



1700 Geddes Ave., A7

Ann Arbor, MI 48104

734-741-9300

cmb@annarborapartments.net

CMB RESIDENT HANDBOOK



PARKING BASICS

- + one parking tag is issued per apartment or assigned space
- + parking tag must be visible and hanging from rearview mirror with number facing outwards
- + vehicles without visible, valid parking tags will be towed
- + 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
- + CMB Management will not issue temporary parking tags for any reason

PARKING REMINDERS

- + it is the responsibility of the resident to leave their parking tag for sub-lessees
- + vehicles parked in a CMB lot must be in operable condition, and used for intended purposes
- + vehicles parked in a CMB lot must have a valid license plate
- + parking near the dumpster is prohibited at all times, and vehicles in violation may be towed
- + vehicles that are parked over the lines into another spot may be towed
- + vehicles parked in spaces that they are not assigned to may be towed
- + most CMB lots do not offer visitor parking, and violators will be towed
- + for CMB lots that do offer visitor's parking, be sure to register your visitor's car with the CMB office
- + towing will be at the expense of the owner of the towed vehicle
- + all CMB Management properties are serviced by Brewer's Towing Company
- + it is the resident's responsibility to tow unauthorized vehicles from their assigned parking space
- + it is the resident's responsibility to inform their guests of parking rules
- + CMB Management is not responsible for any lost or stolen items in the parking lot



PARKING TAG INFORMATION

- + residents should leave a spare car key with a trusted roommate or neighbor if they will be absent for an extended period, in the event that residents are required to move their vehicles
- + in effort to deter theft, keep vehicles locked and windows up at all times
- + if someone else is parked in your assigned space, do not park in another resident's spot. check for a hang tag, and then call the CMB Management office for further assistance
- + contact the CMB Management office with any other parking questions, comments, or concerns

LAUNDRY ROOM BASICS

- + laundry room keys must be turned in at the end of your lease.
- + there will be a \$50 fee for lost and unreturned laundry keys.
- + the replacement fee must be paid before a new key is issued.
- + CMB Management laundry facilities are for the sole use of residents – charges will be applied to any resident that allows laundry room entry to non-residents
- + laundry room hours are from 8:00 AM to 10:00 PM
- + if there is an issue with laundry machinery, or laundry room locks, contact CMB immediately
- + CMB Management is not responsible for any lost or stolen items
- + any items left behind in laundry rooms will be donated to local charity
- + be considerate of fellow CMB residents–please remove loads promptly from laundry machines.
- + place empty detergent boxes, used softening sheets, lint, and other waste in appropriate trash and recycling containers before leaving the laundry room.

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–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 and promote efficiency, clean dryer lint filters before and after each use.



MAIL BASICS

- + while living in your apartment, always have your name taped to the inside of the mailbox
- + 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**.
- + if you lose your mailbox key, you may be charged for the replacement cost of a new mailbox lock at \$50 per occurrence.

STORAGE ROOM BASICS

– For residents of Eastwind, Broadview, and 350 Thompson

- + there is one storage bin/locker for each apartment
- + residents must provide their own padlock to secure their storage bin/locker
- + CMB Management is not responsible for any lost or stolen items
- + storage bin/lockers are not to be used to store and hazardous or flammable materials/chemicals
- + no personal belongings are to be stored outside of the storage bins/lockers
- + items left outside storage bins/lockers will be removed, and corresponding residents will be charged \$50 per item/bag

FITNESS ROOM BASICS – Select communities only

- + refer to building release form – must be signed by all residents and on file with CMB Management

COMMON AREA BASICS

- + do not run in hallways or common areas
- + no personal belongings, including shoes, are to be left anywhere outside of CMB apartments
- + trash and/or other items left in common areas that require removal by CMB will result in a \$50 charge, per item/bag, to the resident
- + all trash and recycling must 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 CMB



MAINTAINING YOUR HOME

Flooring

- + refrain from using heated appliances on floors, ex: laundry iron, flat iron, wax melters
- + if food or drink is spilled, clean the area with a damp washcloth as soon as possible
- + if carpet gets snagged, trim the snagged area and call the CMB office for further instruction
- + if professional cleaning is needed, please contact the CMB office for a referral

Dishwasher, Sinks & Garbage Disposals

- + dishwasher detergent is the only cleaning solution that may be used in the dishwasher
- + report all leaks and water related concerns to CMB immediately
- + always turn on the water prior to, and while running the disposal
- + certain substances will clog and/or damage the disposal, including rice, pasta, potatoes, bones, celery, egg shells, seeds, coffee grounds—please discard these items in the waste basket
- + to clean, pour lemon juice or dish soap down the disposal opening with warm running water
- + to maintain proper function, run dishwasher at least once a week

Bathrooms

- + only flush toilet paper and waste down the toilet—do not flush paper towel or feminine products
- + if a toilet or drain clog occurs, attempt to plunge before calling CMB maintenance—fees may apply.
- + report all leaks and water related concerns to CMB immediately
- + avoid shower and/or tub clogs by purchasing a hair trap to cover drains
- + regularly clean shower walls to prevent any mildew growth – excessive mildew can damage grout - Contact CMB for recommendations on cleaning products.



Lighting

- + upon move in, all light bulbs will furnished by CMB
- + it is the resident's responsibility to replace light bulbs that burn out during their lease
- + replacement light bulbs must be identical to the original light bulbs—replacements may be bought from a third party, or purchased at a discounted rate from CMB
- + CMB maintenance will change any light bulbs that are located in areas higher than 8 feet

Furniture

- + if food or drink is spilled, use upholstery cleaner on the damaged area as soon as possible
- + if professional cleaning is needed, please contact the CMB office for a referral
- + if CMB furniture needs repair, notify the CMB office to arrange for service or replacement - fees may apply.

Windows + Screens

- + it is a violation of your lease to remove window screens at any time
- + report loose screens to CMB immediately
- + if your window and/or apartment balcony has access to the roof, do not go onto the roof
 - the rooftop is never to be entered, and is not intended for resident use
 - violation of this rule will result in immediate charges for inspections and/or repairs, in addition to any related legal fees

Pest Control

- + help prevent bugs by cleaning regularly, and keeping food stored in closed containers
- + after 30 days of occupancy, residents are responsible for managing issues with ants, spiders, etc.
- + if you ever encounter wood-eating insects (such as termites, post beetles, and carpenter ants), cockroaches, and/or bed bugs, contact CMB Management immediately + residents may be charged for pest control if found to be at fault



Winter Months & Extended Absences

- + keep pipes from freezing by: setting the thermostat to 60 degrees (but no less!), and arranging for a trusted contact to come by the unit to run the water over the course of an absence
- + do not leave perishable food in cupboards, on counters, or in the refrigerator
- + you may turn down the setting on your refrigerator, but do not turn it off
- + if applicable, plan ahead for making rental payments during absences

Rent Basics

- + your apartment's payment information is listed on the first page of your lease
- + for separate rent payments with personal checks, \$5 will be charged per additional check
- + cash payments are not accepted – no exceptions
- + rent is due on the 1st of each month – late fees are 5% of the total ledger balance, and are posted on the 5th

Ways to Pay Rent

ONLINE

- + rent payments can be submitted electronically via PayLease, a third party online pay service
- + PayLease will apply service charges for using their service
- + do not sign up for automatic payments through CMB if you will be using PayLease – Signing up for both payment options will result in multiple deductions from your account

ACCESSING PAYLEASE

- » go to cmbapartments.com
- » click “pay online” button
- » set up your account, your tenant code is your unit number and the move-in year (this can be found on the front page of your lease and the tenant ledger)
- » make your payment



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MAIL

- + mail rent check to the CMB main office at 1700 Geddes Ave, Apt. A7, Ann Arbor, MI 48104
- + make check payable to the entity listed on the first page of your lease agreement

IN PERSON

- + stop into the CMB office at 1700 Geddes Ave, Apt. A7, Ann Arbor, MI 48104
- + make checks payable to the entity listed on the first page of your lease agreement

AUTOMATIC WITHDRAWAL

- + automated monthly payments can be made from your individual checking or savings account
- + to set up, please request and fill out the necessary form and return to CMB office
- + automatic payment service is free for all leaseholders, but early cancellation or changes during the term of your lease will result in a \$10 fee



IMPORTANT CONTACTS

CMB Management Office

phone: 734.741.9300 | fax: 734.741.1259

email: cmb@annarborapartments.net | website: annarborapartments.net

address: 1700 Geddes avenue, apartment a7, Ann Arbor, Michigan, 48104

CMB Maintenance

phone: 734.741.9300 ext 401

+ request to fill out a work order over the phone

email: jenny@annarborapartments.net

+ use for asking a general maintenance questio

CMB Emergency Maintenance

phone: 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 | Non-Emergency

phone: 734.994.2911

Ann Arbor Rug & Carpet

phone: 734.994.9044

Ann Arbor Police | Emergency

phone: 911

Comcast Support

phone: 800.266.2278

DTE Energy

phone: 800.477.4747

Merry Maids Cleaning

phone: 734.619.6079

PayLease Support

phone: 866.729.5327

Brewer's Towing

phone: 734.665.8888

DirecTV Support

phone: 866.455.1982

Griffin Pest

phone: 866.319.7320