

# Septentrion Properties

Property Guide  
Updated January 2025



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## Introduction

Thank you for choosing Septentrion Properties and welcome to your new condo rental unit. We specialize in offering high-quality designer finishes in all of our condo units. To keep your unit looking like new, we have put together this guide to help you maintain and care for your new home. We have also outlined some important issues regarding property management of your rental unit.

Each unit and building are slightly different in their amenities, so in some cases items listed may not apply to your unit if you don't have one of the finishes mentioned in the guide. Every unit has a binder that includes the manuals for all the appliances, AC units, and other components in your unit. You should follow the recommended care and maintenance guidance provided in these manuals.

This guide is intended to provide an overview of best practices and expectations regarding your care and maintenance of the unit, when to contact Septentrion Properties for maintenance and expectations with regard to property management. The terms of your lease, supersede the information provided in this guide. You should also review and follow the rules and regulations of the condo association related to maintenance of the unit and sign up for building announcements. If you have any questions you can contact us at [service@septentrionproperties.com](mailto:service@septentrionproperties.com).

To login to your Septentrion Properties portal account, visit the website at: [www.septentrionproperties.com](http://www.septentrionproperties.com) You must use the portal to pay your rent, request maintenance, review your lease documents, receive communications and announcements. For faster service and access to the portal, download the Resident Center app from Buildium and login using your Septentrion Properties account. Download the app at: [Apple](#) or [Google Play](#) Turn on texting notifications to communicate with Resident Services by text.



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## Lease Requirements for Maintenance

According to the terms of your lease you are responsible for the following care and maintenance of the unit:

Tenant shall maintain the Premises in a clean, presentable and safe condition at all times and in accordance with all health, safety and building code regulations. At the termination of this Lease and upon surrender of the Premises, all fixtures, appliances and personal property of Landlord shall be in the same condition as they were on the Beginning Date, normal wear and tear expected.

### Cleaning Products

#### Granite Counter Cleaner and Sealer

It is important to only use granite and stone cleaner and sealer on your kitchen countertops and bathroom tiled surfaces. This will help keep them looking like new and avoid discolorations, water spots, mineral deposits, etc. A bottle was provided in the unit. Weiman is a brand we commonly recommend.



#### Stainless Steel Cleaner

To maintain the appearance of your stainless steel appliances and to avoid streaking, scratches and discolorations, it is recommended that you only use stainless steel cleaner on them. A bottle was provided in the unit. Hope's Perfect Stainless is a brand we commonly recommend.



## Ceramic Glass Cooktop Cleaner

To maintain the ceramic glass cooktop of your electric stove and avoid scratches, streaking, burn marks or discolorations, it is recommended that you use a special cleaner on the surface. Be sure to follow the instructions and clean the cooktop regularly. A bottle was provided in the unit. Weiman's Glass Cook Top Cleaner and Polish is a brand we commonly recommend.



## Floor Cleaners

To clean hardwood and laminate flooring, it is best to use a Swiffer Wet Jet or a mop with a wood flooring solution or Murphy's Oil Soap. Stone and tiled surfaces should use a stone tile cleaner such as Weiman's Granite and Stone Cleaner.



## General Cleaners

It is recommended that for general cleaning and disinfecting you use products that do not contain bleach, acids or abrasive chemicals as these will damage the finish and discolor surfaces. Some recommended brands include: Lysol, Method, Simple Green.



## Painting or Alterations to the Unit

According to the terms of your lease:

Tenant shall not make or cause to be made any alteration or addition to the Premises, without the prior written consent of Landlord, and shall under no circumstances install any additional lock or security device to the Premises or the property which could impair Landlord's access.

You may NOT paint any part of the unit, change light fixtures, change appliances, install or remove closet systems or built-in cabinetry, or make any alteration to the unit unless you receive written permission from the landlord or Resident Services. These requests can be submitted via email to Resident Services at [service@septentrionproperties.com](mailto:service@septentrionproperties.com). As noted in the lease, no additional locks or security devices may be added to the unit as well.

## Wall Hangings

In order to reduce damage to the walls, we ask that you minimize the number of wall hangings and not mount televisions, shelving units, or furniture to the wall. NO nails, screws, or adhesive strips should be used to mount anything on the walls. Tenant will be responsible for damage to the walls.

Each unit is provided a set of Ooks wall hangers that can be used to mount frames, artwork, mirrors, etc. Follow the instructions on the package. If you need more, you can purchase them from a hardware store or online.



## Flooring

In most units the floors are either hard wood or engineered/laminate surfaces. Bathrooms and kitchens may have stone or ceramic tile flooring. To minimize scratches and wear and tear on the flooring finishes, it is recommended that you use felt pads on furniture such as beds, tables, chairs or sofas that may regularly move and cause floor damage.

If you have plants in your unit that are sitting on the floor, be sure that they have a water-proof plastic saucer under them to avoid water leakage on to the floor, which may discolor, warp or damage the flooring. To avoid scratches to the flooring - be sure to use felt pads on the bottom of the bed and furniture. These can be purchased at Home Depot or other hardware stores.



It is recommended that you use non-abrasive and non-bleach cleaning products on the floor as noted in the cleaning section of the guide.

## Painted Surfaces

All painted surfaces in the unit may become scratched or discolored if not cared for correctly. In some units, kitchen and bathroom cabinets are also painted. It is recommended that you clean painted surfaces with a non-abrasive, non-bleach cleaner as noted in the cleaning section of the guide and not excessively scrub them as it will damage the paint.

Please take care to avoid placing furniture directly against the walls, doors, or baseboards to minimize contact with the walls that may cause scratches, stains, or discoloration.

## Bathtub Finishes

In some bathrooms, the bathtub has been refinished using a special coating that requires non-abrasive cleaners. To avoid scratches, discoloration or damage to the finished surface, be sure to follow the guidelines provided by Electro Bond Tub Refinishing, which should be in your unit binder. Below is some of the general guidance they recommend for these tubs:

1. Use non-abrasive household cleaner. CAUTION: Abrasive and acid based cleaners are not recommended by plumbing manufacturers as they may cause dullness and premature wear. Drano and similar products will destroy the finish.
2. Because of the organic dyes and lye that they contain, soaps and shampoo bottles are a main cause of discoloration when left standing on porcelain surfaces. Use a free standing dish or soap and shampoo rack for these products.
3. The Electro-Bond surface is more slippery like the original finish. Adhesive bathmats and stickers should not be used.
4. Constant dripping of water may cause deterioration. Make sure that your faucets are turned all the way off when not in use.
5. Bathtubs are made for bathing, not for cleaning tools, engine parts, animals, etc that may cause chips.
6. Never put anything with adhesive, such as tape on the surface. It will adhere to the finish.

## Appliances

### Stoves

Many of the stoves in our units have ceramic glass cooktops. Be careful when placing heavy pots on the these cooktops to avoid cracks and scratches. The surface also becomes hot very quickly, be sure to check the heat indicator when using the cooktop. Some units also have gas



cooktops. Be sure that the gas is fully turned off when you are done cooking. If you smell gas in the unit contact People's Gas immediately at 866-556-6002 or the condo association's property management company and then Septentrion Properties at 312 620 7029. Some ovens are convection and have a self-cleaning function. You should periodically run the self-cleaning function to remove grease and debris in the stove. Be sure to follow the instructions as outlined in the manuals provided in your binder.

### Microwaves

Many of the microwaves in our units are either a table top model or an over-the-range microwave. Some of these units are also a convection oven. You should regularly clean the inside of your microwave. Be sure to follow the instructions as outlined in the manuals provided in your binder.

### Refrigerators

Many of the refrigerators in our units are top loading freezers, however, some are side-by-side units. Most refrigerators do not have ice makers installed. It is recommended that you use ice trays instead of using an ice maker to avoid problems with the water line to the refrigerator. Note that outside changes in temperature and humidity will impact the operation of your refrigerator. You should regularly clean the inside of your refrigerator. Please do not put magnets or adhesive stickers on the refrigerator to avoid scratching and damaging the finish. Be sure to follow the instructions as outlined in the manuals provided in your binder.

### Dishwashers

Many of the dishwashers in our units are 24" models, but some may be 18" models. It is important to remove food and debris from the plates in the trash prior to putting them in the dishwasher. Many buildings do not have plumbing that can accommodate food particles in the dishwasher's drain, which can cause clogs or backed up drains and odors. Put excess food in the garbage - not down the drain. You should also clean the filter in the

bottom of the dishwasher periodically to avoid back ups. Be sure to follow the instructions as outlined in the manuals provided in your binder.

## Washers/Dryers

A small number of our units have in-unit laundry. Those that do, have stackable units or washer/dryer combo units. These appliances require regular maintenance to remove lint from the dryer between usage and periodic draining of water from a reservoir for combo units. Be sure to follow the instructions as outlined in the manuals provided in your binder.

## Heating and Cooling

### Cooling and AC Units

Most of our units have through-the-wall AC units or window units installed to provide cooling in the summer months. Many of these units have thermostats and remotes. It is important that you keep the remote near the unit and avoid damaging or losing it. These AC units have a filter that should be cleaned regularly by rinsing them in the sink and drying them before placing them back in the unit. It is your responsibility to clean and replace the filters. AC units use a lot of power and you may need to economize how you use appliances in your unit to avoid tripping a circuit breaker, which often happens when two AC units are running at the same time. Be sure to follow the instructions as outlined in the manuals provided in your binder. AC units should NOT be used to cool units when the temperature outside falls below 60 degrees. Damage to AC units will be the tenant's responsibility to repair. If the unit is warm in winter and the building controls the heat, you can open a window to reduce the heat. Putting AC covers over the units in the winter will reduce drafts.

Some of our units have central air, or forced air and heat is provided by the building or is part of the unit itself. The condo association or building engineer regularly schedules maintenance and cleaning of these units. However, in some cases filters will need to be installed in these units.

Contact Resident Services and we will ensure the appropriate filters are being used for the HVAC system in your unit.

### Heating and Furnaces

Most of our units have central heating provided by the building. The heat is controlled by the building using sensors. In some units, there are thermostats to regulate heat and a furnace system which may require filters to be installed in these units. Contact Resident Services and we will ensure the appropriate filters are being used for the HVAC system in your unit. Kerosene or electrical heating element type space heaters are not permitted in any unit as they are a fire hazard.

### Water Heaters

Very few of our units have their own water heaters. Typically, buildings provide hot water to units. Hot water heaters should be periodically checked to make sure they are working correctly and that they are not leaking. Contact Resident Services and we will ensure the appropriate maintenance is done on the water heater in your unit.

### Lighting

#### Light Bulbs

In most of our units we have transitioned from incandescent light bulbs to soft white LED bulbs. These are more energy efficient and last longer than other light bulbs. In some cases, the lighting fixtures require specialized bulbs and LED is not an option for them.

In many of our units we have halogen lights. These lights periodically need replacing and can run hot, be careful when touching them. As they are unique sizes, we will order and replace these bulbs when they go out.

## Dimmers

Many of our units include dimmers to lower lighting in the unit. It is important that these dimmers are switched all the way off when you leave the unit and not left on low. Leaving them on low will use power and may cause the dimmer to fail.

## Track Lights

In most of our units, we have installed track lighting. The track heads are adjusted to light each room and are often on a dimmer. It is important to use caution when adjusting these lights to avoid damage to the track or track head.

## Pendant Lights

In most of our units, we have installed pendant lighting over kitchen counters. These lights hang from a track or are individually installed in the ceiling. Because they hang on a wire, they can easily swing and because they are made from glass they can easily break. Please take care when touching or moving around these lights to ensure they are not accidentally damaged.

## Electrical Panels and Wiring

There are a wide range of electrical panels used in every unit. In some units, these can become stressed in the summer months when the AC is running or if multiple appliances are all running at the same time in addition to a high wattage small appliance, like a hairdryer. If the circuit breaker trips, it can be reset from the electrical panel. However, if this becomes a recurring issue where it shuts off regularly or if an appliance is not working properly, contact Resident Services to investigate the issue. You can schedule maintenance online through the portal. It is also important to not overload outlets with multiple extension cords or use high voltage equipment in the unit to avoid fire hazards.

## Plumbing and Water Damage

Please contact Septentrion Properties via the portal if you notice water stains on the ceiling or walls, water pooling on the floor or inside of your kitchen cabinets or bathroom vanities in your unit. It is important to catch these early warning signs of a water leak before they cause more damage to the unit. The most common areas to spot water damage are around piped in the kitchen sink and dishwasher, the bathroom faucet, tub and toilet and around any radiators or HVAC equipment.

To avoid clogged drains and standing water in your bathtub, we recommend that you install a hair strainer over the drain. Most units already have one in place. In the kitchen, you should avoid putting any food or cooking grease down the drain as most units do not have a disposal and this will cause damage to the drains and result in back ups. Nothing other than toilet paper and waste should be flushed down the toilet.

It is common for sediment and debris to enter the unit's plumbing from the building risers. When this happens, water pressure may decline or faucets may become clogged as debris builds up in them. In many cases, the filter can easily be unscrewed from the faucet and flushed to remove the debris and restore water pressure. Contact Resident Services via the portal to report any issues.

## Windows and Window Treatments

Every unit has different window configurations. Most windows are vinyl or steel construction and are double hung, sliders or casement windows. Many windows also have locking mechanisms and some have steel guards and bars to protect them from intrusions provided by the building. It is important that windows are opened and closed carefully to avoid damaging the mechanism. They should not be forced open or closed. Most windows, depending not the building, also have window screens. You are

responsible for cleaning interior windows and the building is responsible for exterior window washings. Most buildings schedule window cleanings on a semi-annual basis.

All units include window treatments. In most cases these are cellular shades or aluminum/plastic corded blinds. It is important that blinds are opened and closed carefully to avoid damaging the corded mechanism and wand systems. In some cases windows have curtains or fabric window coverings. Please consult with Resident Services before adding any additional window treatments, such as curtains or drapes. As part of your routine cleaning of the unit, you should wipe down the blinds and curtains to remove dust. They can be cleaned using dish soap and water.

## Pest Control

Many of the condo associations and property management companies schedule preventative pest control to treat the building common areas and individual units on a regular basis. An unfortunate part of city living is dealing with pests in multi-unit buildings. This can be controlled and eliminated through preventative treatments, sealing up holes or cracks in units, keeping the unit clean and putting food in sealed containers.

Your lease provides specific instructions for situations in which you may suspect that you have bed bugs in your unit. You should review this portion of your lease and follow the instructions outlined. In the event that you experience any pest issues in your unit, please contact Resident Services via the portal. We will work with the condo association and building's property management company to address the issue.

## Seasonal Changes

Seasonal changes may require some preparation of your units for hot or cold changes in climate. Below are some things you may need to consider:

- If an AC unit is mounted in your window you may want to remove it during the winter and store it in a closet in the unit. Through-the-wall AC units DO NOT need to be removed as they are permanently installed.
- Be sure to keep your windows closed tightly and shut any storm windows.
- To avoid the risk of fire, please DO NOT use space heaters.
- Pipes may freeze and burst in the winter. It is important they stay warm and have hot water run through them periodically. If you will be out of town for an extended period of time (1 week or more during the winter), please contact Resident Services so they can determine if the hot water should be run periodically in your unit while you are gone.
- If you notice any leaks, water spots or stains around the windows or in your ceiling, please let us know so that we can be proactive in addressing them.
- As always, take care when entering and exiting the building to avoid slipping on ice.

Check with the condo association portals and newsletters for any updates regarding building maintenance planned during the winter and summer months. If you have any questions, contact Resident Services at: [service@septentrionproperties.com](mailto:service@septentrionproperties.com)

## Requests for Service

In order to log and schedule maintenance requests, we ask that you fill out a service request on the Septentrion Properties portal. Please explain the problem in detail and include photos or video. The Resident Services team will confirm receipt of the request and assign it to a contractor or building manager/engineer for follow up. We will do our best to respond to requests within 24 hours. Please note that some unit maintenance issues can be addressed by Septentrion Properties, while others may require action by the condo association or building's property management company to resolve the problem. Septentrion Properties will communicate with them directly to resolve the issue, but tenant's should be aware that they may be unable to resolve the issue if the condo association or property management company is unresponsive. Tenants should contact Resident Services via the portal. Tenants should not contact the condo association property management or building staff directly, unless there is an emergency. All announcements and communications from Septentrion Properties will come to you via the email you registered on the portal.

## Emergencies

In the event of a property emergency, such as power outage, flooding, or burst pipe, please contact us by phone at 312 620 7029.

In the event of a fire, break-in or other unlawful incident at the property, contact 911 and follow the building's emergency plan and then contact Septentrion Properties at 312 620 7029.



## Utilities

Your lease will confirm which utilities are included with your rental property. Any utilities that are not included in your rent, such as electricity, you are responsible for starting and stopping the service and paying the charges from the utility company. In the event that charges have been billed to or paid by the landlord or Septentrion Properties after you have moved into the unit, you will be billed for them in your rental ledger for reimbursement as part of your next rent payment due on the first of the month. If you fail to set up your utility account, Septentrion Properties will charge a \$25 administrative fee to process the utility payments until they are put into your name.

## Renter's Insurance

All tenants should obtain renter's insurance to cover any damage or loss of their personal property during the term of their lease. They should also ensure that their coverage will provide for accommodations and other living expenses in the event of an emergency situation in which there is damage to the unit. Renter's insurance policies are available on the Septentrion Properties portal and the policy documents should be uploaded to the portal upon moving into the unit.

## Parking and Storage

If you are renting a parking spot, it is important that you review the rules and regulations for the condo association to ensure compliance with their requirements. The parking spot should be used in accordance with these rules and kept clean and not used to store any items other than the registered vehicle. Any storage unit provided as part of your condo rental should be used in accordance with the condo rules and regulations and kept clean.

## Lockouts

In the event that you are locked out of your unit or building, you can contact us at 312 620 7029 to request assistance. Septentrion Properties charges a \$75 lock out fee if we need to come to the unit and provide access. If we are unable to provide this assistance, you will need to contact a locksmith and pay them to unlock the unit. We recommend contacting Amazing Locks 773 935 8900. They are located at 3165 N Halsted in Lakeview.

## Pets and Emotional Support Animals

The terms of your lease and the condo association rules and regulations govern the requirements for pets and emotional support animals. Be sure to review them carefully to ensure compliance with those requirements. You are responsible for the care and maintenance of your pet or emotional support animal, as well as paying for any damage caused by them to the unit. These charges may be assessed during the lease period or as part of the move out inspection.

## Move In and Out Inspections

For both moves in and out, be sure to review and follow all condo association rules and regulations for moves. Please also take care when moving furniture to avoid nicking or scratching walls, floors, doors, etc/. Be sure to pre-measure your furniture to determine if it will fit through hallways, staircases and spaces in your unit. In most cases, building entry ways are a minimum of 30 inches wide. Floor plans are available for all units with approximate measurements. Contact Resident Services at [service@septentrionproperties.com](mailto:service@septentrionproperties.com) to request a floor plan.

Prior to your move in, Septentrion Properties will professionally clean the unit, update the smoke alarms, provide basic cleaning products, wall hangers, and a binder with all of the manuals and information pertaining to your unit. The unit will be inspected upon move in and a report will be sent to you by Resident Services.

Upon your move out, Septentrion Properties will expect that you will remove all of your belongings from the unit. Any personal property left in the unit will be discarded after your scheduled move out date. It is also expected that you leave the unit “broom clean” and in good condition. If upon inspection, it appears that the unit has not been properly maintained during the lease period, the landlord may request that you pay the \$200 cleaning fee after you move out. Please remove any wall hangings, remove items from the refrigerator/freezer, bathroom medicine cabinet, and your storage locker if one was provided. You may not leave furniture or personal items outside of the building or in the parking lot. You must contact a service to haul away any unwanted items before you move out. The unit will be inspected upon your completion of your move out and cleaning. A move out report will be sent to you by Resident Services.