

Apartment Information

Air Conditioner

When turning on your air conditioner for the season, close the vent and ensure the filter is clean. Be sure to allow ample time for the unit to cool your apartment. If your a/c filter needs cleaned or replaced, please submit an online maintenance request for this service.

Your apartment is equipped with a window a/c. If your unit is leaking or has “iced up,” please turn it off and turn on the fan for the unit. Place towels under the a/c until to soak up the water and fill out a maintenance request to have the unit looked at. To prevent this from happening again, be sure the thermostat is always set above 72 degrees.

Heating

Each apartment is heated by electric baseboard heaters. To turn on or adjust the heat use the dial that is located in the end of the unit. Do not place furniture, beds or bedding, clothing, etc. next to or on top of the baseboard heaters. This is a significant fire hazard.

Circuit Breaker

If you do not have power, be sure all circuit breakers are switched to the “ON” position before calling Ameren IP. Circuit breakers are located on the wall near your front door. If you are in apartment 12, 13, 14 or 15, your circuit breaker box is located in the hallway of the building. All power outages should be reported to Ameren IP at 1-800-755-5000, not our office.

Outlets in the kitchen and bathrooms are equipped with a ground fault interrupter (GFI). If the power cannot be switched back on, press the reset button located on the outlet plate.

When moving out of your apartment, please switch all breakers to the “OFF” position before leaving for the final time. Please make sure the refrigerator and freezer doors are propped open before exiting the apartment to prevent mold growth. Ameren IP will not turn off your power if the breakers are on.

Dishwasher

To ensure proper cleaning, do not overload dishwasher. Before starting the dishwasher turn on the kitchen faucet until the water runs hot and then turn off the faucet. This will ensure your dishes are as clean as possible. Only use detergents specifically designed for dishwashers. Do not use dishwashing liquid for sink use, as this will cause the soap to foam up and overflow the dishwasher. ***Water heater must be set to at least 120° and no more than 150° Fahrenheit to have clean dishes***

Garbage Disposal

Your apartment is equipped with a garbage disposal unit. To properly use your garbage disposal, first turn on the water, then turn on the disposal. Gradually place the soft food items into the disposal. After it sounds like everything is ground, turn off the disposal. Let the water run for several seconds after the disposal is turned off.

Garbage Disposal (Con't)

Do not place large amounts of sticky or heavy food (such as rice or pasta) in the disposal. This could cause the unit to clog. Never place a large amount of food in the disposal and then turn it on. This can cause the unit to clog and can burn out the motor. Always follow the instructions above to dispose of waste food. Never place hard objects (such as bones, eggshells, nutshells, etc.) in the disposal. This could damage the unit. You must also never place grease down the disposal.

If the garbage disposal will not turn on and is not making a humming sound, you will need to reset the garbage disposal. First, press the 'reset' button found on the bottom of the unit. If it has reset, the button will be popped out. If that does not work, check to see if the circuit breaker has tripped and turned off in the electrical service panel.

Internet

You are responsible for setting up internet service. Your apartment is equipped with a cable or phone line connection. You can get whomever you like for internet service. AT&T (phone and/or internet) and Comcast (cable television and/or internet) are two we are aware of. Pavlov Media is also an internet provider for most buildings. Please direct any internet specific questions to your provider, not the JSM office.

Mailboxes / Package Delivery

In order for you to receive uninterrupted mail delivery, be sure to list your name on the mailbox at your building. Please make sure to check your mail on a regular basis, as accumulated mail can make the mailbox difficult to open. If you are going to be unable to check your mail for more than a few days, please contact the post office to have your mail held.

JSM does not accept packages in our office for residents. All package deliveries must be sent directly to your apartment address. For secure entry buildings, **do not prop the front doors open**. UPS and FedEx have access to entry door keys in order to deliver packages to residents.

Parking

Your apartment building has leased parking. Please contact the JSM office regarding parking for this building.

Pest Control

Your apartment will be scheduled for monthly preventative pest control service and inspection on the first Friday of each month. Additional problems may be handled by calling the office at 217-359-6108.

Phones

With the exception of the phone jack itself, we do not repair, replace or install anything connected with the phone system. Please make arrangements with a telephone company for telephone related problems.

Pictures/Posters

Please use thumbtacks or slender nails 1/16" in diameter or less designed to support pictures. Do not use tape on the walls.

Refrigerator

Refrigerators take 6 hours to reach the proper temperature degree for maintaining your food. When cleaning the refrigerator, be sure to wipe the door seals and their adjoining surfaces to keep the seals from tearing. When moving out of your apartment and turning off your power, (see "Circuit Breaker" section) prop open the refrigerator and freezer doors to prevent mold growth. Refrigerators with mold must be discarded and the cost of a new refrigerator will be charged to the resident.

Washer / Dryer

No liquids of any kind should be placed on top of the dryer. They could leak or spill and cause damage to the unit. To ensure proper laundry cleaning, do not overload the washer. This could possibly cause the washer to malfunction. No large or heavy items, such as rugs or comforters, should be laundered in the washer/dryer unit. Large items could cause the washer to malfunction. **Be sure to clean the lint trap after every dryer load.**