

IMPORTANT INFORMATION

FTE, LLC
12 Jane Lane
Holtwood, PA 17602
717-284-2960

1. Contact information
 1. Property Management
 1. Gene Miller - 717-278-0011
 2. Leases and general questions
 1. P J Roberts - 717-203-0448
 3. Billing and Accounting questions
 1. Jackie Roberts - 717-284-2960
2. Rental Payments. Payments are accepted online at www.tv.managebuilding.com.
3. Payment Due Date: Rent is due on the first and late on the 3rd day of the month. We will contact you by whatever means we have on file on the 2nd day of the month if we have not received your rent. We file Landlord-Tenant complaints with the District Judge on the 5th of the month, no exceptions.
4. Television Antennas - No antennas are permitted to be mounted on the building under any circumstances. Some companies may contact you and tell you that it is OK to do that. It is not. You will be responsible for the cost of repairing damage and removing the antenna if you authorize installation. If you want a dish setup, there is one antenna on the building to which everyone must hook up. If you want to use cable, contact Comcast Cable (866-740-3722). If you want to use the dish antenna, contact Heidig Antenna (717-397-6008)
5. Electricity - Contact PPL (800-342-5775) or <https://www.pplelectric.com/my-account/start-stop-move-service/start-new-service.aspx> and have the electric in your name as of the effective date of the lease. Check your price to compare on PPL website for a list of suppliers who may be able to offer electricity at lower rates than PPL.
6. Trash - Please recycle. The City requires it and it is the responsible thing to do. Do not let trash collect in common areas or outside your door.
7. Noise - We take noise complaints seriously. You are in close proximity to your neighbors. Please be considerate and keep noise in check. If your neighbor is making noise, the best approach is to talk to your neighbor first to attempt to resolve the problem. If that doesn't work, call the police, then report the offense through www.tv.managebuilding.com to Gene, or PJ.
8. Renter's Insurance - You are required to obtain a renter's insurance policy. If you don't have an idea for an insurer, contact Ross Insurance at 717-397-4729. See brochure for details.
9. Work Orders - please contact us through the website at www.tv.managebuilding.com immediately if you detect a running toilet, or leaking faucets or plumbing. Water is getting really expensive and leaks can cause a lot of damage if left uncorrected. We keep our rents low by paying attention to maintenance. If there are any other issues or concerns, please don't hesitate to contact us. IF AN EMERGENCY, USE ANY OR ALL OF THE NUMBERS ABOVE.
10. How to Contact Us: Submit work orders, find your lease and other forms, and see your rental payment history and balances at www.tv.managebuilding.com
11. Mail box keys(Orange Street Units Only) - if you lose your key or need a new one, contact the Lancaster Annex at 717-394-7786 or 717-394-1032

Thank you for choosing FTE, LLC for your housing needs. It is our pleasure to serve you.