

THE PINES SENIOR APARTMENTS

Resident Handbook

Welcome to The Pines Senior Apartments!

We are pleased that you have joined our community and hope that you will be very happy with your new apartment.

This handbook has been prepared to provide you with much information about your apartment and about The Pines in general. It should answer most of your questions.

However, if you need additional information or assistance, please do not hesitate to contact us. You can reach the executive director or the maintenance person at one of the numbers shown below. If you prefer, you are welcome to stop by the office any time during business hours.

Office Hours:

The office is generally open from 8:00 a.m. to 4:30 p.m. Monday through Friday. We close for lunch, but the time varies. It is a good idea to call first before making a trip from your apartment to the office. That is the only way to ensure that the executive director will be in the office when you get there. You may call the office phone at any time and leave a message.

Your new address:

325 Wilkinson Street, Apt. #_____ (Your apartment number here.)
Chelsea, MI 48118

Please note: it is very important that you include your apartment number in your address. The mail carriers will not put mail in your box if no apartment number is shown.

Important Telephone Numbers:

Emergency (fire, police, ambulance)	911
Office Phone	734-433-9130
Maintenance Emergency	(734) 368-0859 (Cell Phone)
Executive Director / After Hours Staff Person	(734) 368-0878 (Cell Phone)

Activities

There are a number of activities available for residents of The Pines to enjoy. A calendar of activities is distributed to each resident once a month. The calendar is also

posted on the mailroom bulletin board. The best way to get acquainted with your neighbors is to join in one or more of the activities. We try to provide enough variety so there is something for everyone to enjoy.

Alterations to Your Apartment

As stated in your lease agreement, all alterations to your apartment require written permission from the executive director.

Shelves, towel racks, bathroom cabinets, etc. that you install become a part of the apartment and must remain with the apartment when you leave.

Please use only small nails for hanging pictures etc. We will provide picture-hanging nails for your use. When you move out of the apartment, please **DO NOT PATCH NAIL HOLES**. It will be necessary for us to remove the patching material you used and apply our own.

NO CONTACT PAPER! If you wish to use shelf paper in any of your cabinets, please use non-stick paper or paper that is only lightly tacky. Regular Contact paper is extremely difficult to remove and causes damage to the finish when removed. If you use regular Contact paper to line your shelves, you will be charged for the cost of removing the paper and restoring the shelves.

The cost of repairs for any damage you have caused to the apartment will be charged to you or deducted from your security deposit.

A screen/storm door for your balcony or patio entrance may not be included with your apartment. If you desire a screen door, we will provide the door and install it for you. However, you will be charged for the cost of the door and installation. Payment is expected at the time the door is installed. Fabric screen doors such as those found in various mail order catalogs are not permitted.

It is permissible to add carpeting to balconies and patios. **PLEASE DO NOT GLUE THE CARPETING DOWN**. It is okay to lightly tack the carpeting down.

Appliances

You should find instruction booklets for each appliance in your apartment. If any booklets are missing, please contact the executive director.

If you need help operating any of the appliances call the office or the maintenance number. If repairs are needed please complete a written request and place it in the receptacle on the wall in the mailroom. (Blank forms for this purpose are also in the mailroom.)

Attire

Casual attire is accepted and encouraged at all times and at all in-house activities. However, it is not considered appropriate to appear outside of your apartment in nightclothes such as robes, pajamas, etc. Shoes must be worn outside your apartment.

Billiards Room

The billiards room (a.k.a. the pool hall) is located on the third floor in the south wing. Residents may enjoy it from 9:00 am to 9:00 pm every day. You are also welcome to entertain your guests in the billiards room. Please be respectful of nearby residents and keep the noise down. Children and teens may use the billiards room ONLY with adult supervision. To discourage use by unsupervised children, the door is kept locked. The key to the door may be found under the lamp on the end table near the door.

Café

The café is located on the first floor next to the mailroom. As with all common areas, residents may enjoy the café at any time. However, there are scheduled social gatherings in the café at 9:30 a.m. and at 3:00 p.m. every day. Coffee and tea are provided at no charge. You are welcome to partake of these beverages and enjoy them in the café.

Carts

We have carts available to assist you with transport of groceries and other packages to and from your car and your apartment. You will find a utility cart in the south wing in the community kitchen. There are also shopping carts in the kitchen. Other carts are located in the stairwells in the south wing and in the north wing. Feel free to help yourself to the carts any time you need them. Please return the carts as quickly as possible so they are available for the next person who needs them.

We also have a large flatbed cart and a stand up “dolly” for transporting larger items. These are kept in the maintenance office. Contact the executive director or maintenance person if you would like to use either of these items.

Chelsea Senior Center

There is a very active seniors group in Chelsea. They offer many free or low-cost activities and programs. The phone number for the Senior Center is 475-9242.

Christmas Trees

For safety reasons, artificial Christmas trees are preferred. If you choose a live tree for your apartment, please be sure the tree is watered frequently. Turn tree lights off at night and when you are away from your apartment. You will be responsible for disposal of the tree. It must be taken to the maintenance area and placed directly into one of the dumpsters. You are responsible for cleaning up any mess created in the corridors and elevators while transporting the tree to and from your apartment.

Common Areas

All areas outside your apartment are considered “common areas”. These include the café, community room, TV room, billiards room, etc.

Common areas are provided for the use and enjoyment of residents. Guests may use common areas with the understanding that residents have priority.

You are responsible for the actions and behavior of your guests. Children may use common areas only with adult supervision.

Community Room

The community room is located on the first floor in the south wing. This room is used for many of our activities ranging from playing cards to potluck dinners. It is always open and always available for your use. (Except when reserved for a private party.) There is an outdoor patio adjacent to the community room. We also have a large outdoor gas grill for summer parties.

Residents may reserve the community room at no charge for family gatherings, club meetings, parties, etc. The reservation would include our large community kitchen and/or the outdoor gas grill, if desired. Contact the executive director to make arrangements.

Note: residents and families are expected to provide all necessary supplies for these private parties. Coffee, tea and other supplies found in the café or the community kitchen are to be used only for resident activities.

Crafts Room

The crafts room is located on the second floor in the south wing. It is an all-purpose room that is used for a variety of activities. You are also welcome to use it for any project that may require a larger space than you have available in your apartment.

Computer / Internet

A computer with internet service is available in the library on the first floor. Internet is provided the computer and a wireless connection is available in the living room and café areas by obtaining a login from the office. Internet service for your apartment can be obtained from Comcast or AT & T.

Curtains and Draperies

Mini-blinds are included on all windows in your apartment. Please do not remove the blinds. You may hang curtains or drapes. Please contact the maintenance department for assistance with installing curtain rods. We can do it much quicker and easier as we know the exact location of wall studs and headers for proper installation of the hardware. If you install the rods yourself, you will be charged for the cost of any damages you cause.

Emergency Pull Cords

Each apartment is equipped with emergency pull cords in the bathrooms and the bedrooms. The pull cords are provided for your use in case you have a fall or other medical emergency and *you are unable to get to the phone*. For this reason, the cords should hang down so that they reach to the floor. Pulling the cord or moving the black button on the panel will cause an alarm to sound in the executive director's office. However, *you will not hear an alarm in your apartment.*

When the alarm sounds, a panel in the executive director's office indicates the location of the alarm. If staff members are in the building, we will come to your apartment to check on you and call for an ambulance, if needed. A security company also monitors these alarms. If the security company is unable to reach a staff member to confirm the nature of the alarm, they will send emergency personnel such as the police and ambulance.

A note of caution: the emergency pull cord alarms can easily be activated while cleaning; by the busy hands of inquisitive children; or by curious cats. If the ambulance company responds to a false alarm they may charge you a significant fee for their service.

Exercise

Exercise classes for mature adults are offered free of charge on Tuesdays and Thursdays. The class is led by a professional instructor and meets in the community room at 9:30 a.m. All residents are welcome.

An exercise bike is located in the crafts room in the south wing on the second floor. Feel free to use the bike any time you like. (Children are not permitted to use the exercise bike.)

We have a group of residents who walk for exercise on Mondays, Wednesdays and Fridays at 11:00 a.m. They gather in the living room before and after their 20 to 30 minute walk. They walk inside the building during bad weather and outside when the weather is good. You are welcome to join them. (Note: we believe that 4 times around the building equals one mile.)

The Chelsea Senior Center offers several options for exercise. You may contact them by calling 475-9242.

Fire Alarms and Smoke Detectors

Each apartment is equipped with one or more smoke detectors. These detectors are very sensitive and are wired into our alarm system. They are not battery operated. However, the smoke detectors do have back-up batteries to ensure that they are operational even during a power outage.

The back-up batteries are replaced once a year. However, sometimes the battery needs to be changed before the year is up. If a battery is getting weak, the smoke detector will begin emitting periodic short beeping sounds. Do not be alarmed, this does not mean there is a fire. If your smoke detector begins beeping, call the maintenance phone and ask to have the back-up battery replaced.

If there is smoke or fire present, the detector will emit a loud, continuous screeching sound. (In barrier-free units a strobe light will flash continuously.) The alarm also sounds in the executive director's office and in staff apartments. An alarm panel in the executive director's office indicates the location of the alarm. If a staff person is in the building, we will phone you or come to your apartment to check on you. The smoke detector will continue to sound until the cause is eliminated (smoke, steam, insect, etc.)

If there is smoke from an unknown source or a fire in your apartment, you should immediately **call 911**. Then exit your apartment. Close all doors behind you. Another option is to step out into the hall and pull a fire alarm. This will alert other residents to the emergency. Either action will quickly bring the fire department. (A fire evacuation procedure is included in the back of this handbook.)

If a smoke detector is activated in any of the corridors or common areas, an alarm will sound throughout the whole building. (For the sake of those with hearing difficulties, strobe lights will also flash continuously.) If there is staff in the building, we will check on the source of the alarm to determine if it is a false alarm or if there is actually smoke or fire present. A security company monitors these alarms. If staff is not on site and does not cancel the alarm within 90 seconds, the security company will assume it is a real emergency and dispatch the fire department.

All areas of the building – including apartments – are equipped with sprinklers. The sprinkler system is activated only when extreme heat and/or flames are detected. In case of a fire alarm, do not wait for the sprinklers to come on. Exit the building.

Gardening

An area for gardening has been established in the wooded area at the east end of the building near the South Meadows School. Residents may have a small garden plot in this area if desired. Residents are responsible for weeding, watering and upkeep of their own garden plots. Contact the maintenance man to make arrangements for a plot.

Guests

You are always welcome to have guests in your own apartment. However, the maximum time guests may stay with you is 14 days. Beyond that, guests are considered occupants. Occupants must be 55 or older. The executive director must approve any exceptions to the 14 days guideline.

You are responsible for the actions of your guests. House rules apply to visitors as well as to residents. The rights of other residents must always be respected. Children may not roam the halls or use the common areas without adult supervision.

We have a fully furnished guest apartment available to rent for a reasonable charge. Contact the office to make a reservation. The apartment furnishings include linens, towels, etc. The apartment sleeps four comfortably. Personal toiletries such as shampoo, bar soap, etc. are not provided.

Heating and Cooling

The thermostat in your living room controls the individual gas-fired furnace/air conditioner in your apartment. The switch on the right of the thermostat may be set to *cool* or *heat* as needed. The switch on the left of the thermostat controls the fan. If the fan switch is set to *on* the fan will run constantly. If the fan switch is set to *auto* the fan will only run when the furnace/air conditioner is running. We recommend setting the fan to *auto*.

Furniture may be placed in front of the door to the furnace unit as long as maintenance personnel can easily move the furniture when servicing the unit. Please do not use the furnace closet for storage.

Housekeeping and Laundry Services

Housekeeping and laundry services are not included in your rent. However, our staff provides these services for a reasonable fee. For more information, contact the office.

Insects and Other Pests

Please notify maintenance immediately if you notice wasps or bees swarming around the outside of the building. Also, notify maintenance if you see ants or other insects or any kind of pests anywhere in your apartment or inside the building. The maintenance man will promptly exterminate such pests.

Intercom System

Visitors may reach you by using the intercoms located at the main front door and at the main entrance to the north wing. For information on this system, see the section on *Security*.

Keys

At the time you move in, you will be issued two keys to your apartment, a key to the furnace closet (if applicable), one mailbox key and two access cards.

Your apartment key will open your apartment door and patio/balcony door. Access cards will open all of the building's entrance doors. Building entrance doors are kept locked at all times. The only exception is the front door near the executive director's office. This is unlocked during business hours. To open an entrance door, hold the access card flat against the black card reader located at all of the main entrances. Listen for the click that indicates the lock has been released, and then pull the door open. The lock will automatically reset in approximately 20 seconds.

Laundry

Each apartment is equipped with a washer and dryer. As the noise from the machines might disturb your neighbors, please do not use these appliances before 9:00 AM or after 9:00 PM. It is not a good idea to wash rubber backed rugs in your washer. Pieces of the rubber backing often break off and get into the motor. This causes the machine to break down. If this happens frequently, you may be charged for the repair. Remember to clean your lint trap on a regular basis

Library

The library is located on the first floor just off the living room. The library is always open and it operates on the honor system. You may borrow a book at any time and return it at your convenience. There is no checkout system. Library books are for the use of residents only. Guests or family members may not remove books. We welcome donations of gently used books. All donations must be approved by the executive director.

Lighting

Maintenance personnel will replace the light bulbs (free of charge) in any of the fixtures that are attached to your apartment. Please do not try to replace ceiling lights yourself. Submit a work request when you need light bulbs replaced. (Request forms are located in the mailroom.)

Mail and Package Delivery

The postal carriers deliver mail to your mailbox every day except Sundays or holidays. Delivery times vary. The mail usually arrives late in the afternoon – around 3:00 p.m.

However, occasionally it arrives before noon. The timing seems to depend on the staffing level at the post office on any given day. If our regular carrier is absent, a substitute may deliver mail at an earlier or later time than usual.

To help avoid unnecessary trips to your mailbox, we post a large MAIL sign on the front door when the mail has been delivered. Turn your television to channel 22. When you see the MAIL sign go up, you know that the mail has arrived. (Depending on the type of cable service you are using, channel 22 may not be available.)

Mail that does not include your apartment number will not be placed in your box. This may be delay the mail in getting to you. Therefore, it is important that you instruct all of your correspondents to include your apartment number in your address.

All packages are placed on the table in the mailroom.

Maintenance and Repairs

For any item that is a part of the apartment as you received it, our maintenance person will repair or arrange for repairs at no charge to you. Except for emergency situations, requests for maintenance or repair service should be in writing. A form for this purpose is included with this handbook. Additional forms are located in the mailroom.

The maintenance office is located on the first floor across from the community kitchen. Maintenance office hours are Monday through Friday, 7:00 a.m. to 3:30 p.m. At other times, the maintenance person is on call for emergencies only.

At any time, if you have a maintenance or repair *emergency* you may call the maintenance phone at 368-0859. **Emergencies are such things as no heat on a cold night; a plugged or overflowing toilet or a resident locked out of the building or apartment.** If the maintenance man is not available, call the executive director at 433-9130 during office hours or on the cell phone at 368-0878.

Executive director's Office

The Executive director's Office is located on the first floor next to the front door. The office is open Monday through Friday from 8:00 a.m. until 4:30 p.m. (The office is closed during lunchtime.)

You are encouraged to stop by or call the office at 433-9130 to discuss any problems or concerns regarding your residency at The Pines.

Meal Service

Meals are not provided at The Pines. However, meals may be delivered at low or no cost from the Senior Nutrition Center. For more information, call the Center at 475-0160. Call any weekday between the hours of 10:00 a.m. and noon.

Moving

All move-ins must be scheduled in advance with the executive director so that we may make appropriate preparations. We also must ensure that there is no conflict with special activities that may be scheduled for the same day or with other people moving in/out.

After you move in we will be happy to discard your moving boxes for you. However, **boxes must be cut or broken down so they are flat.** Place the flattened boxes on the floor of the refuse room as neatly as possible. The maintenance person will remove them for recycling.

News and Notices

A newsletter called *The Pines Resident Update* is delivered to each occupied apartment each month. The newsletter includes the activities calendar for the next month as well as information about resident birthdays, etc. Between the publication of newsletters, important information is posted on the bulletin boards that are located next to the mailroom and at the main entrance to the north wing. Such notices are also posted in the elevators.

Note: The executive director must approve information posted on any of our bulletin boards.

Newspapers

AnnArbor.com will deliver a newspaper to your door on Thursdays and Sundays. The Detroit papers are delivered very early in the morning and they are left in the front vestibule for you to pick up. The Jackson Citizen Patriot is delivered in the afternoon. *The Chelsea Standard/Dexter Leader* is a weekly paper, published on Thursdays, and delivered to your mailbox.

To start newspaper delivery or to report problems, these are the numbers to call:

AnnArbor.com	926-4555
Chelsea Standard/Dexter Leader	475-1371
Detroit Free Press, Detroit News	1-800-395-3300 (follow voice instructions)
Jackson Citizen Patriot	1-517-787-2300 or 1-800-395-3300

Outdoor Decorations

Decorations for Christmas and for other holidays are permitted on your balcony or patio. The executive director must approve decorations in other areas. Wind chimes, etc. are permitted on balconies as long as they do not disturb your neighbors. If there are complaints about noise or mess (from birds, squirrels, etc.) you will be asked to remove the items causing the problem.

Please do not put holes in the vinyl siding. Such damage is difficult and expensive to repair. You will be charged for any damage to the vinyl siding on the outside of the building. Please do not hang lights or other decorations on gas or electric meters. If you need assistance, contact maintenance.

Outdoor Grills

Our insurance company will allow barbecue grills only if they are at least 10 feet away from the building. Therefore, grills are not permitted on patios and balconies.

Parking

Resident parking areas and carports are located on the south and north sides of the building. We try to leave the spaces near the front door available for visitors attending to office business.

The open parking spaces are not reserved. Carports are rented for a monthly fee. See the executive director for more information.

For identification purposes, we ask that each resident owning a car provide us with the make, model and license number of the car.

Please note: The open ramp area outside the main entrance to the north wing is not part of the driveway. It may be used for loading and unloading. Please do not drive on it or park there at any other time.

Pets

With management approval, small pets (cats, dogs, birds, fish) are welcome at The Pines. The size of the pet is limited to approximately 20 pounds. Pet owners must sign a pet policy agreement. There is a one-time pet fee. The pet policy sets down strict rules regarding pets. The rules must be observed or the resident will be asked to permanently remove the pet. Contact the executive director for more information.

Pets ***are not*** permitted in any of the common areas at any time. Pets must be on a leash any time they are taken to and from their apartments. If your pet is prone to "accidents", please carry your pet to and from your apartment.

When walking outdoors, pet-owners must clean up after their pets.

Private Dining Room

We have a beautiful dining room located on the first floor across from the mailroom. There is seating for twelve. Residents may reserve the dining room at no charge for family dinners, entertaining friends, etc. The reservation may include the large community kitchen if desired. Contact the executive director to make arrangements.

Quiet Time

In the interest of peace and quiet and respect for our neighbors, we observe a quiet time from 9:00 p.m. until 9:00 a.m. each day. During this time, please refrain from vacuuming; doing the laundry and other activities that may disturb your neighbors. Televisions, stereos and other electronic equipment should be kept at a low volume.

Rent Payments

Apartment rent is due the first of each month and may be paid at the executive director's office. If the office is closed, payment may be placed in the drop box on the office door. Payment is expected no later than the 3rd day of the month.

Routine Maintenance

At least twice each year our maintenance person enters each apartment to change furnace filters. Once a year, the back-up batteries in smoke detectors must be changed and dryer vents on your patio or balcony must be cleaned. We will give you at least 24 hours notice before entering your apartment for maintenance purposes.

Satellite Dishes Satellite or Direct TV dishes may not be attached to the building in any way. In some circumstances - and only with management approval - such equipment may be used as long as it is not attached to the building.

Screen Doors See section entitled *Alterations to Your Apartment* on page 2.

Security

With one exception, the outside doors are locked at all times. (The front door near the executive director's office is open during daytime hours.) Visitors to The Pines may contact you through the intercom system located at the front door and at the main entrance to the north wing. Guests simply pick up the phone and dial your apartment number. You will hear 3 short rings on your telephone. Pick up the phone and talk to the caller. If it is someone you know and you wish to let them into the building, press the number 9 on your phone. This will unlock the door. Advise your guests that they must press the large handicap button to open the door after you have "buzzed" them in. You may want to test this system a few times with your spouse or a neighbor so that you feel comfortable with it. (Note: the intercom system will function even if you do not have phone service. Just plug in any phone.)

We recommend that you keep your apartment door locked at all times. There is a peephole in your door to check on who is knocking.

The local police department periodically patrols the grounds. Feel free to call 911 if at any time you see suspicious activity in or around the building.

Shopping

The bus from Chelsea Retirement Community (CRC) will pick up residents at the front door of The Pines for grocery shopping and other errands to banks and stores. These trips take place every day at approximately 12:30 p.m. and Saturday at approximately 9:30 a.m. There is no charge for this service.

The WAVE bus may also be used for transportation to doctor's offices, banks, shopping etc. For details see the section on *Transportation*.

Showers & Tubs

Shower rods are installed, but you will need to provide your own hooks and curtains.

Signing Out

As independent adults, you are free to come and go as you please. You are not required to notify the executive director when going away for a period of time such as a vacation or out of town visit.

However, your neighbors may note your absence and become concerned when they haven't seen you for a while. This often leads to a request that the executive director check your apartment to be sure that you are all right.

Therefore, we would appreciate it if you would notify the executive director when you will be away from your apartment for any significant length of time.

Smoking

Smoking in the building is prohibited everywhere in the building. Please remind guests that they may not smoke anywhere in the building or on resident patios or balconies. Receptacles for smoking materials have been placed in the parking lots. Those choosing to smoke must do so in the designated areas.

Snow Removal

It is the responsibility of The Pines staff to clear snow and ice from drives, parking lots and sidewalks in a timely manner. As much as possible, entryways and sidewalks near the building will be kept clear while snow is falling. Unless the snowfall is especially heavy, drives and parking lots will not be cleared until snow has stopped falling.

Residents are responsible for removing snow from their personal cars.

If it is important for you to leave the campus and snow prevents you from moving your car, the maintenance person will assist you - if possible. This will be handled on an individual basis as time permits. If you need assistance of this type call the maintenance phone to make arrangements.

Telephones

Telephone jacks are provided in all rooms except bathrooms. To have your phone connected, you will need to call ATT at 1-800-288-2020 (or the phone company of your choice). Tell them your move-in date and apartment number. All interior wiring has been installed. Should you move from one apartment to another, the phone company will charge your account for the change.

Note: we recommend that you use ATT for local service. As the lines belong to ATT, all other companies rent their lines to provide service to you. We have found that it is very difficult to get service under these circumstances. It can take weeks for another company to provide repair or disconnect service.

Television

There are cable TV jacks in all living rooms, bedrooms, and dens. There is no antennae system at The Pines. If you wish to subscribe to cable service you must contact Comcast at (888) 266-2278. They have several different service plans available. Their limited basic service begins at a very reasonable rate, but you will have to ask for it. They usually don't mention it.

Television Room

The television room is located on the second floor in the south wing. The room is set up theater style and includes a television with a 61-inch screen. Once a week we have a movie night during which we show a movie. The movie schedule is posted on the mailroom bulletin board and in the monthly newsletter.

At all other times, the television room is available for residents' enjoyment. You may watch special programs at any time and/or show movies for family and friends. Children must be supervised by an adult.

Tipping & Gifts

Employees are not permitted to accept gifts, tips or payment for services rendered. Acceptance of such gratuities may result in termination of their employment – please do not offer. (Expressions of appreciation in the form of cookies, candy or other items of nominal value are permissible.)

Toilet Maintenance

Toilet cleaning products such as *1000 Flushes* cause the rubber gaskets in toilet tanks to deteriorate. This leads to leaking toilets. If you use such a cleaning product, please choose one that hangs in the toilet bowl rather than the toilet tank.

Tornado Emergency

Information on the procedure to follow in the event of a tornado or severe weather emergency may be found in the back of the handbook.

Transportation

If you do not drive or prefer not to drive, you can call the bus from the Western-Washtenaw Area Value Express (WAVE) at 475-9494. Call at least 24 hours in advance to make an appointment to go anywhere in Chelsea for a modest fee. WAVE bus service is available Monday through Friday from 8:30 a.m. until 4:30 p.m. There is also regular weekday AATA (Ann Arbor Transportation Authority) bus service between Chelsea and Ann Arbor. Contact WAVE for information about this service.

In addition, the CRC bus will provide free transportation for regularly scheduled shopping trips. For details, see the section on *Shopping*.

Trash and Recycling

There are refuse rooms located on every floor near the elevators. Trash that cannot be disposed of through recycling must be bagged in plastic and carefully tied or sealed. Refuse rooms in the north wing are equipped with "curb carts" for bagged trash.

Refuse rooms in the south wing are equipped with a chute system. Place bagged trash in the chute and it will drop down into a Dumpster. Please use plastic bags for trash disposal. Seal or tie the bags carefully. Paper bags tear when wet. This causes spills, mess and odor in the carts and refuse chutes. Such mess can attract insects and mice. Maintenance personnel work diligently to keep the refuse areas clean and odor free. Your cooperation is appreciated.

We participate in the county recycling program and would appreciate your cooperation with this effort. Instructions for recycling may be found in the back of this handbook, as well as in the refuse rooms. To prevent odors and spills, it is essential that you wash all cans and thoroughly rinse all bottles before placing them in recycle bins. The caps from these containers must be discarded in the regular trash.

Utilities

You are responsible for calling utility companies to have service transferred to your name. These are the companies and numbers to call:

Electric Service	Village of Chelsea	(734) 475-1771
Gas Company	DTE	(800) 477-4747
Telephone	ATT	(800) 288-2020
Cable TV Service	ComCast	(888) 266-2278

Wait List

We maintain a wait list for people who are interested in a particular apartment that is not currently available. Placement on the list is determined by move-in date. Residents who wish to move to a different style or size apartment may also be on the wait list. Residents have priority over outside applicants for any opening. For more details, contact the executive director.

Windows

The lower panes of the windows in your apartment can be tilted inward for washing. The upper panes of the windows are immobile. If you wish to wash the outside of your windows, you may need to purchase a squeegee with a handle long enough to reach the outside upper panes of the windows.

Contact the maintenance person if you need a demonstration on how to operate the lower halves of the windows.

Note: we do not clean your apartment windows. This is the residents' responsibility. Our housekeeper will perform this service for a reasonable fee. Contact the executive director to make arrangements.

THE PINES SENIOR APARTMENTS TORNADO EMERGENCY PLAN

1. Tornado Watch

Definition: Conditions are favorable and there is a high potential for a tornado to develop.

Preparations: Residents are encouraged to make preparations during a *tornado watch* in case a *tornado warning* develops.

Things to consider when preparing for a tornado emergency are:

- a. Where to go if conditions require you to take cover.
- b. Articles to have available: flashlight, blanket, pillow, and water.
- c. Close all windows and doors in your apartment.
- d. Pull all blinds and drapes.

2. Tornado Warning

Definition: When a *tornado warning* is issued, it means that the National Weather Service or local volunteer spotters have sighted a tornado or funnel cloud in the vicinity.

The Chelsea Fire Department will sound the alarm siren. The warning will also be broadcast on area television and radio stations.

TAKE COVER!

When a tornado warning is issued you may be in immediate danger. Take cover immediately.

If time allows, go to the lowest part of the building – the first floor. Seek an interior hallway or closed room away from doors and windows. Appropriate areas on the first floor would include: the north and south corridors away from windows and doors; the community kitchen; the maintenance room; the resident services room; the public restrooms and the refuse room.

If you cannot get downstairs quickly, go to an enclosed location away from windows and doors. Get to a location within the interior of the building such as a bathroom or closet. Other areas would include: The TV room on the second floor; the north and south corridors on all floors and refuse rooms.

NOTE: The fire department tests the warning siren at noon on Saturdays during the spring and summer.

THE PINES SENIOR APARTMENTS**FIRE EMERGENCY EVACUATION PLAN**

1. If you have a fire in your apartment that you are unable to control, exit your apartment, close the door to your apartment, and pull the nearest fire alarm pull station to alert the entire building. Then **EXIT THE BUILDING IMMEDIATELY USING THE NEAREST ACCESSIBLE FIRE EXIT DOOR AND STAIRWAY. DO NOT USE ELEVATORS FOR FIRE EVACUATION.**
2. When the building fire alarm system is activated, and you hear the alarm or see the strobe, **EXIT THE BUILDING IMMEDIATELY USING THE NEAREST ACCESSIBLE FIRE EXIT DOOR AND STAIRWAY. DO NOT USE ELEVATORS FOR FIRE EVACUATION.** Residents of the first floor may exit directly through their patio entrances to the outside of the building.
3. Exit stairs are located at the extreme east and west ends of the hallways as well as west of the main elevator and trash room.
4. If you become trapped in your apartment on the upper floors, go to your balcony area, closing all doors possible between the fire and the balcony, so you may be seen by emergency personnel for rescue.
5. After exiting the building, move as far from the building as possible so you do not interfere with the response of emergency personnel. So that we can try to account for everyone, please gather on the hill across the drive from the pond.
6. If you know in advance that due to physical impairment you will need assistance to exit the building in an emergency, notify the management. They will need to make special arrangements with you.

LOCATIONS OF FIRE ALARM PULL STATIONS AT THE PINES

1ST FLOOR

Common Areas

Front Entrance – Near the executive director’s office

Southwest Exit – Bottom of stairs near the main elevator & refuse room

Community Room Exit

South Wing

Southeast Exit – Bottom of stairs near unit 140

South Wing Main Entrance – Near community kitchen & public restrooms

Each Side of Fire Doors – Between units 133 & 135

Center Wing

Each Side of Fire Doors between units 121 & 123

North Wing

Each Side of Fire Doors between units 109 & 111

North Wing Main Entrance – Near Elevator

Northwest Exit – Bottom of stairs near unit 101

2ND FLOOR

South Wing

Southeast Stairway – Near unit 240

Each Side of Fire Doors – Between units 233 & 235

Southwest Stairway – Near unit 228

Center Wing

Each Side of Fire Doors – Between units 221 & 223

North Wing

Northwest Stairway – Near unit 201

Each Side of Fire Doors – Between units 209 & 211

**LOCATIONS OF FIRE ALARM PULL STATIONS AT THE
PINES...Continued**

3RD FLOOR

South Wing

Southeast Stairway – Near unit 340

Each Side of Fire Doors – Between units 333 & 335

Southwest Stairway – Near unit 328

Center Wing

Each Side of Fire Doors – Between units 321 & 323

North Wing

Northwest Stairway – Near unit 301

Each Side of Fire Doors – Between units 309 & 311