

# Important Things for Residents to Remember:

- CALL 911 to report vandalism, an emergency, a crime that is occurring, noise complaints, etc. The Leasing Office cannot assist you with these situations until a Police Report has been filed.
- Call the US Post Office directly if you receive mail that is not yours or you are having trouble receiving your mail—we cannot help with this process.
- Residents are responsible for changing lightbulbs, smoke detector batteries, and HVAC filters (certain properties only).
- Maintenance Requests cannot be called in by Guarantors or non-residents. Only Residents that are on the lease may call to submit a request. No requests should be submitted via text message or email.
- Water leaks, sewer backups, & flooding must be reported to the Leasing Office **IMMEDIATELY**. Please call the Emergency Maintenance Line if it is after business hours.
- The Emergency Maintenance Line is reserved for maintenance emergencies only. Examples of maintenance emergencies are:
  - Sewage back-ups, water leaks, flooding, major electrical issues, no hot water, heat not working during cold temperatures, exterior doors/windows that are broken, etc. If your Maintenance Request isn't an emergency, please call the Leasing Office the next business day.
- During winter months please leave your heat at a minimum of 65°F to keep the pipes from freezing.
- Residents may not unplug their refrigerator for **any reason!**
- Follow the regulations provided by the Town of Blacksburg or the Town of Christiansburg for trash and recycling pick-up to avoid tickets and/or fines. Properties with dumpsters: Residents are responsible for placing refuse in the appropriate containers and ensuring that trash is not strewn about the property.
- **GRILLS ARE NOT ALLOWED AT:**
  - Warren Street (Blacksburg), Houston Street, McDonald Street, Northview Drive, Harding Ave, Toms Creek Road, Edgewood Lane, Chrisman Street, and **ALL** Radford properties.
  - Grills are allowed at all other properties if they are used 10 feet or more from the building, not used on combustible surfaces (wooden decks, etc.), and are completely cooled before storage
- Fire pits or bonfires are not allowed at any property
- Residents may view their Ledger and Lease on their Resident Portal
- The Resident Handbook can be found at [www.renttnt.com/renters](http://www.renttnt.com/renters). Scroll down to “Resident Handbook” to view. Remember that the Handbook is considered part of your Lease Agreement
- Outdoor furniture that is in good repair is the **only** furniture that is allowed on patios/balconies
- Residents are responsible for keeping moisture off the bathroom walls as much as possible. This means that the exhaust fan (if applicable) must be used, moisture wiped off walls, etc.