

# TENANT FAQ

**Q:** When is rent due?

**A:** The first of every month. After the 10th, a late charge is incurred

**Q:** Where do I mail my rent check?

**A:** PO Box 815, Plainview, NY 11803 or you can ACH the rent directly to our bank. Call our office for details

**Q:** My toilet is clogged, what should I do?

**A:** Check to see if your neighbors' toilets are also clogged. If not, the chances are that the clog is in your toilet and you need to call a plumber. If the neighbors' toilets are also clogged, then it's possible that the clog is in the main line. Please call our office immediately. Please note: Do not flush "flushable wipes," feminine products or paper towels

**Q:** My sink faucet is dripping or my toilet is constantly running, what should I do?

**A:** Please contact our office so we can inspect and arrange for a repair

**Q:** There is snow by my door...

**A:** Tenants are responsible to remove the snow and ice of 10 feet from their front, rear and overhead doors

**Q:** I'm having a problem with my HVAC (Heating, Ventilating, & Air Conditioning)

**A:** Tenants are responsible for the maintenance of the HVAC and is required to have a service contract with a licensed contractor