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**NEW TENANT INFORMATION FOR THE LEDGES APARTMENTS**

**Welcome to The Ledges Apartments!**  
**We are glad to have you here and we hope you will enjoy your new residence!**

Your new mailing address will be:

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Here is some information to help you move into your new apartment and take good care of it:

**ELECTRICITY – \*\* You should have your service start on your move-in date\*\***

The Ledges is served by Burlington Electric Department. Call 802-865-7300, 8am to 4:30pm Monday through Friday, and ask for the Customer Service Department. Tell them you would like them to turn on your electricity on your move-in date. They will need your new address, your place of employment, and other information. Burlington Electric does NOT do credit checks. Depending on whether you had an account with them previously, a deposit may be required. Your apartment is equipped with electric baseboard heat with individual thermostats, but most tenants use the gas heater as it is much less expensive.

**NATURAL GAS**

Your apartment is equipped with a gas furnace. At least several weeks before you want gas heat, call **Vermont Gas Systems** at 802-863-4511 to set up your account, give them your new address, and schedule an appointment to have the meter turned on. If you have had an account with Vermont Gas or have a letter of credit from a bank or other utility, you may be able to avoid a security deposit.

**CABLE TELEVISION / INTERNET / LANDLINE TELEPHONE**

Our apartments are wired for telecommunications from **Burlington Telecom and Comcast/Xfinity**. If you wish to purchase cable, internet, or landline telephone service, you may call Burlington Telecom at 802-540-0007, or Comcast at (800) 266-2278 or visit their local store, located at: 205 Dorset Street, Suite B, South Burlington, VT 05403.

## **PARKING**

Each unit has **one** assigned parking spot in the carport. There is some guest parking in a designated area north of the carport, available on a first-come, first-serve basis. Units with additional vehicles must park on So. Willard Street. It is important be considerate of your neighbor; please do not park in someone else's designated space. Parking lots and driveways are plowed by us in the winter; they will normally be plowed on the morning following a snowfall. No unregistered vehicles are allowed to be parked on the property.

## **COLORS/PAINTING**

Interior walls are painted Dover White. Painting is not allowed without written permission from Unsworth Properties. We provide curtain rods, but you should provide your own curtains. Measurements are given upon request.

## **INSURANCE**

As stated in the lease, we have insurance on the buildings. However, you **MUST** have your own renters' insurance for your furnishings and possessions.

## **SERVICES PROVIDED BY US**

Your rent includes water, sewer service, lawn care, parking, maintenance, trash and snow removal, and payment of property taxes.

## **MAINTENANCE**

**It is your responsibility to promptly report any maintenance issues. Don't wait!** If you need repairs, please call our main office during business hours, 8am to 4pm, if possible. However, if there is an urgent situation, you can call any time and our answering service will take a message. For non-urgent issues, you can also send an email to **[maintenance@unsworthproperties.com](mailto:maintenance@unsworthproperties.com)**. Be sure to include your name, apartment number, and a detailed description of the issue, and attach any photos of the issue that might be helpful.

## **RENT PAYMENTS**

Rent should arrive at our office on the first day of the month. Lost discount will apply to payments received after the 4<sup>th</sup> of the month. Make rent checks payable to **Unsworth Properties LLC**. Rent checks may be mailed to, or dropped off in-person during business hours at, our office located at 28 Howard St., Suite 302, Burlington, VT 05401.

We are pleased to offer online rent payments through QuickBooks that can be made by checking account transfer. You'll receive a monthly invoice via email with a link to make the payment. If you'd like to take advantage of this service, please send an email to [info@unsworthproperties.com](mailto:info@unsworthproperties.com) and we'll get you set up.

## **GARBAGE DISPOSAL**

The kitchen sink is equipped with a garbage disposal, and the switch is on the wall, near the sink. Always run cold water in the sink while the disposal is in operation and for a few seconds after the disposal is turned off. **Do not** put any of the following items into the garbage disposal:

- |   |                                  |
|---|----------------------------------|
| -Cabbage                                      | -Grease, oil, or fat of any kind |
| -Large bones (chicken or fish bones are okay) | -Egg shells                      |
| -Coffee grounds                               | -Potato peels                    |
| -Popcorn kernels                              | -Any non-food item               |

Garbage that is not ground in the disposal should be put into plastic bags and put into the dumpster for your building, or given to a compost service.

## **BATHROOM**

Please notify us if you need to replace the light bulb or if the fan is not acting or sounding correctly. Fans in our apartments are important to prevent mold and mildew. Run them whenever you are bathing or showering. If mold or mildew appears, a simple mixture of bleach and water sprayed on the area will take care of it.

**DO NOT** flush feminine hygiene products down the toilet. Even though we are on city sewer, feminine hygiene products can clog the lines leading to the sewer. **Never** put kitty litter, cigarette butts, paper towels, or disposable wipes in the toilet. If these things are found to be the cause of a plumbing clog, **YOU**, the tenant will be held responsible for the charges.

## **KITCHEN**

Operation of the dishwasher, washing machine and dryer are probably self-explanatory. If you would like detailed instructions, let us know. Do not overload the washing machines or dryers, and remember to clean the lint trap of the dryer after each use.

During extremely cold weather, leave open the cabinet doors under the kitchen sink at night and when you are away from home. Also, keep the thermostats in the kitchen and bathroom to at least at 50°F at all times, including when you are out of town. It is your responsibility to keep the water pipes from freezing.

## **FIRES**

Kitchen fires are the most common type of fires. Keep your oven and stove clean, and use standard safety rules to prevent fires. If you do have a kitchen fire, follow these steps.

### ***Grease Fires***

1. Turn off stove
2. Cover burning container with lid or pan to smother fire

If smothering fails, call 911. **Do NOT throw water on a grease fire.** You may cause an explosion.

### ***Electrical Fires***

1. Unplug burning appliance or...
2. Turn circuit-breaker off

**Do NOT throw water on fire or touch burning element.**

### ***Oven Fires***

1. Close oven door and leave closed (this cuts off oxygen)
2. Turn oven off

## **FIRE EXTINGUISHER**

We have furnished a fire extinguisher, which is in the kitchen or on the inside of one of your downstairs closet doors. Please take time to read the directions on it now. If you ever have a fire which is not immediately extinguished by the extinguisher, call the Fire Department (911) immediately. If you have children, be sure they are familiar with fire safety rules and know alternate ways to get out of the apartment.

## **SMOKE DETECTORS**

Your apartment is equipped with at one smoke detector and one combination smoke and carbon monoxide detector. We checked them when you moved in. You can test the battery periodically by pushing the "test" button on the detector. If the detector emits a "beep" every few minutes when you are not testing it, that means the battery is running down. If you need help installing a new battery, let us know.

## **BREAKER BOX**

The breaker box for electricity is behind the pantry door. Breakers are labeled, but if you find they aren't, please notify us. If there is an urgent situation, you can shut off the appropriate breakers.

## **WINDOWS**

We do not furnish or repair window blinds and curtains, although do we do supply curtain rods. If you need information on window sizes, ask us.

Your windows are equipped with storm windows or thermopane. If you do not know how the windows operate, let us know. Storm panels for your exterior doors are installed by our maintenance crew in the fall. You are responsible for broken windows and screens.

## **HOT WATER HEATER**

The hot water heater is behind the closet under the stairs. Normally, you will not have to touch it. If you should find water leaking from the hot water heater, call us immediately.

## **NOISE**

Our apartments are well-insulated, and noise is not a significant problem. However, please be considerate of your neighbors and avoid excessive noise.

## **LAWNS**

Lawns and landscaping are maintained by us for your enjoyment. If you have children, please be sure they understand the importance of treating plants with care, not littering, and using **caution about playing near the driveways. No child should be in the parking areas unattended.**

## **TRASH REMOVAL**

The trash removal is included in your rent. It is best to put all household trash into plastic bags, so that animals will not be attracted to the dumpsters. Do not leave automobile parts, tires, appliances, or large pieces of furniture, including mattresses, in the trash/recycle area, or on the curb, as our contractor will not take them and YOU will be charged for any excess or illegal dumping. Use your "blue box" to recycle items covered under mandatory recycling. <https://cswd.net/recycling/#blue-bin> Trash is picked up on Tues. and Fridays. Recycling is picked up by the city on Mondays.

***We are proud of our apartments and we hope that you will be too.  
Enjoy your new home!***