



**2022-2023**

**Resident Handbook**

## GENERAL INFORMATION

GN Associates owns and maintains Penn Center Apartments. GN Associates office mailing address is:

**GN Associates**  
**119 S. Burrowes Street**  
**State College, PA 16801**  
**Office Telephone: (570) 567-0060**  
**Emergency Number after office hours: (877) 699-1823**

The GN Associates rental office in State College is open Monday through Friday, 8:30 AM until 5 PM. If you should need any assistance with a lease, roommate questions, or any other general information, you should contact the State College office directly (814-238-1878). All correspondence must be directed to the State College office.

### PAYMENT OF RENT

Rent must be paid online through Appfolio. All rent is due and payable on the first day of the month. You have a five-day grace period to pay without late fees. Beginning on the sixth day, there is a **THREE DOLLAR (\$3.00)** per day late charge retroactive to the first day of the month. For example, rent paid on the sixth day must include an \$18.00 penalty. Charges are filed with the District Magistrate on the 20th day of each month against all individuals who are delinquent.

### ROUTINE MAINTENANCE REQUESTS

For routine maintenance requests during the day, you may contact the office at 570-567-0060. Calls made after 5 PM will be answered by an answering service and responded to within 48 hours from the time the call is received. You are required to do is give the nature of your complaint, the name of your building, apartment number, your name and telephone number.

### EMERGENCY MAINTENANCE REQUESTS

In the event you have an emergency maintenance request, please phone 814-238-1878 between 8:30 AM and 4:30 PM (after 4:30 PM and on the weekend call 877-699-1823). A maintenance person will be dispatched to take care of the problem. The following are considered emergencies: flood, fire, sewer backup, no heat, overflowing toilet (see "toilet stoppage"), broken pipes, and water leaks.

**It is very important that you make note of these numbers. Again, for Routine Maintenance call 814-238-1878. For emergencies call 814-238-1878 during business hours and 877-699-1823 during the evening and the weekend.**

### BUILDING ENTRY

All exterior building doors are kept locked at all times. All tenants are issued a key and must use it to access the building. **Keys are not to be thrown out the windows for visitors to let themselves into the building.**

### EXIT/ENTRANCE

***Sliding glass doors are not to be used as an entrance or exit for people or goods.*** If an apartment is seen using their windows or door in this manner, there will be a charge assessed for damage to the landscaping.

## **LOCK OUTS**

During office hours, 8:30 AM to 5 PM, the resident manager will unlock the door for you. You must be able to show proof of identification to gain access to the apartment. **After 5 PM, there will be a \$75.00 lock out fee.** This fee will be charged to your account and also applies to lock outs on holidays and weekends. **THERE WILL BE NO EXCEPTIONS.** There is a charge for replacement keys. The charge for a new apartment key, bedroom key, and/or mail key is \$10.00 each. The building entrance key is \$30.00 to replace.

## **LOCK CHANGES**

There will be a fee of \$150.00 to have a lock changed. This fee must be paid before the lock is changed. All tenants in the apartment must agree to have the lock changed.

## **APARTMENT CARE**

All tenants are expected to keep their apartments clean and orderly. Paintings, posters, etc., may be hung on the walls. *Please use small nails or thumb tacks instead of stick-on tape or putty.* Tape and putty cause considerable damage to walls when removed. Charges will be made at termination of the lease for these damages. Tenants are responsible for the condition of the furniture. The oak furniture may ***NOT*** be cleaned with water. Furniture polish is advisable. Please use coasters under your glassware. Fiberglass tub enclosures may only be cleaned with non-abrasive cleaners. Please be cautious when using products with bleach. Bleach causes damage to the carpet.

## **VACUUM CLEANERS**

All tenants are encouraged to have a vacuum cleaner. The carpet in your apartment should be vacuumed at least once a week. ***GN Associates does not provide vacuums to tenants.***

## **FLOORING**

Maintaining the flooring in your entry, kitchen and living room areas is easy. You may use a vacuum cleaner appropriate for bare flooring and then a mild general-purpose cleaner to remove additional dirt.

## **SMOKE DETECTORS & FIRE EXTINGUISHER**

Your apartment was furnished with (1) smoke detector in the common area and one (1) battery operated smoke detector in each bedroom. If we discover that your smoke detector is missing after you move out, the charge for replacement is \$65.00 each. The working order of the detector may be tested by pushing the test button. The smoke detector in the common room is hard-wired into the building; therefore, no batteries are required for operation. The smoke detectors in each bedroom require batteries (generally a 9-volt battery). **It is your responsibility to test and change the batteries of these units.** Each apartment is equipped with one (1) fire extinguisher. Tenants agree to use such extinguisher for the purpose of extinguishing fires only. In the event the fire extinguisher is misused or tampered with during the lease term, **the cost of recharging or replacing the extinguisher is paid by the resident.**

## **TRASH REMOVAL**

There are dumpsters located in the parking lot. Your trash must be put into these dumpsters. There will be a charge for any trash that has not been disposed of properly.

## **VERTICAL BLINDS**

Each apartment is furnished with vertical blinds. In order to prevent vertical blind damage, please make sure the blinds are in an open position when moving them to one side of the window. To clean the blinds,

you may use a mild soapy detergent.

### **DISHWASHERS**

Only detergents specifically designed for dishwashers, such as Cascade or Electrosol, should be used. Do not use regular laundry or dish liquid, as this will cause overflowing. Any damage caused by using improper detergent will be charged to all Tenants.

### **MICROWAVES**

Your apartment has been furnished with a microwave. Please do not put any type of metal or foil objects in the microwave at any time, as this will damage the microwave. Any damage to the microwave as a result of negligence will be charged to the tenant.

### **GARBAGE DISPOSAL**

The garbage disposal is located in your sink and is operated by a switch directly above it. **The disposal may be used only when cold water is running.** Do not put any type of metal, bones, or hot grease into the disposal. Tabs from soda cans, banana peels, grease, and cigarette filters will jam, and many times permanently break a garbage disposal. We will have no alternative but to charge anyone whose disposal breaks as a result of jamming from these items. *Before reporting your garbage disposal as being inoperative, please push the reset button located on the disposal, under the sink. If this does not alleviate the problem, please contact the office during business hours.*

### **TOILET STOPPAGE**

Should your toilet overflow, immediately shut off the water by turning off the valve found at the base of the toilet. **We have provided each apartment with a plunger** which can alleviate most stoppages. Do not flush sanitary napkins, feminine products, disposable diapers, Q-tips, or rags down the toilet. This will result in a sewer-line backup which will not only damage your apartment but your neighbor's as well. Toilet stoppages and damages resulting from negligence will be charged to the tenants. Please try plunging the toilet prior to calling emergency maintenance. If a maintenance person needs to be dispatched after 4:30 PM and the toilet only needs to be plunged, a minimum fee of \$50.00 will be charged.

### **LIGHTS**

GN Associates has furnished your apartment with working light bulbs. **It is your responsibility to replace all bulbs except the fluorescent kitchen light bulbs.** We expect all bulbs to be working when you vacate the premises, or charges will be made against your security deposit. The desk lamp bulbs cannot be over 40 watts. The recommended wattage for the lamps is 60 watts.

### **TELEVISION CABLE**

If you would like cable television in your apartment, you will need to contact Comcast at 1-800-COMCAST. A cable cord has been provided for the living room.

### **ELECTRICAL INFORMATION**

Should you lose electrical service in your apartment or in one section of your apartment, please check the breaker box located in your apartment unit to see if a breaker has been tripped. In the event a breaker has been tripped, simply reset the power switch, which should alleviate the problem.

### **CONSERVATION OF ENERGY**

Under the lease, The Landlord has agreed to provide certain utilities. Resident(s) shall use all efforts to conserve energy and to use such utilities efficiently. The Landlord has the right to inspect the apartment to

ensure compliance. If the resident fails to comply with conservation of energy, the Landlord shall be entitled to collect, as additional rent, charges for utilities for a particular apartment which exceed, by 10%, the average charge for apartments of a similar size for any period.

## **INSURANCE**

***GN Associates is NOT responsible for your personal property. Should you be concerned with the possibility of fire, theft, or other casualty, you should contact your personal insurance agent about Renter's Insurance.***

## **PETS**

**NO ANIMALS** whatsoever shall be carried onto or kept in or about the premises. The tenants in any apartment found to have pets shall be obligated to extermination fees of \$150.00 per extermination. An additional charge could be imposed for the extermination of the entire building, if necessary, in order to rid the building of any infestation or potential infestation problem. Additional charges may be applied at a later date if GN Associates needs to take further steps to eliminate any damages, odors, fleas, etc. due to an animal's presence in the apartment. **Visitors are not permitted to bring pets on the premises.**

## **PARKING**

**PARKING IS AVAILABLE ONLY TO THOSE WHO HAVE A PERMIT AND KEEP IT PROPERLY DISPLAYED IN THEIR VEHICLE.** Any vehicle parked in the lot without a permit displayed will be subject to ticketing and/or towing. **Unfortunately, no visitor parking is available at any time for any reason. Please advise your friends and relatives so they do not receive a parking ticket or risk being towed.** During office hours, if the parking lot is full and you see a vehicle without a permit, please notify the resident manager immediately. Any vehicle blocking trash dumpsters, boiler room entrances, or fire lanes will be towed. **You must be parked in designated parking areas only.** Towing charges will be paid by the owner of the vehicle. The spaces near the main entrance of the building are reserved for those with a handicap placard and the GN Associates Maintenance personnel. Anyone parked in those spaces will be asked to move their vehicle to a different space. **Remember, if parking behind the building is full, parking is available in the open lot on the other side of the red house.** Motorcycles are considered a motor vehicle and may not be parked along the building, near bike racks, or inside the building. Each motorcycle will need a parking sticker. There will be one motorcycle per parking space. **GN Associates is not liable for damages to vehicles parked in our lots.**

## **IN-LINE SKATES/ROLLERBLADES/BICYCLES**

At no time shall a resident or guest skate, rollerblade or ride a bicycle inside the building. Anyone seen participating in this type of activity in the building will be charged a minimum \$50.00 fine. This policy also applies to skateboards.

## **BICYCLES**

Bicycles are not to be attached to trees, railings, or utility poles. At no time shall bicycles be ridden inside the building. Anyone seen riding a bicycle inside the building will be charged a minimum \$50.00 fine. All bicycles in improper areas will be impounded with a minimum \$50.00 fee assessed for its return. Please advise all of your visitors of this policy.

## **LAUNDRY ROOM**

Machines are coin operated. If you experience a problem with the laundry facilities, please notify GN Associates. Report which machine is having a problem and whether it is a washer or dryer. If something is found to be wrong with the machine, GN Associates will issue an applicable refund to you.

## **SMOKING POLICY**

There is a **NO SMOKING PERMITTED** in the hallways, lobby or common areas. Anyone seen smoking at an open apartment window will be charged for the clean up of cigarette butts found in that area. Do not put cigarettes out on your carpet and or furniture. **You will be charged for burns found in your carpet and or furniture.** Please be considerate of your fellow tenants when smoking in your apartment especially when smoking near open windows.

## **SOCIAL GATHERINGS**

ALL SOCIAL GATHERINGS MUST BE REGISTERED WITH THE RESIDENT MANAGER. **Any gathering not registered will be shut down.** A copy of the social gathering contract has been included with this packet. Social gatherings are considered when you have double the occupancy of the apartment. The lease states that no loud noises, stereos, etc., shall be played after 10:30 PM. As a courtesy, GN Associates allows parties to continue on Friday and Saturday nights until **2 AM**; as long as other tenants are not disturbed. This privilege will be revoked if necessary. Apartments that are adjacent to or across the hall from each other may not register social gatherings for the same day/time. In the event this occurs, GN Associates will honor the request of the apartment that registered their gathering first. If the gathering gets out of control, it will be shut down for the safety of everyone. As a Penn Center resident, you are responsible for the conduct of your guests while they are on the premises. For additional information and rules, please refer to the Social Gathering Contract in your move-in documents.

NOTE: Any charges listed in the General Information Packet are subject to change.

## **PLEASE READ, EXTREMELY IMPORTANT!!!**

### **DOs AND DON'Ts IN A HIGH RISE FIRE**

Knowing what to DO and what NOT TO DO if you discover a fire near your high-rise apartment building could save your life and the lives of others. Here are critical items you should know:

- Familiarize yourself with emergency exits.
- Pull alarm on your floor at either end of hall in the event of a fire.
- Immediately call the fire department. Never assume that someone else has called. (FIRE DEPT. - 911)
- Before trying to leave your apartment, place your hand on the door. If the door feels warm within five seconds, do not open it. Stay and wait for help.
- If the door is cool, open it and check for the presence of smoke in the corridor. If smoke is present, crawl beneath the level of smoke.
- If the corridor appears clear, alert other tenants on your floor and proceed to the closest exit stairway calmly.
- If you are forced to remain within your apartment, keep your door closed and attempt to seal the cracks around the door with wet towels or blankets.
- If possible, when smoke enters your apartment, open a window as near the ceilings as you can. Keep as low to the floor as possible where the cooler and fresher air is.
- Never attempt to remove your car from its parking space unless ordered to do so by fire officials.
- Never shout "FIRE". Don't help create panic, instead calmly alert other tenants.
- Never attempt to re-enter the building until fire officials permit you to do so.
- DO NOT use water on a grease fire. Use the chemical extinguisher in your apartment.

### **FIRE ALARM SYSTEM**

**The fire alarm system is an in-house system. This means that even when a pull station is activated, you must still call 911 to notify the fire company.** The pull stations do not automatically notify the fire company. The pull stations are designed to evacuate the building. In the event of a fire, a pull station needs to be activated AND the fire company must be called immediately by dialing 911. The pull stations are located on each floor by the stairwell exit.

In the event of a fire alarm, call 570-567-0060 during office hours or the emergency maintenance number, (877) 699-1823, after office hours. The Management also offers a standing REWARD of \$100.00 for any information leading to the arrest and prosecution of any person or persons seen tampering with the fire alarm system.

## PENN CENTER SOCIAL GATHERING CONTRACT

I/We agree to conform fully to all rules and regulations of the lease and, in addition, I/we will obey all the following rules and regulations which are hereby made a part of each of our original leases.

1. **Social gatherings will be allowed on Friday and Saturday nights ONLY and must end by 2 AM.** (So long as other tenants are not disturbed).
2. **Music and noise must be kept at a level where it cannot be heard in another apartment or outside the apartment where the gathering is taking place.**
3. Tenants are responsible for keeping property clean during a gathering and will be responsible for cleaning charges incurred inside or outside the apartment.
4. There will be no consumption, distribution or possession of drugs tolerated at a social gathering. No beer balls or kegs shall be permitted at a social gathering.
5. Code of Conduct: Tenants hereby agree to conform to and abide by the laws of Pennsylvania as they pertain to the use of alcohol and non-prescription controlled substances. Tenants understand that the drinking age in the State of Pennsylvania is 21.
6. Guests must remain in your apartment. Remember you are in control of your party; your guests and their actions are your responsibility. Apartment doors must not be propped open.
7. **Be responsible and continue practicing social distancing.** Overcrowding is not permitted. Should it be determined your crowd of guests is too large, they may advise you to take corrective action. Overcrowding is prohibited by the Municipal Fire Code Regulations.
8. Any acts of vandalism that occurs during a gathering must be reported immediately. Tenants are responsible for any damages incurred. Damages resulting to the premises or building may be charged directly to you as well as the guarantor, whose name appears on your lease.
9. **All tenants must sign the social gathering contract. The contract must be signed and registered with the Resident Manager by 5 PM on Friday.**
10. Tenants are not permitted to impose a "cover charge" to guests at the party. Also, advertisements of a party are not permitted.
11. GN Associates has the right to limit the number of parties per floor/per building at any given time. GN Associates has the right to refuse the acceptance of Tenant's party registration or to shut the party down.
12. If any of the rules and regulations of this Social Gathering Contract or the Apartment Lease Agreement are violated, a fine of \$50.00 or more will be added to the apartment's account.
13. **The manager and security guards of your building have complete authority.** Any disrespect from a guest or resident at your party will result in a report being filed. Should a problem exist, the manager may end the party or summon the local police.
14. Should you see any debris outside your apartment door, please clean it up immediately.
15. GN Associates reserves the right to change or add any rules and regulations as they see necessary.

**I AGREE TO THE ABOVE RULES AND REGULATIONS AS SET FORTH.**

Tenant Name: \_\_\_\_\_ Tenant Signature: \_\_\_\_\_

Apartment #: \_\_\_\_\_ Date of Gathering: \_\_\_\_\_

Today's Date: \_\_\_\_\_