



THEVILLAS

Resident Manual



WELCOME TO YOUR HOME!

The Villas at Baraboo management welcomes you to your student community.

To achieve a successful resident/management relationship, we prepared THE VILLAS AT BARABOO Resident Handbook to assist you. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

THE VILLAS AT BARABOO wants you to be prepared throughout your stay with us. Therefore, we want to provide important information and/or documents that you may need in the future.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. THE VILLAS AT BARABOO is here to help you.

We wish you a successful and enjoyable term in your new residence.

THE VILLAS AT BARABOO

We have a complete staff to assist you.

- **Management Team:** THE VILLAS AT BARABOO has assigned a management team to all residents, consisting of a Community Manager and Maintenance Technician. They concentrate on assisting you with all the details of your residency. Contact them to answer your questions.
- **Resident Assistant:** THE VILLAS AT BARABOO student team members are trained at providing student assistance, activity planning, guide to campus information and more. The RAs will assist all residents with their non-emergency needs after office hours.

Team	Position	Name	Email
Management Team	Community Manager	Genevieve Raddatz	Gen@thevillaslife.com
	Maintenance Technician	Tyler Brescia	maintenance@liveatboou.com
Resident Assistant (RA)			
	RA	Aysha Goodwin	Room 209
	RA	Darcey Coggon	Room 204
	RA	Jardon Schlieckau	Room 111

Address information		
Mailing Address	The Villas at Baraboo	
	1020 Connie Road Baraboo, WI 53913	
Telephone		
Office #	(608) 448-4199	
After Hours #	(608) 448-7346	
Internet		
Email	info@liveatboou.com	
Website	www.liveatboou.com	
Office Hours		
	Monday – Friday	9 a.m. – 5 p.m.
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Emergency information		
All After Hour Emergency	(608) 448-7346	
Life Threatening Emergency	911	

RESIDENT COMMUNICATION

Telephone calls during office hours

During office hours, there is normally a person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

Voicemail

If, during the day you reach our voicemail system, the party you are trying to reach is not available, leave a message, complete with your name and the telephone number where THE VILLAS AT BARABOO can reach you. Someone will return your call in a timely manner. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week. IF you do not receive the voicemail or the ability to leave a message, that simple means we are on the other line, and based on caller ID, will return a call as soon as possible.

After hours calls

Of course, the voice mail system will take all messages after hours for non-emergency. an after hour phone number is available. Please reference the previous page.

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach THE VILLAS AT BARABOO voice mail system during office hours or after the office is closed leave a message. If it is an emergency, maintenance request, lock out, etc. then call the after hours phone!

Maintenance requests

Please remember that all Work Orders must be in writing, unless it is an emergency. You can access a work order online at THE VILLAS AT BARABOO website www.liveatboou.com, by logging into your resident portal. You may call in a work order or stop in the office to have assistance with the written request.

Change of information

It is important that you notify THE VILLAS AT BARABOO of any changes in phone number(s) or email. An information change form is located in this handbook as well.

Email

Email is a great way to communicate and we request that you send your email address to **info@liveatboou.com**. THE VILLAS AT BARABOO will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, THE VILLAS AT BARABOO does not accept notices to vacate by email.

Website

THE VILLAS AT BARABOO website, www.liveatboou.com, contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily download a work order request on the site. You can also send emails to THE VILLAS AT BARABOO directly from the website under the “**contact us**” page.

CARE OF THE PROPERTY

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out in any room (located next to entry)
- GFI outlet(s) – so you can check them if your power trips in bathroom and kitchen
- The main water shutoff valve in case of major flooding (located in pantry)
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Power shut off for dishwasher in case of water leak (switch located under sink cabinet)
- Method of cleaning for the glass stovetop so you use the right products (non-abrasive)

If you are uncertain about any of the above items, contact your THE VILLAS AT BARABOO management team for help. A brief review of these important items is performed during move in.

MAINTENANCE

Resident Renovations/Alterations

It is THE VILLAS AT BARABOO policy that residents do not do repairs or alterations to any walls, window, furniture, appliances, etc. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by The Villas at Baraboo Management
- If the request is acceptable to the management, residents must do one of the following prior to vacating the property:
 - o Leave the alterations if this is part of the condition to accept the alteration/repair
 - o Return the property to its original state if this is part of the condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
 - o Sign “THE VILLAS AT BARABOO” agreement regarding the alteration/repair

Resident Maintenance Responsibilities

The Villas Management has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, THE VILLAS AT BARABOO has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the resident's responsibility and as follows:

- Replacing light bulbs with the correct size and type consistent with the *GREEN* property standards (60 Watt max in ANY fixture)
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Normal insect control
- Disposal of all garbage in the proper receptacles/dumpsters at west of building

Procedures for requesting maintenance

Before calling The Villas at Baraboo Maintenance

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call THE VILLAS AT BARABOO office and report the problem.
- An emergency is NOT problems regarding heat, but THE VILLAS AT BARABOO recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not problems regarding air-conditioning, non-working dishwasher, disposals, etc.

Non-emergencies:

- Fill out a tenant “work order” request form. This is done only through your resident portal.
- A representative will assign a technician or vendor and contact you for scheduling of repair.
- THE VILLAS AT BARABOO does not give vendors keys to the residences.
- Vendors are required to make appointments with management or make arrangements with maintenance.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately. Therefore, be certain to call THE VILLAS AT BARABOO office as soon as possible if you are unable to make the appointment.
- If you do not hear from management or repair person within 2-3 business days, call THE VILLAS AT BARABOO office for follow up.
- A THE VILLAS AT BARABOO staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if your trouble persists, call THE VILLAS AT BARABOO and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 15 days.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Preventative cleaning tips

Cleaning tips:

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.

- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop and sweep floor often to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on floor or counters.
- Do not use “abrasive products” on flooring, tubs, or stove top.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris in all spaces.

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.

- o If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
- o Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
- o If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- o If this fails, call management immediately; the longer you wait may mean the stain may not come out. We do offer a spot cleaner for small spills that can be used within 24 hours.
- Carpet odor:
 - o Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

Saving water is important for the environment:

- Always report water leaks to THE VILLAS AT BARABOO as soon as possible
 - o Report water dripping under sinks
 - o Running toilets are big water wasters
 - o Report standing pools of water
 - o Report malfunctioning water appliances such as dishwashers
- Run the dishwasher when it is fully loaded; not just a few items.
- Avoid flushing toilets to dispose of food excess.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: each apartment has a tankless-supply on demand water heater. Please do not turn it off.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window blinds on the sunny side of the apartment during different times of the day; this can lower the temperature dramatically.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on break or home for holidays.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.
- Do NOT turn the AC below 69 degrees.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to THE VILLAS AT BARABOO office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat to 60 degrees.
- Do NOT turn the heat up past 75 degrees.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. Many times a student can be added to a parent’s plan. Please ask your parent. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Safety Tips

The safety of you and your family is important to THE VILLAS AT BARABOO and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended.
- If you see water in the ceiling, particularly in a light fixture, report the leak immediately to management.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in the shower or over a sink filled with water.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to THE VILLAS AT BARABOO immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries when needed.
- Do not hang anything from a sprinkler head.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores usually costing less than \$30.

Vacation/Break checklist

When going on vacation or break from school, here are items to check before leaving:

- If going out of town for an extended period, please notify THE VILLAS AT BARABOO how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent.
- Notify all your roommates. By doing so, you will avoid any panic that something is wrong.
- If leaving a vehicle in The Villas at Baraboo parking lot, remove any valuables.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Be sure to check all windows, window locks, and doors before leaving.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly.
- If you use extension cords, do not overload, do not staple them to the residence.
- Never leave holiday lights on when leaving your residence to avoid fire danger.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

There are different emergencies

- Maintenance emergencies:
 - THE VILLAS AT BARABOO requests that you treat THE VILLAS AT BARABOO staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
 - Contact the maintenance team or management immediately in the event of a maintenance emergency.
- Area emergencies or disasters:
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - THE VILLAS AT BARABOO requests that you call emergency services first in a disaster.
 - Then notify THE VILLAS AT BARABOO office as soon as possible what has happened.

- o THE VILLAS AT BARABOO will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- o When calling THE VILLAS AT BARABOO office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

THE VILLAS AT BARABOO has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see unusual constant pedestrian or unusual vehicle traffic in our parking lot, particularly at night, it could be a drug related, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your community leader and to the authorities, and then notify THE VILLAS AT BARABOO of your suspicions as soon as possible.
- Be aware and be alert – drug activities are a danger anywhere and to everyone.