

Welcome to The Cambridge

(5/09 Version – Suites)

We are delighted that you have chosen us for your lodging needs. We encourage you to tell us how we can make your stay more enjoyable.

We maintain high standards for customer service, and we want you to comment whenever we have missed the details that you depend upon.

On the following pages, you will find answers to questions that we frequently receive, as well as information about the building in general, your individual unit, and local services and amenities.

General Information

GENERAL ISSUES (NON-EMERGENCY)

Please leave a message at (303) 831-9021

EXTREME EMERGENCY CONTACT

Building Manager: (720) 628-6819

HEAD OFFICE: 970-884-9748

We provide sufficient on-site staff to address all of your concerns and to answer any questions you might have. We ask that you contact the Head Office only to report any concerns you may have about the performance of any of our on-site staff members.

RENT PAYMENT

The mirrored door at the rear of the lobby is locked. Rent checks and messages can slide easily under that door, if we are not available in person.

Exterior/Common Area Issues

PARKING

Please refer to our website for information regarding available parking options. Parking is FREE on the street Saturday, Sunday, holidays, and from 6 PM to 9 AM weekdays. **NOTE:** There is a well-marked passenger-loading zone in the front of the building. **PLEASE DO NOT PARK THERE FOR ANY LENGTH OF TIME!**

SMOKING

The Cambridge is an entirely SMOKE-FREE building!

BUILDING SECURITY

Please meet each visitor or delivery person at the front door. For the security of everyone, it is important that you **NEVER** let anyone into the building who you do not personally know. Criminals all have very good stories. Please keep both front doors locked after dusk. Your key fits both front doors as well as the rear door.

Please notify the police immediately (911) if you see/hear anything suspicious in or around the building.

MAIL & COURIER DELIVERIES

US mail is typically delivered mid-day to your box by the elevator. UPS and other carriers deliver during the day. If we are at the desk, we will sign for you and put your package inside your locked apartment or in our locked office. If we are not there, a notice of attempted delivery may be left on the outside of your door. You can call the carrier and arrange for delivery to some other address (work, etc) or for pickup at their depot.

For other deliveries, you must arrange to meet the delivery person, or you may be able to have the Building Manager receive your delivery for you (for a fee).

LAUNDRY

The best feature of our laundry room is that it is open 24/7 and you use will not disturb sleeping residents. The big washer is a Milnor and it is highly efficient. Further, it is hard to overload; it will wash almost anything you can stuff into it. It is great for big or super dirty loads. If you use the top-load washers, do not overload them or they will not do a good job.

Please read carefully all signs posted in the laundry room.

DISHWASHERS IN THE LAUNDRY ROOM

The building has two dishwashers for your use in the laundry room. You are welcome to use these dishwashers to sanitize your dishes. These dishwashers are to be used at no charge; however, you will need to provide your own dishwasher soap.

In order to transport your dishes and laundry to the laundry room, a cart is located on each floor in the closet by the front stairwell. **PLEASE RETURN THESE CARTS WHEN YOU HAVE COMPLETED YOUR DISHWASHING AND/OR LAUNDRY SO OTHER RESIDENTS MAY USE THEM.**

The laundry room is open 24 hours a day and we hope you will enjoy this unique feature.

ELEVATOR

For your safety, the elevator is equipped with a telephone for any emergency. In case you inadvertently create a false alarm, just stay in the car until the operator answers, then report a false alarm.

A WORD OF CAUTION: Several people have managed to drop keys down the shaft as they entered the elevator. The cost to retrieve these keys for you is approximately \$100.

BIKE RACKS

Please use the bike racks provided in the following locations: at the top landing of the rear stairwell, and in the common room located between 1st Floor and Lobby levels off the rear stairwell.

Please enter and exit with your bike through the rear entrance and stairwell, to avoid tracking dirt through the common areas.

Bikes are not allowed to be stored in the units.

Unit Interior Issues

SMOKING

The Cambridge is an entirely SMOKE-FREE building. In addition, you may not smoke within 30' of front or rear entrance doors nor on the front patio.

TRASH / RECYCLING

Take the elevator to the first floor or use the rear stairwell. Go to the rear of the building. The trash dumpster is just outside the door. (A security light activates with movement.) You can hook the outside door open, if necessary. **NEVER** leave it open.

You have been provided with a small blue box in your unit. Please follow the posted instructions and empty your unit box into the large green bins next to the dumpster.

Do not put garbage in the trashcan in the laundry room. This is for disposal of laundry products only.

INSURANCE

Our commercial insurance excludes coverage of any Guest's personal liability and property.

SHOWERING

Due to age of the building, the passive ventilation system in some bathrooms is ineffective at removing moisture, and as such, we ask that you please shower with the bathroom door slightly ajar.

VACUUM

A vacuum is available for your personal use. Just ask the Building Manager when you need one.

PETS

Each case will require review and approval by the Landlord. A Pet Addendum must be executed before any pet enters the building.

IRONS

Please use only distilled water in your iron. Call for more once done. Not all units have been equipped with an iron and an ironing board due to the size of the unit. Please use the iron and ironing board in the Laundry Room if your unit is not equipped with these items.

Television, Telephone, & Internet

CABLE TELEVISION

We are paying COMCAST for Expanded Cable in all apartments. You should be receiving approximately 80 channels. If you are getting only basic channels, first try using MENU to re-program the set. If that doesn't work, let us know.

FLAT PANEL TELEVISIONS

Units are equipped with either flat panel or LCD televisions. **Guests shall not attempt to clean any flat panel television or flat panel television screen.** Guest will request Building Manager to do so, if desired.

WiFi

Your access code for the WiFi is on the card that you were given. Please note that if you distribute this code to non-guests, you will only slow down your own access. If you should have any technical problems with the connection, please call our service provider's 24/7 technical support number directly at 877-665-1288.

TELEPHONE SERVICE

There are no in-room phones. Cell phones are the best setup in this building.

Maintenance & Utilities

MAINTENANCE REQUESTS

Please fill out a repair slip and leave it on the front desk. Blank slips are on the front desk.

PLUMBING

Plumbing leaks and drips can become major problems quickly. Please report any problems to us promptly. A toilet plunger is provided in many units.

PLUNGER AND TOILET BRUSH

For hygienic purposes, please be sure that when you use the plungers or toilet brushes that they are thoroughly rinsed before replacing in sleeve.

ELECTRICAL

We are finding lights on in apartments when you are gone for the day. You can help by turning off unnecessary lights, and all lights when you leave the apartment. Stoves and appliances: check to see they are OFF when you leave. Light bulbs are our responsibility. Just let us know what you need. Breakers: In apartments 1,2,3,4, 5, 9, and 10, the breakers are located on the kitchen wall. For apartments 6,7,8, and 11, the breakers are all on the first floor in the closet at the rear of the building, which can only be accessed by a member of our staff.

HEATING/COOLING

In apartments 1,2,3,4,5,9,10, each radiator has a control knob. 1 is cooler, 5 warmer. These same apartments are cooled through vents near the ceiling, which can be opened or closed as you wish. It is imperative that while the evaporative cooling system or A/C is on that **windows are not left open**. The same would apply in winter when the boiler is running.

Local Amenities & Information

FITNESS CENTER

The YMCA one block away (16th and Lincoln) has discounted your membership and waived the sign-up fee. We entered into an agreement with them on your behalf. Simply indicate that you are a resident of The Cambridge, and you will receive the benefits.

GROCERY STORES

A large King Soopers is between 13th and 14th at Speer. Natural and organic food can be purchased from Cook's Fresh Market, which is in the 16th Street Mall at Glenarm Place.

LIVEDOWNTOWNDENVER.COM

This website is a great resource for just about anything you might be looking for in the downtown area.

Moving Out

You are responsible for leaving your apartment in the same as it was in upon move-in. You are also responsible for returning all keys, linens, and accessories when you leave. You need not wash the linens, as we must wash them for the next guest.

We hope that you enjoy your stay at The Cambridge!

Sincerely,

Roger Good, CPA, RPA
Property Manager