

Resident Information

Please retain for future reference.

Revised December 2018

Stepping Stones, 125 Lake Street, White Plains NY 10604

Resident Manager: Frank Villa
Assistant: Willy Villa
Monday through Saturday - 8:00 AM to 5:00 PM

The resident manager is available during the above hours (excluding holidays). **All requests must be submitted in writing by placing a note in office door slot in the North Lobby.** The box is checked regularly.

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.

RENT: Rent bills are placed under each door prior to the start of the month. Rent may be paid by cash, personal check, or money order made payable to "STEPPING STONES ASSOCIATES" or online through the resident portal. 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 placed in the resident manager's box in the North Lobby, placed in the 24-hour drop slot at 7 Lake Street, or mailed to the Executive Office. Cash payments will only be accepted at the Executive Office at 7 Lake Street. If you have any questions about your bill or wish to register to the Resident Portal, please email billing@derosarentals.com

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.

EMERGENCIES: Only **bona fide** emergencies are accepted after 5:00 PM and on Sunday. **Locking yourself out of your apartment, for example, is not an emergency** – please refer to the lockout policy posted in the lobby. If the resident manager is unavailable, please call **1-800-695-5841.**

REFUSE: Trash chutes are located on each floor for non-recyclable items. 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. You can replenish your card or purchase a new card on the 4th floor. Problems should be reported directly to the vendor as posted in the laundry rooms. If a machine is not repaired 72 hours after contacting the vendor, please email billing@derosarentals.com.

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