Guide for the Use and Care of Your North Residential Apartment
North Residential Area Staff

Individuals from several areas of Residential Life form a team which strives to develop and maintain a healthy community in the North Residential Area Apartments. Below are the names and titles of key team players.

Residence Education Staff

Apartment Communities Coordinator (ACC)
The Apartment Communities Coordinator is the full-time professional staff member responsible for the overall administration of the North Residential Area.

Abed Jaradat Building D Office 121 545-7111

North Apartment Assistant Residence Directors (ARDs)
The Apartment Community Living Advisor is a graduate, live-in professional staff member responsible for assisting the Apartment Communities Coordinator in the overall administration of the North Residential Area Apartments.

There is one ACLA in each building in North:

**Building A:** Chase Milam A120 413-577-2493
**Building B:** Yetunde Ajao B120 413-577-3722
**Building C:** Erika Slocumb C120 413-545-7107
**Building D:** Ezekiel Babagario D120 413-545-7109

Facilities and Operations Staff

Maintainers
Responsible for daily custodial concerns in all common areas in the North Residential Area Apartments.

Maintenance Technicians
Carpenters, Electricians, Masons, Painters, and Plumbers responsible for repairs and enhancements throughout common areas as well as inside student apartments.
Safety and Security

All residents play a key role in maintaining a safe and secure living environment by complying with rules and regulations set forth by the University of Massachusetts Amherst and reporting illegal or suspicious activity and emergency maintenance issues promptly.

Apartment Security

Residents are encouraged to take the following precautions to increase security and prevent thefts.

- Keep doors locked at all times to restrict unwanted visitors.
- Permit entrance of invited guests only.
- Always lock the apartment doors and secure the windows when leaving.
- Keep the window screens in place and latched at all times. (Note: Window screens are required on all windows. Charges will be assessed to reinstall, repair, or replace window screens that have been removed or damaged.)
- Keep your valuables locked up and out of sight.
- Do not prop doors for any reason or length of time. Exterior doors are alarmed and staff will be alerted to any door that remains open for a prolonged period of time.
- Immediately report any suspicious person(s) you see in or around the apartment buildings.

Fire Safety

For your safety, all apartments contain smoke detectors and a fire extinguisher. Please do not tamper with the smoke detectors or disconnect them. Residents should report malfunctioning smoke detectors by submitting an online service request at http://servicerequest.sacl.umass.edu/home.html. Residents should also check their fire extinguishers to assure they are properly charged. Inadequately charged fire extinguishers should be reported immediately to Environmental Health and Safety (EH&S) at 545-2682.

In case of fire:

- Close Door
- Activate Building Alarm
- Evacuate
- Call 911
**Smoke Detector**

If a smoke detector in your apartment beeps when it is not being tested, you need to report it immediately. Please submit an online service request by visiting [http://servicerequest.sacl.umass.edu/home.html](http://servicerequest.sacl.umass.edu/home.html) The university will conduct routine inspections of smoke detectors to ensure that they are in good condition and working order. If any detectors are found to be damaged or modified in any way that prevents its intended use, residents will be charged for the cost of repair or replacement and may face disciplinary action. Tampering includes but is not limited to battery removal/disconnection, detector removal/disconnection, or covering the detector in any way.

**Fire Extinguisher**

A fire extinguisher is located in the hallway of every apartment. Do not relocate the fire extinguisher and use only in the event of a fire. If the extinguisher is used to extinguish a fire, immediately submit an online service request [http://servicerequest.sacl.umass.edu/home.html](http://servicerequest.sacl.umass.edu/home.html) so Facilities Staff can repair any damage that results from the fire and replace your fire extinguisher or contact the Residential Service Desk at 545-7595 for immediate assistance.

The university inspects fire extinguishers at least once a year, but you should periodically inspect the gauge to be certain the fire extinguisher is fully charged. If the needle indicates that it is undercharged or overcharged, submit an online services request and it will be replaced.

Any individual who misuses or tampers with fire protection equipment (smoke detectors, pull stations, fire alarms, fire extinguishers, or automatic door closures) will be subject to administrative and/or disciplinary action. They will also be responsible for covering the cost of repair or replacement of misused or damaged equipment and cleaning of the facility. In addition, tampering with fire protection equipment is a felony offense under state law, and may be prosecuted as such.

**Fire Prevention**

- Use only approved appliances in the apartment. If you are unsure whether or not a particular appliance meets the safety standards, contact EH&S at 545-2682 to have it inspected.
- Appliances with exposed heating elements are prohibited.
- Unplug kitchen appliances such as coffee makers and toasters when they are not in use.
- Do not leave food that is cooking unattended at any time.
- Keep pan handles turned inwards so that they are not accidentally bumped.
• Make sure that there are no combustible objects, such as dishtowels, potholders, decorations, or boxes near the stove.
• Do not overload wiring by turning on too many electrical devices at a time, or plugging too many devices into one power strip.
• **Candles (lit and unlit) and all other open flames are strictly prohibited.**
• Use or possession of incense is prohibited.
• Do not cover doors and walls with paper, posters, etc.
• Charcoal and gas grills are strictly prohibited in apartments and within the general proximity of the apartments.
• Do not store mopeds, motorcycles, motor scooters, or other gas combustible engines within the apartment.
• **Smoking is not allowed in the apartment building or within 20 feet of the exterior.**

Domestic kitchen fires are the most common type of fire in an apartment. Residents are encouraged to help protect the community’s safety and the well being of their personal property by checking their stoves and ovens to assure they are turned off after each use.

### Kitchen Fires

**Should a stovetop fire occur, use an ABC fire extinguisher, baking soda, or a lid to extinguish the fire.** If the fire spreads beyond the stovetop, get out immediately and **call 911**. Please report extinguished fire to the Residential Service Desk at 545-7595.

**Never use flour or water to extinguish a cooking fire. Flour is combustible and water can spread the fire.**

### Appliances

Major appliances were selected for safety, convenience and durability and are the only major appliances permitted. Failure to adhere to this policy will result in conduct sanctions. For information about proper use, maintenance, and cleaning of the appliances that have been provided, please refer to the appliance manuals in the Appendix of this guide.

### Severe Weather

During severe weather alerts (watches and warnings), residents are encouraged to monitor television and radio reports and should take reasonable precautions. Residents can stay updated by watching UVC-TV 19 or tuning into WMUA 91.1 FM for weather alerts. Windows should be closed during thunderstorms and severe weather alerts. Each resident should have a flashlight accessible in case of power failure.
Getting Familiar with Your North Apartment Appliances

Navigate to [http://www.geappliances.com/service_and_support/literature/](http://www.geappliances.com/service_and_support/literature/) to download PDFs of Owner’s Manuals and Installation Instructions for your appliances.

Use the “Need Help Finding Your Model Number” link to locate the model number on your appliances (which you will need to download the manual).

SpacemakerXL Microwave Oven

Models: JVM1630, JVM1631
Scroll to the bottom of the screen and you will find the manual under “Manuals for Old Appliance Models”

Self-Cleaning Electric Coil Ranges

Models: JBP22, JBP24, JBP25, JBP27, JBP35
Scroll to the bottom of the screen and you will find the manual under “Manuals for Old Appliance Models.” There are a number of older appliances but the JBP24AB packet includes model numbers associated with your appliance.

Bottom Freezer Refrigerator

The model number for your refrigerator can be found on the left or front side wall of freezer section.

If you find your appliances to be damaged or are having any kind of issue with them please fill out a service request immediately at [http://www.servicerequest.housing.umass.edu](http://www.servicerequest.housing.umass.edu)

Thermostat Control

Button: Menu
Function: Cycles through display options.

Button: Down Arrow
Function: Lowers the set point temperature when set point is displayed and blinking

Button: Up Arrow
Function: Raises the set point temperature when the set point is displayed and blinking

Button: ◦F/◦C
Function: Toggles temperature display from Fahrenheit and degrees Celsius

If you are having a problem with any of these appliances, please fill a service request form at: [http://servicerequest.sacl.umass.edu/home.html](http://servicerequest.sacl.umass.edu/home.html)
Apartment Living

Congratulations on your decision to live in the North Residential Area Apartments. Apartment living differs significantly from other living experiences that you may have had on campus at the University of Massachusetts Amherst. Depending on where you lived before, you may have to adapt to new experiences such as sharing a kitchen, cleaning your own bathroom, or sharing co-ed spaces. Living in an apartment on campus can provide lots of conveniences, but it also requires new levels of responsibility.

Facilities
The air-conditioned apartments include four bedrooms with wireless connections, two full bathrooms, and a shared living room/kitchen area. Each apartment building has laundry facilities, mailboxes, meeting rooms, and a common area/lounge. Meeting rooms are primarily reserved for resident activities, particularly studying and educational activities.

Energy Conservation
Utilities are furnished at no extra charge. To assist UMass Amherst in its effort to be more energy efficient, residents are encouraged to do the following:

- Keep the thermostat set between 71 and 74 degrees.
- Keep the entrance door and all windows closed whenever the central air unit is on.
- Make sure that all water faucets operate properly and are used only when needed. If a faucet will not turn off, report this immediately to the Residential Service Desk in 12 Crabtree at 413-545-7595.

For specific instructions on controlling room temperature, please refer to the Thermostat Control Manual in the back of this guide.

Cable TV and Internet Services
All apartments in the North Residential Area are provided with cable TV and wireless internet service. Any removal or tampering with the jacks may result in the loss of cable or internet access to the entire apartment. Submit a service request online at http://servicerequest.sacl.umass.edu/home.html for concerns regarding cable or telephones. Problems with Internet access should be reported to the Office of Information Technologies by calling 545-9400.

Cooking
Having a kitchen gives you more control over what you eat and drink, and allows you to try new recipes. However, it also means that you will have to figure out such things as who will clean the kitchen, when will it get cleaned, whether groceries will be bought together or separately, what in the fridge is up for grabs, how to cook safely. In order to prevent counter damage and burns, please do not place any hot pans/pots on countertops. The most important part is how to
protect yourselves, each other and the apartment by avoiding and preventing kitchen fires and insect infestation.

Please note that the Worcester Convenience Store (located in close proximity to the North Residential Area Apartments) offers products comparable to other local grocery stores including deli, meat, bakery items, fresh produce, and household products.

**Vending Machines**

Vending machines, located in the first floor hallway of your apartment building have been provided by a contract vendor. Report any loss of money directly to the vendor as they will be handling the refund procedure.

**Mail**

Residents of the North Area Apartments have individual mailboxes in the lobby where campus and USPS mail can be received. Your packages will be delivered to Crabtree Service Desk and you will receive an email notifying you to come and pick up your package.

**Mailing Address in North:**

If you lived in room C of apartment #123 in any building, your address would be:

**Building A:**

Student Name  
123C* North Hall A  
56 Eastman Lane  
University of Massachusetts  
Amherst, MA 01003-9351

**Building B:**

Student Name  
123C* North Hall B  
58 Eastman Lane  
University of Massachusetts  
Amherst, MA 01003-9350

**Building C:**

Student Name  
123C* North Hall C  
54 Eastman Lane  
University of Massachusetts  
Amherst, MA 01003-9349

**Building D:**

Student Name  
123C* North Hall D  
52 Eastman Lane  
University of Massachusetts  
Amherst, MA 01003-9348
Laundry
Each apartment building has a laundry facility located in the lobby. If you experience a machine malfunction or lose money while using the machines, please call Automatic Laundry Services toll free at 1-800-422-5833 or report the problem online at http://www.aoutomaticlaundry.com/College/univ.htm.

Bicycles
Bicycle racks are provided outside of the apartment complex. Students are responsible for locking/securing their own property. To reduce the probability of theft and to increase the chances of recovery in the event that your bicycle is lost or stolen, you can register it with the UMass Police by visiting http://www.umass.edu/umpd/bikeregistration/BikeRegistration.htm.

Pets
For health and safety reasons, neither residents nor guests may have animals or pets of any kind, for any reason, either temporary or non-temporary, in the North Residential Area Apartments, with the exception of non-carnivorous fish in aquariums no larger than ten (10) gallons. Students with service animals or assistance animals need to contact the Umass Disability Services at https://www.umass.edu/disability/.

Before applying for University-owned and operated housing, please be aware of this policy. Applicants who feel it is important to keep pets are encouraged to seek housing from off-campus landlords who permit pets in their facilities.

Noise Policy
Residents should maintain reasonable noise levels 24 hours a day. Please remember that in a community the right to participate in or enjoy a particular activity ends when that activity or by-product infringes on the rights of others, particularly their right to sleep or study in a peaceful setting. It is important to always be aware that your actions may be affecting others. Please be respectful of neighbors, apartment mates and their guests. Also please talk to your neighboring apartments and make sure that you have the same understanding and tolerance of the noise level. Remember that you are here to study and sleep and all residents should respect this need.

Furniture
Furniture provided by the University cannot be removed from the apartment for any reason. At checkout all furniture must be in the correct room to avoid a moving charge. Furniture in common areas is provided for the use of all residents and guests, and should not be removed or relocated. Students who abuse common room furniture or remove it for private use will be subject to disciplinary action.
**Apartment Repairs/Alterations**
Residents may not make alterations, installations or repairs to the premises or to the furnishings or appliances within the apartment. Residents are specifically prohibited from installing any of the following:

- Locks on any doors.
- Nails, tacks, bolts or screws in walls, doors, casings, cabinets, floors or ceilings.
- Tape or other adhesive materials (including contact paper) on walls, doors casings, cabinets or ceilings.
- Privately owned ranges, refrigerators, freezers, washers, dryers, dishwashers or air conditioners.
- Additional plumbing, electrical wiring, cables, telephone jacks or cable television outlets.
- Satellite dishes or radio antennas.
- Additional window treatments (shades, blinds or awnings).
- Shelving, bookcases or other furnishings which are attached to the walls, floors or ceilings.

Residents may not attach any devices, equipment, furnishings or materials to the exterior of their apartments including the outside of the apartment door or window.

**Painting**
Painting of the apartments is prohibited except by approved Facilities and Operations Staff.

**Right of Entry/Inspections**
Residential Life staff reserve the right to enter apartments during reasonable hours and in a reasonable manner—after providing appropriate notice—for the purposes of performing health and safety inspections, pest control, furniture/appliance replacement, maintenance and repairs.

The University of Massachusetts also reserves the right to enter apartments at other times without notice, as deemed necessary by the University, to handle emergency or health/safety situations. A resident's request for apartment repairs also constitutes his/her consent for Facilities and Operations personnel to enter his/her apartment to perform such requested repairs whether or not residents are present. Please inform your apartment mates that you have submitted a request for maintenance/service so that they are aware that repair personnel will be entering the apartment.

**Renovation/Maintenance Relocation**
Residential Life reserves the right to reassign a resident to a similar apartment with thirty (30) days notice when extensive repairs or renovations are needed in the resident's current apartment or if such a relocation is deemed necessary for health or safety reasons.
**Common Areas**
Meeting rooms (lounges and conference rooms), corridors, stairwells and laundry rooms are cleaned regularly by the Facilities and Operations staff. However, residents are expected to keep these areas neat and orderly. In common areas, the furnishings are for the use of all residents in the complex and must remain in the designated room, area, or space. Removal or relocation of any of these items, even for a short period of time, can be considered theft and may be reported to the UMass police. A charge for replacement may be assessed, and administrative and/or disciplinary action may be taken.
Cleaning

Residential Life Facilities and Operations will maintain lobbies, stairwells, corridors, lounges, etc. in the North Residential Area Apartments, but residents are responsible for maintaining all areas inside of the apartment. The following are some of the locations and appliances that will require constant attention as well as some tips for keeping them clean. Daily cleaning of the apartment will help ensure a safe and healthy living environment and reduce the possibility of being charged for damages due to negligence at the end of the academic year. Residents may request the use of equipment such as vacuums, dust pans, mop and bucket, or plunger through the TMA i-Service Request online. Residents are responsible for the purchase of all cleaning products.

Suggested Cleaning Products

Floor Cleaners: Mr. Clean Ready Mop, Spic & Span, Pine Sol
Kitchen Cleaners: Mr. Clean, Fantastic, Clorox Wipes, Lysol
Bathroom Cleaners: Sani-Flush, Scrubbing Bubbles, Soft Scrub
Other Cleaners: Windex, Pledge, Mr. Clean Erasers, Sponges, Cleaning Cloths

For specific instructions on cleaning appliances, please refer to the appliance manuals in the back of this guide.

| Kitchen Cabinets | -Sweep and or vacuum inside and wipe outside to prevent pests and grease build-up | Monthly |
| Counters | -Wipe with non-abrasive cleaner | Daily |
| | -Keep counter space near stove free of clutter | |
| Drawers | -Sweep and or vacuum inside and wipe outside | Monthly |
| Floor | -Sweep or dry Swiffer | Weekly |
| | -Wet mop with mild solution or wet Swiffer | Monthly |
| Garbage/Recycling | -Bring garbage and recyclable materials down to receptacles in trash room (1st floor of each building) | Regularly |
| Microwave | -Wipe clean with damp cloth | Regularly |
| Oven | -Run the self-clean cycle and then wipe out oven | Monthly |
| | -Do not use oven cleaner in self-cleaning oven | |
| | -Clean front of oven door with non-abrasive cleaner | |
| Pantry | -Sweep, vacuum, and/or dry Swiffer shelves and floor | Weekly |
| | -Remove unwanted food | Monthly |
| | -Wet mop floors with mild solution or wet Swiffer | |
| Refrigerator | -Check for out of date food | Weekly |
| | -Remove everything and wash all interior surfaces including vegetable drawers with a mixture of one tablespoon of baking soda per quart of warm water | Bi-monthly |
### Bathroom

<table>
<thead>
<tr>
<th>Area</th>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor</td>
<td>- Use a bathmat to prevent puddles after showers</td>
<td>Regularly</td>
</tr>
<tr>
<td></td>
<td>- Sweep or dry Swiffer</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>- Vacuum area rugs</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>- Wet mop with mild solution or wet Swiffer</td>
<td>Monthly</td>
</tr>
<tr>
<td>Shower</td>
<td>- Clean shower walls, basin, and faucet with good tile cleaner to remove soap scum and algae</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td><strong>Submit a maintenance request for clogged drains immediately, do not use liquid drain cleaning products</strong></td>
<td></td>
</tr>
<tr>
<td>Sink</td>
<td>- Clean sink basin, faucet, and vanity top with non-abrasive cleaner</td>
<td>Regularly</td>
</tr>
<tr>
<td>Toilet</td>
<td>- Brush inside of bowl</td>
<td>Regularly</td>
</tr>
<tr>
<td></td>
<td>- Clean seat and base with non-abrasive cleaner</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>- Clean inside of bowl with toilet cleaner</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Plunge clogged toilet</td>
<td>Immediately</td>
</tr>
<tr>
<td></td>
<td><strong>Submit a maintenance request if plunging does not unclog toilet</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Living Room

<table>
<thead>
<tr>
<th>Area</th>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee Table/End Table</td>
<td>- Wipe surface of table with moistened cloth</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>- Clean up spills to prevent staining and or damage to surface</td>
<td>Immediately</td>
</tr>
<tr>
<td>Floor</td>
<td>- Sweep or dry Swiffer</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>- Vacuum area rugs</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>- Clean with non-finish floor cleaner</td>
<td>Monthly</td>
</tr>
<tr>
<td>Upholstered Furniture</td>
<td>- Clean up spills to prevent staining and or damage to surface</td>
<td>Immediately</td>
</tr>
<tr>
<td></td>
<td>- Vacuum up crumbs and dust</td>
<td>Weekly</td>
</tr>
<tr>
<td>Walls</td>
<td>- Use only thumb tacks, push pins, or picture hanging hooks for decorations or wall hangings</td>
<td>Yearly</td>
</tr>
<tr>
<td></td>
<td>- Do not use tape or adhesives of any kind on the wall</td>
<td></td>
</tr>
</tbody>
</table>
walls (duct tape, electrical tape, foam tape, etc.)

**Bedrooms**

<table>
<thead>
<tr>
<th>Floor</th>
<th>Weekly/Regularly/Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Sweep or dry Swiffer</td>
<td>Regularly</td>
</tr>
<tr>
<td>-Clean with non-finish floor cleaner</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Furniture</th>
<th>Weekly/Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Dust bureau, desk, chair, and book cases</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Walls</th>
<th>Weekly/Yearly</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Use only thumb tacks, push pins, or picture hanging hooks for decorations or wall hangings</td>
<td>Yearly</td>
</tr>
<tr>
<td>-Do not use tape or adhesives of any kind on the walls (duct tape, electrical tape, foam tape, etc.)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows</th>
<th>Weekly/Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Dust window sills and blinds</td>
<td>Weekly</td>
</tr>
<tr>
<td>-Clean glass with glass cleaner</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

**Before leaving for winter session, (all) residents (staying/leaving) are responsible for cleaning all bedrooms, bathrooms, living room, kitchen, and hallway. These areas must be cleaned to conveniently move in any new/incoming residents for the following semester. Extensive charges may result for any apartment that is improperly vacated.**
Appendix
Charges for Damages and Room Repairs

Charges for Damages

The list below reflects the cost of repairs, replacements, and or fines. This is a partial list of approximate charges designed for reference only. Actual charges may vary.

General Charges
Return furnishing to designated room............................. $25 per piece
Return furnishing to original position............................. $25 per piece

Room Cleanliness
Space Not Cleared
Less than 1 bag full......................................................... $10
More than one garbage bag full....................................... $25 per bag

Space Not Cleaned
Space not dusted........................................................... $10 minimum per room
Space not swept........................................................... $10 min per room
Space not mopped......................................................... $10 min per room
Excessive cleaning required.......................................... $25 min per room

Remove Area Carpet (Personal Property)
Not under furniture....................................................... $25
Under furniture........................................................... $30
Remove carpet tape....................................................... $50

Remove stickers/double sided tape............................... $50

Room Repairs
Bed:
Bed ends (pair)........................................................... $145
Lofting kit (2 ends and a stabilizer bar)........................... $175
Bed spring............................................................... $65
Mattress (replace extra-long twin)............................... $125

Blinds:
Blind slat (each)........................................................ Actual Cost
Blind wand (each)...................................................... Actual Cost
Replace blinds (bedroom/window)............................... Actual Cost

Bookshelf................................................................. $337
Bureau......................................................................... $200
Ceiling (paint or repair)................................................. $75 minimum.
Chair (Living Room, upholstered)............................... $1,100 each
Chest of Drawers....................................................... $560
**Closet/Door**
- Replace damaged or permanently defaced door........... **Actual Cost**
- Cleaning of marker or other defacement (1 side)........... $25
- Refinish door due to carvings or other defacement..... **Actual Cost**

**Coffee Table**.......................................................... $395
**Desk**...................................................................... $275
Desk Chair................................................................. $125
Desk Light................................................................. $35
Desktop Bookcase...................................................... $130
Dismantling university furnishings (desk, bed, etc.)....... $25
Door Viewer............................................................... $25

**Electrical Outlets**
- Replace cover plate.................................................... **Actual Cost**
- Replace outlet.......................................................... **Actual Cost**

End Table.................................................................. $305
Evacuation Route Sign.............................................. $75
Fire/Safety Sign.......................................................... $60
Floor/CARPET (Repair/replace vinyl floor tile)............ **Actual Cost**
Garbage Disposal....................................................... **Actual Cost**

**Holes in Wall**
- Nail holes............................................................... **Actual Cost**
- Larger holes.......................................................... **Actual Cost**

**Light Switch**
- Replace cover plate.................................................... **Actual Cost**
- Replace switch........................................................ **Actual Cost**

Microwave................................................................... $180
Mirror......................................................................... **Actual Cost**
Overhead Lights (replace light cover).......................... **Actual Cost**
Painted walls............................................................... $45 per wall
Refrigerator............................................................... $950

**Residential Technology**
- Damaged keystone.................................................... **Actual Cost**
- Damaged coaxial cable.............................................. **Actual Cost**
- Missing cover.......................................................... **Actual Cost**
- Missing back bracket............................................... **Actual Cost**
- Jack missing............................................................ **Actual Cost**

Sink............................................................................ **Actual Cost**
Sink Light.................................................................... **Actual Cost**

Detector (missing or damaged).................................... **Actual Cost**
Sofa.......................................................................... $1,900
Stools/Chairs (ADA apt)........................................... $245/$155
Stove.......................................................................... $295
Table (Kitchen—ADA apt).......................................... $325
<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tile bathroom walls</td>
<td>Actual cost</td>
</tr>
<tr>
<td>Tile bathroom floors</td>
<td>Actual cost</td>
</tr>
<tr>
<td>Towel racks</td>
<td>Actual cost</td>
</tr>
<tr>
<td>Wardrobe</td>
<td>$450</td>
</tr>
<tr>
<td>Waste/recycling containers</td>
<td>$30.00 each</td>
</tr>
<tr>
<td>Windows (broken pane)</td>
<td></td>
</tr>
<tr>
<td>Double pane</td>
<td>Actual cost</td>
</tr>
<tr>
<td>Single pane (in few locations)</td>
<td>Actual cost</td>
</tr>
<tr>
<td>Missing both</td>
<td>Actual cost</td>
</tr>
</tbody>
</table>