

Welcome to Ginger Creek Apartments



Here are a few things that will help you get acquainted with your new apartment. To begin with, there are two buildings (408 & 410) that have a secured entrance. Your apartment key will unlock this door.



Mail

Your mailbox is located outside your building and labeled with your apartment number. You will be provided with the key at move in. If you do not want packages left in front of your door, you should leave instructions to the deliverer.

Electrical

The electrical system is on a circuit breaker. The breaker box is located in the kitchen if you have a one bedroom or a “Chestnut” two bedroom. If you are in the “Aspen” two bedroom it is located in the bedroom on the right (from the front door). 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).

Circuit Breaker



GFCI Outlet



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.

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, dishwasher, refrigerator, and garbage disposal provided for you. If your garbage disposal stops working, please press the red “reset” button to reset the motor (see below).

Reset button on garbage disposal
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“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!

Each apartment has washer/dryer connections, and some will have a washer/dryer provided for you. Please remember to clean out the lint screens on your dryers. This will ensure that your clothes dry quickly and will prolong the life of the dryer. If you have a stackable washer and dryer, then please be mindful of the load size. These units are not designed to accommodate a comforter or other excessively large loads. Failure to use appropriately sized loads could damage the drum and cost you money.

Some of you will also have a wood-burning fireplace. **ALWAYS OPEN THE FLU BEFORE LIGHTING A FIRE** to avoid smoke damage and chimney fires.

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.

Your water heater is located in the utility room if you are in 408 or 410 Ginger Bend, and in the washer/dryer closet if you are in 401 or 402 Ginger Bend. If you smell gas in your apartment, chances are the pilot light is out on your gas water heater. 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.

Laundry

The laundry room is a locked room and located on the east side of the Clubhouse (404 Ginger Bend). There are two washers and two dryers and the fee is \$1.25 per wash and \$1 per dry. We will provide you with a key at move-in to enter this building upon request.

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

Garbage is picked up 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

Ginger Creek is all open parking and free for your use. 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 are 12 private garages, 24 common garages, and 12 carports for lease. The private garages are equipped with keypads and remotes. The common garages have a remote and a 5ft by 7ft locked storage closet. Please call the office for availability.

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!



