

# Bryant Park Management Information & Expectations

Version 08/22/22

## **Buildium Tenant Portal**

All building and leasing information is stored on your Buildium account. This should be your first stop for anything and everything needed with your unit. You can use your Buildium Tenant Portal account for all of the following:

- Monthly Rent Payments
- Maintenance Requests
- Property Details
- Signed Lease
- Renters Insurance
- Official Communication

## **Keys, Door Codes & Lockboxes**

- A set of keys are provided per lease and accessible for move-in. Please inquire ahead of time if additional key copies are needed prior to move-in.
- Door codes and locks should be treated just like physical keys. For the safety and peace of mind of your neighbors, do NOT share codes with anyone.
- Lockboxes can be provided for move-in logistics or during on-going maintenance for contractor access if needed.

## **Trash & Recycling**

- Trash & recycling is to be stored within your unit until the evening before pickup day. Common recycling bins are shared in the vestibule entry, please help by taking these in and out as needed for pickup.
- Pickup day is typically Wednesday morning, placed directly in front on building on curb.
  - Trash & recycling bags/bins should go out after 6pm on the night before pickup.
  - Trash must be taken out in standard/sealed trash bags, no loose trash.
- Holiday and special events can alter trash & recycling pickup, for the most up to date schedule and information visit: <https://www.philadelphiastreet.com/sanitation/residential/collection-schedules>
- Please recycle properly. For a full list of what can/cannot be recycled in Philadelphia, visit: <https://www.philadelphiastreet.com/recycling/home-base-residential/>
- Bulk trash concerns? If you have large or irregular trash, please contact management and we will assist with a solution.

## **Mail**

- When tenants transition, mail forwarding can lag. If you receive any mail with someone else's name on it, please place it on top of the mailbox to be collected by management.
- USPS has access to the building and will drop packages in the vestibule. Other carriers do not have building access. If a carrier leaves a door tag, please coordinate a time for pickup.

## **Utilities**

- Please let us know if a service provider indicates that they need access to the building or unit prior to lease start date in order to have service ready on time. We can set up access for them.
- Electric - Billed by [PECO](#) - If you have not done so, please transfer the account to your name immediately.

- Gas - (if applicable) Billed by [PGW](#) - If you have not done so, please transfer the account to your name immediately.
- Water - Billed through tenant portal,, please refer to your lease for details.
- Internet - Billed by [Xfinity](#) or [Verizon](#) - Call provider to setup new service and confirm wiring to unit with provider prior to move-in for best service.

### **Washer & Dryer**

- Shared Amenity - (if applicable) Please be respectful of your neighbors while using common laundry and monitor your items when using the machines. Promptly move items from washer to dryer and from dryer back to your unit so the machines are available for others.
- Cleaning - Please keep the machines clean. After every load in the dryer, the screen should be removed and lint cleaned out for the next load.

### **Common Spaces**

- Common spaces (if applicable) such as the hallways and front steps are to be kept free of any personal belongings, furniture, or other items that may impede on the walkways in and around the building.

### **Pest Control**

- The best way to prevent pests is to keep your space clean and dry with all food properly sealed and stored in cabinets.
- Refer to your lease for pest control responsibility of your individual unit. The building may have an ongoing pest prevention contract with a pest control team.
  - If you have interest in having the quarterly pest control service treat your unit, please let management know and it will be treated at no charge.

### **Building Maintenance**

- From time to time, the management team or landlord may need to enter your unit to perform regular maintenance, advance notice will be give per lease agreement.
- If you notice any building issues, in your unit or in common spaces, please report them immediately to management.
- To report a maintenance request, log into your buildium account and include a description and photos of the issue
- Maintenance Emergencies can be directed to BPH's office line, reachable by calling or texting (267)-753-0515.

### **Heating/Cooling**

- Central air units will receive bi-annual filter changes and check-ups to maintain proper working order.
- For the safety of you and your neighbors, please notify management before installing or removing window AC units to your unit

### **Smoking**

- As stated in your lease, smoking in the building or on the premises is prohibited. (This includes all common spaces such as the hallways and front steps.)

### **Fire Protection**

- Smoke Detectors - All building smoke detectors shall remain unobstructed, with nothing hung or placed within 6 inches of them. Additionally, smoke detector batteries shall be maintained and reported to management if a replacement cannot be made independently.

- Pull Stations - (if applicable) The building has fire pull stations and installed throughout. These are for emergency use only and should not be touched otherwise.
  - Emergency - In case of emergency, pull the handle of the pull station and the fire alarm will be triggered.
  - Abuse - If the pull stations are pulled during a non-emergency, the cost of the fire department trip will be billed to the tenant who, either themselves or their guests, pulled the station.
- Fire Extinguishers - The building has fire pull stations and fire extinguishers installed throughout. These are for emergency use only and should not be touched otherwise.
  - Emergency - In case of emergency, pull the pin of the fire extinguisher to activate.
  - Abuse - If the fire extinguisher is used during a non-emergency, the cost of a new fire extinguisher will be billed to the tenant who, either themselves or their guests, used the fire extinguisher.

### **Parking**

- There is no dedicated parking for the building, but there are several options very close by. Neighborhood zone passes are available for zoned street parking:  
<https://philapark.org/residential-parking-permit/>

### **Management Contact Info**

- For your convenience, there are multiple ways to contact Management with questions, concerns or requests. BPH's office line can be reached by calling or texting (267)-753-0515, or by sending an email to [info@bryantparkholdings.com](mailto:info@bryantparkholdings.com). We welcome feedback or suggestions.
- For life-threatening emergencies, you should dial 911.