

FAQ's BCK RENTALS

Below is a list of subjects about which we are frequently asked. This list will change when deemed necessary by BCK Rentals. If something is not addressed please call, text or email. We will be glad to answer your question.

AIR CONDITIONERS

Turning air conditioners (central air and window units) below 68 degrees can destroy the unit and wastes energy. You will be 100% liable for all damage if this occurs.

SUMMER MONTHS – The air conditioning must be maintained between 70 – 78 degrees even if the unit is not occupied. This is done to maintain air circulation and to prevent any moisture developing due to the unit being closed up. If air conditioning units are found off they will be turned on.

APPLIANCES & the easiest ways to avoid malfunctions

Dishwasher – Use **DISHWASHER** detergent only. Dishwashers must be run at least once a week even if you do not use them.

Disposal – Only soft food may be placed in the disposal. Cold water must be run while the disposal is in use. Foreign objects removed from your disposal can cost you \$250 each plus a new disposal.

Dryer – Remove lint before each load. Do not overload. Do not dry underwire bras as they ruin machines.

Ovens / stoves – Clean drip pans, stove surface and oven on a regular basis. Build up on both surfaces can cause smoke and worse.

Refrigerator – Do not turn the refrigerator or freezer above the medium setting for any reason. When a refrigerator is filled with warm and cool groceries for the first time it will take 12-24 hours for it to reach the desired temperature. Lowering the thermostat will ice up the coils and “freeze” the unit. It must then be unplugged and emptied to unthaw. BCK Rentals is not responsible for the loss of any refrigerated and frozen products.

Washer – Do not overload. Refer to on-line manuals. Use only washing machine detergent.

Do not wash underwire bras. The wires ruin machines. There should always be one vertical hand width between the top of the cloths (thrown in loosely) and the top of the drum.

ATTITUDE

Maintenance issues happen. If you leave a voice mail or send an email / text about a maintenance request or question and it is demanding, demeaning or done in a condescending manner it will be ignored. You are and never will be “entitled”. We want to work with you, not be at odds with you.

CABLE

Dishes are not permitted. No exceptions.

Comcast is the only provider. Make your appointment early as they become very busy prior to the beginning of Fall Semester.

Remember to return your equipment at the end of your lease or face a **HUGE** fee from Comcast.

CAMERAS

The majority of our units have video surveillance for liability reasons. These are private cameras and not for public use.

CLEANING

Refer to “Inspections” below. If you do not clean regularly do not complain when you do not receive your Deposit back at lease end or you receive a bill. An apartment will not come clean or will take an extreme amount of time and effort to clean at the end of the year if it has not been maintained. Consider hiring a bi-weekly cleaning service to maintain at least the common areas.

COMMUNICATION

Landlord communicates with tenants only to prevent any misunderstandings. You rented the unit. You are responsible. Any negative communications will be terminated immediately.

DEPOSIT

Your Unit Deposit must be maintained in full for the duration of your lease. Bills are sent for any damages, cleaning or lease non-compliance deemed the tenants responsibility. **THE BILLS ARE NOT A JOKE.** They are due as specified.

Year end Deposit return – Deposits are released 45 days after the lease end date. A statement detailing any deductions will be included. Any questions on the deposit return must be presented in writing from the Tenant only. Should Tenants damage / painting, etc. require Landlord to hire workers, the Deposit return may take longer due to scheduling and receipt of invoices.

EARLY OCCUPANCY

No. Another Tenant has signed a lease for said unit.

ELECTRONIC LOCKS

If the green light on your electronic lock starts flashing red, call 304-594-1200 and report it as soon as it starts. This means the batteries are getting low. If you wait, you may be locked out if the batteries are allowed to completely drain. **They will be changed by maintenance only.**

ENTITLEMENT

Don't bother. We've heard it all. Refer to “Attitude”.

EXTENSION CORDS

Extension cords are illegal in Morgantown pursuant to City code. Power strips are acceptable.

EXTERIOR LIGHTING

Exterior lighting is required to remain on at all times. This is for safety purposes. Dishonest people tend to do less dishonest things in well lit areas.

HEAT

The heat in the unit must be maintained between 68 - 72 degrees from September 15 through April 15th. **DO NOT TURN THE HEAT OFF DURING BREAKS.**

INSPECTIONS

BCK Rentals randomly inspects apartments without notice every 4-6 weeks during normal business hours. If you wouldn't allow your grandmother to walk into your unit it is not being maintained properly. If it is determined by BCK Rentals that the unit needs cleaned a professional cleaning and / or carpet cleaning company will be hired at your expense. Any damages found will be repaired at your expense.

LATE MOVE OUT

No. Another Tenant has signed a lease for said unit.

LOCK OUTS

After business hours, please call G Locksmith at (304) 591-5625.

MAINTENANCE CALLS

Calls **MUST** be placed to 304-594-1200. No texting. No emailing. Maintenance is only performed on items supplied by BCK Rentals. We do not repair screens and screen doors. If they are there they were provided by a previous tenant.

PAINTING

Painting is **NOT** permitted. BCK Rentals determines interior painting on an "as needed" basis.

PETS

Pets are not permitted **WITHOUT EXCEPTION**. If one is found, it will be removed at your expense. Your entire Unit Deposit will be forfeited immediately and you will be required to pay another Deposit prior to the next rent due date. A professional flea treatment will also be required at your expense. The insurance company makes the rules. Please follow them.

RENTER'S INSURANCE

This is highly recommended. Ask your parents insurance agent if you are covered under their Homeowners Policy. If not, call any insurance company you are familiar with.

RENT PAYMENTS / DUE DATE

Rent is due by the 10th of each month beginning May 10th. Late fees become effective for any rent received after the 15th of the month. Rent can be dropped off at the office (REAR of 324 Willey Street) or mailed to PO Box 643, Morgantown, WV 26507.

Acceptable forms of rent payment:

Automatic Bank Transfer (**easiest and preferred**)

Cash

Checks

Credit Card (Visa, MasterCard, Discover, Amex). A \$3.5% Service Charge (rounded to the nearest whole number) does apply.

SCREENS

Screens are not provided. Walmart, Lowes, etc; sell expandable screens that fit most windows.

SMOKE /CO DETECTORS

Disarming smoke/CO detectors will result in a \$250 fine. Buy your own batteries. Do not remove them from the smoke/CO detectors.

YOUR SMOKE DETECTOR IS NOT A COOKING TIMER.

SMOKING

Smoking is a personal decision. Littering is an arrestable offense. If you smoke outside, please maintain a suitable ashtray. Littering tickets (up to \$500) are given out frequently – even for cigarette butts.

SNOW SHOVELS

Buy one.

SOCIAL GATHERINGS

Everyone has friends. Please gather responsibly. Large gatherings and kegs are prohibited. If they occur your unit can be placed on a “watch list”. Nuisance houses will be closed forthwith by the City.

If you have a responsible social gathering clean up that night or you may be awakened **EARLY** the next morning to do so by local Officials.

And yes, bottles do break when dropped / thrown. Don't do it.

TOILETS

Purchase a **FULL SIZED** plunger (per lease) and have one beside each toilet. Learn to use it.

Use only **TOILET PAPER**.

Feminine products are not to be flushed. Use your waste can.

If your toilet begins to overflow, turn the water off to prevent damage for which you will be responsible (turn off is on pipe running from back of toilet to wall).

Be aware of the location of your cell phone. We extract 10-12 cell phones per year.

TRASH / GARBAGE

WMI Trash is the only approved trash collection service for BCK Rentals. Please see “WMI Trash Removal Application” for additional information. We take pride in our properties and expect you to do the same while residing there.

TRASH CONTAINER LOCKS

Use them.

UTILITIES

All utilities for which the unit is responsible must be placed in a new Tenants name as of the lease start date or face a \$200 fine per utility for which you are responsible. Refer to your lease.

BUDGET PLAN – For gas and electric, the budget / average payment plan is highly recommended.

WALL PAPER

Empty beer boxes as “wall paper” are prohibited by the Morgantown Fire Department. No exceptions. Fines range from \$500 to \$1500.

WINDOWS (and how to lock them)

When locking your windows, be sure that the locks “meet”. If not, push up on the top portion and down on the lower portion. The top window can slip slightly making the locks uneven. This can occur even in brand new windows. Please try this before calling to say your window lock does not work.

WINTER – SUB-FREEZING WEATHER

To avoid frozen pipes - for which you are responsible for any and all damage – keep the heat on in every room **at all times** no lower than 68 degrees. Keep doors open to insure air flow in all rooms with water. Drip all faucets. Open cabinets below sinks and remove all items around the pipes to keep warm air moving around the pipes.