Please note: The work order desk number is forwarded to an answering service at 4:30 in the afternoon; taken back in the office around 7:30 am Monday through Friday; may go to answering service at lunch time and is covered by the answering service Saturday, Sunday and holidays.

Please call the answering service only for true emergencies; call non-emergencies into office during business hours. The answering service will contact the person on duty for emergency repairs.

Work orders can be e-mailed to Jilowe@davidson.edu or called into the work order desk.

WORK ORDER DESK
704-894-2595
PLEASE PLACE BY PHONES)

RECYCLING – PLEASE PLACE RECYCING CONTAINER AT THE CURB ON TUESDAY NIGHT FOR WEDNESDAY PICK UP – SOME LOCATIONS VERY EARLY MORNING; OTHERS LATER IN THE DAY.

GARBAGE – PLEASE PLACE ROLL OUT GARBAGE CONTAINER AT THE CURB ON TUESDAY NIGHT FOR WEDNESDAY PICK UP.
**RENTAL INFORMATION**
**MAINTENANCE POLICIES**

**ROUTINE MAINTENANCE:** Requests for repairs, maintenance, and emergencies, should be made by calling the work order desk, (704) 894-2595, in the Physical Plant Office located in the Davidson College Warehouse/Shops area at 209 Ridge Rd., Davidson, NC.

* **EXTENDED ABSENCES:** The Davidson College Public Safety Office will be glad to periodically check the exterior of your unit if you are out of town for an extended period of time. Please contact that office if you would like to request this service.

**ACCESSIBILITY:** Do not store any items near furnace or water heaters....most are gas. Do not block access to control panels, water heaters, sump pumps, thermostats, air intakes, vents or filters. Vents must be kept open for free air flow to avoid burning out the gas heat exchangers.

**KEYS:** Duplicates of lost keys may be obtained through the Physical Plant Office at the tenant's expense. The cost per key is $9.00. If a new lock is required, the cost will be material plus labor. **The College will retain keys to each unit. Re-keying or replacing locks by tenants is prohibited.**

**ELECTRICITY, WATER, GAS:** To obtain electrical service, contact Duke Energy, Charlotte, NC; for water/sewer, Charlotte-Mecklenburg Utility Department (CMUD), Charlotte, NC; for gas service, Public Service Co., of NC, Inc. (PSNC), Gastonia, NC. (See attached list.)

**TELEPHONE:** To obtain telephone service, contact AT&T, formerly BellSouth Company in Charlotte, NC. (See attached list.) If additional telephone jacks are desired in housing units, contact the Physical Plant Office in the McMillan Bldg., 207 Ridge Rd., Davidson, NC (704) 894-2595.

**DISPOSALS** – Some general guidelines for care and use of this equipment are as follows: **no grease,** (please pour it into a can, let solidify, then dispose of with the garbage), **no bones,** **no big chunks of anything. When in doubt, put it in the trash.** Turn the water on first, and then the grinder, then start putting the food scraps in and let all run to be sure it has cleared out. Keep the cover in place so no small toys or other objects can accidentally fall in to clog it. Also, each disposal should have a reset button (usually red) and a special wrench (should be in a drawer or below the sink) for any time it is clogged. Our maintenance staff will be glad to show you how these work if necessary.
**HANGING PICTURES AND DRAPERIES:** Please exercise reasonable care in hanging pictures and draperies so that walls and woodwork will not be damaged.

**TELEVISION SETS, AND OTHER APPLIANCES:** If additional wiring or plumbing is necessary, contact the Physical Plant Office (704) 894-2595. Any additional wiring or plumbing for appliances will be at tenant's expense. Before leaving the property, tenant will be responsible for repair or replacement caused by installation of appliances. Any permanent improvements will remain in the unit.

**SATELLITE DISHES:** Installation must have prior approval by the Mgr. of College Housing. Dishes must be located so that there is no damage to the structure, interference with operation of grounds maintenance equipment or damage to trees or shrubbery.

**SAFE GRILL AND CANDLE USE:** Grills of any type should not be used on wooden decks and porches or near vinyl siding. The equipment should be cold before being placed on or near these surfaces for storage. If damaged, tenant will be billed for all repairs.

**COLD WEATHER:** Plumbing must be protected if an out-of-town trip is planned during cold weather or located in an area such as garage. We recommend that the heat remain on with the thermostat set to a lower point; someone should be appointed to inspect the furnace daily. Please notify the Physical Plant Office if your house is not to be occupied for an extended period of time at any time of the year. We will have someone check periodically.

**PEST CONTROL:** Termites, roaches, ants, bats, mice, and other crawling insects are the College's responsibility and contracts to treat units are maintained by the College. Report any of the above pests to the work order desk, ext. 2595. Flies, mosquitoes, fleas, moths, wasps and other flying insects are tenant's responsibility. *If anyone in your household has an allergic reaction to chemicals used in this type treatment, please let us know prior to moving into the unit.*

**CAPITAL IMPROVEMENTS:** Requests are made to the Physical Plant College Housing Office and are considered jointly with the Physical Plant Director and Vice President for Business and Finance. When approved, rent adjustments are usually necessary.

**PETS:** The College strongly recommends that pets not be housed in the rental unit. If you have a pet, a $200 non-refundable pet fee will be required.

**Renters Insurance:** Tenants are responsible for obtaining renter’s insurance to protect personal belongings.
UTILITY AND MOVING INFORMATION

Listed below are the service companies in this area and other necessary general information:

Davidson Post Office – 1-800-ASK-USPS, no local number. (The College prefers that a post office box be used and not a mailbox at the physical address.*) In 2008, the cost of a small box was $36.00/yr.; a medium box is $52; a large box is $96/yr., plus a $2 key deposit fee (2 keys), but may be subject to change. (Please note: The campus contract U.S. Post Office can only accommodate Davidson College business mail, not personal.) *See attached Theft of Mail from Mailboxes

Garbage, recycling and trash pick up is handled by Allied Waste – 704-393-6900 General information is as follows: yard debris on Tuesday; roll out garbage containers on Friday for 7 a.m. or earlier pickup; extra items picked up at curb also on Friday; and recycling pickups are Wednesday. (Call AW for delivery of recycling and roll out garbage containers. Check the Town of Davidson website for more up-to-date information.

The following information is for tenants in units with separate utility meters. If in athletic or Davidson Fellows shared housing or a unit that has shared meters, utilities will be included in your rent.

However, the numbers below may be useful if there is a problem with electricity, etc. such as due to storm damage. The electric company’s automated number to report an electrical problem will ask for a phone number and since the number most likely on the account is the College Housing office number (704-894-2734), you may be told Duke Energy is not the carrier. In this case you would need to get past the automated number to a “live person”. All our units except for the Erwin Lodge Apt. and a couple sections of streets in McConnell are Duke Energy.

If utilities are not included in your rent, you will need to contact these companies and advise them of the dates you want the utilities connected. Please be sure it is no earlier than your move-in date since we may be working on a tight schedule to have your unit ready.

Please note: Utilities will be in service at the time of your arrival and may be disconnected by terms of the lease one week after your arrival if not changed to tenant’s name.

Charlotte Mecklenburg Utility Dept. 704/336-2211
(CMUD) (water/sewer) or dial 311 in
600 E. Trade Street Mecklenburg
Non-refundable
service charge is required,
P. O. Box 35532  
Charlotte, NC 28235-5532  
Also, can request by e-mail utilbill@CI.Charlotte.NC.US

**Duke Energy**  
800-777-9898  
(AUTOMATED #)

Charlotte, NC

**PSNC Energy (a SCANA company)**  
1-877-776-2427

(gas)

Gastonia, NC

**AT&T (formerly BellSouth)**  
1-800-757-6500  
Installation Fee  
P. O. Box 33009  
Residence  
Varies

Charlotte, NC 28243

**Cable TV – MI-Connection**  
704-660-3840  
www.mi-connection.com

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**Moving Guidelines**

The College has an agreement with Armstrong Transfer & Storage in Charlotte, North Carolina, which is a division of United Van Lines (Contact is Mike Hall---704/588-4666 or 1-800-999-9197). We will have United contact you. Your letter of employment will indicate moving allowance eligibility. If United moves you, the company will invoice the College and we will bill you for your percentage later. If you have any questions or any complaints that you cannot resolve, please contact the Mgr. of College Housing and Relocation, (704) 894-2734, immediately. **Please note: You should be present to accept delivery of your household goods (if impossible, you must make arrangements for someone from your department to be available to check off the items as they are unloaded and sign for the delivery.)**

$2500 or $1000 Guidelines - please follow the established employee guidelines for these moves. Information is available on the Davidson College Human Resources and Physical Plant websites. Contact the Housing and Relocation Office (704) 894-2734 if you have any questions.

**Keys**

The keys to your new home will be available at the Housing Office located in the McMillan Building, 207 Ridge Rd., Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m. Special arrangements may be made if these times are unsuitable.
Theft of Mail from Mailboxes

North Mecklenburg Crime Stoppers, the U.S. Postal Inspection Service, and the Davidson College Department of Public Safety & Police want to warn the community about recent cases of theft from residential mailboxes. There have been reports documented in several neighboring communities with no available suspect information at this time. Stealing mail is a federal crime that is punishable by up to five years in jail for every piece of mail as well as a fine.

Here are common sense guidelines to help you avoid becoming a victim:

1. Deposit all mail, especially that containing checks and personal information, directly to the post office or place it into the nearest collection box.
2. If you are unable to get to the post office, give the mail directly to your carrier.
3. Take mail out of your mailbox at your home as soon as you can. The longer your mail stays in the box, the more opportunities for theft.
4. If you do not receive the mail that you were expecting, contact the sender to make sure it was mailed. If it was and you believe it may have been stolen rather than just delayed, report the incident to your local post office.
5. To guard against identity theft and credit card fraud, reconcile your bank and credit card accounts on a monthly basis.
6. Be on the look out and notify the police if you see anyone tampering with collection or mailboxes in your neighborhood. The only people authorized to access mail receptacles are postal employees and the resident(s) associated with the mailbox.

For more information about "Identity Theft" or to report verified theft from mailboxes, you may contact us, your local police department or Office of the United States Postal Inspection Service at (704) 329-9120.

Welcome to College Housing!

Mike Kessler, Director of Property Management
704.894.2734
Mikessler@davidson.edu