



WELCOME HOME

Briarwood House Apartments Resident Handbook

On behalf of Briarwood House Apartment Homes we welcome you. We pledge to meet and exceed your expectations.

To Our Valued Residents

This handbook is designed to answer the majority of questions you might have regarding Briarwood House. We hope this assists you. You may want to keep it handy should questions arise.

To schedule Maintenance: Visit your tenant portal by clicking [here](#). Or contact our Leasing Manager at 914-450-4496

Emergency maintenance: 845-649-6516 (cell)



To order telephone service:

SPECTRUM COMMUNICATIONS 866-874-2389

Your electric account:

ORANGE AND ROCKLAND UTILITIES 877-434-4100

For your convenience, electric service is in the name of the Property Owner at the time your lease begins. It is your responsibility to open an electric account in your name to become effective at the time you take occupancy.

Cable & Internet Service:

SPECTRUM COMMUNICATIONS 866-874-2389

ORANGE REGIONAL HOSPITAL

707 E Main St, Middletown NY 10940.

EMERGENCY ROOM: 845-333-1300

MAIN NUMBER: 845-333-1000

MAINTENANCE REQUESTS, BRIARWOOD HOUSE APTS:
914-450-4496

BRIARWOOD MANAGEMENT OFFICE (Mattco Equities,
Inc., Harrison NY): 914-835-0333

BRIARWOOD MAINTENANCE EMERGENCIES, manager
cell: 845-649-6516. Emergencies are no heat, refrigerator not
working (in winter you may be able to put perishables on your
balcony, or in a cooler until help arrives), major water leak (not a
slow drip), toilet plugged (please try a plunger first) and lockout. If
you have a non-emergency (ie dripping faucet, one stove burner
out) please call 914-450-4496 during regular weekday hours. You
must arrange to give maintenance access to your apartment.

RENT PAID ON THE FIRST OF MONTH: rent payable online
by clicking [here](#) or mail to Briarwood Apartments, PO Box 849,
Harrison, NY 10528





Air Conditioner Covers. Each apartment is supplied with an air conditioner cover which will be placed over the outside of your AC unit approximately in November or December. The cover must be removed before you use the AC unit in spring or summer or you will burn out the motor. If your AC unit starts to leak inside your apartment, check the outside drainage tube to see if it is plugged with debris. A q-tip will usually clean out the small hole in the lower corner of the air conditioner.

Balconies. You may have plants, outdoor furniture, etc. on your balcony. We restrict hanging laundry, storing boxes, cleaning supplies such as brooms, mops, trash bags and other unsightly items for obvious reasons. No grilling is allowed on balconies. The local fire department reserves the right to fine violators \$500. Please report to office anyone not adhering to this very important restriction.



Bicycles. A bicycle can be locked to the balcony railing. You may also store it in your storage unit.

Breaking your lease. Provided you have resided in your apartment for at least 12 months you may terminate your lease (moving out before the last day of the year term) with a 60-day written notice (and pay for these two months) plus a fee equal to one month's rent. If you move at the end of your lease there is no termination fee. Flexible month to month options are also available. This option may be used when you receive your lease renewal by mail. Contact our Leasing Manager for details, 914-450-4496.



Bulletin Boards. You may use the bulletin boards in all of the laundry rooms to sell items, or offer services.

Cable. Contact Spectrum Communications, 866-874-2389

Candles. Candle use is very dangerous. If you do intend to burn candles they must be watched carefully. Candles emit carbon (a sticky black substance) which adheres to walls, clothing, computers and your lungs! Heavy use may cause damage to walls which then have to be sealed and several coats of paint applied to cover the carbon residue. We do not charge to repaint apartments with "normal wear and tear", however, extra work involved with heavy carbon on walls. This cost will be charged against a security deposit. Candle warmers are an excellent alternative. There is no flame, yet you experience the wonderful scent of the candle.

Cars. Parking spaces are assigned on a best efforts basis. We rely on you to respect your neighbor and to use the space we have assigned to you. We do not have resources to policy space assignments. Your vehicle may be parked in any parking space reserved for "visitors" or otherwise not numbered. All vehicles must have correct license plates and current registrations. Flat tires must be fixed right away. Jacking up vehicles and performing oil changes are not permitted.

Cigarettes. Briarwood House Apartment is a smoke-free apartment complex. Please refrain from smoking or having your guests smoke inside or around the apartment buildings.



Circuit Breaker. Each apartment has a circuit breaker box located in the hallway near the bathroom. If you don't have power in any area of your apartment you can check the circuit breaker



box to see if a breaker has "tripped" or been turned off and is off line. You may flip it back or call for a repair.

Courtesy Hours. The courtesy hours at Briarwood House extend from 10 P.M. until 8 A.M. During these hours all residents have the right to "quiet habitability". The vast majority of residents agree with this general rule. This means low volume on a TV, stereo, game-boy, etc. Also, no vacuuming, dishwashers, loud arguments, etc. Following this guideline will enable families to live peacefully together.

Electric Utility Account. Contact Orange & Rockland Utilities, 877-434-4100. For your convenience, electric service is in the name of the Property Owner at the time you take occupancy. It is your responsibility to open an electric account in your name at the time you take occupancy. If you fail to open an account you will be responsible for the electric charged and a \$75 service fee.

Emergency Phone Number. Maintenance carry a cell phone which should be called when you have an emergency: 845-649-6516 and fire 911.

Emergencies are: no heat in winter, refrigerator not working (in winter you may be able to put perishables on your balcony, or in a cooler until help arrives), major water leak (not a slow drip), toilet plugged (please try a plunger first), and lock-out (\$40 if after hours). If you have a non-emergency (eg. dripping faucet, one stove burner out) please call the office and we will schedule a work order to help you. If you are expecting a maintenance man to perform a work order in your apartment you must be home at the time of the scheduled repair or leave your deadbolt unlocked and lock only your lower, doorknob lock. Usually we can offer a two-hour "window" in which to complete the repair.

Grilling. There is a charcoal grilling station in the greenbelt adjacent to the pool. You may NOT grill on the balconies or near buildings. It is dangerous and contrary to fire regulations. A George Foreman electric grill on a stand is a good substitute and may be used on balconies.

Internet. Spectrum Communications cable will help with your internet needs (call 866-874-2389).

Late rent payments. After the 5th of each month your rent will be considered late. There is a \$50 late fee that must be added to your check amount. If your check "bounces" the insufficient funds fee is \$50. We encourage everyone to use the free online payment system, but if you want to pay by check you should have your check in the mail by the 1st of the month at the latest. The address is: Briarwood Apartments, P.O. Box 849, Harrison, N.Y. 10528. The



check should be made out to Briarwood Apartments and your apartment number should appear under memo.

Lock-outs. If you are locked out of your apartment during normal business hours and a staff member is on the grounds we are happy to let you back in your door at no charge. After business hours there is a \$40 fee which must be given to the staff member who lets you in. Call the emergency cell phone for after-hour lockouts (914-450-4496). You may call a locksmith if you prefer. It's always a good idea to leave a spare set of keys with someone.

Medical Care. Orange Regional Hospital, 707 E Main St, Middletown NY 10940. Emergency room, 845-333-1300 (call 911 for medical emergency). Hospital main number 845-333-1000.

Mold and Mold Prevention. We are often asked about mold. Mold is common when humidity accumulates because of lack of air circulation. Bathroom windows should be open just a bit even in cool weather to prevent excess humidity. Fish aquariums and humidifiers are prohibited for this reason. Using fans and AC in summer are two of the best ways to prevent mold. Tilex, Pro-Force and other products can be used (an old toothbrush works great) to clean between bathtub tiles and around sinks. Closing curtains and blinds over windows does not allow for adequate air circulation and encourages mold.



Move-out Inspections. Your inspection should be scheduled for a time when your belongings have already been removed and you have finished cleaning your apartment. You will receive a move-out letter which details the basic cleaning required. You may pick up the letter if you prefer. Inspection only takes a few minutes and should be scheduled during week day business hours so



that a member of the maintenance crew is also available if need be. At the time of inspection you should turn in all keys to your apartment and leave your forwarding address. Money from your security deposit owed to you will be mailed within 30 days of the end of the month you move. Inspections must be considered preliminary pending final maintenance turnover procedures. (It is rare that we are unable to honor the initial move out inspection report.)

Painting. Apartments are freshly painted before you move in and they will be painted again when you move out. We do not charge to re-paint upon move-out when there is "normal wear and tear" on the walls. We ask that you do not change the paint color. You may, however, hang pictures, posters and plant hooks. Please use small nails and not tacky hangers that can damage sheetrock. We will spackle and re-paint when you leave, no need to fill nail holes.

Pets. We have a limited number of pet leases available which allow one pet per apartment. Dogs must weigh less than twenty-five pounds when fully grown and cats must be spayed or neutered. There is a \$35 charge per month which will be added to monthly rent. We cannot permit rabbits or ferrets. Dogs must be leashed and dog feces must be cleaned up immediately. We reserve the right to impose a \$50 fine if a pet owner does not clean up their pet's mess. We are pleased to be a "pet friendly" community and with everyone's cooperation we hope to remain that way. Please call the office with any questions about pets.

Phone numbers. Please make sure that we have your phone number on file. It is very important that we be able to reach you in an emergency. If you change jobs or cell phone companies please call the office with your new number. Phone numbers are not given out to others.





Pool. The pool is open from Memorial Day through Labor Day, weather permitting, from 11:30 AM until 6:30 PM. There will be a lifeguard on duty. You will be asked to sign in with your name and apartment number. Each apartment may have a maximum of 1 guest at the pool. No food permitted in pool enclosure. Pool rules posted at the pool.

Referrals. We greatly appreciate our residents who refer Briarwood House to others. When your friend or co-worker signs a lease at Briarwood House after your recommendation we issue you a letter worth \$100 off your next rent payment. Just ask your friends to mention your name when they stop in for a tour.

Renter's Insurance. We encourage you to purchase renter's insurance to cover your belongings. It is fairly inexpensive and definitely worth the peace of mind.

Rent. Rent is due on the first of each month. Pay online by clicking [here](#) or write check payable to "Briarwood Apartments" and mailed to Briarwood Apts, PO Box 849, Harrison NY 10528. Write your apartment number on the memo line. Many residents are still using checks containing previous addresses-to be certain you receive credit, use the up-to-date address and apartment number. If you are paying your check after the 5th of the month, please add the \$50 late fee.

Smoking. Briarwood House Apartments is a smoke free apartment complex. Smoking is prohibited.

Snow removal. Plowing is an ongoing project throughout the winter. You can help by moving your vehicle to a cleared space when you see the plow. Everyone should own a shovel for heavy snow days when some snow could get packed behind your car. We can't plow too close to vehicles. Please remove snow from your balcony if possible.

Smoke Alarms. Your apartment has smoke alarms. You should check each of your alarms once a month to make sure they are functioning properly. Call 914-450-4496 for battery replacement or if an alarm is "chirping".

Storage Lockers. In the lower level of each building there is a storage locker with one locker for each apartment. If the locker corresponding to your apartment is being used, please take an empty locker. You should use a lock to protect your belongings as management is NOT responsible for any loss or damages. We highly recommend storing your belongings in plastic bins with seal-tight lids. No flammable liquids may be stored in your locker-this includes gasoline, kerosene, and charcoal lighter fluid.

Telephone Service. Contact Spectrum Communications, 866-874-2389

Trash. Trash receptacles and dumpsters are located in the parking area. Glass and plastic are to be placed in the recyclable bins. Cardboard boxes must be flattened down. Trash pick-up Tuesday and Thursday, recyclables on Tues. We MUST recycle. Do not leave trash bags outside your apartment door. Take out your trash whenever you like.

Work Orders. When you need a repair you can do so through your tenant portal by clicking [here](#) or call our Leasing Mgr. at 914-450-4496. If it is an emergency call Maintenance Mgr. at 845-649-6516. You may give permission to enter your apartment to complete your repair or you may schedule it for a time when you will be home as long as it is during normal working hours.

Washers and dryers. Laundry loads cost \$1.25 (5 quarters) each and may be used any time after 8 A.M and before 10 P.M. Please move your laundry along within 20 minutes of the load finishing. There are often other residents waiting to use the equipment. Also, it is important to clean out the dryer lint trap, located on top of the dryer, before each use which will make the dryer more efficient and help to prevent fires.

Stated policies and prices are subject to change without notice. In event of conflict your lease will control.

We hope this information assists you. Please don't hesitate to call the office if you have any questions which have not been addressed.



We appreciate your residency at Briarwood House.