

SNRP WELCOMES YOU HOME !

We are excited to welcome you back to your newly renovated apartment and thank you for your patience and cooperation throughout the temporary relocation process.
Your apartment has been upgraded with new appliances, heating and cooling systems and new furnishings for you to enjoy!

New Upgrades to Your Home

- New stainless steel kitchen appliances & finishes.
- Electric heating and cooling system (EPHOCA) units in each room.
- New energy saving low flow fixtures.
- Energy saving efficient windows.

Need Help or Repairs?

- Contact NYCHA Maintenance by:
- Phone: 718-707-7771
- App: MyNYCHA
- Available 24 hours a day, 7 days a week
- Be prepared with the following information:
 - Address and apartment number
 - Your name and phone number
 - Description of the issue

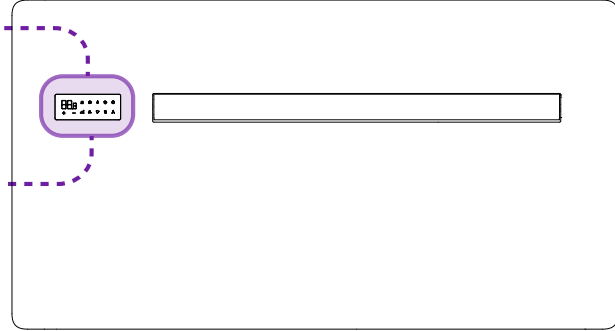
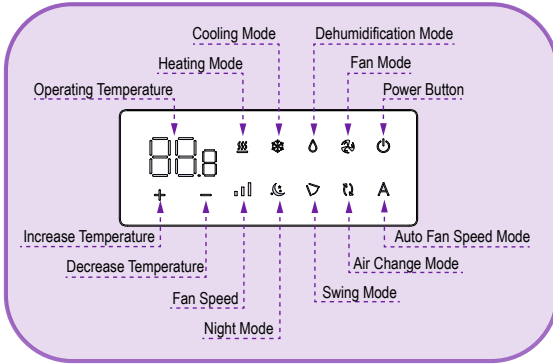
Windows

- New insulated windows to help keep your apartment cool in the summer and warm in the winter.
- Turn handle at the bottom and pull the window towards you to open. Windows will open inward a maximum of 3.75 inches.
- All windows have vents on the frame that slide upwards to keep air flowing.
- Blinds have been installed – pull down to open and push up to close.
- Please do not keep any furniture in front of the heating and cooling units underneath the windows. This can limit airflow and impact your services.



Housekeeping

- Floor cleaning instructions are included on the last page of this guide. Do not use bleach to clean the floors.
- Use soft cleaning solutions such as soap and water to clean countertops and appliances.
- When cleaning use micro-fiber towel or other soft cloths to avoid scratching floors and appliance surfaces.



Heating and Cooling

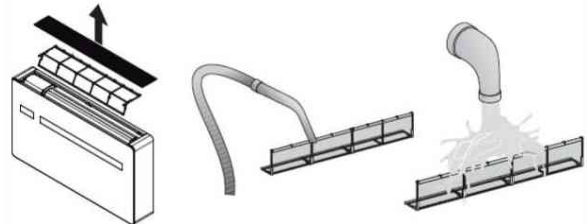
- EPHOCA Heating and Cooling Systems installed in each room.
- Settings include heating, cooling, fan mode and dehumidification mode.
- All functions can be turned on using the control panel.
- Temperature is controlled by pressing the up and down arrows.
- Refrain from placing any furniture within 3 ft. of the unit as furniture or large objects will affect the performance of the units. This may result in insufficient heating and cooling of the room.

Heating & Cooling (Cleaning)

- Turn off and unplug the unit before cleaning - Lift the top grille and remove the filter.
- Clean with a vacuum or rinse with water. Do not use any detergent when cleaning the filter.
- Let the filter dry completely prior to reinstalling the filter.
- We recommend cleaning the filters weekly, at a minimum once per month. If not cleaned it will restrict airflow, reduce performance and may cause the EPHOCA unit to operate improperly or cause damage.

Washing Machine Connections

- A washing machine connection is available under your kitchen sink.
- If you had a washing machine on file as part of your assessment with SNRP before you moved, SNRP will install your washing machine after you return.
- If you would like to install a washing machine in the future you need to:
 - Contact Property Management to sign the required Appliance Agreement.
 - Hire a licensed plumber to do the installation.



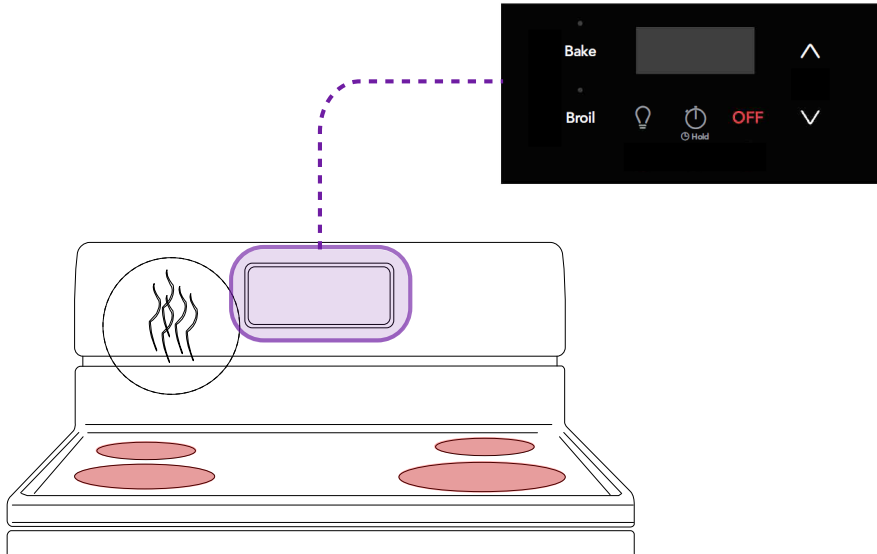
Heating and Cooling (Functions)

Temperature range is set to 68-72 degrees

- **Cooling Mode:** Cools the room.
- **Heating Mode:** Heats the room.
- **Dehumidification Mode:** Removes excess moisture from the air.
- **Fan Mode:** Circulates air without heating or cooling.
- **Fan Speed Mode:** Adjusts airflow level (Low, Medium, High, or Auto).
- **Swing Mode:** Rotates airflow for even room distribution.
- **Night Mode:** Gradually adjusts temperature and shuts off after six hours.
- **Touchscreen Lock Mode:** Prevents accidental changes by locking controls.



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Kitchen Appliances

- Frigidaire Dual Refrigerator and Freezer.
- Dual temperature controls - adjust fridge with the knob and freezer with the slider.
- Electric Frigidaire Cooktop and Oven - featuring different cooking functions (Bake, Broil & Roast).
- Push stove knob in and turn left to start stove - burners will glow red when hot.
- Press cooking function, set temperature and press start to turn on stove.
- For safety reasons - refrain from touching the cooktop or placing anything on the burners while they are on and until they have fully cooled after use.
 - Please note the cooktop is glass and should be used and cleaned gently. Do not place cold water on the burners before they have cooled — the temperature shock can cause the glass to crack. Avoid cleaning the burners until they have fully cooled.
- Stove knob covers are not provided - please submit a work order and then visit property management for pick up, if needed.
- Manuals are provided in the corresponding appliances and can be found online at the link below:
<https://stnicholaspartners.com/resources/>

Resident Acknowledgement

Print Name: _____

Address: _____

Apartment Number: _____

Signature: _____

Date: _____

Thank you for your patience and cooperation during the process, and welcome home!