

Welcome to Continental Plaza Apartments



Here are a few things that will help you get acquainted with your new apartment. To begin with, you can enter the building with your key (this entry door otherwise remains locked). Visitors will have to push the exterior buzzer to alert you when they arrive. You have an intercom in your living room or kitchen, which allows you to communicate with someone “buzzing” you by pressing listen/talk. If you would like to let them in, simply hold down the “Door” button and it will electronically unlock the door for them.



Mail

Your mailbox is located behind the security door to your entrance and labeled with your apartment number. Delivery persons will leave a note if you are not home to sign for a package.

Electrical

The electrical system is on a circuit breaker. The breaker box is located in the kitchen pantry. All of your breaker switches should be pointing towards the center of the panel. If a breaker is “tripped”, then it is pointing away from the center and you need to reset it by switching it back to the center... like a light switch. (See below for picture).

You also have a GFCI (Ground Fault Circuit Interrupter) outlet in your kitchen and bathrooms. All GFCI outlets have a reset button in the center. If this outlet is not providing electricity, then simply push the reset button to renew the electricity. This button will likely be black or red, however some are the same color as the outlet (they will be labeled). If you lose power in all or part of your apartment you should first check your breakers and then your GFCI outlets. If neither of these solves the problem then please call us.



Circuit Breaker



GFCI Outlet

Heating/Cooling

You have central air conditioning. For proper heating and cooling, furnace filters should be changed regularly. We will provide you with furnace filters (and install them) twice per year. Clean filters will prolong the life of the furnace and possibly lower your utility bills. Climate control is done from the thermostat located in your hallway or living room. During winter months, please keep your heat on at a minimum of 60 degrees F. Failure to do this can and has resulted in frozen water pipes that burst. Do not let this happen to you.



Standard Thermostat

Appliances

You have an electric range/stove in your kitchen, which has a switch on your circuit breaker in case the oven or one of the burners is not warming. Some of you will also have a garbage disposal. If your garbage disposal stops working, then press the red “reset” button to reset the motor.

Garbage Disposal
Reset Button →



“Garbage Disposal” for some plumbers is synonymous with “Service Call”. You are responsible for what goes into your disposal and will have to pay a service charge if we have to unclog it for you. A similar charge is necessary if we have to unclog your toilet. Nothing should go into your toilet that did not first come out of you!

You also have a gas hot water heater in your utility closet. If you smell gas in your apartment, chances are the pilot light is out on this appliance. This is an easy fix, and one that we prefer to do for you. Please call us if your pilot has gone out and we will relight it for you. If there is a blue flame coming from the base of your water heater, then your pilot light is NOT out and you should call us if you smell gas. If it is after hours (before 8am or after 5:00pm) then please call Ameren IP at 800-755-5000.

You have a hard-wired smoke detector and a battery operated Carbon Monoxide detector in your apartment. Please check these devices monthly by pressing the “test” button. Neither device should be removed or disconnected at any time for any reason. Please see the informational flyer about Carbon Monoxide detectors on the “Community Living Guides” page.

Your balcony/patio is yours to enjoy and maintain. Please avoid making your patio your “storage area”. The patio should be tidied up and kept clear of clutter. Tiki torches and charcoal cookers are expressly prohibited and will be removed without notice.

Laundry

The laundry room is located on the ground floor in the center of the building. There is one washer and one dryer in each building except for 1806 West William. Residents of this building will be provided a key to the 1804 building. The washers and dryers are coin-activated machines and the fee is \$1.25 to wash and \$1 to dry.

Pest Control

Pest control is your responsibility. Operating this way allows you to implement the level of pest control you desire. Furthermore, there are people who object to the chemicals that

come with pest control. Please contact Weldon Pest Control (217-355-1876) for your treatment needs. An abnormal pest infestation (i.e. you believe your neighbor's living conditions are causing a pest problem) should be reported to your community manager.

Garbage Removal

The dumpsters are emptied on Monday, Wednesday and Friday. Please put all garbage inside the dumpster or it will not be picked up. If you leave items outside the dumpster you will be charged a hauling fee.

Parking

You have an assigned parking space in the parking lot labeled with your apartment number. Additional spaces may be leased if you have multiple vehicles. All parking must be in designated, lined spaces. Any vehicle parked outside (or perpendicular to) the lines, in handicapped zones, or on the grass will be towed at the violator's expense. There is also covered parking available for lease across the street at our Stoneleigh Court location. Please call the leasing office to discuss availability. The parking on William Street or Henry Street is un-metered, and free for your use. There are bicycle racks provided for operable bikes and these should remain locked at all times.

We hope that these things will help you to know your apartment and enable you to handle minor things on your own. Though there are things that you can handle quickly and easily yourself, please do not do any comprehensive maintenance to your apartment. If something ceases to work or if you have questions, then please let us know... that is what we are here for. You can reach our maintenance department at 217-378-2729.

Thank you for choosing a Royse + Brinkmeyer Apartment!

