



ORCHARD OF LANDEN

WELCOME

513.677.2220 | WWW.ORCHARDOFLANDEN.COM
8390 OLD ORCHARD LANE MAINEVILLE, OHIO 45039



WELCOME TO YOUR NEW HOME!

IN THIS PACKET IS INFORMATION TO HELP FACILITATE YOUR MOVE-IN PROCESS

Your New Address	Your Monthly Total
<p style="text-align: center;">OFFICE INFORMATION</p> <hr/> <p style="text-align: center;">Office Address 8390 Old Orchard Lane Maineville, Ohio 45039</p> <p style="text-align: center;">Office Hours Monday - Friday 9 a.m. - 6 p.m. (Hours can vary in Summer & Winter) Saturday 10 a.m. - 4 p.m. Sunday Closed</p> <p style="text-align: center;">Office Contact Phone: 833.894.5541 Fax: 513.677.9990 Email: landen@fpacific.com</p> <p style="text-align: center;">MAINTENANCE INFORMATION</p> <hr/> <p style="text-align: center;">Maintenance Request 513.526.4139 or log into Resident Portal EMERGENCY MAINTENANCE 513.526.4139</p> <p style="text-align: center;">EMERGENCY CONTACTS</p> <hr/> <p style="text-align: center;">Police Fire Ambulance : 911 Police - Non Emergency : 513.583.0048</p>	<p style="text-align: center;">UTILITIES</p> <hr/> <p>Electric Duke Energy 800.544.6900</p> <p>TV & Internet Spectrum 513.253.6913</p> <p>Water Flat Rate Per Floorplan</p> <p style="text-align: center;">IMPORTANT INFORMATION</p> <hr/> <p>If you should lose your keys, or be locked out of your home after hours, please call emergency maintenance. Fees will apply.</p> <p>Should you ever need to report a crime, please contact the police first. They will notify the office.</p>

NEIGHBORHOOD DIRECTORY

ANIMAL CLINICS

Kings Veterinary Hospital

513.697.0400 | 3335 US-22 #3
kingsvethospital.com

Mason Animal Hospital

513.398.3070 | 771 Reading Rd
masonanimalhospital.com

CHILD CARE

Skidaddles Daycare Mason

513.204.3482 | 5939 Deerfield Blvd #104
skidaddles.com

DEPARTMENT STORES & SHOPPING CENTERS

Target

513.677.1888 | 9841 Waterstone Blvd
target.com

T.J. Maxx

513.247.9290 | 11311 Montgomery Rd
tjmaxx.tjx.com

Blue Springs Animal Hospital

513.583.7664 | 9201 Fields Ertel Rd
kohls.com

DRY CLEANERS

Widmer's Cleaners Harper's Point

513.469.1420 | 11368 Montgomery Rd
widmerscleaners.com

Tide Cleaners

513.770.0295 | 8100 S, Mason Montgomery Rd
tidecleaners.com

GROCERY STORES

Aldi

885.955.2534 | 9450 Fields Ertel Rd
stores.aldi.us

Meijer

513.755.4800 | 7390 Tylersville Rd
meijer.com

Kroger

513.229.5900 | 15100 Terra Firma Dr
kroger.com

Niva Grocers

513.234.0888 | 6182 Tylersville Rd

GYMS

Fitness 1o1

513.464.8980 | 5051 Yankee Rd
fitnes1o1.com

Orangetheory Fitness

513.718.2535 | 7641 Voice of America Centre Dr
orangetheory.com

PHARMACIES

Yost Pharmacy

513.398.5010 | 120 W Main St
yostpharmacy.com

CVS Pharmacy

513.714.0006 | 3369 Princeton Rd
cvs.com

Community First pharmacy

513.645.5447 | 1026 Main St
community-first.org

POST

USPS

800.275.8777 | 4212 Trenton Rd
tools.usps.com

USPS

800.275.8777 | 865 Franklin St
tools.usps.com

SCHOOLS

J.F. Burns Elementary School

513.398.8050 | 8471 Columbia Road
kingslocal.net/jfburns-elementary-school

Kings Junior High School

513.398.8050 | 5620 Columbia Road
kingslocal.net/junior-high-school

Kings High School

513.398.8050 | 5500 Columbia Road
kingslocal.net/high-school

URGENT CARE/HOSPITALS

Liberty Urgent Care of Liberty Township

513.779.7716 | 7324 Yankee Rd
libertyurgentcareohio.com

WellNow Urgent Crare

513.831.5900 | 1068 OH-28
wellnow.com

PATIOS

Patios are to be kept clean at all times and are not to be used for storage. We only allow electric grills on the 2nd floor, and electric and propane grills on the 1st floor. There is also a grill on the deck behind the office for all residents.

TRASH

Compactor pickup is every Monday morning on the Landen side and every Thursday on the Russet side. For Holidays, it would be the following business day. In addition, no trash or garbage cans will be permitted on patios and decks at any time. Please do not dump any large items or you will be charged for their disposal. If your trash, including cigarette butts, if not properly discarded, you will be charged \$25.00 per bag of trash for removal.

POOL

The pool is open for use all summer, usually from Memorial Day to Labor Day. No persons under the age of 14 are permitted in the pool area without adult supervision. All Timbercreek residents will receive a pool code each year. Hours of operation are from 10am – 9pm.

RENT - PAY ONLINE 24/7

Rent is due by the 3rd of the month at 11:59pm. Late fees are 10% of your monthly rent with an additional \$5 a day after until the balance is paid in full. Pay rent online using recurring payments with no service fees using our resident portal to set up monthly ACH payments. Credit/Debit cards are accepted with a service fee. You can pay with cash with our PayNearMe option! Please contact our office with any questions you may have about setting up your payment options!

OPT-IN FOR TEXTS

Sign up for text notifications through your portal. Through text message you will be able to pay rent by text, receive community news, get emergency notices, contact details, and check your balance, all without having to log into your resident portal every single time!

PETS

We allow a maximum of two pets per apartment. There is a \$100 deposit, \$200 non-refundable fee. Monthly pet rent is \$35 for one pet and \$50 for two. You must have approval and sign a pet agreement. Pet stations are located throughout the property for your convenience. Please ensure your pet is always on a leash. Please note that if you do not clean up after your pet you will be issued a \$25 fine for each occurrence.

RESIDENT EVENTS & NEWSLETTER

Please join us and participate in our resident events! It's a great way to meet other residents. Resident events will be announced on the website resident portal, in our newsletter, and on our Facebook (and other social media sites) page. We always appreciate suggestions on what events you might like to see at Orchard of Landen.

INTERIOR AMENITIES

If you would like to use our gym and laundry facility, please use the access code - 3295.

SNOW REMOVAL

Residents are responsible for maintaining their driveways and walks leading up to the front door.

CURB APPEAL- YOUR HOME

We are here to serve you and appreciate you letting us know your ideas, suggestions, and anything else that might need our attention. We want you to love your new home and be proud to call Orchard of Landen home.

MAINTENANCE INFORMATION

Please submit work requests through your resident portal at OrchardofLanden.com
You can also contact the office to submit a maintenance request.

MAINTENANCE EMERGENCIES

For after-hour maintenance emergencies you must call the emergency maintenance phone at 833.846.5554 & press 2. You must call in order to get it looked at that night. Anything submitted online will not be seen until the next day.

Maintenance Emergencies Include:

- Fire – Call 911 first
- Major Electrical Problems
- Fridge not working
- A/C not working in over 80 degrees
- Heat not working in under 50 degrees
- Lock outs or unsecured doors
- No toilets are working
- No water or no hot water

PLEDGE OF GOOD MAINTENANCE

A great business reputation does not spring up overnight; rather, it grows slowly and soundly because it is rooted in the solid ground of customer satisfaction. At Orchard Of Landen, we stand behind our maintenance team and their performance!

1. Maintenance requests that are essential to your comfort and wellbeing are priority. Items that fall into this category are things like heating problems, air conditioning problems, no hot or cold water, and security issues related to your home, just to name a few.
2. We will always strive to complete non-emergency requests within 48 hours excluding holidays and weekends.
3. If you are not satisfied with the work performed or the time it took, please speak with your community manager.

We want satisfied residents who will enthusiastically refer their friends and family to the Orchard Of Landen community.

MAINTENANCE INFORMATION

RANGE & OVEN

Please wipe over your stove after use to prevent build up. Do not use sharp objects to get rid of food on the stove or oven surface. If you require new drip pans please note there is a replacement cost. We suggest using aluminum foil to make cleaning your oven and stove top easier. Don't forget to clean the fan above the stove as well!

REFRIGERATOR

Your freezer is frost free. A good way to clean your fridge is to regularly wash it with warm soapy water. Do not block the fan in the back of the freezer as it will cause it to freeze up. Orchard of Landen Tip! To keep your fridge fresh, use vanilla extract or baking soda when wiping it down. Should you have any issues with your fridge let us know immediately by calling the office, or submitting a service request online 24/7.

PLUMBING

Please do not flush ANY diapers/wipes/feminine products/paper towels down your toilet. Not even toilet friendly wipes. Note that you will be charged if we have to repair your drains due to discarding these or any large items down any drains. Should you have any drips from your faucet please contact the office. It is always good to know how to shut off your water and toilet in case of an emergency.

LOCKED OUT

Should you lock yourself out of your home after hours, please contact maintenance at 833.846.5554, prompt 2. There is a \$50 charge for all lock outs after office hours. We provide 2 apartment keys on move-in. Please do not copy the keys. If you need additional keys, please notify the office.

GARBAGE DISPOSAL

Please never put pasta, potato peels, grease or egg shells down your garbage disposal. These items may keep it from working correctly. Orchard of Landen Tip! To keep your garbage disposal smelling and working well, put a lemon or orange peel and ice cubes periodically down it to keep it clean and running properly.

HEATING & A/C

Thermostat should be set to 70 degrees throughout the winter unless it is preferred to be higher. A minimum temperature of 60 degrees is required at all times to avoid pipes freezing. In the summer thermostats should be set to 60-71 degrees. Running the system at a lower temperature leaves A/C lines open to freezing. Do not store items in the utility closet. Should you need any filters changed, cleaned, or notice anything not operating as it should, please contact the office immediately. It is a good idea to use the blinds to be more efficient with heating/cooling your home. If you hear of a freeze warning, it is a good idea to keep a slow drip to avoid pipes freezing over. If you have vaulted ceiling blinds installed please call the office.

APPLIANCE CARE

The best cleaner for stainless steel appliances is to dip a soft cloth in warm water mixed with a mild dish detergent. Wipe the surface, rinse the cloth and wipe again, then dry with a towel to prevent water spots. If you still see fingerprints, spray with a glass cleaner. You can also buy a commercial stainless steel cleaner such as Zep stainless steel cleaner, Simple Green stainless steel cleaner, or Weiman sold at Home Depot.

FLOORING

To best take care of your flooring, please vacuum or dry mop the floor before moving on to wet cleaning. Make sure you get under furniture, in corners, and along baseboards. Use gentle cleansers while mopping, such as vinegar mixed with water. To avoid scratches to your floor, use door mats, rugs, and furniture pads.



MAKE YOUR FRIENDS YOUR NEIGHBORS

YOU CAN RECEIVE UP TO \$200 WHEN YOU REFER
SOMEONE TO LIVE AT ORCHARD OF LANDEN!
CONTACT THE OFFICE FOR MORE INFORMATION