

## **Housekeeping – Maintenance Department**

Q: What is my housekeeping schedule?

A: **You will receive this information in your New Resident Information Binder which the Marketing Department will give you on the day you move in.**

Q: What is included in my weekly housekeeping service?

A: **The weekly housekeeping service includes:**

- **Vacuum of the whole apartment.**
- **Cleaning of sinks and surfaces in the kitchen and bathroom(s)**
- **Mopping of the floors in both bathrooms**
- **Dusting everything**
- **Taking the dirty linens, including towels, labeling them in a bag and washing, drying and pressing and returning to you within 48 hours.**

Q: What does a resident do if additional services are required?

A: **Additional services can be provided at the resident's request by calling Housekeeping at 203-595-2342. It can consist of cleaning the microwave or cleaning the apartment at a time other than the yearly cleaning. There are standard fees for these services, which can be found on the Ancillary Charge Sheet, which is provided to you on your move-in day.**

Q: What does the yearly cleaning include and do I need to schedule it?

A: **The yearly cleaning includes:**

- **Pulling out the refrigerator and cleaning behind it**
- **Pulling out the furniture and vacuuming underneath it.**
- **Cleaning inside windows**
- **Shampooing carpet**
- **Cleaning venetian blinds**
- **There is no charge for the yearly cleaning.**
- **Call Jack at 203-595-2343 to schedule your yearly cleaning.**

Q: What does a resident do if they need additional laundry done?

**A: A resident can call housekeeping or Raul Andrade at 203-595-2342 and have laundry picked up, washed and dried for a fee, which is listed on the Ancillary Charge Sheet. It may take up to 48 hours for your laundry to be done.**

Q: What should a resident do if they have a stain on their carpeting?

**A: The resident can call Jack Fitzgibbon at 203-595-2343 or call the Concierge at 203-595-2323 and we will arrange to have your carpet spot cleaned.**

Q: What does a resident do if they need maintenance?

**A: A resident can call the Concierge Desk at 203-595-2323 and put in a work order or stop by the Concierge desk to do so. Any questions or concerns about the work order should be directed to Peter Fee at 203-595-2340.**

Q: What does a resident do if they want premium cable channels or cable for an additional TV?

**A: Each apartment includes one cable box with basic cable services. Any additional services will require a separate account with our cable provider. A resident can call Jack Fitzgibbon at 203-595-2343 for assistance arranging additional cable services.**