



www.BigHouseRentals.net (734)223-9879

P.O. BOX 1192 – ANN ARBOR – MI 48106

WELCOME TO YOUR NEW HOME!

Dear New Tenant (s):

Welcome to your new home and thank you for choosing to be part of the Big House Rentals community.

Here are a few important things to complete in the first couple of days you are here.

1. Complete and return the enclosed 'MOVE-IN INVENTORY CHECK LIST' within 7 days after moving in. This is your chance to document what condition the house is in when you begin your lease.

2. THERE ARE ITEMS IN DISREPAIR. WHO DO I CONTACT?

AFTER YOU MOVE IN make a list of maintenance you need. The inventory check list is not a maintenance request. We have checked your new home for maintenance. However, sometimes we are not able to get everything done in the short time in between groups. So, help us help you by making a list of anything you see that needs repair. The best way to get us this information is to send an email to repair@a2bhr.com. You can also call me at 223-9879, especially if it is an emergency. Please do not call other maintenance companies before calling me. I will list an on-call number for other maintenance companies when I am unable to help you out. **ALWAYS PUT YOUR HOUSE/APT ADDRESS AND CONTACT INFORMATION ON YOUR REQUEST.** I can also be reached at bighouserentals@comcast.net

What is the difference between routine maintenance and emergency maintenance? Routine maintenance is basic upkeep on the house due to typical wear. Emergencies can't wait. Examples of non-emergency maintenance are the toilet flapper needs to be changed, faucet drips, dryer vent maintenance, furnace cleaning, lawn care, public walk snow clearing, appliances malfunctioning, door handles falling off, house needs to be painted, gutter cleaning, etc...

Tenants are not charged for repairs for routine maintenance. However, broken windows, ripped screens, stained or burned carpet, clogged drains due to tampons/condoms/paper towels, beer caps or broken glass stuck in garbage disposals, holes punched in walls, graffiti or excessive nail holes and damages like these will be billed at tenant's expense. It's a lot better to report these as they occur. We will help you fix them, bill the person in your group that did the damage, rather than take expenses out of your security deposit at the end of the lease, and you can continue to enjoy the house while in good repair ☺. Here are some typical non-emergency repairs:

- BLOWN FUSE/POPPED CIRCUIT BREAKER
- LEAKY FAUCET
- RUNNING TOILET
- APPLIANCE MALFUNCTION
- ROUTINE MAINTENANCE
- JAMMED DISPOSAL
- BROKEN WINDOW/RIPPED SCREEN

Can I do the repair myself? There are some damages/repairs that you can fix yourself. I've included handouts in this folder on some of these items like resetting breakers, changing a fuse, unclogging sinks, disposals and toilets. I can be reached by email or a telephone call to help resolve these problems and to schedule repairs. Often, we can talk you through simple problems and I can advise you whether or not to try the repair yourself.

3. **EMERGENCY MAINTENANCE:** *What is an emergency? Who do I call?*

-FIRE: call 911

-FLOOD: call (734) 223-9879. If you can't reach me quickly enough: For water to stop in the house, turn the water off at the faucet or at the main by the water meter. Some floods are caused by city issues. If the streets are flooding, then it could be a city back-up. If you turn the water off and water is coming in the drains, then it may be a city back-up. We'll sort through this once you call.

-WHOLE HOUSE OUT OF POWER:

a. If you never turned on the electric in your name, haven't paid your bill or for a down power line call DTE at 1-800-477-4747

b. If you have blown a fuse, try to reset it yourself. Call me if that doesn't do it at (734) 223-9879.

-NO HEAT: Please do not wait until after 430pm to let us know this. Calls after 430pm may not be serviced until the next day.

a. Call DTE if you have never put the gas in your name or haven't paid your bill. Also if there is a suspected gas leak.

b. call me at 223-9879 if you don't know how to relight the stove pilots or water heater and suspect that pilot light is out or if your furnace or thermostat is not working.

-PIPES LEAKING: This may or may not be an emergency. It's better to let me know about them than to wait. Call me at 734-223-9879.

-SEWER BACK-UP: Call (734) 223-9879. For drains backing up DON'T RUN WATER OR FLUSH TOILETS. We will get a plumber out to you ASAP.

-EXPLOSION: call 911 then (734) 223-9879

-TREE FALLEN ON HOUSE: call (734) 223-9879, call DTE if power lines are involved at 1-800-477-4747

-LOCK-OUT: There is a charge to come over to let you in. If I am nearby, I won't charge you, however, if I need to make a special trip or ask maintenance to go over to help you there will be a minimum \$ charge between 9am-5pm plus the cost of any new keys you want. After 5pm until 9am and on weekends and holidays there is a charge of minimum charge of \$75. You can also call a locksmith, but it will cost you a lot more money. You can try Arbor Maintenance after hours at 995-0322. You pay them directly for this service. If you are forgetful, you may want to put a copy of your room key elsewhere in the house or with another trustworthy housemate.

During business hours, we may be able to make a copy of the key for you to pick up and then your cost is just for the key. Please do not break in to your house as it will probably cost you more in repairs than a new key or using our lock-out service.

Screens: Your house has screens and storms. These parts can be push up for storage or pulled down for use by simply squeezing the tabs at the sides of the lower part of the window. Please do not take the windows apart. This is how they get damaged or lost and then you end up paying for those parts. If you are missing a part, look in the basement or closets. If you still can't find them, let me know and we will help you out. When calling in this repair/missing part, please let me the location of the window in the house and what's missing.

4. **Rent.** Rent is due on the first of the month. Make checks payable to BigHouseRentals. *Please write your address and apt. number on every check.* Please mail payments to:

Big House Rentals – PO Box 1192-Ann Arbor-MI 48106-1192

5. **Utilities.** Please check your lease for which utilities are your responsibility to put in your name. Houses put all utilities in your name. Apartments put electric, cable and phone in your name unless indicated on your lease that you pay for water and gas or that all utilities are included. We supply one working phone jack. Monthly service charges and any additional jacks or phone lines are the responsibility of the tenant occupant and will need to be set up through the cable/telephone company you contract with for services. Here are the utility telephone numbers:

- | | |
|--|---|
| <input type="checkbox"/> Water | (734) 994-2666 |
| <input type="checkbox"/> Electric – DTE Energy | (800) 477-4747 |
| <input type="checkbox"/> Gas – DTE Energy | (800) 477-4747 |
| <input checked="" type="checkbox"/> Cable – Comcast | (888) 266-2278 |
| <input checked="" type="checkbox"/> Telephone – AT&T | (800) 244-4444 (If you need a land line only) |

Welcome from the Big House Rentals!

Unclogging A Toilet



A clogged toilet should not be an intimidating situation that requires calling a plumber. Clogging is generally caused by over-filling the toilet, rather than by a plumbing defect. To avoid clogging, don't put too much toilet paper or waste at one time. For some users, this means flushing a couple of times during one session.

Clogs are often caused by inappropriate material in the bowl. Only flush toilet paper and body waste down the toilet. *No paper towels, tampons, pads, condoms, toilet paper tubes, dental floss, grease.* Never adjust the level of water in the tank.

If the toilet becomes clogged, use a "fluted" or funnel plunger designed to seal inside a toilet bowl. Extend the fluted flap of the plunger, fit it tightly inside bowl drain to form a good seal.

Slowly plunge up and down several times and quickly break the seal. Repeat this a few times to work the clog back and forth and eventually free it. If the clog is freed the water will flush down. Avoid flushing the toilet if the water level remains high. The toilet may still be clogged. Instead wait a few minutes and try plunging it again. Call maintenance if the clog does not free after trying a few times.

Unclogging Sinks



Hair can often clog a bathroom sink and potato peels and other food waste will plug up kitchen sinks. Regardless of the obstruction, unclogging both sinks is done the same way. Please use a screen on your drain for catching hair and anything else that does not belong in the drains. Do not use harsh chemicals, like Drano in the drains.

To unclog a sink, place a plunger over the clogged drain. Add enough water to cover the plunger lip and form a seal. Plunge straight up and down several times and "pop" the plunger away. Repeat this method a few times to free the drain.

Disposals



Always run cold water down the disposal when it is in use. Never stick your hand or any other object in the disposal while it is on.

Clogging and jamming is generally caused by overfilling the disposal, rather than a defect in the disposal. To avoid clogging put only scraps of food waste in the disposal. Throw larger items, pasta, celery, bones, pits, banana peels and other bulky material in your garbage. *NO bottle caps, coins, glass, pen caps, fish tank stones! Do not throw grease down your disposal.*

To reset your disposal: Turn off the disposal. Press the button located on the bottom or side of the disposal. Turn the disposal on to see if it works.

To check the disposal for debris stuck in it or to manually crank the disposal: Turn off the disposal. Unplug the disposal. The plug is located under the sink by the disposal. Carefully check inside for debris. Use the supplied hex wrench to manually crank the disposal. There is a hexagon hole under the disposal that the wrench fits in. Place the wrench in the hole and turn clockwise. If disposal is free of debris then it will crank stiff at first then easily. Once debris is removed, plug in the disposal, reset, then try turning on the disposal.

Adapted from Hometime.com

ELECTRICAL SERVICE PANELS

The electrical service panel is generally located in the basement of houses, although individual apts. may have their own panel. There are two There are two types of panels:

1. **CIRCUIT BREAKERS:** This system is set up where each breaker controls power to a group of lights, outlets and appliances.



Circuit breakers protect the wiring and fixtures by turning off the power. If a fixture shorts out, or if a circuit gets overloaded, the breaker will "**trip**."

That cuts power to the circuit and protects the wires and fixtures from damage. The most common reason for a breaker to trip is too many appliances and lights on one circuit.

A tripped breaker usually looks like it's between the ON and OFF positions. To **reset** a breaker, turn it OFF and then ON again. If a service panel doesn't have breakers, it probably has fuses.

2. **FUSES:** Fuses perform the same function as a breaker, except when a fuse **blows**, it has to be replaced.



There are **cartridge** fuses and **screw-in** fuses. Cartridges look kind of like a shotgun shell. They mount in a little rack that pulls in and out of a bracket

Screw-in fuses screw in and out like light bulbs. Some have a glass window on top and metal threads on bottom.

When a fuse blows, its internal metal strip breaks and the window may get discolored. Be sure to replace a fuse with the exact same **amperage-rated** fuse.

Fifteen and 20 amp fuses are the most common size ratings. Some fuses have a smaller screw base and are called "non-tamperable, type-S" fuses.

The threads vary in size so they can't be accidentally replaced by

another type. When you install a fuse, screw it in snug, then give an extra 1/4-turn to make a solid connection.

Other fuses are rated as "**slow-blow**" or "**time delay**." They take a little longer to blow and are made to withstand short, extra surges of power -- like a motor starting.

When buying replacements, be sure to get the right fuse types. It's also a good idea to get a couple **extra** fuses of each type to keep on hand when working on circuits.

This excerpt is from HOMETIME.COM

Curbside Collection Days and Map



[Link to Special Holiday Waste Collection Schedule](#)

Overview of Curbside Collection Services and Rules

The City of Ann Arbor provides once a week refuse collection, recycling collection and seasonal compostables collection (April 1 through November 30) to single-family, duplex and eligible multi-family residential locations.

Residential refuse, recycling, and compost containers must be placed at the curb or designated collection site **before 7 a.m.** on the weekly collection day (see above map).

You may also locate your weekly solid waste collection day by street address online through the city's My Property link from the city's main home page.

Leave at least 3 feet between each category of materials set out for recycling, refuse and compostable collection, if possible. Disabled residents may request side door refuse collection service by calling the City at 994-2807 and may request recycling collection assistance by calling Recycle Ann Arbor at 662-6288.

Solid waste containers must be stored at the side or rear of the dwelling and not placed at the curb more than 24 hours ahead of time. *Empty containers must be removed from the curb within 12 hours of service.*

Qs? Contact customerservice@a2gov.org

FIRE SAFETY INFORMATION

Thinking about safety is sometimes not at the top of our lists to do. School is well underway and you are busy studying, meeting new people, working and getting situated in your new home. You probably wouldn't even think about a fire hazard unless your smoke detector went off. That's how the tenants of 907 E. Huron were the year their house burned down in October of 1994. I want to tell you a short story about that fire and share with you some lessons learned. I hope you will take a moment to make sure you are keeping your house safe.

This is a picture of the old house at 907 E. Huron the morning after the fire.



THE HOUSE BURNED DOWN BECAUSE: At 4 am, at the end of the residents' party, an old couch located on the front porch caught on fire from a smoldering cigarette, knocked over tiki torch or other source. The nearby can of lighter fluid and charcoal grill helped to speed things up. This house was completely engulfed in flames in LESS THAN 10 minutes. The tenants, who were seniors, lost most of their work and files. Computers melted and there was much personal loss. The tenants, who mostly lived in Southeastern Michigan were able to live at home and commute to Ann Arbor until they found on-campus housing.

NO ONE DIED BECAUSE:

1. Residents were awake at the time of the fire.
2. The smoke detectors had working smoke detector batteries in them.
3. Everyone could get out: nobody was sleeping in the basement or attic study rooms. However, the tenants needed to exit out of the second floor because all first floor exits were blocked by fire or bottle returnables.

WHAT YOU CAN LEARN FROM THIS:

1. Keep working batteries in your smoke detectors. If your smoke detector begins to beep without the presence of smoke, it may mean the battery needs to be changed. If your smoke detector fails to work with a NEW battery in it, call maintenance to replace your smoke detector.
2. Don't sleep in study rooms or unapproved attics or basements. Your escape routes are limited. Remember, when it's pitch black, full of smoke, and you're looking at the "wall of flames" (as described by the 907 tenants), it's not going to be easy to wiggle out of a window.
3. Remove cloth/interior furniture not intended for outside use from exterior porches.
4. Use grills, tiki torches and other flammables away from porches and house. Store your grills and other flammable items like lighter fluid responsibly and where they won't ignite or aren't dangerous to the environment or house.

5. Don't leave a fireplace or hot grill unattended. Put out all fires, candles, torches, incense, cigarettes, etc...before you go to sleep and in proper non-flammable receptacles.
6. Keep boxes and storage items a minimum of 5 feet from furnace/boiler and hot water heater.
7. Keep exits free and clear. Do not block stairwells, stairs, stair landings and exits.
8. Store garbage behind the house.
9. Secure renter's insurance to cover any losses of personal belongings.
10. Clean you dryer lint trap/screen regularly.
11. Use only properly installed extension cords. Avoid trip hazards by keeping lines and cords out of entrances and walkways.
12. Respect yourself and the others who live in your house by not creating unsafe situations.
13. **FIRE EXTINGUISHERS:** Fire extinguishers have been provided for your use in the event of a fire. They are located in the front room closet, kitchen or other common hallway. A fire extinguisher is NOT a toy. It is intended to be used for an emergency situation only! Please treat this household item with respect so that it is available to you and in working order in the event you need to use it.

You will be responsible for returning it in working order at the end of your lease. The fire extinguisher is considered to be part of the unit you are renting. The replacement of a missing fire extinguisher and the repair to fire extinguishers that have been damaged or inappropriately used will be paid for by you.

These are only a few ways that you can keep your home safe from fire and prevent injury and personal loss. Thank you for acting responsibly and making safety a priority.

Safe Barbecue Tips:

1. Leave a sufficient space between the grill and eaves and overhangs. In multi-family construction, do not use charcoal or gas grills on combustible balconies or within 10 feet of any building. Never leave the grill on and unattended.
2. Always remain present when the grill is in use.
3. Only use a grill on a level surface.
4. Keep children away from grills. Grills, especially three-legged grills, can be easily tipped.
5. When using a charcoal grill, use only lighter fluids that are designated for use for barbecue grills. Do not add fluid after the charcoal has been lit.
6. When using a gas grill, ensure that all hose connections are tight before cooking. Use a soapy water solution to safely reveal leaks on hoses and connections. Never use a hose with visible cracks.
7. Always follow the manufacturer's safety instructions when using a grill.
8. The appropriate way to light a gas grill is to open the lid and light the match or grill lighter and then turn on the gas burners. When you are finished cooking, turn off the propane cylinder valve then turn off the burners. Make sure the grill is cool before storing it.
9. Have a professional make any necessary repairs or replace the grill.
10. Do not store charcoal near combustible material or where it can get wet.
11. Do not store propane containers indoors.
12. Soak coals in water for 48 hours before disposing it in the trash.
13. Wear a heavy apron and use a grilling mitt that fits over your forearm to prevent burns.

Check your brand of grill for any recalls with the Consumer Products Safety Commission at www.cpsc.gov. Forty-four people have been burned, some seriously, by the "Red Devil – Portable Outdoor Kitchen," a red metal grill on a tripod stand.

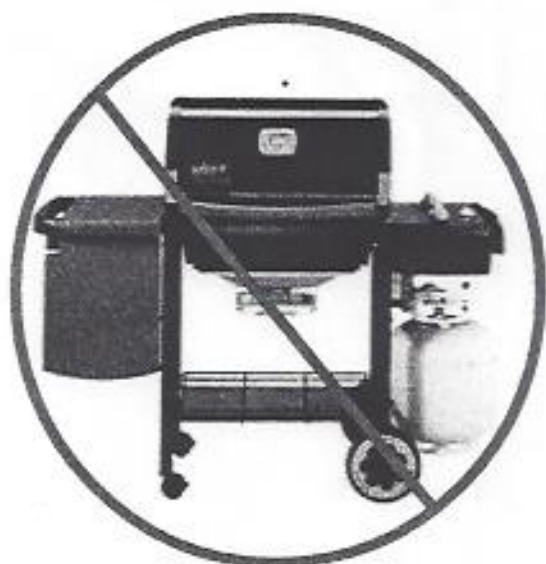
Charcoal grills



Charcoal kettles



Propane grills



Portable gas grills with less than
2.5 lbs. water weight (1 lb gas)



Electric Grills



PATIO BISTRO
POWER AND CONTROL
IN A FULL SIZE GRILL





Ways to Conserve Energy

Energy costs might increase this year due to rising gas prices. The following are suggestions to help conserve energy and save money.

- ☞ Turn off your television, stereo and other appliances when you're not using them.
- ☞ Turn off your computer at night, and turn off your monitor whenever you'll be away from it for more than a few minutes.
- ☞ Use a towel or air dry your hair, rather than using a blow dryer.
- ☞ To conserve heat, close your windows and doors.
- ☞ Turn down the thermostat/air conditioning when nobody is home.
- ☞ Replace incandescent bulbs with compact fluorescents. These come in various shapes and sizes that fit regular, screw-in lamps and light fixtures. They can last up to 10 times as long as old-fashioned bulbs and produce less heat while using only a quarter of the electricity.
- ☞ Take shorter showers. You'll use less hot water and water heaters account for nearly $\frac{1}{4}$ of your home's energy use.
- ☞ Don't keep the refrigerator door open any longer than you need to.
- ☞ Don't leave lights on when there is no one in the room. If you know of a light that everyone forgets to turn off, make a sticker or a sign to hang next to the switch that says "Lights Out!" or "Don't Forget!"
- ☞ Do the dishes by hand instead of using a dishwasher or try running your dishwasher once a week with a full load. Avoid using the heat-dry, rinse-hold and pre-rinse features. Instead use your dishwasher's air-dry option. If your dishwasher does not have an air-dry option, prop the door open after the final rinse to dry the dishes.
- ☞ Shift energy intensive tasks, such as running your washing machine, dryer and dishwasher, to off-peak hours (before noon or after 6:30pm) and weekends.
- ☞ Talk to your landlord about changing the furnace filter monthly.
- ☞ Ask your landlord to inspect the unit for any energy saving ideas.



Why Conserve Energy?

The less energy we use, the less resources we have to use to make up the energy that we do use. As technology advances, sustainable energy generation practices become more viable. If we can continue to reduce our energy needs and more and more of our energy comes from renewable resources, eventually we will not need to use up valuable resources to generate energy.

Energy conservation makes financial sense too. There is no better time than now to develop responsible energy habits that will help you save money on utilities for many years to come.

How Do I Get Involved?

www.housing.umich.edu/sustainability

www.recycle.umich.edu



Recycling Information

[Home](#) > [Off Campus Housing](#) > [Community Resources](#) > Recycling Information

Written by: City of Ann Arbor Solid Waste Unit

Welcome to the City of Ann Arbor

Ann Arbor is recognized by the U.S. EPA for being one of the top 20 recycling communities in North America. We need your help to sustain this honor!

Recycling Services

Free weekly trash and recycling collection are provided to all Ann Arbor residents by the City of Ann Arbor. To get free recycling storage bins and waste information delivered to your home, leave a phone message on the 24-hour line: **99-GREEN (994-7336)** or pick up your bins from the downtown Solid Waste Department (994-2807) or the Drop-Off Station (971-7400).

Recycle empty, rinsed items in the **containers** bin: metal cans, foil, metal lids, glass bottles, jars and broken ceramic dishes, milk cartons, juice boxes and plastic bottles marked with a #1 (PETE) or #2 (HDPE).

Recycle in the **papers** bin: newspapers, magazines, catalogs, phone books, paperback books, envelopes, junk mail, cereal-type boxes (empty & flattened), and flattened corrugated cardboard.

Pizza boxes and other corrugated cardboard are recyclable! Please empty and dispose of the box contents (old pizza slices, packing peanuts, etc.). Then flatten the boxes and cut or fold the boxes into 2'x3' size and tape or tie into bundles. Or you may tightly stuff the flattened boxes into another box up to 18 inches deep. Put the flattened cardboard into the paper bin or place next to the bins or carts.

NOTE: The following items are NOT recyclable at this time in Ann Arbor: No non-bottleshaped plastics, such as plastic bags, margarine tubs, food trays, etc. No paper tissues, napkins, candy wrappers or food. When in doubt, keep it out!

Dumpster Trash Collection

Large apartment buildings usually have dumpsters in the parking lot for trash. Recyclables are generally collected in large wheeled carts parked near the dumpster. **Dumpster tips:** Don't block the dumpster with your car or trash. You can be ticketed and towed. Dispose of large items, such as sofas, with a pre-paid bulk collection (see below).

Curbside Collection

Many houses and smaller apartment buildings put trash carts and recycling bins or carts on the curb by 7 a.m. for weekly collection. All trash must fit inside your trash carts. Trash outside of the carts will not be picked up. *If you need additional trash carts, please call the City at 734-994-2807. There may be a small charge for the cart. Trash containers must be stored at the side or rear of the dwelling and not placed at the curb more than 24 hours ahead of time. Empty trash cans must be removed from the curb within 12 hours of service.* Your weekly collection day is listed on the City's web site www.a2gov.org. Large items, furniture and appliances will not be picked up (see bulky collection below).

Special Bulky Item Collection

Instructions for bulky waste, including a list of contractors that can pick it up, is located [here](#).

A Word About Litter

Ann Arbor enforces *Clean Community* standards. It is your responsibility to pick up all litter on your property, such as loose papers, beverage cups, trash bags broken apart by animals, litter exposed after snowmelt, and abandoned furniture. Trash cans cannot be left at the front of the building all week. A Minimum of \$70 cleanup fees can be assessed if the City's Clean Community notifications are ignored. Help us keep a clean community for all to enjoy.

Compost Collection

Weekly "Compostable" collection from April through November is provided to residents with curbside trash recycling. Yard waste may be put in into large paper bags, 35-gallon labeled trashcans (free labels are available from City Hall). Fourfoot lengths of brush may be tied in bundles up to 18 inches in diameter with natural twine.

More Contacts & Services

[City of Ann Arbor Solid Waste Dept.](#) (734) 99-GREEN (994-7336) For 24-hour recorded information on department services and policies, such as on the Clean Community program, to request the delivery of free recycling bins, and to leave messages.

[University of Michigan Recycling Information](#)

[Recycle Ann Arbor](#) (734) 662-6288 This local nonprofit collects Ann Arbor's residential recyclables and operates the DROP-OFF STATION at 2950 E. Ellsworth Road, 971-7400, which accepts trash, yard waste, scrap metals, automotive fluids and recyclables. Some fees apply. RAA's ReUse Center at 2420 S. Industrial accepts and sells good used furniture, appliances, building materials, etc., at bargain rates.

[Washtenaw County](#) (734) 994-2435

The Division of Public Works provides regional trash and recycling information and has an on-line "Trash to Treasures" resource on how to get rid of/donate almost anything. The Home Toxics Center (734) 222-3950 coordinates free collection programs for household toxics, such as oil paint, photo chemicals, engine degreasers, pesticides, etc., and provides information on less toxic alternatives.

**LOOK TRASHY?
PAY A FEE!**

**BAG YOUR GARBAGE AT THE CURB
PUT IT OUT ONLY ON COLLECTION DAY BY 7 A.M.
OR THE DAY BEFORE
PRE-PAY SOFAS & OTHER BULKY ITEMS
(PICKUP FOR THESE IS NOT FREE)
PHONE 994-2807, M-F, 9-5, WITH CREDIT CARD**

**VIOLATIONS = MINIMUM \$70 FEE
CITY OF ANN ARBOR - A260V.ORG**

Trash Codes for the City of Ann Arbor

1. Place refuse for recycling at curb by 7 a.m. on the weekly pickup day or the day before. Check online map for day.
2. Bag all refuse. All trash must be contained in plastic trash bags at the curb, up to 35-gallon bags. Don't block dumpsters.
3. Pay \$25 fee for each two cubic yards of bulky items at the curb, such as sofas, mattresses, computers, furniture. Please the City's Call Center (734) 994-2807 during business hours to arrange for bulk pickups. Visa and MasterCard are accepted. (The Drop Off Station, 2950 E. Ellsworth, 971-7400, is open Mon-Sat, 9-5 at a lower fee for self-loaded disposal of trash, recyclables and bulky items.)

Thank you for your compliance especially during elections. Violations are charged a minimum of \$70 per violation. www.a2gov.org - 99-GREEN - Call Center 994-2807

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CONFLICT RESOLUTION IN OFF-CAMPUS HOUSING

University Housing's Off-Campus Housing Program provides assistance to University of Michigan students involved in off-campus housing-related conflicts. Our program strives to help parties resolve disputes by offering impartial information, advice and intervention.

The program has been very successful in helping parties resolve a variety of housing-related disputes fairly, effectively and efficiently. Some of the issues addressed include maintenance and repairs, privacy, security deposit returns, co-tenant disputes, violations of lease clauses, as well as payment and compensation issues. Complaints regarding discrimination or criminal actions, and cases that have already entered the legal system can be brought to the Off-Campus Housing Program, but are sometimes referred to other resources.

Services are available to all University of Michigan students and to property owners and managers registered with the Off-Campus Housing Program. Our staff is trained to answer a multitude of informational questions and provide referrals when necessary. Depending upon the nature of the case and the wishes of the initiating party, our staff may also offer advice, discuss options or contact other parties involved.

If additional assistance is necessary, a mediation session may be scheduled. A mediation session provides a more formal method for resolving conflict in which the disputing parties meet with a University Housing mediator present. Their role is not to act as judges or impose solutions, but instead to facilitate the resolution process in an effort to help parties reach their own mutually acceptable agreement.

Students and landlords who contact the program for assistance are under no obligation to abide by our suggestions. However, property owners and managers registered with the Off-Campus Housing Program, as well as students who sign leases containing the University's mediation clause agree to work with us in good faith when a party to the dispute contacts us for assistance.

It is always appropriate to contact us if you have a question or concern relating to off-campus housing. In general, we will not intervene in a dispute unless some effort has been made by the parties to resolve the conflict directly. We will, however, provide information and discuss options to assist you in making that effort. Call (734) 763-4105 for further information or assistance.



1011 Student Activities Building
515 East Jefferson Street
Ann Arbor, MI 48109-1316
Telephone: 734-763-3164
Fax: 734-764-6806
E-Mail: housing@umich.edu
Web site: www.housing.umich.edu

ADDITIONAL RESOURCES

University Resources

**Office of Student
Conflict Resolution** 936-6308
G121 South Quadrangle
600 E. Madison St.
Ann Arbor, MI 48109
www.umich.edu/~oscr

Administers the Statement of Student Rights and Responsibilities. Provides dispute resolution services, including mediation and arbitration, to help students resolve conflicts with each other.

Student Legal Services 763-9920
2304 Michigan Union
530 S. State St.
Ann Arbor, MI 48109
www.studentlegalservices.dsa.umich.edu

Student Legal Services (SLS) is supported by a student fee that is collected each semester along with tuition. Lawyers at SLS provide consultation and representation to registered students at no additional charge. SLS cannot assist in disputes with the University or other enrolled students. Students who have eligible housing-related problems that may require legal assistance are encouraged to contact SLS.

Other Resources

Michigan Tenant Counseling Program 761-8599
www.michigantenants.org

Provides information on their Web site from which all Michigan tenants can benefit. Individualized counseling services are only available to Washtenaw County residents who are not eligible for Student Legal Services at U of M.

Ann Arbor Resources

**Ann Arbor Building Department
Housing Inspection Bureau** 994-2674
100 N. Fifth Ave.
Ann Arbor, MI 48107
www.ci.ann-arbor.mi.us/Building/housing.html

The Housing Bureau inspects rental properties. This department of the city government is a resource if you have questions about the condition of your apartment building or unit. It can provide information about state laws and city housing codes, ownership of a particular property, certificate of occupancy, etc. Inspections may be requested for specific complaint items such as unresolved repair requests.

**Washtenaw County
Dispute Resolution Center** 222-3745
110 N. 4th Ave., Ste. 202
Ann Arbor, MI 48104
www.mimmediation.org
drc@mimmediation.org

Offers low-cost facilitation or mediation services to individuals and organizations in Washtenaw and Livingston Counties. Sessions are facilitated by trained volunteer mediators.

**Fair Housing Center
of Southeastern Michigan** 994-3426
P.O. Box 7825
Ann Arbor, MI 48107
www.fhcsoutheast.org

This center investigates complaints of illegal housing discrimination on the basis of race, color, religion, national origin, sex, disability, familial status, age, marital status, sexual orientation, student/non-student status and source of income. It also investigates complaints of sexual harassment regarding housing.

15th District Court 222-3389
101 E. Huron St.
Ann Arbor, MI 48104
www.ewashtenaw.org

District Court hears most landlord-tenant dispute cases. In most cases, if the amount of the claim is under \$3000, a case can be heard in **Small Claims Court**. In Small Claims Court, there are no lawyers and no jury. Cases are heard approximately 3-4 weeks after filing. Filing fees range from \$25 to \$65, depending on the size of the claim.



www.BigHouseRentals.net

P.O. BOX 1192 – ANN ARBOR – MI 48106

PARKING REGISTRATION AND RULES

****You must register your car with us within 4 days of move-in or your car may be towed without warning! ****

1. **How to get your parking permit:** Complete this form, sign it and return it to our office a.s.a.p. Or within 4 days of move-in.
2. **How to get a replacement permit or one for my sub-letter:** You will need to scrap off or pull off the permit we issued you and return it to us with a \$20 replacement fee, along with a new registration form. You can get the form on our web-site or from your move-in packet.
3. **Where do I put my permit on my car?** The parking permit must be mounted on the top right front windshield.

RULES:

- All unregistered vehicles will be towed. No warnings!
- No parking in designated 'no parking' areas or 'maintenance vehicles only' areas.
- No parking in fire lanes. You will be towed.
- No parking on the grass. You will be towed.
- Do not block the trash dumpster or cans. Your car will be towed if the building trash or recyclables cannot be picked up by the city.
- Towing information is available on our web site: www.bighouserentals.net

REGISTRATION FORM

Property Address: _____ UNIT #: _____ DATE: ____/____/____

Vehicle Plate #: _____ Color: _____ Year: _____ Make: _____ Model: _____

Tenant Name: _____ Phone cell/land-line: () _____

Tenant e-mail address: _____ @ _____ Parking Permit#: _____

I have read and understand the above parking rules and registration information.

Tenant's Signature (required): _____

BIG HOUSE RENTALS TENANT MAINTENANCE REQUEST

PO BOX 1192 Ann Arbor, MI 48106

(734) 223-9879

HOUSE ADDRESS/APT. #:

REQUEST DATE:

EMAIL ADDRESS:

CONTACT TELEPHONE #

TENANT

ITEM

~~*~~ Repair @ a2bhr.com ~~*~~



Fire Safety Alert Floor Lamp Fire Hazard

Two recent fires at SUNY at Fredonia, Fredonia, NY, identified a possible **FIRE HAZARD** with the No Boundaries 5-Light Multicolored Floor Lamp.

Environment Health & Safety strongly recommends that caution should be exercised with this lamp and it is advisable to remove/prohibit this specific lamp from all student rooms/buildings.

SUNY at Fredonia, Fredonia, NY

"This weekend, in two separate student rooms, the plastic shades melted on the lamps. In one room, this caused the build-up of toxic fumes and the melted plastic from the shade burned a hole in the bedspread. The second instance involved another student who had turned on the lamp and, within 15 minutes, the shade melted and the heat began to turn a poster on the wall brown. Again - a very close call. Note that residence life staff determined that the proper watt bulbs were being used in the lamps.

The New York State Office of Fire Prevention and Control is investigating this issue as well as the U.S. Consumer Product Safety Commission for "possible production hazards" and to determine if a recall is necessary.

We are advising all lamps of this nature be removed from student rooms and other areas on our campus." Marne Smith, Director EH&S Fredonia



No Boundaries 5-Light Multicolored Floor Lamp:

- Sturdy metal with a painted silver finish
- Features five separate lights, each with a distinctively colored, frosted-plastic shade and flexible gooseneck for directing the light where you need it
- Color shades include red, blue, green, yellow and white
- Also includes additional white shades
- Features E12 sockets and a 4-way rotary switch for multiple lighting levels
- Requires a total of five type-B bulbs of up to 25 watts (not included)
- Also available in most Wal-Mart stores
- Height: 66-1/2"

These lamps can be found at Wal-Mart, Bed, Bath & Beyond, and other common chain stores.

INVENTORY CHECKLIST

FOR EXISTING PHYSICAL CONDITION OF UNIT AND FURNISHINGS

Tenant(s): You should complete this checklist, noting the condition of the rental property, and return it to the landlord within 7 days after obtaining possession of the rental unit. You are also entitled to request and receive a copy of the last termination inventory checklist which shows what claims were chargeable to the last prior tenants.

The inventory checklist is needed to determine if damages were made to the rental unit during the lease period. Consequently, it is very important to complete this form when you move in, and to list all damage, no matter how minor. The landlord should sign and return one copy to the tenant(s). On move-out day, the landlord should take inventory of the rental unit's condition and complete the "Condition Upon Departure" column. This form does not serve as a request for repairs. Attach additional sheets if necessary.

Tenant(s)	Unit Address and #	# of keys issued
(Condition indicates number of items (where applicable), location and nature of soil, damages, marks, etc.)		
Item	Condition Upon Arrival	Condition Upon Departure
KITCHEN/DINING AREA		
Table - Chairs		
Walls - Paint - Floor Carpet - Ceiling		
Counters - Cupboards		
Stove - Fridge - Sink - Disposal		
Dishwasher - Other Appliances		
LIVING ROOM		
Walls - Paint - Floor Carpet - Ceiling		
Window Covering(s) - Closer(s) - Lamps		
Sofa - Chair(s) - Table(s) - Shelves		
Desk(s) - Study Surface(s)		
BATHROOM(S)		
Shower - Tub - Fixtures - Toilet(s) Cabinet(s) - Sink(s)		
Walls - Floor - Ceiling		
BEDROOM(S)		
Walls - Paint - Floor Carpet - Ceiling		
Closet(s) - Door Track(s) - Lamp(s)		
Bed(s) - Mattresses - Cover(s)		
Desk(s) - Chair(s) - Dresser(s)		
HALLWAY(S)		
Walls - Paint - Floor Carpet - Ceiling - Stairs		
Furniture - Railings - Closet(s)		
MISCELLANEOUS		
Windows - Paint - Screens Curtains/Blinds		
Switch Plates - Doors - Locks Light Bulbs - Electrical Fixtures		
A/C - Fan(s) - Thermostat(s)		
Storage Space - Fire Extinguisher(s)		

Windows - Paint - Screens Curtains/Blinds		
Switch Plates - Doors - Locks Light Bulbs - Electrical Fixtures		
A/C - Fan(s) - Thermostat(s)		
Storage Space - Fire Extinguisher(s)		
Smoke Detector(s) - Batteries		
GENERAL CONDITION OF EXTERIOR		

COMMENTS:

Tenant signature acknowledges the above information to be true to the best of his/her knowledge.

Landlord signature acknowledges receipt of completed Inventory Checklist.

Signature of Tenant Date Signature of Tenant Date Signature of Landlord Date

Signature of Tenant Date Signature of Tenant Date

Signature of Tenant Date Signature of Tenant Date



RETAIN COPY FOR FUTURE REFERENCE
Rev. 3/06