
DIAMOND



Property Management, LLC

300 North Corporate Drive Suite 280 Brookfield, WI 53045 Phone: 262-439-9959 Fax: 262-439-8250

Resident Guide

Welcome to your new home!

We want your living experience with Diamond Property Management to be comfortable and pleasant, and intend to provide you with an outstanding and reliable apartment community operation. We will strive to maintain and keep the property in good condition. In turn, we request your cooperation in observing the enclosed policies.

Handbook provisions are intended to set forth general guidelines and are not binding on the owner or property manager. Provisions may be subject to change through the posting of notices or newsletters.

A professionally trained Property Manager is available to assist you if any problems arise. Please feel free to contact him/her with any suggestions you have for improvements.

Rental Policy

All rents should be made payable to “Diamond Property Management” and mailed to:

Diamond Property Management
300 N Corporate Drive Suite 280
Brookfield, WI 53045

Rents are due on or before the 1st of each month. There is a \$50 late charge for rent not received by the 1st of each month. Please mail your rent early enough to arrive by the 1st of each month.

****Please make sure you change your electric, water/sewer and/or gas bill into your name(s) immediately!****

The majority of our residents set up an online portal to pay their rent electronically instead of mailing in a check or money order. To get this set up, call the corporate office today at 262-439-9959.

Table of Contents

Around the Property..... 3

- A. Moving-In 3
- B. Noise Control 3
- C. Insurance 3
- D. Security and Safety 4
- E. Security Locks 4
- F. Interiors..... 4
- G. Miscellaneous..... 5
- H. Recycling 5
- I. Outdoor Cooking 5
- J. Pets 6
- K. Fire Prevention 6
- L. Vacation Checklist..... 6
- M. Parking..... 7
- N. Exterior and Grounds 7
- O. Moving Out 8

MAINTENANCE AND CARE OF YOUR APARTMENT 8

- A. Refrigerators..... 8
- B. Ranges 9
- C. Dishwasher (where applicable) 9
- D. Disposal..... 9
- E. Washer and Dryer (where applicable) 10
- F. Air Conditioners 10
- G. Countertops 11
- H. Ceramic Tile..... 11
- I. Electrical System 11

Around the Property

A. Moving-In

It would be in your best interest to check the following items before moving in:

1. Make sure that your lease/contract is signed and you are familiar with its provisions.
2. Inspect the unit thoroughly and report anything needing attention to the Manager in writing within 7 days. (Move In Inspection Report)
3. Contact the utility companies and have the service changed into your name.
4. Contact the Telephone Company for phone installation. Install phones only in place provided. When you know your new number, please give it to the Property Manager (it is necessary in order to contact you in case of an emergency and will NOT be given out to anyone).
5. Advise the Post Office of your move and complete a change of address form.
6. When unloading furniture, please do not drive trucks, trailers, or automobiles on the lawn. Also, watch so that moving trucks do not back into any structures (i.e. garage doors, overhangs, gutters, etc.).

B. Noise Control

Please be considerate of your neighbors. Keep stereos, TV's and radios at a reasonable level. Keep your doors and windows closed when this equipment is playing. Hours for quiet time are 10:00 P.M. – 9:00 A.M.

C. Insurance

Did you know every year accidents happen at our properties that end up impacting our residents. Water damage, smoke damage, and other causes of loss due to tenant negligence can have some significant financial repercussions for our tenants.

We wanted to share with you one recent example that happened recently in one of our properties out west. A resident hung her heavy and expensive wedding dress on the sprinkler head in her apartment. This weight caused the sprinkler head to break and it began distributing water throughout her unit. Hundreds of gallons of water poured into the tenant's third floor unit and then flowed down through the two units below. Enough water damage was caused that the tenants in all three units had to vacate the premises for almost two weeks until the unit was put back together.

The tenant who caused the issue, and the tenant below her did not have renters insurance. The tenant on the first floor DID have renters insurance.

The family WITH renters insurance was able to get their insurance company to pay to relocate them during the time they were displaced. They also were able to replace all the items in their unit that were damaged by the water.

For the other families, they had no such help. No financial assistance to relocate, and no way to replace the numerous items that were damaged in their unit.

OUR insurance company paid a remediation company to come in and fix the sprinkler. They also removed all the wet drywall, insulation and carpeting. Spent days with expensive equipment drying out the structure of the building to avoid any moisture causing future issues. Once everything was completely dry they re-insulated the units, re-installed and finished new drywall, and installed new carpet in the units. This cost our insurance company roughly \$10,000.

The insurance company then looks to recoup their costs by asking the person who created the problem to pay them back their money. If tenant with the wedding dress had renters insurance, their renters insurance would have paid this bill and she would have owed \$0. The tenant did not have the renters insurance and that tenant was personally responsible to pay that debt back to the insurance company. Needless to say it was difficult to pay for a wedding and the \$10,000 insurance bill.

We have always recommended our tenant's to purchase renters insurance. This is NOT very expensive at all, as many of our residents are paying around \$10 per month. This small monthly expense can save you a lot of money down the road if something unfortunate would happen. If you are interested in learning more, call your automobile insurance provider OR just google "how do I get renter's insurance".

D. Security and Safety

1. Never open your door unless you know who is on the other side.
2. Keep your doors locked.
3. If a person comes to your door and says he/she is there to check something in your unit, make sure you recognize him/her or that they have proper identification/credentials before letting him/her in.
4. If you notice a strange person loitering around your apartment, please contact your Property Manager.

E. Security Locks

Many buildings are security locked. There is a door buzzer for each apartment. Please do not open the entrance door without looking to see who is there. For your safety, never let anyone in unless he/she is coming to see you. This includes maintenance doors which are kept closed at all times. (i.e. do not place any object in the door threshold so it cannot be closed or locked.)

F. Interiors

1. Do not drive tacks, nails, screws, or apply other fasteners on or into walls, ceilings or floors without written permission from the Property Manager. In any case, residents will be responsible for any and all damages.
2. Do not use scotch tape, stickers, or adhesive picture hangers on walls or woodwork.
3. Keep your apartment free of garbage, rubbish and papers, and in clean condition.
4. Do not paint or make alterations without WRITTEN permission from the Property Manager.
5. Do not use contact paper on walls or shelves. It is nearly impossible to remove without damaging the surface.

6. The use of waterbeds is prohibited.
7. You are responsible for all damages and repairs beyond normal wear and tear. This includes, but is not limited to: frozen pipes, clogged drains, foreign objects in toilets, equipment damage, etc.
8. Please report to the Property Manager, at once, all leaks, dripping faucets, power and heat failure, and continuously running toilets.
9. Report all other necessary repairs.
10. If insects appear in your apartment, contact your Property Manager immediately. Even the cleanest person may bring roaches or other insects in, whether in shopping bags or delivered items.
11. Keep your windows clean.
12. In general, if you take care of your unit as if you owned it, your stay will be happier and you can truly consider your apartment a home.

G. Miscellaneous

1. Solicitors will not be allowed in the building. If you are bothered by solicitors, call the Property Manager.
2. Please turn off lights in laundry areas and storage areas when not in use.

H. Recycling

Here are the guidelines for the Recycling Containers on the property.

Please Recycle the following items:

- Plastic Bottles and Containers
- Cans from Food and Beverage
- Paper
- Flattened Cardboard
- Glass Bottles and Containers
- Cartons from Food and Beverage

DO NOT Recycle these items:

- Food waste
- Plastic Bags
- Foam Cups and Containers
- Needles

I. Outdoor Cooking

1. Charcoal grills, metal receptacles for hot ashes and other dangerous materials shall be placed on a non-combustible stand. *Items must be kept at least fifteen (15) feet away from any combustible wall or partition or exterior window opening. **These grills cannot be used on 1st story patios or 2nd or 3rd story balconies. It is a violation of the local fire code.***
2. No grills or electric grills are allowed to be stored on 2nd or 3rd floor balconies. It is a violation of the local fire code.
3. LP gas grills, pursuant to NEPA 58 Section 3-4.9.2, liquefied petroleum gas containers having a water capacity greater than 2.5 pounds, LP- Gas capacity **shall not be located on balconies above the first floor.**

4. Storage of LP gas containers larger than 2.5 pounds LP gas capacity in apartment storage bins or cubicles is prohibited under the provision of Wisconsin Administrative Code Section ILER 11 referencing NFPA 58 Section 5-3.4.
5. Fire pits are not permitted.

J. Pets

If you own a pet, which has been approved, refer to the Pet Agreement that you received for rules that need to be followed.

K. Fire Prevention

Fire can happen to you. Make these simple rules of fire safety a habit. Fire prevention is a family affair.

Pre-planning

1. Know where the exits are to evacuate in case of fire.
2. Rehearse exit plans periodically with your family.
3. Keep the telephone number of the fire department near your phone or dial 911.

Your Children

1. Should NEVER be left unattended.
2. Make sure that your babysitter knows your escape routes and can call the fire department or 911.
3. Instruct your babysitter and children to 'get out fast and don't go back in'.

Good Housekeeping

1. Keep rubbish out of closets, storage areas, and exterior patios or balconies.
2. Flammable liquids should be stored in cans and glass containers, away from heat. At no time should flammables be stored in any manner in residents' lockers or storage units.
3. Extinguish all candles and smoking materials before going to bed or leaving your apartment.

Facts

1. DON'T EVER GIVE A FIRE A PLACE TO START.
2. When you hear your fire alarm, evacuate the building immediately and go to the nearest phone. Call 911 or the fire department and the Property Manager.
3. If your building is on fire, close the door when leaving. This will help prevent the spread of fire and smoke damage.

L. Vacation Checklist

Before you go on vacation or extended trip (longer than 7 days):

1. Notify the Manager when you are leaving and when you will return
2. Leave a telephone number where you can be reached in case of emergency.
3. Stop your mail, newspapers, and other regular deliveries.
4. Turn the Air Conditioner off.

5. DO NOT TURN HEAT COMPLETELY OFF. Set the thermostat at 60 degrees until you return.
6. Close all windows. (Even windows open just a fraction of an inch can let in a lot of water in driving rain or snow storms.)
7. If you normally keep a light on all night, leave it on so things appear normal.

M. Parking

There is adequate parking for one vehicle per apartment. If you have more than one vehicle, please make special arrangements with the Property Manager for additional parking. At no time should you exceed the amount of parking as outlined in your lease.

Please observe the following:

1. If a garage is provided for you, they cannot be used for any purpose other than vehicle parking or storage.
2. Park between the stripes on the pavement.
3. Please do not park on the lawn for any reason.
4. Do not leave unlicensed or abandoned vehicles in the parking lot. Any vehicles that appear to be abandoned will be towed away at owner's expense.
5. Do not leave your vehicle up on jacks or blocks, or the vehicle will be towed at your expense.
6. Please do not drain or change oil in the parking lot
7. Do not park in fire lanes or where designated 'NO PARKING ALLOWED' signs are posted.
8. If you have assigned parking, do not park in spaces not assigned to you. If you are parking in another tenant's assigned space, your vehicle will be towed, at your expense. If a vehicle other than your own is in your assigned space, contact the Property Manager.
9. No parking in front of the garages.
10. The parking and/or storage of boats, trailers, campers, commercial vehicles or other recreational vehicles on the 'property' is strictly prohibited. These vehicles will be towed at your expense.

There are times when it is necessary to repair your car or do routine maintenance. Please take your car to a repair shop or a friend's home to do the work. It is unsightly to have automobiles worked on in the parking lot. If everyone will try to observe this request, the parking area will look much better and you will have a nicer and cleaner place to live.

N. Exterior and Grounds

No outside antenna, satellites, or wires are permitted without written permission from the Property Manager.

Please do not throw papers, cigarette butts or other refuse on the lawns, sidewalks, floors, or carpets. Articles of clothing, rags, towels, etc. may not be hung out of windows or on balcony railings at any time. Please do not shake rugs, mops, etc from windows or balconies. In addition, balconies are not to be used to store items.

Nothing is to be attached or affixed to the exterior or interior of the building without written permission from the Property Manager. The Property Manager will remove anything attached at the resident's expense.

O. Moving Out

Residents are responsible for leaving a clean unit when moving out. This includes the range, oven, refrigerator, and having the carpets professionally cleaned. Light bulbs are furnished when you move in and are expected to be replaced as needed and when you move out.

Lease for a term - No written notice is required to terminate a lease for a term because the lease automatically ends on the last day of the term. Nonetheless, both Landlord and Tenant should discuss prior to the end of the original lease term whether or not they wish to continue the tenancy beyond the original lease term and if so, enter into a new rental agreement accordingly.

Month to month tenancy – Written notice must be received by the other party at least twenty-eight (28) days prior to the ending of a month to month tenancy. A month to month tenant may only be terminated at the end of a rental period. A rental period runs from the first day of a calendar month through the last day of a calendar month.

The written notice to vacate must be sent to the central office of Diamond Property Management, LLC located at 300 N Corporate Drive, Suite 280, Brookfield, WI 53045 OR submitted online at:
<https://www.rentwithdiamond.com/tenant/notice-to-vacate/>

MAINTENANCE AND CARE OF YOUR APARTMENT

A. Refrigerators

To Defrost: Remove contents of freezer. Turn temperature control to DEFROST. When all frost has melted, turn the temperature control back to original position. For faster defrosting, turn the temperature control to OFF and put a pan of hot water in the freezer.

DO NOT REMOVE FROST WITH SHARP INSTRUMENTS.

Cleaning: Never use gritty soaps, abrasive cleaners or heavy duty cleaners on any part of your refrigerator. Before you start cleaning, turn temperature control to OFF.

Food Compartments- wash with warm water and mild sudsy water. Rinse and dry.

Ice Trays- Wash with warm sudsy water. Do not use hot water or abrasive cleaners. (Ice trays remain with the refrigerator.)

Door Seal- Clean with mild soap and water or mild detergent.

Exterior-Wipe with damp cloth.

Before calling for service:

1. Is the cord firmly plugged into the wall outlet?
2. Have you tripped the circuit breaker?

B. Ranges

General: Be sure to turn off controls before cleaning. Do not use oven cleaner on metal trim. NEVER use gritty soaps or abrasive cleaners on any surface. DO NOT USE ANY SHARP INSTRUMENTS TO CLEAN ANY SURFACES.

Cleaning: External- Wipe up spills at once with a paper towel. Clean with a damp sudsy cloth when surface cools. Then rinse and dry with cloth.

Control Panel- Wash with damp, sudsy cloth, then rinse and dry with cloth.

Before calling for service:

1. Is the cord plugged firmly into the wall outlet?
2. Have you tripped the circuit breaker?
3. Is the surface heating unit level? Was the heating unit replaced properly after cleaning? Is range level?
4. If oven doesn't heat, is the oven control turned to Bake or Broil position and temperature turned to ON?

If at this point your range still does not operate, call the Property Manager.

C. Dishwasher (where applicable)

Detergent: Make sure you only use detergent specifically made for automatic dishwashers. Using ordinary dish soap will cause the dishwasher to oversud and overflow.

Interior: Generally speaking, the dishwasher tub is self-cleaning. However, after long use in hard water areas, a white film may develop. The tub should then be wiped with a damp cloth and a mild cleansing powder.

Exterior: To clean, wipe with a warm, damp, sudsy cloth-rinse and wipe dry. DO NOT use gritty or harsh cleaners.

Before calling for service:

1. Is the control that starts your dishwasher in the ON position?
2. Is the door closed and in the locked position?
3. Have you tripped the circuit breaker?

D. Disposal

A garbage disposal only requires a small amount of attention to give trouble-free service.

Things you should do:

1. DO replace cover in drain while disposal is not being used to prevent silverware from accidentally getting into disposal. (For water drainage, you may have to tip cover slightly.)
2. DO flush disposal for self-cleaning. Allow disposal and cold water to run after grinding or draining the sink of dish water. (Some detergents are caustic; flushing will pass such material into drain line without disposal injury.)
3. DO use disposal only with a strong flow of COLD water. The cold water is necessary to cool the disposal. (It will burn out or be severely damaged without cold running water.)

Things you should NOT do:

1. DON'T turn off water until grinding is completed. Turn off disposal first.
2. DON'T use hot water when grinding food waste. However, hot water can be drained into disposal between grinding periods.
3. DON'T feed fibrous food like celery and corn husks into disposal.
4. DON'T put bones into disposal. (A bone will jam it, even small ones.)
5. DON'T stuff large, bulky food waste into disposal opening. Break or cut into pieces that will drop readily into disposal opening.
6. DON'T put dish cloths, bottle caps, glass, string, hair pins, etc into the disposal. (These items can cause jamming or drain stoppage.)
7. DON'T EVER PUT ANY DRAIN CLEANER INTO THE DISPOSAL. Products such as "Mister Plumber" and "Draino" will damage the disposal.
8. DON'T fill disposal before turning it on. (This can cause the disposal to overheat or jam.)

***A GARBAGE DISPOSAL DOES NOT TAKE THE PLACE OF A GARBAGE CAN. PLEASE USE YOUR DISPOSAL FOR SMALL PIECES OF FOOD**

If disposal won't operate or stops while running, it is usually due to an overload or jam.

First, turn the disposal switch OFF. Then:

1. Carefully remove materials in disposal.*
2. Wait about 3 minutes before pushing the reset button (usually red) on or near the bottom of the disposal.
3. Check to make sure you haven't tripped a circuit breaker.
4. Turn disposal switch to ON.

If the disposal still won't run, call the Manager.

***CAUTION: DON'T EVER PUT YOUR HAND(S) NEAR OR INSIDE DISPOSAL OPENING WHEN DISPOSAL IS OPERATING.** (The grinding action of the disposal is capable of removing fingers.) When feeding the disposal, always use a wooden spoon or spatula to push food into opening.

E. Washer and Dryer (where applicable)

1. Do not overload.
2. No dyes of any kind are to be used.
3. Clean out dryer and lint trap after each use.

F. Air Conditioners

Cleaning the filter:

A clean filter means better and more economical cooling. Check the filter every 30 days during the cooling season. The filter may be removed and rinsed under the kitchen tap.

Operating the air vents:

If the vent is open, the air is coming from the outside. If the vent is closed, the air is coming from the inside (recirculates). The vent should be closed if you are using the air conditioning feature. If you are using just the fan option, the vent should be open.

Air conditioner freezes: If your air conditioner freezes, you **MUST** check the filter and make sure it is clean. If the filter is not clean, this will cause the conditioner to freeze. Clean the filter and let the air conditioner thaw. Then turn on. If the air conditioner freezes and the filter is clean, call the Manager for repair.

Before calling for service:

1. Is the cord plugged firmly into the wall?
2. Is a circuit breaker tripped?
3. Is the filter clogged?
4. Are the controls properly set?

G. Countertops

Formica countertops may be cleaned with soap and water. **NEVER** place hot cooking utensils directly from the range onto the counter, as this may discolor the countertop. Do not use sharp utensils on the countertops. Use cutting boards for cutting food.

H. Ceramic Tile

Very little maintenance is required for ceramic tile. It does not need waxing or polishing. Wash it with warm water and a mild detergent. Rinse and dry with a soft cloth. Use a bristle brush and a mild scouring powder to clean the grout between the tiles.

I. Electrical System

The wiring in your unit meets code requirements and safety standards and will accommodate an adequate number of electrical appliances. Portable appliances which require your personal attention for their operation may be used without fear of overloading a circuit. However, large appliances sometimes require separate circuits for their operation. If you own, or plan to purchase, a larger appliance be sure to check with the Property Manager first.