

**Willow Springs Office
1606 Willow View Rd. 1-A
Urbana, Il. 61802**

217-328-2525 Office 217-328-6558 Fax
Jean Ogle – email jeanogle@yahoo.com
Brad Richardson – email brichar781@yahoo.com

For Your Information:

Phone Company - SBC Phone Service: 1-800-244-4444
Power Company – Ameren IP 1-800-755-5000 or online www.ameren.com (all electric)
Cable – Comcast 1-800-COMCAST
Water – Illinois American Water 217-352-1420
Emergency (After Hours) 217-202-8160 or 217-367-3599

1. The electrical shut-off is located in the washer and dryer closet. Check to make sure all breakers are switched on when you move in. If your AC is not working, check the breakers.
2. The WATER SHUT OFF is located in the hot water heater / furnace closet. You will be able to shut off water to an individual facet or toilet by turning off the supply valve below your sink or toilet.
3. Whenever you use the garbage disposal, let the water run for a half a minute after you turn off the swish. Do not put grease, banana peels, celery or chemical drain openers down any of the drains. If the disposal freezes up, push the reset button located on the bottom of the disposal.
4. Whenever the water rises in the toilet bowl, do not try flushing the toilet again. Use a plunger first, and then try flushing again. Do not flush feminine napkins or paper diapers, (or any other product which is not toilet paper.) This could require a plumber's visit and that would cost you money.
5. We all like to have plenty of parking for family and guests. Please use your garage whenever possible, leaving ample space for everyone.
6. Replace the furnace filter every 2-3 months. This will keep your heating and cooling costs low. You may pick filters up at the office.
7. If you lock yourself out of your unit after hours, there is a 20.00 charge payable when maintenance arrives to let you in.

We hope you enjoy your condo. If there is anything we can do, please let us know.
Thank you!