

WELCOME PACKAGE

Gibson Group Management, INC.

OFFICE LINE: 954-909-0195

MAINTENANCE LINE: 844-497-8452

Email: Info@gibsonrealtyservices.com Address: 120 E. Oakland Park BLVD #105, Oakland Park, FL 33334.

MAILING ADDRESS: PO BOX 11964, Fort Lauderdale, FL 33339

GIBSON GROUP MANAGEMENT STAFF

♦ Rosy Baron – President

* Oscar Campos- Office assistant & Maintenance coordinator assistant oscar@gibsonrealtyservices.com

* Accounting department for rent payment questions Info@gibsonrealtyservices.com

Dear Tenant:

We wish to welcome you to your new home and to the Gibson Group Management Team. It is our intention to render prompt and efficient service and to maintain our properties in the best possible condition. As a member of this team, we expect you will show pride for your home and help by leaving the property in the same condition as you found it.

Attached is our WELCOME PACKAGE, designed to aid in the transition of your occupancy. It outlines rules and procedures, as well as, what to expect before, during and after your tenancy.

We are sure the procedures outlined, checklists, phone numbers and tips enclosed in this package will make your occupancy as problem free as possible. To ensure a cohesive relationship, please make sure all rules are followed, all rents are paid on time and all maintenance needs are reported immediately.

A fully signed, executed copy of your lease will be provided at the time complete, signed copies of the forms enclosed in this package are received by our office. Welcome Home!

Regards,

Rosy Baron

Rosy Baron, President

Gibson Group Management, INC

TENANT “AT-A-GLACE” INFORMATION

Welcome to the Gibson Group Family. By choosing to reside at a Gibson Group Property, you have joined our family of residents and will receive the highest quality of care from our professional staff members. We look forward to the coming year and have put together the following information to ease your transition into your new home. Anytime you have any questions, please do not hesitate to call us.

IMPORTANT PHONE NUMBERS

NAME		NUMBER
Florida Power & Light	Electricity	954-797-5000
Comcast/Infinity	Cable	954-266-2278
City of Fort Lauderdale	Water/Sewage (Fort Laud. Properties Only)	954-828-8000
City of Oakland Park	Water/Sewage (Oak. Park Properties Only)	954-630-4280
Maintenance Emergency's	Leave a message and non-emergency calls will be returned during business hours	844-497-8452
NON- Emergency		
Fort Lauderdale Police Dept.	Police Non-Emergency (Fort Laud. Only)	954-828-5700
Broward County Sheriff's Office	Police Non-Emergency	954-202-3131

IMPORTANT NOTE REGARDING ELECTRICITY: Electricity for the apartment must be transferred to your name. Please call Florida Power & Light on the day your lease is executed to set up your account. Gibson Group will not be responsible for the electricity past this date.

RENT PAYMENTS: Rent is due on the first of each month. We accept cash, check, money orders or cashier's checks in the office (address below.) You may also mail payments to PO BOX 11964, Fort Lauderdale, FL 33339. (Please ensure if you are mailing your payment, **that it arrives on time.** Postmarked payments by the 1st do not mean your payment is on time.) After the 3rd of the month, **there is a \$50 late fee plus a \$10 per day late fee until full payment is rendered.**

OTHER IMPORTANT INFORMATION

- Please make sure your garbage is placed in the appropriate bins and is not left sitting outside your door.
- Do not place personal belongings on the outside of the premises without permission.
- No loitering in parking lots or common areas.
- **No satellite dishes are allowed to be hanged or attached to the property**
- Be sure to keep all furniture and storage items at least 36" from furnaces and water heaters. Do not store items in or in front of the furnace/water heater closet.

RENT PAYMENTS

Rent can be paid:

- *Online through the online portal if you use “E” check there is no charge, or you can pay with a credit card with a fee
- Checks or Money order Payments will have a processing fee of \$25.
- **CASH is NOT accepted**

Make payments payable to Gibson Group Management, INC. *Remember if you are mailing your rent, it must be RECEIVED by our office on or prior to the due date!*

OFFICE HOURS

Walk in rent by appointment only please call the office 954-909-0195 to set an appointment if needed.

Any and all office visits must be by appointment

Any pending maintenance matters cannot be used as an excuse for not paying rent. We try to take care of maintenance matters as soon as possible; nevertheless, occasionally the process of correcting a problem does take longer (possibly due to ordering delays, locating parts or general repair difficulties.)

Rent is due on or before the first of every month (unless otherwise specified in your lease.) Late fees are considered additional rents and need to be included for any payment received beyond 5:00pm on the third day of the month. An initial late fee of \$50.00 will be due immediately plus \$10 a day until the balance is paid in full.

All monies paid will then be applied to late fees first. Therefore, if you do not include the late fee with your rent payment; you will have an outstanding balance on your rent payment which is subject to a \$10 a day charge until the balance is paid in full.

If there is a balance at the end of your lease, fees and subsequent charges will be levied against your security deposit. If the fee is greater than the amount of security in escrow, then the remaining balance will be turned over to our attorney for collection.

This office is a member of the Credit Bureau, Inc. We retain the right to report any information, good or bad to the three credit reporting agencies (Equifax, Transunion and Experian) as well as any future landlord, employer or creditor inquiring for reference.

MOVE-IN PROCEDURES

1. Pay all monies owed prior to move-in in cashier's checks or money order.
2. Welcome packet review
3. Complete forms enclosed in this welcome package and return them to the office within 72 hours after move-in, or you will be accepting the unit in its as-is condition.
4. Contact utility departments to have the utilities that you are responsible for paying put in your name:
 - Electricity (FPL: 954-797-5000)
 - Phone (AT&T: 888-757-6500)
 - Cable (Comcast: 954-252-1937) satellites are not permitted
 - Water (Contact the city where your home is located)
 - City of Oakland Park (954-630-4280)
 - City of Fort Lauderdale (954-828-5150)
 - City of Wilton Manors (954-390-2100)
5. **Please return your walk-through form within 72 hours of execution, making note of any problems or damage existing at the property.**
6. Move into your home.
7. You may decorate your home as you wish.
 - a. Windows should be dressed, if the dressing does not conflict with the aesthetic of the property. No towels, sheets or other makeshift window coverings are acceptable. When installing blinds or drapery rods, we suggest using butterfly bolts that expand behind the plaster and prevent cracks or pulls due to excessive weight.
 - b. Painting may be done with approval of colors prior to painting. Please note: if you decide to paint a color in your home, you will be expected to paint it white or back to the original color as part of your move-out procedures.
 - c. For pictures we would appreciate your using gummed picture hanging tapes. If you use screws or nails, you will be responsible for patching holes as part of your move-out procedures.

MISCELLANEOUS

TRASH PICK UP

- In order to keep the property free of loose garbage, pests and odors all trash is to be deposited into the provided containers or black bags.
- There are to be no boxes or debris not in proper receptacle left around the property at any time.
- For the removal of bulky items, you will be required to contact the city utilities department to make arrangements for a special collection (at your expense.)
- Tenants who are suspected of dumping large materials, bulky items, furniture or garbage not in proper receptacles will be invoiced for clean-up costs. This fee if unpaid will be deducted from your security deposit.
- Waste Management and the City periodically conduct bulk pickup days. Do not place bulk pickup items outside more than 24-hours prior to the date. If the items are not picked up, you must remove them within 24-hours.

PETS - Pets are NOT allowed unless permitted in writing by Management at the time of occupancy. Any pets kept within the leased property without notifying Management and receiving prior permission will be subject to a \$5 per day charge for the remainder of your lease. YOU WILL BE IN VIOLATION OF YOUR LEASE AND COULD BE EVICTED. All pets require a NON-REFUNDABLE pet deposit as identified in your lease.

WATER BEDS - Waterbeds or similar apparatus containing water are strictly prohibited without written permission of Management. (Fish tanks while containing water, are considered pets and are permitted (one per unit) with prior permission and require a pet deposit.)

NOISE – At no time shall the lease or guests produce noise in such a manner as to disturb occupants of the surrounding homes/apartments. This includes, but not limited to the use of radios, televisions, speaker systems, musical instruments or humanly emitted noises. Please take your neighbors into consideration and understand their taste in music and schedules may not coincide with yours.

STORAGE – Do not store any items outside of your leased area. No articles should be placed in the common areas such as porches, sidewalks, laundry rooms, pool areas, corridors, halls, stairwells or other areas.

DRYER – Tenants have access to dryers, either in the unit, on the property or coin laundry. Hanging clothes outside to “air-dry” is strictly prohibited.

THREATENING STORMS – Welcome to South Florida. The Tenant is responsible for protecting their own possessions and taking the necessary steps to secure property, possessions and life. If a hurricane is eminent,

please use common sense in regard to preparation of the property. (Remove debris from property, bring chairs or any other patio/porch items inside, etc.)

SERVICE TIPS

The following service tips are designed to help you maintain the property and avoid any unnecessary service emergencies. For maintenance issues outside the limits of these service tips, please call for assistance immediately.

- **ELECTRIC** – Florida, particularly South Florida, is susceptible to power outages.
 - Breakers: Sometimes electric appliances or lights will not come back on after a power outage because the circuit breakers have tripped to the off position. Please locate the breaker box (contact us prior to an outage if you need help locating the box.) The breakers may appear to be on or may not be in the off position. Flip the breakers all the way off then all the way on.
 - During a power outage (especially if you plan to leave the property during an outage) turn light switches off and unplug appliances to prevent a power surge.
- **WATER** – If at any time the water pressure appears to be low
 - It may be that the screens on the end of the faucet spout are clogged. Simply unscrew the nozzle and rinse the screens in white vinegar. Make sure the screens are replaced in the same way they were removed.
 - If the shower head has low pressure, place white vinegar in a large zip lock bag and secure it to the shower head so that it is entirely in vinegar. Leave bag overnight if possible.
- **AIR CONDITIONING** – **It is the responsibility of each tenant to maintain their AC filters,** whether its central air or wall units. It is to your advantage to keep filters clean and replace them when necessary as clean filters will put less drag on the air handling motor reducing electricity costs.
 - **IF THERE ARE ANY PROBLEMS WITH THE AC UNIT DUE TO UNCLEAN FILTERS, YOU WILL BE RESPONSIBLE FOR ANY REPAIR COSTS.**
 - If the filter is flexible fiberglass, it should be rinsed in warm water and squeezed out when coated with dust.
 - AC filters should be replaced or cleaned every 30 days.
 - A new filter has been placed in your unit upon move-in, therefore, a new filter **MUST** be in the unit upon move-out.
 - Filters can be purchased at most hardware stores, grocery stores and department stores such as Walmart and Target. Be sure to measure your filter or make note of the size on the existing filter.
- **TOILETS** – **Do not place feminine hygiene products, paper towels, diapers, facial tissue, or any other foreign objects in the bowl. Assume that materials larger than the opening will clog the drain. If the toilet overflows, turn off the water valve located next to the tank. Use your plunger and flush toilet**

again. You will be responsible for any costs associated with servicing the plumbing caused by disposing large items down the drain or plumbing, or clogged drains due to hair.

SERVICE/MAINTENANCE PROCEDURES

The following procedures will help insure the most rapid and effective response on service calls:

- Maintenance personnel are available during normal business hours. All maintenance and service issues should be reported to management at **844-497-8452** immediately. This is a 24-hour maintenance number and you must leave a detailed message and you will either receive a return call from Management or a work order will be placed, and Maintenance will call you to schedule service. Management will determine the nature of the service request and non-emergency items will be handled accordingly.
- **For non-urgent issues** you can log into property meld and submit a maintenance issue online. **At this time property meld is not monitored after hours or on the weekends or holidays, so please call the 800 # for urgent matters.**
- Our policy is not to allow anyone to enter your home without your permission, unless it is an emergency. We will ask your permission to enter the home if you are not present and will give 12 to 24-hour notice.
 - If there is an emergency where 24-hour notice cannot be given, we do our best to notify you prior to entering the property so you can make arrangements to be present if desired.
 - If for any reason you change the locks on any of the doors or gates, it is imperative that you provide a replacement key to the management office.
 - **If service is needed on the property and you fail to provide the office with a new key, you will be charge a \$75 wasted trip fee.**
 - **If you make an appointment with our maintenance staff and you fail to fulfill, cancel or re-schedule the appointment you will be charge a \$75 fee.**
 - If an emergency arises and you fail to provide the office with a new key, you will be charged for locksmith services or damages resulting in forced entrance.
- Tenant sabotage, defacing of property, negligence, or any other tenant led negative or threatening act against the property will be considered breach of lease and cause for eviction.
- Service calls that are the result of negligence, sabotage or other negative acts on behalf of you, the tenant will result in a \$75 per hour charge for labor PLUS materials.
- Repetitive and/or nuisance non-service-related calls from one tenant may give cause to consider the tenant negligent and inconsiderate to the time of staff and could affect whether a lease renewal option is revoked.

- **LOCK OUTS:** If you lock yourself out of your residence, you may pick up a duplicate key with 24-hour notice for a fee of \$75 per key. If you lock yourself out after 5pm or on the weekends, you should call a locksmith (do not forget to provide management with a copy of the key.)

FLOOR CARE

TILE: As with all flooring, the best care is regular care.

- Sweep or vacuum your tile floors at least once a week, more often if it gets regular use. Dust and lint can evolve into grime if they are not promptly removed, especially in areas where there is moisture.
- Simple washing or mopping with hot water and a mild household detergent should wipe away anything that finds its way to your ceramic floors.
- If the spill remains stubborn, you can use a soft brush or synthetic scouring pad to loosen the spot.
- Do not use abrasive or bleach products as it will remove the sealant and cause staining in the future.
- After washing a tile floor, be sure to thoroughly rinse the floor with clean water. This will remove any detergent residue from setting and attracting more dirt to your floor.
- Even in the tidiest homes, mildew frequently finds its way, especially in bathrooms. Should mildew appear on your ceramic tile, use a simple solution of equal parts water and ammonia to remove it. Again, use a soft brush to clean away the mildew so you do not damage the tile or grout, and rinse the area thoroughly with clean water after the mildew is removed. Be sure the area is well ventilated when using the ammonia solution.
- The incidence of difficult stains on ceramic tiles is rare; tile is durable and impervious to stains, and regular cleaning will eliminate most of the stains on your floor.

WOOD:

- Do not Damp Mop - Water and hardwood floors don't mix! Use only the manufacturer's recommended cleaning products on your hardwood floor.
- Vacuum Regularly - Small stones, mud and gritty dirt tracked in from outside can scratch the finish of your wood floor's finish. To help combat this use long bristle welcome mats placed at all outside entrances for people to wipe their feet on before entering onto the floors.
- Use the Proper Chair Glides - Narrow wheels, sharp wooden legs or metal furniture legs can scratch and dent hardwood floors. Any furniture that rests directly on top of a hardwood floor should have felt protectors, or furniture coasters under all its feet. For extremely heavy objects such as a piano, use wide, non-staining rubber cups. Purchasing floor protectors is inexpensive insurance for protecting your hardwood floor investment.
- Don't Use Oil Soaps - There are many over the counter oil-based soaps and wax based cleaning products that may damage or dull the finish of your wood floor. The best suggestion is to only use the manufacturers recommended cleaning products on your hardwood flooring.
- Never Wax - If your hardwood floor has a polyurethane finish never use a paste wax on the floor's surface. A paste wax may form a sticky film on your floor and allow tracked in dirt to stick to your wood finish.
- Wipe Spills Immediately - When accidents happen and liquid gets spilled on your hardwood floor, you should use a slightly damp white cloth, or paper towel to immediately clean up and dry the affected area. For more difficult spots, follow the manufacturer's recommended cleaning procedures.

LAMINATE: The only routine care needed to keep a laminate floor looking like new is a simple once-over with a dust mop, vacuum cleaner, or lightly dampened mop. You can reduce the likelihood of damage to the floor by taking a few simple precautionary steps. Here are some standard preventive maintenance tips:

- Place mats in front of sinks, stoves, and at all room entrances – with one on each side of doorways connecting to the outside world
- Place area rugs in high traffic areas
- Place felt protector pads under furniture feet
- Make sure chair casters are in good working order and kept clean
- When moving furniture, lift it rather than pushing or pulling it
- Regularly sweep, vacuum or damp mop
Note: only use a vacuum cleaner with a hard-floor attachment; when mopping, only use a lightly dampened mop – never wet mop or saturate the floor with water or cleaning products
- Spot clean as necessary with a lightly dampened cloth or a manufacturer approved cleaning product
Note: do not use soaps, one-step floor products, abrasives, polishes, or wax; dry the floor thoroughly after damp cleaning
- Wipe up spills immediately
- Remove tough stains, like shoe polish, tar, oil, ink, crayon, or glue with nail polish remover (acetone)
- Remove candle wax and chewing gum by applying an ice pack to harden the material then carefully loosen it with a plastic scraper

CARPET: The best way to maintain carpet is to vacuum it regularly, as it prevents soil from becoming embedded in the carpet's pile.

- To remove a dent caused by heavy furniture, stroke carpet with the edges of a coin. You can also use a hair dryer or a steam iron to gently raise the dented area while you tug upward on the tufts. **CAUTION: DO NOT LET THE IRON TOUCH THE CARPET.**
- If your carpet is burned, remove the tops of the dark, burnt fibers with curved fingernail scissors. If the burn is extensive, notify management immediately.
- If a flooding, the carpet needs to be dried, front and back, by a professional cleaner with the proper equipment.
- A wet/dry vacuum cleaner is the best way to effectively remove stains. Use the attachment with the best suction and vacuum as much of the stain as possible, continuing to add water to the stain as you go.
- Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove.
- If spot removal solvent is necessary use a low residue carpet spot remover, apply several drops to a clean white cloth and blot the carpet in an inconspicuous area. If a color change occurs or color transfers to the cloth, do not use on stained area.
- If stains remain after cleaning, moisten the tufts in the stained area with 3% hydrogen peroxide and let stand for one hour. Blot and repeat until carpet are stain-free. No rinsing is necessary.
- Some stains cannot be removed because they permanently alter the carpet's color. These stains include acid toilet bowl cleaners, acne medication, alkaline drain cleaners, chlorinated bleaches, hair dyes, iodine, insecticides, mustard with turmeric and plant fertilizers. For these types of stains, inform management immediately.
- Sample cleaning techniques/solutions:
 - Mix 1 teaspoon of synthetic detergent (Joy, Dawn, Ivory) with a half pint of water. Apply this solution directly to stain with eyedropper. Using a rotary motion, sponge the area with a clean, white cloth. (Works on candy, chocolate, desserts, fruit juices, wine, ice cream, milk)
 - Use the same solution as above and add 1 teaspoon of white vinegar and warm water for persistent stains.
 - For blood stains, use the first solution and add a few drops of peroxide.

EARLY TERMINATION OF YOUR LEASE

According to your lease, upon vacating the premises early, you are obligated for all rent due for the duration of the lease. Security and last month (if applicable) currently held on your account will not be returned unless you, the lessee has met all terms and conditions of the lease.

TRANSFERS AND UPGRADES

If your Landlord and/or Management approve, you may be able to transfer within your Landlord's property portfolio. This is allowed if the upgrade is to a larger property or greater rental rate. There will, however, be an administrative fee of \$250 on all lease transfers. The lease of the new property will begin a new 12-month period. Cleaning and maintenance needed to the vacated property are subject to loss of rent charges and will be evaluated on an individual basis. Additionally, the security deposit on the new property if higher must be paid prior to the transfer.

ALL GOOD THINGS MUST COME TO AN END

We require a minimum of 60 days notice of vacate prior to your lease expiration. Please make sure you provide such notice and get a written confirmation that our office has received the notice from you. We do not conduct move out inspections with the tenants. Please make sure you document the condition of the unit prior to turning in the keys to our office. We will not assumed you have vacated the property because your lease period ended, we need to receive confirmation from you that the unit is vacant and all the keys to the unit back from the tenants. Failure to follow this process or notify us that the unit is vacant could result in daily rental fees assessed to your account.

Helpful Move Out Reminders:

- Please be sure to remove all items from the unit, including cleaning supplies, furniture and curtains that were not originally rented with the apartment
- Do not place any furniture, bulk trash or boxes by the curb or in the trash cans/ dumpster unless confirmed in writing by management.
- Be sure return the apartment clean, which includes cleaning appliances, blinds, cabinets, tub and replace the AC filter and batteries.
- Please be sure to pay any outstanding water bills, fines, rent or fees associated with the property
- Patch and paint any holes that may have been created to hang pictures or mirrors
- Return all the keys to our office in a timely manner.

What To Do About Surface Mold in the Bathroom Caused by Humidity and Steamy Showers

In general, mold is a fungus that's plentiful in the natural environment and, when conditions are right, indoors as well. Take the bathroom: Its damp, dark, and often warm interior makes mold growth a perpetual problem there. Without adequate ventilation or routine towel-drying after each use, mold can easily take up residence and thrive.

A fan is ideal to keep the air circulating and dry. Without air movement, condensation can form on walls and windows. Where water sits and cools, surface mold can and will grow. If your bathroom does not have a fan, below are some tips on how to clean and prevent surface mold.

Step 1. Remove the surface mold.



To remove the black stains that mold leaves on non-porous surfaces like grout, mix equal parts of bleach and water in a spray bottle and spray it over the stained area, allowing it to sit for several minutes. Return and spray the area again and use a scrub brush to scrub out any remaining discoloration. (Tip: An old toothbrush aptly reaches rout's narrow lines.)

Use a spray cleaner/ surface cleaner and a sponge or cloth to wipe mold off of surfaces like ceilings, walls, tile and porcelain tubs. Follow up with a scrub brush on any stubborn areas, and thoroughly rinse with water. This process should remove the mold, even if some dark coloring remains.

Step 2. Prevent future surface mold growth.

- Reduce the humidity. No exhaust fan in your bathroom, use a portable fan to ventilate the room after you have showered, this should remove any residual steam and dry the air out.
- Open a window, enough fresh air needs to enter the room to bring the humidity down. if you don't have a bathroom window leave the bathroom door open after you have showered for at least 30 minutes.



- Keep vinegar on hand. Store a spray bottle of vinegar in the bathroom and apply and air-dry after every shower or soak. (You might consider add several drops of your favorite essential oil—tea tree, peppermint, or lavender—to the bottle to make the vinegar’s smell less offensive.)



- Wipe dry after every use. towel down doors, walls and tile to remove extra moisture from those surfaces, so that mold and mildew have nowhere to go (and grow).
- Clean regularly. Be sure to do a thorough cleaning of the bathroom weekly; if all else fails, this consistent regimen should keep mold spores from taking hold and running amok. Rotate an anti-fungal cleaner into the routine at least once a month.



Accepting Invitation and Registering

As a Tenant, once you have been invited by your Property Manager to the Property Meld platform, you need to complete the registration process discussed below.

Step 1:

Open the email invitation received from your property management company to register with Property Meld. The email will resemble the screenshot below.

Click **Confirm Your Information**.

Welcome Kendrick!

ACME Property Management has opted to upgrade the way they handle maintenance using a system called Property Meld. This is no cost to you and improves your ability to see what's happening with your maintenance requests.

As a tenant of ACME Property Management, you'll be able to submit maintenance requests, chat directly with your property manager, schedule repairs, and more! Property Meld is 100% free for you.

Your manager has already entered your information, all you need to do is click the button below and choose a password.

[Confirm Your Information](#)

Don't forget to watch this quick video on how to enter and track your maintenance requests.

- [How Property Meld works](#)

If you no longer reside at this property, click [here](#) to stop receiving invites.

Sent by Property Meld

525 University Loop, Suite 103 • Rapid City, SD 57701

Step 2:

Finish Registering by entering a **password** and **confirm the password**.

Click **SIGNUP**.



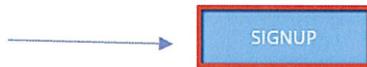
Finish Registration

sony+staging+tenant@propertymeld.com

password

confirm password

By signing up, I agree to Property Meld's [Terms of Service](#), [Privacy Policy](#), and [Acceptable Use Policy](#).



Already have an account? [Login](#)

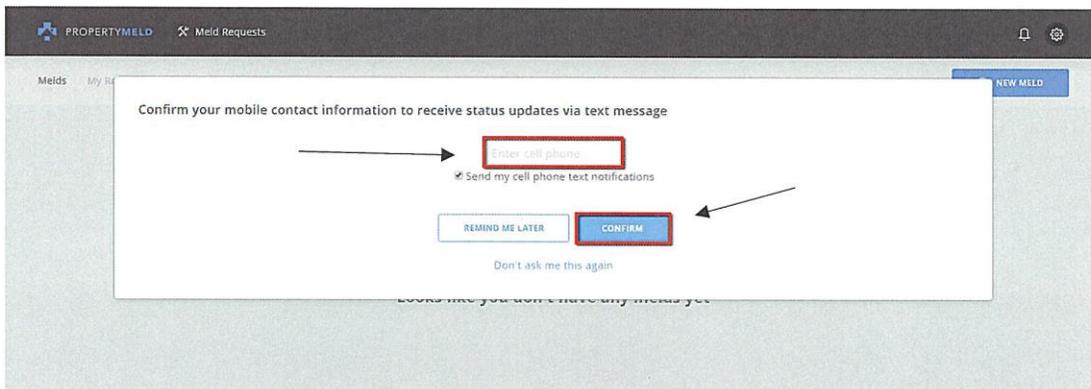
Step 3:

IMPORTANT: In order to receive mobile text notifications regarding maintenance requests and messages sent from property managers, you need to Opt-In by entering your mobile number. If you do not wish to opt-in to receive text messages, you will still be able to receive and respond to email notifications.

Enter the cell phone number and click Send my cell phone text notifications.

Click **CONFIRM**.

NOTE: To manage notifications, refer to [Manage Profile and Notification Settings](#).



The screenshot shows a mobile notification opt-in screen within the PROPERTYMELD application. The header includes the PROPERTYMELD logo and 'Meld Requests' on the left, and notification and settings icons on the right. The main content area is titled 'Confirm your mobile contact information to receive status updates via text message'. It features a text input field labeled 'Enter cell phone' with a red box around it and an arrow pointing to it. Below the input field is a checked checkbox labeled 'Send my cell phone text notifications'. At the bottom, there are two buttons: 'REMINDE ME LATER' and 'CONFIRM', with the 'CONFIRM' button highlighted with a red box and an arrow pointing to it. A link 'Don't ask me this again' is located below the buttons. A 'NEW MELD' button is visible in the top right corner of the screen.

What You Can & Cannot Flush Down The Toilet

When it comes to worry-free flushability, stick to the basics: human waste and toilet paper only.

Here's a much longer list of things that cause clogs and should not be flushed!

- Facial tissues
- Baby wipes, disinfectant wipes, moist wipes, any type of wipe even if it states "flushable"
- Toilet bowl scrub pads
- Swiffers
- Napkins (paper or cloth), paper towels
- Dental floss
- Egg shells, nutshells, and coffee grounds
- Fats, oils, and greases
- Hair
- Sanitary napkins, tampons, condoms, or any non-organic material
- Vitamins, medicines or other pharmaceuticals
- Sheet plastic, or plastic of any kind
- Diapers (cloth, disposable, "flushable")



Still not convinced? Then try this "flushability test." Fill two bowls with water. Place toilet paper in one, and place one of the items above in the other. Swish both items in the water. Wait an hour, then swish again. The toilet paper should have significantly disintegrated by then, while the other item (for example, Kleenex, wipes, napkins, etc.) will likely remain intact. Unless the item disintegrates at the rate of toilet paper, it should be placed in the garbage and not down the toilet. Otherwise, you risk a blockage in your own pipes as well as clogging a pump station and causing a sewage backup for other homes and businesses. Remember: the drains that connect your home to the main sewer are often no wider than 4 inches.