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CT Property Services, LLC  
27 Hitching Post Drive  
Southington, CT 06489

# CT Property Services, LLC

*Revised: 02/15/2022*

Dear New Tenant:

Welcome to The Manafort Place Apartments located at 321 Paul Manafort Drive in New Britain, CT. For your convenience, we have prepared information that will cover basic questions you have about living in our apartment building.. You will find information on trash, utility hookups, parking, insurance, and the building rules. It also contains the telephone numbers for the police, fire department, and utilities. Please keep this information in a safe place so you can reference it when necessary.

For routine problems, you can call/text us at **860-893-5251** or email [info@apartmentsatccsu.com](mailto:info@apartmentsatccsu.com) . If we are not available, please leave a message. Someone will return your call soon.

There is a clause in the lease agreement that gives us the right to inspect the property for routine maintenance and safety issues. When we are ready to conduct the inspections, you will be contacted at least one day in advance to give you notice.

*Remember:* You must give us a 90-day notice of your intent to move to be in compliance with your lease agreement.

Thank you once again for selecting Manafort Place Apartments. We look forward to having you as a tenant.

Sincerely,

**Property Manager**  
**CT Property Services, LLC**  
**Email: [info@apartmentsatccsu.com](mailto:info@apartmentsatccsu.com)**  
**Phone/Text: 860-893-5251**  
**Web: [www.apartmentsatccsu.com](http://www.apartmentsatccsu.com)**

## Manafort Place Apartment Rules

**Air Conditioners:** Due to the fact that the apartment windows are generally too small for most window type air conditioners, you will most likely need to use a **Portable Air Conditioner** for cooling in your apartment. These units sit on the floor and have a small vent hose that vents the hot air and sometimes discharge water to the outside. You can mount the vent hose in the window as it is small. Most portable units will come with a panel that you can stick in the window that will cover up the rest of the window opening that the vent hose is mounted in so that your cool air doesn't escape out the window. You can find plenty of information online by googling portable air conditioner. Also, there is a good chance that the air conditioner will trip the circuit breakers if it is not plugged into a certain electrical outlet due to the amount of current it draws. For this reason, we recommend that you only plug an air conditioner into the electrical outlet below the living room window (this outlet is on a separate electrical circuit just for the air conditioner). We don't recommend you plug in an air conditioner anywhere else in the apartment (including the bedrooms) as you may trip a circuit breaker.

**Candles:** For safety reasons, candles are not permitted inside the building.

**Floors:** When liquids spill and remain on the kitchen floor for extended periods of time, the liquid can seep through the gaps between the tile and weaken the floor tile adhesive and damage the plywood underneath the tiles. Also, please clean up kitchen floor spills that occur right away to help protect the floor. Please remember that if floor tiles need to be repaired when you move out of the apartment, this repair cost will be deducted from your security deposit. This cost can become high if large amounts of liquid get under the tile and thus warp the subfloor underneath.

**Grills:** For safety reasons, grills are not permitted inside the building or outside on property grounds.

**Heat:** Tenant agrees to contact Connecticut Natural Gas utility company and have account for heating put under their name for their apartment. The account must be setup on or before November 1st and must continue through at least April 15<sup>th</sup>. Please note that there is a small charge to keep an account with Connecticut Natural Gas even if you are not using any heat (roughly \$15/month) so you may want to stop the account from April 15<sup>th</sup> through October 31st. During the heating season, whether the lessee is away or not, the thermostat shall be placed at a minimum of 55 degrees to avoid freezing of pipes and other damage.

**Humidity and Mold:** The apartments are well insulated and most of the windows are highly efficient double pane windows. This is good in the respect that it lowers your heating costs. However, this causes there to not be a lot of air circulation in the apartment. Due to this, in the Winter heating system if the humidity in your apartment is too high condensation may form on the inside of the windows (typically along the bottom of the window). This in turn can lead to mold buildup. If this happens, we recommend that you run a dehumidifier in the apartment to keep humidity levels from getting too high. You may also want to crack some of the windows open periodically for air flow. We also recommend that you clean along the window sills to prevent dust from building up where the moisture is accumulating. If you see that water is condensing between the two panes of

glass in the double pane window (not on the surface of the window that you can touch inside the apartment), this indicates that the window seal has failed. Please contact the property manager in this case so he can have the window fixed.

**Inclement Weather:** Tenant shall close all windows, doors, and other building openings tightly when leaving the Premises to prevent damage from the elements to the Premises. When the tenant will be away from the Premises during the heating season, the thermostat shall be placed at a minimum of 55 degrees to avoid freezing of pipes and other damage.

**Internet:** You can connect a computer to the internet by plugging it into the jack in the living room of the apartment labeled "Internet". If you have a device called a hub or a switch, you can plug this device into the jack and it will enable you to plug in multiple computers so that they can access the internet at the same time. There is also wireless internet available in the building. There are three wireless networks in the building (one upstairs, one mid-level and one downstairs). You should connect to whichever network is closer to your apartment. The upstairs wireless network is named **321paulm upper (2G and 5G)**, the mid-level wireless network is named **321paul middle-2G** and the downstairs wireless network is named **321paulm lower (2G and 5G)**. Each network has an option for 2G and 5G. The 5G network is generally quicker if your device can connect to it. However, you should try both networks to see which one you have better performance on. Ask the property manager for the **wifi password**. **IMPORTANT:** Please **do not connect your own wired or wireless router or antenna** to the building network as this may prevent you from having Internet access altogether and may prevent others in the building from having Internet access as well. Using the building's internet access to illegally download movies, music, software, etc. is prohibited and may cause you to lose your internet access.

**Kegs:** Kegs are not permitted inside or outside of the building

**Lost Keys/Locked Out:** Please contact me. The charge is \$40.00 for me to come open up the apartment for you.

**Mailboxes:** The mailboxes are located to the left of the front door of the building. The mailboxes go in order from Apartment 1 on the far left to Apartment 6 on the far right. The mail carrier may not deliver mail to your mailbox unless you put a tag or label onto your mailbox with the first and last names of everyone living in the apartment. Do not write on the door of the mailbox itself. Please do this upon moving in.

**Maintenance:** Tenant agrees to promptly notify Owner of any items requiring repair at the Premises. Requests for repairs or maintenance should be made by contacting the Owner or their agent during normal business hours, when possible. Emergencies involving any immediate health and safety matter should be handled by the appropriate governmental agency (police, fire, paramedic) and the Owner shall be contacted as soon as practical thereafter. Costs for any repairs, including repair or clearance of stoppages in waste pipes or drains, water pipes, or plumbing fixtures caused by the negligence of the Tenant or their guests are the responsibility of the Tenant.

**Move Out Policy:** A move out inspection by the property manager will be done on the last day of the lease. Any new damage to the apartment caused by the tenant will be noted and monies to repair the damage will be taken out of the tenant's security deposit.

**New/Departing Roommates:** We need to know about this. Noone will be permitted to live in the apartment without the permission of CT Property Services, LLC. Please contact us if you are planning on having someone else move in to the apartment. The landlord will need to agree to the new tenant and new tenant will need to sign the lease along with parent(s).

**Notice To End Tenancy:** You must give at least 90 days notice prior to your lease ending about whether you are intending to stay longer in the apartment or now.

**Parking:** The parking lot for the property consists of the L shaped area in front of the front entrance to the building and the area that goes to the side of the building. Please note that the parking lot facing the back door entrance to the building is not available for parking. Also, the parking lot behind the house on corner of Paul Manafort Drive and East Street is not available for parking. **IF YOU PARK IN ANY OF THOSE SPOTS YOU MAY BE TOWED.** Each apartment is entitled to one parking space. You will be given one parking sticker which should be placed on the lower left corner of the inside of the front windshield (basically on the windshield in front of the steering wheel). The sticker proves to our towing company that you have the right to park in the parking lot. If the sticker is not placed in that location you may be towed. Any vehicles without valid parking stickers will be towed immediately (24 hours a day/7 days a week/365 days a year). If your lease has just started (first day of lease) and you are moving your stuff into the building, keep an eye on your vehicle and put a temporary sign on the car to display for the company to not tow as you are moving in. This will not work for leaving your car overnight however. The towing company information is posted on signs on the exterior of the building.

Please note that if you have more than one car, there are two or more CCSU parking garages on campus that you may use for day and overnight parking as long as you are a student at the University and have a commuter parking pass. The two CCSU parking garages for commuter students that I know of are: **Welte Garage and the Student Center Garage.** Do not leave your care overnight at a surface parking lot on campus as it may be towed. DO NOT park at Copernicus Garage as it is intended for use only by students living on campus.

**Rent Collection:** Rent is due the first day of each month. You can pay in a few different ways:

1. Mail a check to the following address:  
     CT Property Services, LLC  
     27 Hitching Post Drive  
     Southington, CT 06489
2. Put a check in the rental payment drop box attached to the wall at the bottom of the front stairs in the basement.

3. Zelle: You can send me payments through Zelle which is a mobile money transfer service that many banks make available. If your bank participates in Zelle, you can use the Zelle service directly within your own bank's online banking tools (bank's website or bank's app). You can also download the Zelle App from the google play store or the Apple app store and attempt to set it up from there. You make payments through Zelle by specifying the cell phone number of the person you want to send payment to.

To pay via Zelle you will need to send payment to my cell phone number: **860-893-5251**

I cannot provide support for Zelle so you will need to handle setting it up on your own. If you cannot get it to work, you will need to pay me by check. Technical problems with Zelle will not be an excuse for late payment of rent.

*Cash will not be accepted by mail or in the drop box or in person for liability reasons.*

**Renter Insurance:** The Owners insurance coverage offers no protection for the Tenants personal property or any liability claims against the Tenant. The tenant should obtain Renters Insurance coverage for fire, water, wind, vandalism, theft, earthquake, hurricane, tornado, or other damage. This includes your vehicles furnishings, and all other personal property.

**Right to Enter:** Owner reserves the right to enter the Premises with 24 hours notice with or without the Tenants permission at any reasonable hour for any lawful reason or without notice in the event of an emergency.

**Roommate Matchup:** If your roommate will be moving out and you need to find a new roommate, we have a roommate matchup feature on our website: [www.apartmentsatccsu.com](http://www.apartmentsatccsu.com). You simply need to fill out the form on the main page under roommate matchup to submit your information. Also, if you click on the roommate matchup link on the main page you will see a list of all students who have inquired about needing a roommate. You can simply contact the people on this list and try to find a compatible roommate for yourself. Once you find someone, they can be put on the lease and begin living with you.

**Rugs:** The carpet to your apartment, particularly the living room carpet, needs to be taken care of to avoid incurring the cost of replacing it once you move out. You may want to cover the entire living room carpet with some type of protection like a carpet cutoff or a rug. If the carpet is stained or heavily soiled when you move out, the replacement cost will be taken out of the security deposit for your apartment.

**Safety/Security:** Safety and security is the sole responsibility of each Tenant and their guests. Owner or their agent assumes no responsibility or liability, unless otherwise provided by law, for the safety or security of the Tenant or their guests, or for injury caused by the criminal acts of other persons. Tenant should ensure that all doors and windows are locked at all times, and Tenant must immediately notify Owner if any locks become inoperative. Tenant should turn off all appliances when departing from the premises and notify Owner when leaving for an extended period. Tenant shall not smoke in bed or use or store any combustibles on the Premises.

**Security Deposits:** Your full security deposit will be returned to you on the last day of your lease prior to moving out provided that no damage is done to the apartment. The cost to fix damage to the apartment will be deducted from your security deposit

**Smoking:** Smoking is not allowed in the building hallways or basement or laundry room. You may smoke in your apartment or outside the building. Any damage caused by cigarettes to the apartment will be taken out of the security deposit, including cigarette burn holes in the carpets.

**Snow:** We have a contract with a plowing company to plow the driveway at the building. However, due to the narrow parking lot surrounding the building, we require that you park your vehicle elsewhere (Copernicus CCSU parking garage) when snow falls until the parking lot is sufficiently plowed. If cars are blocking the way, the plowing service cannot fully plow the driveway.

**Space Heaters:** Space heaters are not allowed in the building. They will trip the circuit breaker and cause you to be without electricity until the breaker is reset.

**Telephone Number Changes:** If any of the telephone numbers that you put on the rental application change during your stay with us, please let us know immediately so we can stay in touch with you.

**Trash Collection:** Tenant is responsible for keeping the inside and outside of the Premises clean, sanitary, and free from objectionable odors at all times. A dumpster is provided in the parking lot in front of the building for trash. Please put all of your trash in this dumpster. Do not leave trash in the hallways of the building, the parking lot or the grounds around the building. Residents are responsible for removal of discarded furniture, appliances, or other bulky items from the property. These items may not be placed in the dumpster. If you leave bulky items on the property, you will be charged a fee to have the items removed from the property and disposed of.

**Unit Condition Form:** Prior to moving into the apartment you will fill out a unit condition form with the property manager that states what damage may already exist in the apartment. Upon moving out, you will not be charged for any damage that already existed to the apartment before you moved in.

**Maintenance/Repair Requests:** Please contact me by phone or by email using the contact information contained in this letter

**Video Surveillance:** A video surveillance system consisting of many cameras installed inside and outside of the building is in place. This system records motion sensed activity inside and outside the building. Anyone caught engaged in illegal activities on the video surveillance system footage will be arrested. The camera video can be viewed live and past video footage can be played back through computers and cell phones. If you would like to view the surveillance video, see the instructions at:

[https://docs.google.com/document/d/1TW3\\_E7lsF\\_rvq5lnI-doB\\_4Zjw8rb8kUXQLJIyVQ924/edit?usp=sharing](https://docs.google.com/document/d/1TW3_E7lsF_rvq5lnI-doB_4Zjw8rb8kUXQLJIyVQ924/edit?usp=sharing) .

Please note that we do share video surveillance footage with the New Britain Police Department if vandalism and crimes occur.

**Window Insulation:** Foam insulation panels are not allowed in the windows in the apartment as they will build up moisture behind them and cause water damage to the window sill. You may use plastic (saran wrap type) window insulation.

**Window Screens:** The screens in the apartments are not meant to be moved. They should remain in the location in the windows where they are. If you try to move the screens, you may damage them and will be responsible for paying for their replacement.

## Utility Information

As per the lease, free Internet, Basic Cable TV, and Hot Water are provided with the apartment. Heat, electricity, and expanded cable TV are not provided by CT Property Services, LLC. The tenant will need to contact the following utilities to sign up for these services:

**Heat:** Each apartment has a separate furnace and natural gas meter. You will need to contact Connecticut Natural Gas to sign up for service as the furnace that heats your apartment runs on Natural Gas provided by Connecticut Natural Gas. When you call them, you will need to **leave them my phone #** so that they can call me to get the access codes to open the basement doors. CNG's phone number is: 860-524-8361. Their web site address is: [www.cngcorp.com](http://www.cngcorp.com). IMPORTANT: You are required to sign up with Connecticut Natural Gas for heating service and heat your apartment to a minimum of 55 degrees during the heating season (November 1<sup>st</sup> the latest) so as to avoid freezing the pipes in the apartment. If your pipes freeze, you will need to pay the cost for any related damages.

**Electricity:** Each apartment has a separate electric meter. You will need to contact Eversource to sign up for service. When you call them, you will need to **leave them my phone #** so that they can call me to get the access codes to open the basement doors to turn on service. If you can contact them before the current tenant turns off the electricity service, then they can make sure that the power remains on and they won't need to send a service person to the property to turn on the electric service (this is much easier). I strongly recommend you contact them right away (even prior to move-in) so that you can be ensured to have electric service. Their phone number is **800-286-2000**. Their web site address is: [www.eversource.com](http://www.eversource.com).

**Phone Service:** Each apartment has a phone jack in the kitchen. You can order local and long distance phone service through Frontier. The Frontier web site address is: [www.frontierct.com](http://www.frontierct.com).

**Expanded Cable TV Service:** Each apartment is provided with a cable TV jack that provides basic cable TV service. This TV jack has a sticker on it labeled "Owner". If you are looking for expanded cable TV service (more channels than just the basic service), you will need to plug your TV into the cable TV jack in the apartment labeled "Tenant". You will then need to contact Comcast as they are the cable TV provider for New Britain. You

can order whichever package of channels that you would like from Comcast. You can reach Comcast at: (877)-220-3549. Their web site address is: [www.comcast.com](http://www.comcast.com)

## **Important Contacts**

**New Britain Police Department: 860-826-3000**

**CCSU Police Department: 860-832-2375**