



The Legends at Ridgeview Ranch  
2300 Kathryn Lane  
Plano, TX 75025  
(972) 396-2037

**Thanks so much for choosing The Legends at Ridgeview Ranch!**

*Helpful items for you to know.....*

*Drive in gate code: 1942*

*Walk in gate code: 12345*

*Office and Emergency #: 972-396-2037*

*Submit your maintenance requests at  
[www.legendsatridgeviewranch.com](http://www.legendsatridgeviewranch.com)*

*Sign in: (4 digit apartment number) and password  
ridgeview*

**Payment Procedures:**

*Rent is due on the 1<sup>st</sup> with grace until the 3<sup>rd</sup>. On the 4<sup>th</sup>, the late fee is \$100 and you must pay back the concession you received for the month, and \$10 per day until the account is paid in full. Late rent must be paid with a cashier's check or money order. No partial payments.*

*Refer someone you know to The Legends at Ridgeview and receive \$200.00 off your rent after they have paid one month's rent. They must list your name on the application.*

*Thank you so much and we Look forward to serving you!*

*The Legends at Ridgeview Ranch Team*

**Email: [ridgeviewranch@bes.com](mailto:ridgeviewranch@bes.com)**

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

Sherman Residential wants you to thoroughly enjoy your new apartment home. The following helpful tips will assist in making your residency more enjoyable. If you have any questions with any of the items listed below, please call the management office for further assistance.

***Garbage Disposal:***

- Use lemon peels or frozen ice cubes made of water and vinegar to assist in removing foul odors.
- Use the garbage disposal frequently.
- Always use water and dish soap when the garbage disposal is running.
- Grind ice weekly in the garbage disposal to keep the blades sharp and clean.
- Only place food the consistency of mashed potatoes in the garbage disposal.
- Do not put any type of stringy vegetable in the garbage disposal.
- Do not put any type of metal in the garbage disposal.
- Do not put large quantities of cooked or raw rice in the garbage disposal.
- Do not clean fish tanks in a sink without covering the drain with cheesecloth to prevent the pebbles from clogging the drain.
- Keep all body parts away from the disposal and do not turn on the disposal when removing objects from the disposal.

***Dishwasher:***

- Periodically clean the bottom drain inside the dishwasher to prevent food getting caught and causing leaks.
- Do not block the center port, where the sprayer, which needs to move up and down, is located.
- Automatic dishwasher detergent is recommended. Do not use sink soap.
- In areas with hard water such as Austin and San Antonio, always use Jet Dry.
- Run the dishwasher frequently.

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

- When running the dishwasher, set the dial at the beginning of the cycle so that the detergent cap closes properly
- If a white film appears on the dishes, run the dishwasher with the same dishes inside for one cycle with two cups of white vinegar and no dishwasher detergent.

***Microwave:***

- Never slam the microwave door, which can break the internal parts and may crack the plastic on the microwave door.
- Always cover food when using the microwave.
- Clean the microwave regularly and after each use.

***Stoves:***

- Do not leave a turned-on stove unattended.
- Clean the oven regularly and use oven liners.
- Clean the oven drip pans regularly.
- Food should be placed in an appropriate container when being cooked. Do not cook food directly on a burner.
- If there is a fire, dial 911 immediately.
- Report non-working stove burners to the management/leasing office.
- If the stove is gas with a pilot light, request that the management office instruct you on how to light the pilot light.

***Heating, Ventilation, and Air Conditioning (HVAC):***

- Change air filter once a month. Air filters can be obtained for free in the management/leasing office.
- Never turn thermostat on and off several times in a row, as this will short out the cycle compressor.

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

- Do not turn the air conditioner off completely, as the combination of warm weather and no air conditioning can cause mold and mildew to grow.
- During the winter in climates where temperatures may fall below freezing (such as Dallas and Raleigh/Durham), do not turn heat completely off to assist in preventing freezing pipes.

***Washer:***

- Do not overload the washer and never put oversized items such as rugs, blankets, or comforters in the washer.
- Never run the washer unless you will be in your apartment for the entire cycle in case the washer causes a flood or a fire.
- In the event of a washing machine flood, immediately turn off the washer and turn off the water valves located behind the washer and turn off the water valve at the hot water heater. Contact the management office for assistance in drying out the flooded area.
- Do not move the washer after installation.
- If the Resident owns his/her own washer, the resident must be sure the washer works properly since the resident is responsible for its operation.
- The Resident is responsible for any damage as described in the Washing Machine Addendum to the lease.
- Periodically check the washer water line hose for cracks and for leaks.
- The maintenance team does not install or repair washers owned by Residents.

***Dryer:***

- Do not overload the dryer and never put oversized items such as rugs, blankets, or comforters in the washer.
- Never run the dryer unless you will be in your apartment for the entire cycle in case the dryer causes a fire.
- Clean out the lint filter after each use of the dryer.
- Do not move the dryer after installation.

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

- Make sure the dryer vent hose is not kinked.
- Check the dryer vent inside and outside the apartment for blockages and lint.
- Report exterior bird nests in the dryer vents to the management/leasing office.
- The maintenance team does not install or repair washers owned by Residents.

***Hot Water Heater:***

- Periodically look around the hot water heater for leaking water. Immediately notify the management/leasing office if the hot water heater is leaking
- Immediately notify the management/leasing office if the hot water runs out quickly.

***Ceiling Fans:***

- Clean and dust ceiling fans regularly.
- Do not leave a ceiling fan turned on for more than two hours.

***Window Blinds:***

- Open window blinds instead of reaching through them.
- Use the pull string properly.
- Clean and dust window blinds regularly.

***Smoke Detectors:***

- Test each smoke detector monthly (by pressing in the test button) and replace batteries as needed
- Never disconnect a smoke detector.

***Trash:***

- Never leave trash outside your front door or on your patio as trash will attract bugs and mice, has a foul odor, and can stain the concrete and wood.

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

***Floods:***

- Immediately turn off the water at the shut-off valve located under sinks, behind toilets, behind the washer, or at the valve on the incoming water line between the wall and the meter above the hot water heater.
  - Call the management/leasing office immediately and report the emergency.
  - During and after a flood, do not use any electrical switches, outlets, plugs or appliances until the property manager or maintenance lead approves such use.
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***Vinyl and Linoleum:***

- Rubber backed mats may cause vinyl and linoleum to stain, so do not use them on such surfaces.
- Clean the vinyl and linoleum often as dirt becomes difficult to remove over time.
- Spiked shoes or high heels will cause cuts and indentations in vinyl and linoleum, so do not wear them on such surfaces.
- Avoid moving appliances, and when moving appliances, place carpet under the appliance feet to prevent cuts, scratching, ripping, and indentations.

***Bathtubs and Showers:***

- Bathtub and shower dirt is easily removed with a product called Barkeeper’s Friend, which can be found at most grocery stores.
- Clean bathtubs and showers often using Tilex or similar products as dirt is extremely difficult to remove after it builds up.

***Carpet:***

- Clean stains quickly with soapy water, Oxy-Clean, or Resolve.
- Notify the management/leasing office immediately if the carpet becomes stained, as the maintenance team may be able to assist in preventing staining.
- Vacuum all carpet weekly.

Sherman Success Manual (“SSM”)  
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- Place carpet/rug runners in high traffic areas.
- All pets must be house-trained properly.
- Do not use Carpet Fresh on the carpet.

***Countertops:***

- Do not place items on a counter that may scratch or burn the counter. Cover the counter with a cutting board, a towel, a heat pad, etc. depending what is placed on the counter.
- Clean countertops quickly after items are placed on them such as Kool-Aid, blueberries, cherries, tomatoes, strawberries, etc.

***Toilets:***

- Only toilet paper should be placed in a toilet. Do not put Q-tips, feminine products, paper towels, etc. in a toilet.
- Keep a plunger handy for toilet overflow emergencies.
- If a toilet starts to overflow, immediately turn off the water at the back of the toilet and do not turn on the water until the maintenance team fixes the toilet.

***Sinks:***

- Never place grease, hair, or fish rocks in a sink.

***Balconies and Patios:***

- See the Balcony and Patio Lease Addendum for further information.
- See the Pet Lease Addendum for further information.
- The concrete and wood on the balcony stains easily. Do not leave items on a balcony or patio that may leave stains such as potted plants without a drain dish or ironwork.
- Keep your balcony clean, and barbeque grills, indoor furniture, fitness equipment are never allowed on the balconies, nor is drying clothing, rugs, or towels.

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

- Outdoor furniture can easily damage building walls (siding, stucco, etc.) when being moved.

***Storage Areas:***

- Store items in fully-enclosed plastic containers to help prevent damage in the event of a leak, etc.

***Amenity Areas:***

- Please respect the common areas (including amenities).
- Management reserves the right to change policies regarding the amenity areas at any time and without prior notice.
- Residents must observe rules posted in amenity areas such as swimming pools, business centers, fitness rooms, etc.
- If the apartment community has a business center, the business center is open during the hours of the management/leasing office is open. Identification is required to check out the business center key. Absolutely no viewing of pornographic websites or other inappropriate sites (as determined by Management) will be allowed.
- Immediately report any problems with any fitness equipment to the management/leasing office.
- Contact the police department first and the management/leasing office second if you witness any crime on the rental community.
- If the rental community has gas grills, turn off the gas grills when not in use.

***Garages and Carports:***

- Be careful when maneuvering vehicles on the premises.
- Park only in your assigned parking spot to prevent towing.
- Do not park in fire lanes as the fire department may tow your vehicle.

***Fireplaces:***

Sherman Success Manual (“SSM”)  
Resident Tip Sheet

- The flue must be open before and during the use of the fireplace. If you are not sure how to operate the flue, contact the management/leasing office before starting a fire.
  - If smoke is backing up into the apartment, immediately extinguish the fire and immediately contact the management/leasing office.
  - Do not burn items other than wood and/or fake logs
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# WELCOME TO OUR NEIGHBORHOOD!

## WE HAVE IT ALL!

### BANKS:

Chase Bank	9108 Custer Road	972-359-7834
Wells Fargo	8990 State HWY 121	972-359-2300
Bank of America	3760 State HWY 121	214-387-9132
Capital One	9724 Coit Road	972-364-6150

### GROCERY STORES:

Super Target	8900 State HWY 121	972-439-3397
Kroger	2925 Custer Road	972-712-6740
Walmart	8801 Ohio Drive	972-731-9576

### DRUG STORES:

CVS Pharmacy	10001 Custer Road
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### RESTAURANTS:

On The Border	8900 State HWY 121	469-342-3322
Chili's	8900 State HWY 121	972-562-5020
Holy Frioles	8900 State HWY 121	214-383-4243
Dickie's BBQ	8900 State HWY 121	972-727-1300

**FITNESS & HEALTH:**

LA Fitness	2875 Central Expressway	469-952-2319
Lifetime Fitness	971 State HWY 121	214-383-3500
Snap Fitness	7695 Custer Road	972-618-3184

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**CIVIC INFORMATION:**

Emergency-Police-Fire Department  
#911

Department of Public Safety  
2109 West Parker Rd Plano  
972-867-4760

Post Office  
3400 Coit Road  
972-599-9631

- resident portal station
- Xbox 360 for family fun
- Wii for all fans
- digital camera kit
- portable GPS system
- DVD player
- handy tool kit
- maintenance 'move in' 30 minutes at your service
- complimentary package service with home delivery
- complimentary faxing, receiving and delivery service
- complimentary copier
- coffee club socials
- continental breakfast monthly
- seminars of current interest
- workshops for fun and education
- book clubs
- exercise groups
- pet treats
- holiday gift wrap stations
- board games for family game night
- DVD's
- books
- magazines
- newspapers
- jumper cables

# Sherman Finishing Touches

*\*some items required deposits/identification*



**Sherman Residential**

500 Lake Cook Road, Ste. 780 | Deerfield, Illinois 60015

847-374-2700 | [www.bs.com](http://www.bs.com)