



Guide to living at Suburban Apartments

Everything you need to know and more!

Address:

1400 Twombly Road, DeKalb, IL 60115

Phone Number:

(815) 758-8124

**After Business Hours Emergency –
Related To Electric, Water or Gas (Work Order Only):
Please Call: **866-964-2369****

Guest Parking: <https://NewSuburbanApt.com/guest-parking>

Website: <https://NewSuburbanApt.com>



Welcome to Suburban Apartments!

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Thank you for choosing Suburban...

We are proud to offer some of the largest apartments in DeKalb at an affordable price. We take pride in our complex, our service, and our residents.

This guide is a great resource for you during your stay at Suburban Apartments. Please reference it for various information such as emergency contact information, getting to know your apartment, trouble shooting, and preventative upkeep tips.

Contact Information

Our office is located at the north-west end of our complex off of Twombly Road and conveniently open Monday through Friday 9:00 am to 5:00 pm; Saturday 9:00am to 2:00pm

Address: 1400 Twombly Rd.

Phone: 815-758-8124

E-mail:
suburbanapartmentsdekalb@gmail.com

Fax: 815-758-2929

After-Hours Emergency Phone: **866-964-2369**
Related To Electric, Water or Gas (Work Order Only)

Visit us on the web!

<https://NewSuburbanApt.com>



Call Us: ☎ (815) 758-8124

Welcome to New Suburban Apartments!



Complex Amenities

We hope you enjoy the spacious grounds that make this complex unique in the DeKalb area. Be sure to visit our scenic pond just east of the office. (No recreational activities allowed.)

In addition, we offer ample parking to our residents and their guests as well as private garage spaces. Please contact the office for our current resident and guest parking policy. Please do not parking in marked No Parking areas or block dumpsters. Keep all motor vehicles in the parking lot and off the grounds (Minimum \$150 fine).

Suburban is also proud to provide you with 24/7 emergency management through our on-site Management office or our after-hours Building Management.

In addition, we provide on-site laundry facilities for our residents. Lint traps in dryers should be cleaned after every use to maintain the efficiency of the machine. The contact information for the servicer of our laundry facilities are posted in each laundry room. There are laundry rooms in the bottom floor of the center stairwell in buildings 1-16 and 17 - 24 laundry room at the center of Building Courtyard Side.

Quiet Lifestyle Community

Suburban Apartments is pleased to offer a quiet place to live. We do not tolerate loud noise at any time. We rely on our residents to let us know if someone is violating our noise policy as we cannot be constantly monitoring our units. If you do not call when someone is being too loud unfortunately, we cannot do anything about it. One of our employees, either office staff or our building managers need to witness the noise in order for us to act.

Please be mindful of your neighbor's right to quiet enjoyment of their apartment at all times. After two noise complaints your lease could be terminated and you could be evicted. Anytime the police have to respond to a large gathering, your lease could be terminated and you could be evicted, even if it only happened one time.

Emergencies

Local Authorities

Emergency: 911

DeKalb County Sheriff's Department: Non-emergency/ 24 hr: 815-895-2155

Poison Control: 1-800-222-1222

Suburban Contacts

Daytime:

Contact the office with any maintenance emergencies between the hours of
Monday through Friday 9:00 am to 5:00 pm;
Saturday 9:00 am to 2:00 pm

815-758-8124

After-Hours Emergency:

Related To Electric, Water or Gas (Work Order Only): 5:00 pm and 8:00 am.

866-964-2369

Emergency vs. Non-emergency

Call 911 if you are in immediate physical danger. Otherwise, contact the DeKalb County Sheriff's Department via their non-emergency number.

If you are having a problem with your apartment that requires immediate attention please call the office during open business hours or the building manager after hours. Problems requiring immediate attention are plumbing or electrical issues, noise complaints or lock-outs. Other maintenance issues that we consider emergencies would be situations that make your apartment uninhabitable such as no heat during the winter or a gas leak on a gas stove.

Getting to know your apartment.

Heat and Air Conditioning

Radiant Heat

Buildings 1-8 and 21-24: Your heat is provided through exposed hot water lines located either at the bottom or top of your walls. Buildings 1-8 have radiant heaters at the base of the walls and are controlled by a knob located somewhere along the unit. Depending on the size of your unit there will be a knob in the Living Room/ Dining Room and in a bedroom. In buildings 21-24 the heat is controlled by the thermostat on your Living Room wall or by a knob located on your wall.

Buildings 17-20: Your heat is provided through hot water lines that are inside your walls. Heat is pushed into your apartment via vents located through out your apartment. Your heat is controlled by the thermostat located on your Living Room wall.

Electric Heat

Buildings 9-16: Your heat is provided by electric baseboard heaters located throughout your apartment. Each individual heater is controlled by a knob located on the front side of the heater.

Air Conditioning

Buildings 1-16: Air conditioning is provided by permanently installed wall units. These units are controlled by knobs or buttons on the actual unit and some also have a remote controller. Some units have easily removable and cleanable filters. It is important that you check the filter every few weeks when you are running your air conditioner. Other units have more permanent filters that will need to be replaced when dirty. If you have this type of air conditioner, your permanent filter was replaced by Suburban maintenance staff prior to your move-in. These types of filters should last anywhere from 1 to 2 summers depending on how often the unit is used.

Buildings 17-24: We currently do not provide window air-conditioner units for these buildings. If you wish to use an air-conditioner please contact the office for information on how to properly install your unit.

Getting to know your apartment.

Trash and Recycling

Suburban Management provides garbage pick-up at the designated areas. Pick up days are Tuesdays and Fridays. Please put your garbage in the containers and not on the surrounding grounds. There are two Recycling dumpsters on the property, located at the west end of the north Apartments driveway between buildings 16 and 17.

There are certain household items that require special treatment when it comes to disposal. Below is a list of some of the most common items that require specific disposal treatment and can not be discarded as regular garbage.

Appliances
Batteries (Motor vehicle and Rechargeable)
Computers
Electronics
Light bulbs (CFL's and Flourescents)
Mercury
Motor Oil
Paint
Paint thinner, Turpentine, etc
Propane Gas
Televisions
Used Tires

Below are some good online resources for finding the proper solution to discarding these items. If you have any questions about discarding certain items please do not hesitate to contact the Management office.

<https://www2.illinois.gov/epa/topics/waste-management/waste-disposal/household-hazardous-waste/Pages/default.aspx>

<https://search.earth911.com/?what=Electronic>

Suburban apartments is proud to keep their grounds clean of debris and litter. Your help in this effort is much appreciated.

Getting to know your apartment.

Gas and Electric Safety

Gas Ranges

Gas ranges are located in each apartment in buildings 1-8 and 17-24. Gas for cooking is efficient and safe but just like electricity, it is important to pay attention to some basic safety rules. There are three pilot lights on each stove that burn off natural gas when it is not in use as well as light the burners to the stove top and the oven. Once the gas is turned on to your range, which was done prior to your move-in, it is important that all your pilots are always lit.

Your range top will remain hot above the lit pilot lights. Be cautious not to set anything there as it could be damaged from the heat and **it is ok** to blow those pilots out prior to cleaning your range top but **always remember** to re-light them as soon as you are finished. It is not a terrible risk if a pilot goes out unless the odor of gas is neglected. Gas odor is very distinctive and at the first sign of this odor, you should check to be sure all your pilots are lit and your knobs are completely off. If so, it is necessary to contact Suburban to investigate the odor of gas and repair the problem. Reference the Trouble Shooting section of this handbook to see images of where the pilot lights are located and feel free to contact Suburban with any questions you may have regarding your gas range.

Electric Ranges and Heaters

Electric ranges and heaters are located in each apartment in buildings 9-16. Electric ranges and heaters are also efficient and safe but just like gas, it is important to pay attention to some basic safety rules. As with any electrical appliance, it is important to keep water away from the electrical elements and outlets/plugs. Also be cautious to keep papers and other non-cookware materials away from your electric range as they could be damaged or pose a fire hazard.

If any wires become exposed or parts become damaged on your electric heaters or range **do not touch or attempt to repair it yourself**. Contact Suburban instead to repair the problem. Reference the Trouble Shooting section of this handbook for information on where your breaker boxes are located to turn off electricity to parts of your apartment.

Getting to know your apartment.

Preventive Maintenance - Upkeep

During your stay at Suburban we encourage you to make your apartment your own. However there are several items that have been furnished for you and taking some simple measures in caring for them will ensure you are not charged for them upon move out.

Garbage Disposal

Always run cold water into disposal when operating. It is important to let cold water run for a short time after you turn off your disposal to ensure that no waste is left sitting inside the unit. **Do not** insert anything into it except soft food waste. Filter tip cigarettes, meat bones and metal objects will jam the mechanism and possibly damage the unit.

Blinds

Avoid leaning things against or hanging things from your blinds as this can cause damage. Be sure to raise the blind completely before opening or closing windows. **Remember to keep all blind cords out of reach of children.** Wiping with a dry soft cloth will help keep them clean.

Walls

Use the proper size hangers or small nails when hanging pictures, mirrors, etc. Please do not use any tape or adhesive as it will damage the drywall finish.

Cabinets and Shelves

Your cabinets and shelves have been thoroughly cleaned prior to your move-in, however if you wish to line them we encourage the use of non-adhesive shelf liner. Please **do not use contact paper** anywhere in your apartment as it damages surfaces.

Refrigerators

The unit is **not self-defrosting** and will need to be defrosted occasionally to prevent excessive build-up of frost on the freezing chamber. This will help your freezer function more efficiently and maintain a proper temperature for your food.

Bath Sink

Do not lean or sit on your sink as it could break or come free from the wall.

Getting to know your apartment.

Stoves

Keep top burners clean and free from grease and cooking spills. Oven and broiler pans should be cleaned frequently to prevent accumulation of grease which can result in damage to the appliance as well as potential fires that can cause serious harm.

Smoke Alarms and Carbon Monoxide Detectors

A Smoke Alarm along with a new battery has been provided for you in your apartment as well as a Carbon Monoxide Detector if you are in Buildings 1-8 or 17-24. It is your responsibility to keep the battery in good working order. It is recommended that the battery be changed every 6 months.

Showers

Keep the shower curtain inside the bathtub at all times to prevent water from getting on the floor. Water outside the tub may cause floor damage as well as damage to the apartment below. If you notice caulking or grout problems that might cause water damage please contact Suburban to request maintenance staff repair the problem.

Toilets

Do not insert **anything** into the toilet except for which it is designed. Sanitary napkins, Kleenex, paper towels, etc. not only may cause your toilet to back up but may also cause clogged sewer lines which can result in backed up drains and flooded apartments.

Carpeting

Vacuuming regularly will help keep your carpet clean. In the case of spills it is important to clean it up as soon as possible. For liquid spills be sure to get the carpet as dry as possible by patting dry, not rubbing and cover until completely dry to prevent the attraction of dirt.

Doors

All swinging doors should have either a spring door stop or a hinged door stop to prevent them from hitting the wall. Contact the Management office if you find one missing or broken for a replacement. Keep your closets free of overflowing items to prevent damages to your closet doors.

Getting to know your apartment.

Written Consent

It is required to get written consent from the Management office prior to making modifications to your apartment.

Below are some common examples of modifications that **require** written consent:

- Additional locks, chain locks, or any other door modifications.
- Window air-conditioner unit
- Large appliances (chest freezer, portable dishwasher, etc)
- Permanent exercise equipment (chin up bar, pulley straps, etc.)
- Light fixtures, Ceiling fans, etc.
- Window coverings
- Shelves and Mirrors (attached to wall or doors)
- Bathroom fixtures (vanity, towel bars, toilet paper holder, etc.)
- TV Mounts
- Closet organizers that need to be secured to a wall

The following are some requests that we will **not** be able to approve:

- Painting the apartment (We do not allow our residents to paint their apartment under any circumstance)
- Installation of a washer, dryer, or dishwasher
- Satellite dish (are not approved on property)

Lastly, below are some examples of modifications that you would **not** need written consent for:

Hanging pictures/posters or other decorations (use nails, not adhesive products)
Running cable wires on walls/ceiling (Never attach to woodwork or window sills or drill holes in walls. You will be required to patch/spackle any holes created in this process)

If you have any questions about any modifications, please contact the Management office. It is better to ask, then to assume it is okay. We try to be as accommodating as possible with these types of requests, but there are certain things we cannot authorize.

Trouble Shooting

Trouble Shooting

Water problems can quickly cause major damage to your apartment or the surrounding apartments. It is very important to contact Suburban to correct these problems as soon as you notice them in an effort to prevent as much damage and inconvenience as possible.

Toilets

We strongly encourage you to obtain a plunger for your apartment. If your toilet is backed up and won't flush, plunging it several times should clear it.

If your toilet is leaking for any reason you can check behind the tank near the floor for the shut-off valve. You can try to turn this valve to shut water off to the toilet to prevent any further leaking or overflowing. At this time you will need to contact Suburban so that Maintenance staff can repair the problem.

If water appears to be seeping out around the base of your toilet you will need to contact Suburban so that Maintenance staff can replace your wax ring.



Toilet Shut-Off

Trouble Shooting

Sinks

If your sink is leaking profusely, check for shut-off valves under your sinks against the wall. There should be two, one for cold water and one for hot water. Try to turn off these water shut-off valves and contact Suburban so that Maintenance staff can repair the problem.



Kitchen Sink Shut-Offs

Bath Sink Shut-Offs



Trouble Shooting

Electricity (Breakers and GFI's)

Your breaker box is usually located in either the pantry closet or the bath closet area.

If your power goes off somewhere in your apartment, first locate the breaker box and check to see if all the breakers are on. Breakers control power to things such as outlets, lights, electric heaters, hot water heaters (bldgs. 9-16 only), air-conditioners, refrigerators and electric stoves. Feel free to flip a breaker off and then back on to ensure that it is not causing the power outage. If your apartment has partial power, please contact Suburban to repair the problem.

If the power goes off to your entire apartment, first be sure that your ComEd account is current. If so, contact Suburban to notify them of your power outage. Suburban Apartments will investigate the cause of the power outage and will be in close contact with ComEd until the repair is completed. You can also check our webpage or Twitter to see any notices or updates on situations like power outages.



If your GFI (Ground Fault Interruptor) outlet is not working try pressing the reset button located on the outlet. There is a small light which should be green to indicate it is working properly.

Trouble Shooting

Stoves

Electric

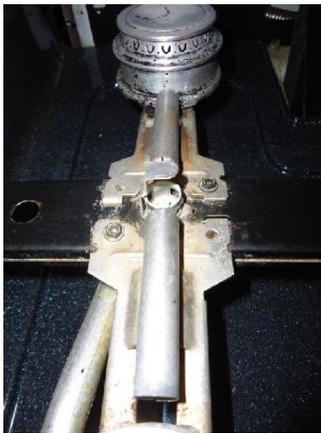
First check your breakers. If all breakers are on and your stove is still not working then maintenance is required by Suburban maintenance staff.

If just one stove top element is not working, check to make sure the element is pushed in securely. **Please be cautious not to directly touch electric elements to test their function.** Simply hold your hand a few inches away from it and you will be able to tell if it is heating.

Gas

Gas stoves have three pilot lights which are located under the stove top in the center between the front and rear burners and underneath the oven in the broiler drawer.

If your stove top burners are not lighting or your oven is not heating up, check to make sure all pilots are lit. If not, you can light them by simply touching a match or lighter flame to the pilot. Some stoves have written instructions for lighting the pilots on the inside of the oven door. If you can not get the pilots lit, contact Suburban **immediately** to light the pilots.



Trouble Shooting

Water heaters (Buildings 9-16)

If you are not getting any hot water first check your breakers. If none of your breakers are tripped contact Suburban to repair the problem.

If you notice your hot water is extremely hot please contact the office as it may indicate a potential problem with your water heater.

Remember, your hot water heater only holds so much water so if you have been running hot water for awhile it may need a little time to reheat additional water.

Contact Suburban immediately if you find that water is leaking under your sink by the water heater.

Garbage Disposals

If your garbage disposal stops running first check your breaker. If the breaker is not tripped then try pressing the reset button located near the bottom of the disposal. If this does not solve the problem then contact Suburban to request maintenance staff to repair the problem. **Never stick your hand down into a disposal when the switch is in the ON position.**

Reset Button



Heat

If you do not feel your heat is working:

Make sure that all of your windows and storm windows are shut completely in the winter to maintain heat efficiency in your apartment.

Buildings 1-8: Be sure that the rotatable vent located inside the heaters is open to allow heat to flow into the room. When possible leave your bedroom doors open to allow the thermostat located by the control knob to read the temperature in the entire apartment more accurately.

Buildings 9-16: Be sure that your knobs are turned on and none of your breakers are flipped off.

Buildings 17-20: There is a knob on the heater panel on the ceiling of the hallway. Low should be adequate to heat your apartment but if it is still not warm enough turn the knob to high.

If you have checked the above and it did not improve the temperature condition in your apartment, contact Suburban to request maintenance staff to repair the problem.

Moving Out

It is imperative that you take action to have all utilities taken out of your name when you have completely moved out. If you have installed a satellite dish, the dish must be removed and the cable entry points properly sealed or repaired. Be sure that Suburban has your forwarding address so we can mail your deposit. Please **do not drive on the grounds**, outside of the parking and driveway areas, when you are moving out.

Upon move-out it is important that you return your apartment cleaned and in move -in condition, less normal wear and tear., including but not limited to the following:

Having carpets professionally cleaned

Thorough cleaning of the apartment and all appliances

Removing all wall coverings, pictures and nails

Spackling all holes in the walls

Removing all personal property, debris and waste from the premises

Any cleaning, debris removal and maintenance costs incurred by Suburban after you move-out will be charged to you at either \$35 per man-hour for building employees, or at the cost of contractors employed by Suburban, plus the cost of materials for repair.

You may arrange a move-out inspection with a Suburban Leasing Agent. Although you are not obligated to do this in most cases, we highly recommend that you schedule an appointment for a walk through in case there are items that would be potentially charged against your deposit. We greatly prefer to give you the opportunity to correct those items so that we can fully refund your deposit. Please contact the Management office to set up a move-out appointment.

In addition to this handbook, you may reference the copy of your lease rider or the Management office for more information pertaining to moving out.

Moving Out

Cleaning

In general, if something needs to be cleaned, clean it. This is a helpful tip to ensure the move-out process goes smoothly, without delays. Please remember that it is our sincere preference to return your full deposit.

The following is an example list, which is not all inclusive of tasks to help you prepare for your move-out:

- Remove all debris, furniture and possessions from the unit.
- Anything left in the unit will be disposed of and the costs associated including staff time will be charged against your deposit.
- Clean counters and sinks.
- Defrost and clean refrigerator. Leave on a low setting with the door shut. Do **not** chisel ice.
- Thoroughly clean the oven, burners, broiler and under the stove top.
- Wipe out all cabinets and closet shelves.
- Dust all windowsills and other exposed woodwork.
- Vacuum carpeting and mop any tile or linoleum floors.
- Remove any and all wall coverings, pictures and nails. Remove any tape or stickers on the wall and spackle holes. Make sure to remove adhesive.

Be sure that you use the proper cleaning supplies and/or chemicals on their intended surfaces to prevent damages. If you have any questions or concerns about how to clean something or what to use to clean something do not hesitate to contact the Management office.

Damages and Charges

Any damages to the apartment including but not limited to carpeting, walls, appliances, floor tiles, fixtures, blinds, windows and counters will be documented and assessed by Suburban Leasing Agents.

The following is an example list, which is not all inclusive of items provided to you upon move-in. We have also provided an estimated material cost which gives you an idea of the charges you could incur if these items are damaged or missing upon your move-out, less labor by building employees or contractors. Items below such as window replacement, drywall damage, and carpet replacement include a labor estimate.

- Blinds (vary by size)- \$12- \$25
- Smoke Detector- \$13- \$20
- CO Detector (where applicable)- \$23- \$35
- Garbage Disposal Stopper- \$4- \$7
- Sink Stopper- \$4- \$7
- Aerators (kitchen sinks)- \$6- \$9
- Tub Stopper (if applicable)- \$6- \$9
- Light Fixture (vary by size)- \$19- \$28
- Windows (requires an estimate)-
 - Small single-pane- \$58- \$92 Large Thermo-pane- \$385- \$578
 - Screens (vary by size, type)- \$17- \$29
- Cabinet Handle- \$5- \$7
- Wooden Door- \$48- \$72
- Closet Door- \$102- \$234
- Medicine Cabinet Mirror (vary by size and type)- \$9- \$16
- Medicine Cabinet Handle- \$7- \$10
- Door Knob- \$13- \$20
- Drywall Damage (varies by type and size)- \$110- \$475
- Carpet (requires an estimate, varies by size)- \$300- \$2,000

Moving Out

- Refrigerator Crisper Drawer (vary by size, brand)- \$38- \$56
- Refrigerator Crisper Cover (vary by size, brand)- \$36- \$58
- Refrigerator Bar (vary by size, brand)- \$16- \$30
- Drip Pan- \$6- \$12
- Range Knob- Burner- \$8- \$18 Oven- \$10- \$22
- Broiler Pan- \$23- \$34
- Electric Burner Elements- \$14- \$17
- Oven Racks- \$24- \$35

The above values are estimates and actual charges may vary.