains the right to charge you for excessive Utility Use. Definition of Excessive: Above the average Utility billing of all the units in the complex. Therefore, to avoid these excessive charges: (1) Turn off lights, stereos and TVs' when not in use and when you leave the suite. (2) Do not leave windows open when the heaters are running. (3) If you do not want your heat to drop 10 degrees during the night use the standard setting on the thermostat.

**Renaissance provides:** 74-channel cable and pre-wired phone lines.



### RECREATIONAL FACILITIES

Picnic Tables, Benches and a large commercial barbecue are all located in the Landscaped courtyard for your enjoyment. The basketball court is located just off the main entrance parking. The office can provide you with basketballs and assist you with use of the barbecue. For safety reasons the barbecue is locked, so please prearrange your special event needs with the office.



### FIRE SAFETY

You must call 911 to report fires. The fire dept. is not automatically notified when fire alarms are pulled.

There are fire extinguishers located at the end of each building on middle level. The fire doors on the top floors must be kept closed at all times. All hallways must be kept clear of obstructions: Bikes are to be kept outside in Bike racks or in locked bike enclosures. Absolutely no barbecues are allowed in halls or walkways outside suites. You are welcome to use the barbecue in the common grounds. Do not tamper with smoke alarms, and please report broken smoke alarms. Use Stove fans when cooking to prevent the alarms from activating unnecessarily. Trash & personal belongings that clutter and block access to apartments or interfere with use of common areas can be considered a fire safety and is a violation of your lease. Please do not block fire lanes.



**PREPARING FOR YOUR DEPARTURE** Approximately 30 days prior to the end of your lease we ask that you complete "New Lease Request/or Check Out Notification" which will be delivered to you from the office. You can also obtain this form on our website or on the Brochure wall outside the office. This form will also give you helpful tips to prepare for your departure.