

Resident Information

Please retain for future reference.

Effective 11/01/05

Stepping Stones, 125 Lake Street, White Plains NY 10604

On Site Office: North Lobby (914) 448-5600
Resident Manager: Frank Villa
Hours: Monday through Friday – 8:30 AM to 4:30 PM
Managing Agent Rep.: Donna Vought
Hours: Monday through Friday – 8:30 AM to 11.00 AM and by appointment

All requests must be submitted in writing to the Office in the North Lobby. There is a 24 hour drop slot available. Verbal requests will not be accepted. Staff will be available during the above hours (excluding holidays). They will be working through-out the building and will most likely not be in the office. The box is checked regularly by on-duty staff members for written requests.

RENT: Rent bills are placed under each door prior to the start of the month. Rent may be paid by personal check, or money order made payable to "STEPPING STONES ASSOCIATES". Rent is due on the 1st day of the month whether or not you have received a written bill. Rent received on or after the 5th day of the month will be subject to a late charge. Checks and money orders may be left in the 24-hour drop in the North Lobby. Cash payments will only be accepted at the Executive Offices at 7 Lake Street. Payments may also be mailed to the Executive Office. Please contact the Executive Office (not the on-site office) if you have any questions regarding your bill.

REPAIRS: **Submit a written request** for a repair including your name, apartment # and a brief description of the problem by placing it in the drop slot in the North Lobby. **Verbal requests will not be accepted** and staff members will not enter your apartment without a written request. Repairs are prioritized based on the nature of the repair. Repairs are completed as quickly as possible based on staff schedules and the availability of outside contractors and/or parts and supplies. We cannot make "appointments" for repairs.

EXTERMINATION: **Submit a written request** for extermination service at least one week prior to the regular treatment days which are currently the second and fourth Wednesday of every month. Requests for follow-up treatment if required must also be submitted in writing.

EMERGENCIES: Resident Manager: **Frank Villa**, Apt. 3-B South, **831-3307** if **unavailable call 448-5641**. Only ***bona fide*** emergencies (fire & flood) are accepted. Please note: locking yourself out of your apartment is not an emergency. ***While someone will always be available for emergencies, we request that you respect the privacy of our staff and their families during off-duty hours***

REFUSE: Trash chutes are located on each floor regular household trash. For sanitary reasons, we ask that you dispose of your trash in sealed plastic bags. Recyclables must be separated as required by the City of White Plains and brought to the recycling containers. Please see refuse information form.

LAUNDRY: Card operated machines are located on each floor. Problems should be reported directly to the vendor as posted in the laundry rooms.

If you have followed the procedures outlined above and still have an unresolved problem notify the Executive Office in writing.

Move-Out Information

(Effective 11/1/04)

To: _____, Apt.: _____
125 Lake Street, White Plains, NY

From: Donna Vought Date: _____

Our records indicate that you will be vacating your apartment on or before _____.

Please follow the following procedures to insure a smooth transition to your new home.

1. Complete and return the form below with your *requested* move-out date and forwarding address to the North Lobby Office.
2. **Do not schedule your moving company until you have received confirmation of your scheduled date.** Only one tenant will be scheduled per day on a first come first served basis. Moving is permitted 9:00 AM - 4:00 PM Monday through Saturday only. No moving is permitted on Sundays or Holidays. One elevator will be provided for your use and protective pads will be installed. All moving must be done through the rear entrance on the third floor. There are no facilities for on site disposal of bulk items. You are responsible for the disposal of all bulk items from your apartment and from the premises.
3. **Your last month's rent must be received on or before the first day of the month.** Security Deposits may not be used for rent under any circumstances. The landlord will commence appropriate legal action if your rent is not received in a timely manner. Your security deposit will be refunded by mail.

We hope you have enjoyed living here and we wish you the best of luck in your new home!

Move-Out Form (Return to Lobby North Office, 125 Lake Street, White Plains, NY)

Name: _____ Apt. _____

Phone # (s): _____

Requested Move-out date and time: _____

(Do not schedule your movers until you have received confirmation)

Forwarding Address: _____

Tenant Signature

Date