

IT'S GOOD TO KNOW...

LAUNDRY -DISHWASHER
- **STOVE** **MICROWAVE** -
garbage disposal - **REFRIGERATOR**

HOW TO TURN WATER OFF
UNDER A SINK, BEHIND THE
TOILET! **The bReAkEr**

bOx **WHEN** to
take the
PLUNGE to a

How To
APARTMENT
GUIDE

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INFORMATIONAL POINTS YOU

NEED TO KNOW 1

RESIDENT ARE HELD ACCOUNTABLE FOR THIS INFORMATION !
PLEASE READ THESE POINTS **CAREFULLY**, AND IF YOU HAVE ANY
QUESTIONS, CONTACT YOUR CA FOR ANSWERS.

HOW TO SUBMIT A MAINTENANCE REQUEST..... 7

IF AT ANY TIME SOMETHING IN YOUR APARTMENT IS NOT
WORKING CORRECTLY, AND YOU HAVE ALREADY FOLLOWED
THE ADVICE ON PAGES 1-6 OF THIS GUIDE, CONTACT THE CA
ON CALL AFTER HOURS (814.316.1726) FOR NON EMERGENCIES,
(A MALFUNCTION THAT CAN WAIT UNTIL THE NEXT BUSINESS DAY,) FOLLOW THE
DIRECTIONS ON PAGE 7 FOR A MAINTENANCE REQUEST. THESE
REQUEST GO DIRECTLY TO THE MAINTENANCE TEAM WHO
CAN HANDLE THE REQUEST MOST EFFICIENTLY.

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REINHARD VILLAGES HAS A NEW WI-FI NETWORK. FOLLOW
THESE SIMPLE INSTRUCTIONS AND GET SET UP!

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REINHARD VILLAGES PROVIDE COMCAST SERVICES FOR
YOUR TELEVISION. THE DIRECTIONS PROVIDED HERE APPLY TO
BOTH YOUR BEDROOM AND COMMON AREA SET UPS.

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It's Your Life!

Remember...



USE POWER WISELY IN THE KITCHEN	
	Turn refrigerators down to the lowest setting.
	Use a microwave or toaster oven instead of a conventional oven if possible.
	Report dripping faucets immediately.

USE POWER WISELY IN THE RESTROOM	
	Turn water all the way off. Don't leave the faucet running while brushing your teeth. Immediately report dripping faucets.
	Immediately report running or leaking toilets.

USE POWER WISELY IN THE LAUNDRY ROOM	
	<p>Only wash full loads of laundry.</p> <p>Only wash clothes with warm or hot water when necessary.</p> <p>Clean dryer lint screen before each load.</p> <p>Report leaks immediately.</p>

USE POWER WISELY EVERYWHERE, ALL OF THE TIME!					
					

Turn off all lights, televisions, radios, computers, and other electronics when not in use.

Set the thermostat to 68-72 degrees all year round. Do NOT turn the thermostat to 'Emergency'.

Keep blinds closed on hot summer days, open on sunny winter days.

INFORMATIONAL POINTS YOU ARE EXPECTED TO KNOW

DISHWASHER

- OPEN DOOR.
- RINSE EXCESS FOOD OFF DISHES IN THE SINK.
- FILL WITH DIRTY DISHES.
- ADD DISHWASHER DETERGENT (NOT DISH SOAP THAT YOU USE IN THE SINK).
- BE SURE TO FILL BOTH COMPARTMENTS!
- SHUT DOOR.
- SLIDE LEVER ON DOOR TO LOCK POSITION.
- TURN KNOB TO PROPER CYCLE.

STOVE

SURFACE BURNERS

- CLICKING SOUNDS DURING COOKING INDICATE THE CONTROL IS KEEPING POWER LEVEL SET.
- ONLY POTS & PANS ON STOVE...OTHER THINGS CAN MELT.
- COVER DRIP PANS WITH ALUMINUM FOIL.
- RANGE HOOD TURNS ON AND OFF WITH SWITCH BY STOVE
- **NEVER LEAVE STOVE UNATTENDED WHILE ON!**

OVEN

- TURN OVEN TEMPERATURE TO DESIRED SETTING.
- OVEN INDICATOR LIGHT GLOWS WHILE OVEN IS ON.
- USE AN OVEN LINER TO AVOID HARD-TO-CLEAN DRIPS.

MICROWAVE

- DO NOT PUT ANYTHING METAL IN MICROWAVE (THIS INCLUDES FOIL, UTENSILS, METALLIC DISHES, METAL BURGER WRAPPERS, ETC.).
- FOLLOW DIRECTIONS ON FOOD PACKAGING FOR TIME AND COOKING LEVELS.

GARBAGE DISPOSAL

- TURN WATER ON (ALWAYS RUN DISPOSAL WITH RUNNING WATER).
- DISPOSAL IS FOR FOOD ONLY.
- DO NOT USE FOR DEAD FISH (AND KEEP GRAVEL OUT OF THE DRAIN WHEN CLEANING TANKS).
- TO CLEAN – PUT A FEW ICE CUBES (OR PIECES OF A LEMON) IN DISPOSAL AND RUN FOR 30 SECONDS WITH RUNNING WATER.

REFRIGERATOR

- DO NOT LET ICEMAKER OVERFLOW WITH ICE. BE SURE TO EMPTY IT OR TURN IT OFF.
- KEEP REFRIGERATOR SET TO “5”.

COOKING GREASE

- NEVER LEAVE THE STOVE WHILE COOKING WITH GREASE!
- NEVER EVER PUT FROZEN FOOD INTO HOT GREASE!
- PLACE USED GREASE INTO A CONTAINER, SUCH AS A METAL COFFEE CONTAINER, AND LET IT COOL. AFTER IT HAS COOLED, THROW IT IN THE GARBAGE.
- GREASE DUMPING IS SUBJECT TO DISCIPLINARY ACTION AND A MONETARY CHARGE. DO NOT DUMP GREASE OUTSIDE OF YOUR APARTMENT.

HOW TO TURN WATER OFF UNDER ALL SINKS

- OPEN DOOR UNDER THE SINK. YOU WILL FIND 2 OVAL SHAPED KNOBS, TURN KNOBS ALL THE WAY CLOCKWISE TO SHUT THE WATER OFF. THIS WILL ALSO SHUT THE WATER OFF TO THE DISHWASHER. SOME APARTMENTS HAVE 3 OVAL SHAPED KNOBS, THE 3RD KNOB IS FOR THE DISHWASHER.

WASHER

LOAD SIZE: LOAD CLOTHES NO HIGHER THAN THE TOP HOLES IN WASHER BASKET.

TEMPERATURE: FOLLOW LABEL ON CLOTHES.

WASH CYCLE:

- WHITES—FOR HEAVY TO LIGHTLY SOILED COTTONS, HOUSEHOLD LINENS, WORK AND PLAY CLOTHES.
- CASUALS—GENTLER WAY TO WASH YOUR CLOTHES.
- PULSE AGITATE—THIS CYCLE AGITATES AND THEN PAUSES TO SOAK YOUR CLOTHES.
- THE HEAVY CYCLE HAS THREE AGITATE/PAUSE CYCLES TO CLEAN YOUR HEAVILY SOILED ITEMS, THE MEDIUM CYCLE HAS TWO AGITATE/PAUSE CYCLES, AND THE LIGHT CYCLE HAS ONE AGITATE/PAUSE CYCLE.
- TURN KNOB TO “ON” TO START THE WASHING MACHINE.

- The “LANG” button changes the audio language.
 - If you hear a different language than you expected, or if there is no sound, try pressing the button one or two times.

Technical Support Information:

- Please make sure that all equipment is properly connected and powered on.
- Please only call 1-800-824-4029 for any issues with your DTA Cable Box.
- Available 24 hours a day, 7 days a week (including holidays).
- Follow the voice prompts for “trouble with your service.”
- Bulk Support agents will understand that you are a part of a bulk account and that you may not have the exact account number. They will be able to identify the proper account using the equipment information noted above.

***For upgrades, call 1-800-824-4029 and press option 1 and then provide your address.**

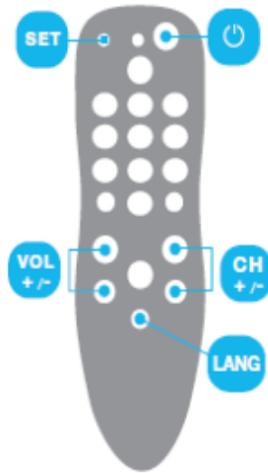
You will be connected to the Residential Sales Department and can purchase additional services on an A La Carte basis.

Step 3:

Programming up your DTA Remote Control

This remote will only control your TV and digital adapter (DTA).

- To program the DTA remote:
 - Turn on your TV
 - Press and hold "Set" until the red light on the remote blinks twice. Release "Set"
 - Enter 9-9-1. The red light on the remote will blink twice
 - Point the remote at the TV and press "CH +" one or more times until the TV turns off
 - Press "Set" once to lock in the code. The red light on the remote will blink twice
 - Press Power to turn your TV on
- Once programmed, the DTA remote control should:
 - Turn your TV on / off
 - Control the volume up / down
 - Change the channels on your DTA
 - You may need to try several different manufacturer codes before you find one that works; find a list of programming codes at www.comcast.com/digitalnow.



DRYER

- READ CLOTHING LABELS FOR INSTRUCTIONS.
- CLEAN DRYER LINT FILTER AFTER EACH CYCLE.
- REMOVE EVERYTHING FROM POCKETS BEFORE DRYING. GUM AND PENS CAN STAIN DRYERS!

IRONING

- DO NOT IRON CLOTHES ON THE FLOOR, USE AN IRONING BOARD.
- HAND-HELD STEAMERS ARE A GREAT ALTERNATIVE TO A TRADITIONAL IRON.

HOW TO PLUNGE A TOILET

- YOU MUST MAKE SEVERAL ATTEMPTS YOURSELF AT PLUNGING THE TOILET BEFORE SUBMITTING A MAINTENANCE REQUEST.
- SEE YOUR CA IF YOU DO NOT KNOW HOW TO PLUNGE A TOILET.
- THE OVAL SHAPED KNOB UNDER THE TOILET BOWL IS FOR TURNING THE WATER OFF. TURN ALL THE WAY TO THE RIGHT TO SHUT OFF.

TRASH

- DO NOT LEAVE GARBAGE OUTSIDE YOUR APARTMENT DOOR. IF GARBAGE IS FOUND OUTSIDE YOUR APARTMENT DOOR, THE APARTMENT IS SUBJECT TO A \$50.00 CHARGE. TAKE ALL TRASH TO DUMPSTERS. DUMPSTERS ARE LOCATED IN EVERY VILLAGE.

CIGARETTE BUTTS

- NO SMOKING IS PERMITTED IN THE APARTMENTS.
- NO SMOKING IS PERMITTED WITHIN 25 FEET OF RESIDENTIAL BUILDINGS.
- DISPOSE OF ALL CIGARETTE BUTTS IN APPROPRIATE CONTAINERS.

CLOGGED DRAINS

- BE SURE TO TURN IN A MAINTENANCE REQUEST FOR CLOGGED DRAINS.
- DO NOT POUR ANY CHEMICALS SUCH AS DRANO OR LIQUID PLUMMER DOWN THE DRAIN.

SHOWER CURTAINS (IF WE PROVIDED IT)

- SHOWER CURTAINS CAN BE CLEANED IN THE WASHING MACHINE WITH BLEACH THEN HUNG BACK UP TO DRY. DON'T THROW THEM AWAY.

WEEKLY CLEANING TIPS

- FLOORS— USE A SWIFFER WET JET OR OTHER MOP AND CLEANING SOLUTION THAT IS SAFE FOR VINYL FLOORING.
- VACUUM—ALL CARPET AREAS. USE CARPET CLEANERS (LIKE RESOLVE) FOR CLEANING SPOTS AS THEY OCCUR.
- DUST—ALL AREAS, IT'S BEST TO DO THIS BEFORE VACUUMING.
- TAKE YOUR TRASH TO THE DUMPSTER DAILY.

POWER TIPS

- LARGE GRAY PANEL IN THE HALLWAY. ALL BREAKERS SHOULD BE PUSHED TOWARDS THE CENTER OF THE PANEL. IF YOU FIND A BREAKER THAT WON'T STAY TOWARDS THE CENTER, PLEASE SUBMIT A MAINTENANCE REQUEST.
- IN THE BEDROOMS, THE LIGHT SWITCH BY YOUR DOOR CONTROLS THE OUTLET BY YOUR DESK. MAKE SURE THAT THE SWITCH IS TURNED ON BEFORE TRYING TO OPERATE LAMPS, ETC.

ELECTRIC STORM (POWER OUTAGES)

- BE SURE TO HAVE A WORKING FLASHLIGHT.
- WE DO NOT HAVE EMERGENCY BACK-UP ELECTRICITY.
- NO CANDLES ARE PERMITTED AT ANY TIME.
- BE SURE TO HAVE APPROPRIATE SURGE PROTECTION ON ALL ELECTRONIC EQUIPMENT.

WI FI AND INTERNET

- THE INTERNET HOOKUP IS THE BOTTOM ONE ON THE JACK. IT IS WIDER THAN THE PHONE HOOKUP.

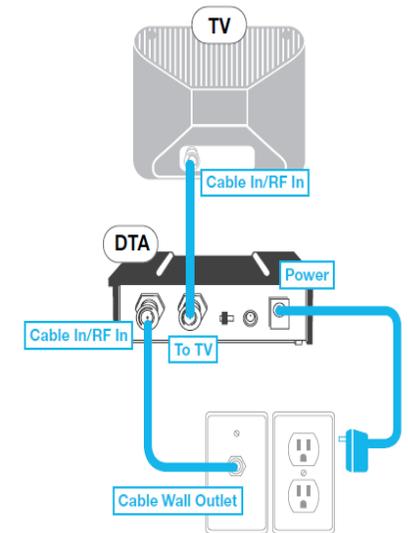
LOFTS ONLY

- DOWNSTAIRS ARE EQUIPPED WITH BASE BOARD HEAT IN THE KITCHEN. THE TEMPERATURE DIAL IS ON THE END OF THE UNIT. IF YOU HAVE QUESTIONS ON THE OPERATION OR WHEN TO USE, SUBMIT A MAINTENANCE REQUEST.
- CEILING FAN SHOULD BLOW DOWN DURING WINTER AND UP DURING SUMMER. PUT IN A MAINTENANCE REQUEST IF YOU WANT HELP

How to set up your Comcast DTA:

Step 1: Wiring Diagrams

This common wiring configuration allows viewing of cable channels using the set-top box (pictured). If you need additional technical support please call Bulk Support at 1-800-824-4029.



Step 2: Find your DTAs Serial Number

Each DTA has been assigned a serial number. The Serial Number is found on the back or bottom of your DTA. The serial numbers have been assigned to each bedroom, so please remember to not switch your equipment. You must have this serial number before calling Comcast for technical support on your DTA.

*****PLEASE DO NOT REMOVE COMCAST BOXES FROM ROOMS AT ANY TIME.*****

Each box has a serial number that is associated with your room/apartment. Removing and/or moving the box to another apartment can cause a delay in supporting any technical issues. If the DTA box is upgraded to another box (example HD), **please keep original cable (DTA) box in your closet and return to original outlet upon moving out.**

The DTA box must stay in the assigned room/apartment at all times.



elauwit
NETWORKS

Reinhard Villages recently made changes to the wireless services in our community to improve your online experience. To connect, you will be required to create an account and register all of your devices.

YOUR WIRELESS QUICK START GUIDE

Setting Up Your Wireless Service In 4 Easy Steps

- #1 Launch a web browser using your internet-enabled device. You will be redirected to a wireless registration page.
- #2 Follow the on-screen instructions to set up your account and start browsing with this device.
- #3 To connect with additional devices, launch a web browser from the device, log in using your account information and follow the on-screen instructions.
- #4 Repeat Step 3 for each device that you would like to connect to the internet. We recommend rebooting each device after it has been successfully registered.

NO BROWSER?

To connect a device without a web browser (for example, a gaming console or an internet TV device), visit myelauwit.com and click on "Access My Account" at the top of the page. From there you will be able to manually add the device to your account. For additional assistance please call contact customer support at 800.611.9837 or text "support" to 66749.



Oh! And it's pronounced "El-Ah-Wit!"

QUARTERLY INSPECTIONS

- DURING THE MONTHS OF OCTOBER, JANUARY, APRIL, AND JULY, THE MAINTENANCE DEPARTMENT WILL CONDUCT APARTMENT INSPECTIONS.
- TO AVOID CHARGES, BE SURE TO ADHERE TO THESE GUIDELINES:
 - KEEP YOUR APARTMENT CLEAN AND NEAT AT ALL TIMES.
 - DO NOT USE DOUBLE-SIDED TAPE, NAILS, OR 'POSTER TACKY STUFF' TO HANG ITEMS ON WALLS.
 - DO NOT SMOKE OR BURN CANDLES, INCENSE, ETC. IN THE APARTMENTS.
 - NO PETS ALLOWED AT ANY TIME IN YOUR APARTMENT.
- KEEP YOUR KEYS WITH YOU AT ALL TIMES. RV STAFF LOCKS ALL DOORS UPON LEAVING YOUR APARTMENT!

SAFETY AND SECURITY

- LOCK ALL WINDOWS AND DOORS (INCLUDING BEDROOM AND APARTMENT) UPON LEAVING.
- DO NOT PROP OPEN APARTMENT DOORS.
- IF YOU LOSE YOUR KEY, GET A NEW ONE!
- REPORT ANY SUSPICIOUS ACTIVITY!

EASY TIPS TO FOLLOW

- KEEP HOUSEHOLD TOOLS (SCISSORS, SCREWDRIVERS, ETC) ON HAND.
- CLEAN UP ANY SPILLS AND OLD FOOD FROM FRIDGE.
- KEEP BAKING SODA IN THE FRIDGE AND FREEZER TO REDUCE SMELLS.
- WIPE SINK AND COUNTERTOPS AFTER COOKING AND DOING DISHES.
- KNOW HOW TO USE THE FIRE EXTINGUISHER.
- CLEAN MICROWAVE REGULARLY.
- WIPE DOWN MINI BLINDS.
- WIPE DOWN STOVE AFTER EACH USE, CLEAN OVEN AND DRIP PANS WITH EASY OFF.
- BUY AN OVEN LINER TO MINIMIZE OVEN CLEANING.
- KEEP A FIRST AID KIT HANDY.
- ESTABLISH A CENTRAL LOCATION FOR MAIL AND OTHER NOTICES.
- FLOOR DRAINS—POUR WATER DOWN AT LEAST ONCE A MONTH.

EASY TIPS TO FOLLOW (CONT.)

- DO NOT SIT OR STAND ON ANY APPLIANCE, SHELF OR COUNTERTOPS.
- 3M HOOKS—HAVE MAINTENANCE REMOVE THEM.
- THE USE OF DOUBLE-SIDED, MASKING AND DUCT TAPE IN YOUR APARTMENT IS PROHIBITED!

CONSERVE ENERGY!

- IF THE HEAT OR AC IS ON, KEEP THE WINDOWS CLOSED AND THE APARTMENT DOOR CLOSED. OPENING DOORS AND WINDOWS WHILE YOUR HEAT OR AC IS ON MAKES YOUR HVAC UNIT RUN CONTINUOUSLY IN ORDER TO MAINTAIN THE SET TEMPERATURE.
- DON'T SHOWER UNTIL WATER RUNS COLD.
- DON'T 'OVERSTUFF' WASHER OR DRYER.
- RUN FULL DISHWASHER LOADS.
- DON'T BECOME A LAUNDROMAT! DON'T LET FRIENDS USE YOUR WASHER AND DRYER. THIS USES YOUR HOT WATER AND ELECTRIC.
- EXTRA FRIDGES AND MULTIPLE OTHER APPLIANCES USE EXTRA ELECTRICITY.
- DON'T RUN YOUR THERMOSTAT ON "EMERGENCY HEAT SETTING". THIS SHOULD ONLY BE USED IN A REAL EMERGENCY WHEN THE SYSTEM IS NOT WORKING PROPERLY.
- DO RUN YOUR THERMOSTAT BETWEEN 68-72 DEGREES.
- EVEN IF YOU FOLLOW ALL THE ABOVE TIPS...REALLY COLD WEATHER CAN CAUSE YOU TO GO OVER YOUR ALLOTTED ELECTRIC CAP.



How to submit a maintenance request for Reinhard Villages

Go to www.clarion.edu

Click *Student Life*

Click *Living at Clarion*

Click *Campus Housing*

Under the Contact Information for Student Housing you will see a green box. Choose the work request option for Reinhard Villages. The link will take you to the form below. Fill it out completely online and click submit. The Reinhard Villages maintenance team will receive your request electronically, meaning faster service for you!

Typical Maintenance Requests Include:

The dishwasher is making a funny noise... Our apartment feels too warm all the time... the kitchen sink is draining slow... Our toilet has started to run constantly... I have no hot water...

**CLARION
UNIVERSITY**

**Reinhard Villages Work
Order Request Form**

A screenshot of the online maintenance request form. The form is divided into three main sections: "Background Information", "Person to be contacted", and "Work Order Information". The "Background Information" section includes fields for name, phone number, email address, physical address, nature of the work order, date of the request, time of the request, and location of the incident. The "Person to be contacted" section includes fields for name or organization, phone number, email address, and hall/address. The "Work Order Information" section includes a field for apartment and bed assignment. A red arrow points from the text above to the "Reinhard Villages Work Order Request Form" title. The page number "7" is at the bottom.