

welcome
HOME

The Official CMB Resident Handbook



IMPORTANT CONTACTS

CMB Management Office

734.741.9300

cmb@annarborapartments.net

CMB Maintenance

734.741.9300 ext 301

734.741.9300 ext 401

justin@annarborapartments.net

jenny@annarborapartments.net

CMB After Hours Emergency Maintenance

734.320.4573

This number is only to be contacted in the event of an emergency outside of normal business hours. Fire, flood, and absence of heat are emergency situations-- any other communicated matters will be responded to on the following business day.

Ann Arbor Police 734.994.2911	Ann Arbor Emergency 911
DTE Energy 800.477.4747	Brewer's Towing 734.665.8888
Merry Maids Cleaning 734.619.6079	Griffin Pest Control 866.319.7320
Comcast Support 800.266.2278	DirecTV Support 866.455.1982
College Internet Connections* 734-531-0148 * Geddes Hill and Carriage House Only	Synergy Broadband* 734.222.6060 * 350 Thompson and 406 Packard Only



RENT

Due Dates and Grace Period

Each and every rental installment is due by the 1st of each month.

There is a grace period extending to the 5th of each month at noon. Payment received after noon on the 5th of the month will incur a late fee of 5% of the monthly installment rate.

Paying Rent

AUTOMATIC WITHDRAWAL: Automatic monthly payments can be made from your individual checking or savings account. Once set up, payments will be automatically deducted on the first of every month. If interested in this service, please request and fill out the necessary form and return it to the CMB Office. Automatic payment service is free for all leaseholders.

ONLINE: Rent can be paid online through a computer or mobile device via the CMB Resident Portal. You have already received an email from cpr@yardi.com with setup instructions. However, if you accidentally deleted that particular email or if you are having difficulties setting up your Resident Portal account please email accounts@annarborapartments.net and we'll be happy to help!

IN PERSON: Rent can be paid in person via a check at the CMB Office. CMB does not accept cash payments. Please make sure that to include your tenant code-- which can be found on the first page of your lease-- on all checks. And please note that for separate rental payments with personal checks, \$5 will be charged per additional check.

BY MAIL: Checks can be mailed to the CMB Office. You may need to mail your check early to make sure it is delivered on time. Don't forget to include your tenant code!

1700 Geddes Avenue, A7
Ann Arbor, MI 48104

Important Information for Paying By Check

Please make sure all checks are addressed properly! This information can also be found on the first page of your lease.

ASNJC LLC	350 Thompson 406 Packard	Eastwind LLC	Broadview Eastwind Miller Maple
CMB Property Management	Carriage House Geddes Hill 220 North First 608 High Street 712 West Huron 801 Miller 820/824 McKinley	Family Innovations LLC	743 Miller 525 Division 914 Sylvan

PARKING

Parking Basics

It is important to make sure you have your parking tag displayed at all times. All vehicles parked in CMB lots must have both a CMB parking tag and a valid license plate and must be in operable condition. In effort to deter theft, keep vehicles locked and windows up at all times. Keep valuables out of sight.

Residents should leave a spare car key with a trusted contact if they will be absent for an extended period, in the event that residents are required to move their vehicles.

If parking is assigned at your property, you must park in *only* your assigned spot. You have towing rights and may call Brewer's Towing to remove vehicles from your assigned spot. If you park in someone else's assigned spot, they could call Brewer's Towing and have *you* towed.

Parking Tag Information

Parking tag must be visible and must hang from the rearview mirror with the number facing outwards. If at any time your parking tag becomes damaged simply return it to the CMB Office and it will be replaced at no charge. Parking tags must be returned to CMB Management within 7 days of lease expiration. A \$100 fee will be charged for each lost/non-returned parking tag.

Towing

You don't want to be towed. Nobody wants to be towed. Here is a non-exclusive list of common parking violations you should avoid.

- Not having a visible, valid parking tag
- Parking in someone else's assigned spot
- Parking over the lines and into another spot
- Parking in someone else's assigned spot
- Parking next to or in front of the dumpster
- *Parking in someone else's assigned spot*

If someone is in your assigned parking spot, don't just park in someone else's. Instead, you should call Brewer's Towing -- 734.665.8888.

MAIL

Receiving Mail

When providing your address to receive mail, be sure to include your apartment number. Any mail without an apartment number on it may be returned to the post office as undeliverable. That's not a CMB thing, by the way. That's just how the postal service works.

While living in your apartment, always have your name taped to the *inside* of the mailbox. You might see people who have put their names on the outside and you might be tempted to do the same but doing so doesn't guarantee that you'll receive your mail. The mail people have let us know that they will *only* deliver mail if names are on the *inside*. So, in short, put your name on the inside of the mailbox.

The Mailbox Key

Only you and the post office have access to your mailbox. If you lose your mailbox key, you may be charged for the replacement cost of a new mailbox lock at \$50 per occurrence.

LAUNDRY

Laundry

The laundry room is a communal space. Please be considerate of fellow residents and promptly remove loads from machines. Place empty detergent boxes, used softening sheets, lint, and other waste in appropriate trash and recycling containers.

CMB laundry facilities are for the sole use of CMB residents. Charges will be applied to any resident that allows laundry room entry to non-residents.

If there is an issue with any machinery or room lock, please contact CMB immediately.

Proper Use of Laundry Machinery

Laundry detergent is the only cleaning solution that may be used in the washing machine. Use of dyes in washing machines is prohibited and charges will be applied for subsequent clean up and damages of machinery and/or other residents clothes.

To avoid damaging laundry machinery, do not load washers or dryers more than 50% full.

To prevent fires, clean dryer lint filters before and after each use. Again, this is to prevent fires. Don't cause a fire please. If you don't know how to clean dryer lint, just give us a call or write us an email.



MAINTAINING YOUR HOME

There are three ways you can fill out a work order! You can use the CMB Resident Portal, email (cmb@annarborapartments.net), or you can call the office at 734-741-9300. If there is an after hour emergency such as no heat or a water leak, you can call the 24 hour emergency line at 734.320.4573

Flooring

Please refrain from using heated appliances-- such as laundry irons, flat irons, wax melters-- on floors. If food or drink is spilled, clean the area with a damp washcloth as soon as possible. If carpet is snagged, contact the CMB Office for instructions. If professional cleaning is needed, you can always contact the CMB office for a referral service.

Dishwashers, Sinks, & Garbage Disposals

Always turn on the water prior to and while running the disposal. Please note that certain substances-- such as rice, pasta, potatoes, bones, celery, egg shells, seeds, coffee grounds-- will clog and/or damage the disposal. Please discard these items in a wastebasket. To clean, simply pour lemon juice or dish soap down the disposal opening with warm running water.

To maintain proper function, run the dishwasher at least once a week. Dishwasher detergent is the only cleaning solution that should ever be used.

Bathrooms

Avoid shower and tub clogs by purchasing a hair trap to cover drains. The number one source of shower and tub clogs is hair. Seriously. It's hair. Human hair. Regularly clean shower walls to prevent any mildew growth. Not only is mildew unsightly, excessive amounts can damage grout.

Please only flush toilet paper down the toilet. Do not flush paper towels or feminine products. If a clog occurs, attempt to plunge it yourself before contacting CMB Maintenance as fees may apply.

Windows, Screens, and Rooftops

If you discover a loose screen, please report it to CMB so we can send a repair team as soon as possible. Do not remove window screens yourself at any time for any reason.

Do not go onto the roof even if your window and/or apartment balcony has access to the roof. It is unsafe to do so and the roof is not intended for resident use. Violation will result in charges for inspections, repairs, and any related legal fees.

Lighting

Upon move-in, all light bulbs will be furnished by CMB. CMB Maintenance will change any light bulbs that are located in areas higher than 8 feet. It is the resident's responsibility to replace all other light bulbs that burn out during their lease.



MAINTAINING YOUR HOME

Leaks and Water Related Concerns

Report all leaks and water related concerns to CMB immediately! If it is after regular office hours, call the Emergency Maintenance Line -- 734.320.4573.

Pest Control

Help prevent insects and other pests by cleaning regularly and by keeping food stored in closed containers. After 30 days of occupancy, residents are responsible for managing issues with pests.

If you ever encounter wood-eating insects (termites, post beetles, carpenter ants, etc), cockroaches, and/or bed bugs contact the CMB Office immediately. Residents may be charged for pest control if found to be at fault.

Trash

Trash and recycling service is complimentary at all CMB Properties. However, all trash and recycling must still be carried and disposed of in the appropriate bins provided on site. If trash and/or recycling bins are full, place your items to the side of the container. If there is a problem with the trash/recycling depositories at your location, contact the CMB Office.

Anything left in common areas that requires removal by CMB will result in a \$50 charge per item/bag.

Winter Months and Extended Absences

If you are planning on leaving your apartment for an extended period of time during the winter, you will need to take extra precautions before you leave. Keep pipes from freezing by setting the thermostat to at least 60 degrees (never lower!) and arranging for a trusted contact to come by the unit to run the water. Remove all perishable food from cupboards, counters, and refrigerator. You may turn down the energy settings on your refrigerator but do not turn it off.

If applicable, plan ahead for making rental payments during absences.

CMB Furnished Properties

If food or drink is spilled, use upholstery cleaner on the damaged areas as soon as possible. If professional cleaning is required, contact the CMB Office for a referral. If furniture needs repair, contact the CMB Office to arrange for service or replacement-- fees may apply.