Resident Handbook

Welcome to Berry Homes!

This handbook is a quick reference for everyday questions during your tenancy. Your lease remains the controlling document if there is any conflict.

Important Contacts

Emergency: 911

Berry Homes Office:
(412) 873 - 5656 - Daryna

Emergency Maintenance:
(917) 294 - 3709 - Nick
(917) 770 - 8719 - Anna

Email: manager@berryhomes.net

Business Hours:
Monday–Friday, 9:00 AM–5:00 PM

Tenant Portal: TenantCloud

Paying Rent

Rent is due on the date specified in your lease.
TenantCloud portal is the easiest way to pay and review your account

1. Check your email: click the message from **TenantCloud** and press

Create tenant account

2. Sign up and check your balance. Pay online easy!

Payment problem? Contact the office promptly.
Applicable late fees and returned-payment fees are described in your lease.

Maintenance Requests

For **non-emergency** submit a maintenance request in your **TenantCloud** portal

1. Use **TenantClaud** portal and press **Requests**
2. Add pictures/video of the issue.
3. Describe the issue.
4. Specify permission to enter.

IMPORTANT! If water is actively leaking, heat fails in cold weather, or a situation becomes unsafe, calel **Emergency Maintenance**. Do not wait for a portal response!

What Is an Emergency?

Call Emergency Maintenance for:

- Active or major water leak / flooding
- Burst pipe
- Sewage backup or overflow
- No heat during cold weather
- Lockout
- Serious electrical issue creating an immediate hazard

Call 911 / utility company first:

- Fire or smoke
- Gas smell / suspected gas leak
- Medical emergency
- Immediate danger to a person or property

Not an Emergency:

- Dripping faucet
- Slow drain
- Broken appliance
- Minor toilet issue when another toilet is available
- Cosmetic damage
- Light bulb / routine maintenance
- General questions

Non-emergency maintenance requests should be submitted through the Tenant Portal.

Access to Unit

IMPORTANT! We provide notice for planned maintenance and inspections as required by your lease and applicable law.
Please secure pets and tell us about access concerns.
Emergency access may be handled differently.

Utilities

Your lease explains which utilities you must transfer in your name and pay.
Keep required accounts active, report interruptions promptly, and review your portal for any utility charges or reimbursements

Taking Care of Your Home

Small habits prevent expensive problems.

WATER & PLUMBING

Report leaks promptly. Never flush wipes, paper towels, grease, or foreign objects

HEAT & FREEZING WEATHER

Keep sufficient heat on during cold weather. Report heating problems immediately. Follow your lease for seasonal responsibilities.

SMOKE / CO DETECTORS

Never disable or cover detectors. Report any malfunction immediately; replace batteries if required by your lease.

PEST PREVENTION

Store food properly, maintain cleanliness, report pests promptly, and follow treatment preparation instructions.

CLEANLINESS & TRASH

Keep your home reasonably clean. Dispose of garbage and recycling according to your property rules

AIR CONDITIONING

Use AC equipment properly and report leaks or drainage problems promptly

Property Rules



Smoking. Follow the no-smoking restrictions in your lease.



Parking. Use designated spaces only; do not block driveways or access areas.



Noise. Be considerate of neighbors and observe property quiet hours, if applicable.



Pets. Only approved pets are permitted, subject to your lease.



Occupants & Guests. Follow your lease for guest stays and authorized occupants.



Painting & Alterations. Request written approval before making changes.



Grills & Fire Safety. Follow building rules and applicable fire-safety requirements.

Quick Reference

NEED HELP?

🚨 **Life/Safety Emergency** — 911

🔧 **Emergency Maintenance:**
(917) 294 - 3709 - Nick
(917) 770 - 8719 - Anna

💬 **General Questions:**
(412) 873 - 5656 - Daryna
manager@berryhomes.net

🏠 **Maintenance Requests** — TenantCloud Portal

💳 **Rent & Payments** — TenantCloud Portal

🕗 **Office Hours — Mon–Fri, 9 AM–5 PM**