

MALLARD LAKE REFLECTIONS

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MALLARD LAKE
APARTMENTS

■ NOVEMBER 1, 2011 ■ ISSUE 11, VOLUME 4 ■

YOUR FRIENDLY STAFF AT MALLARD LAKE

Leasing Team: Shelly, Jackie,
Sudarsana & Nichole

Maintenance Team: Kevin,
Jim, Adam, Andrew, Helena,
Marek & Miguel

OFFICE HOURS

M - W: 10:00am - 7:00 pm
Th - F: 9:00am - 5:00pm
Sat: 10:00am - 5:00pm
Sun: 12:00pm - 4:00pm

ON-CALL, AFTER-HOURS MAINTENANCE PHONE

(866) 876-9695

For all emergencies, call 911.

ONLINE WORK ORDERS

Visit us online today at
www.mallardlakeapts.com to
quickly enter service work
orders, download forms, read
this newsletter, print event
pictures and more!

Username: mallardlake
Password: fixit

QUESTIONS/COMMENTS?

E-mail the Property Manager
at mallardlke@aol.com today!

Drop your used pop-tabs in the
leasing office to be donated to the
Ronald McDonald
House Charity!



Don't forget to recycle this
newsletter when you finish
reading it. Thank you!



Mallard Lake News & Notes

Fall Back

Daylight Savings Time ends November 6. Remember to turn your clocks back one hour and enjoy the extra hour of rest!

Happy Thanksgiving!

Mallard Lake would like to wish all of our residents a very Happy Thanksgiving! We are so thankful for our wonderful residents who make Mallard Lake such a great place to live!

Office Closing

The Leasing Office will be closed on Thursday, November 24 and Friday, November 25 in celebration of Thanksgiving. We will reopen on Saturday, November 26 with regular business hours.

Authorized Occupant Application Fees

Effective 1/1/2012, the Authorized Occupant Application fee will increase to \$25.00.

Resident Referral Recognition

We would like to thank our residents who referred new tenants to Mallard Lake in October. We love having your friends as our neighbors! Kaustubh of 770 Lakeview, Subramaniam of 695 Sheldrake, Venkata of 1581 Teal Lane, Kishore of 758 Lakeview, Gopi of 784 Mallard Lane, Prasad of 1671 Woodduck, Naveen of 1620 Hunter, Manoj of 784 Mallard Lane, Satish of 1629 Hunter and Swaminathan of 1629 Hunter Drive.

Furnace Filters

During the month of October, the maintenance staff changed the furnace filters in every apartment. Don't forget that you can have your furnace filters replaced more frequently by simply calling the Leasing Office and requesting it. We are happy to provide you with this service.

NOVEMBER RENT GIVEAWAY

\$25 Turkey Gift Card Raffle!



Bring the enclosed raffle ticket to the Leasing Office when you pay your rent by November 5, 2011. You will be entered into a raffle for your chance to win a \$25 Jewel Gift Card! Use it for your Thanksgiving turkey or a quiet family meal! Must submit entry form with rent payment to be eligible. Ten winners will be chosen and notified on November 7.



A Note From Jackie's Desk...

Office Etiquette Reminders

We love when residents come to visit us in the office, but recently Mallard Lake employees have become frustrated with certain behaviors happening during these visits. Please remember that our office is just that, an office, and it is the place where we are working throughout the day. While it is our pleasure to help you, please keep the following in mind:

1) Be attentive to your children when they are in the office. While you are working with one employee, other members of the staff may be on the phone or trying to get work done.

Screaming children are extremely frustrating and can be very disruptive. This includes residents who are using the business center. Children are not allowed and if they are disturbing the office you will be asked to leave.

2) If you are waiting for a staff member to assist you, please find a place to wait in the office or have a seat in one of our comfy chairs! Recently, residents who are waiting have been interrupting conversations that we are hav-

ing with others. Also, please give us a few moments to come to the front office when you arrive. We may be on the phone or meeting with another employee. Please do NOT walk into our private back office to look for us.

3) While there are typically four or five employees working in the office, please remember that we do not have as many staff members on the weekends and that we are often busy with appointments. If you know that you will need a staff member's attention for a long period of time, please try to call ahead to set an appointment. This is especially true if you wish to meet with me.

During the week, I am normally accessible as a manager, but on the weekends I am sometimes the second staff member working and will not be available for long meetings.

4) Because we are typically very busy, please don't be offended if we cannot remember each resident by face or apartment number. Sometimes, the person who answered the phone

when you called or stopped in earlier is not the same person you will speak to or meet the second time. With several of us on staff, it is impossible for each employee to be familiar with each other employee's involvement with a resident request or issue.

5) Lastly, Mallard Lake employees are each scheduled to work only the operating hours designated by Mallard Lake. When residents who have complicated or time sensitive issues do not come to the office until shortly before we close, we may or may not be able to immediately assist you. Recently, residents have been making unfair demands on employees' personal time. We strive to have the best customer service possible, but please respect that members of the staff have personal lives as well and are NOT required by management to stay late, come in early, or make other personal exceptions to assist a resident.

At the end of the day, when we are done working we want to go home too, just like you.





Call Waste Management for Large Item Disposal

Please don't leave large personal belongings such as luggage, car seats, vacuum cleaners or furniture in front of the dumpster enclosure. This blocks access to the dumpster for everyone else. If you are a current resident, please DO NOT bring things from the dumpster into your home because they may be infested with bugs or mice.

Also, large furniture items such as beds, sofas, televisions, etc., are not to be left in or around the dumpster. You need to call **Waste Management at 800-796-9696** to schedule a special pick-up time for these items to be worked out between you and them. Hauling away your unwanted furniture is your responsibility, not the property's.

Going forward, all belongings left at the dumpster that Mallard Lake staff has to haul away will be charged back to the resident as fines or as move-out charges. Your anticipated cooperation in this matter is appreciated. Thank you.

Put Garbage INSIDE Bins

If the dumpsters are full when you are trying to dispose of your standard trash, please do not pile your garbage bags on the ground outside of the garbage container! If your garbage bins are full, please call the Leasing Office instead. Waste Management will not pick up any bags left on the ground, which means that our maintenance staff needs to go around to pick up the trash. This costs extra money to the property and if it continues, we may no longer be able to offer trash removal as a free service to our residents.

Also, we will be adding 10 more recycling bins around the property. If you would like an extra bin closer to your unit, please call the Leasing Office and we will do our best to accommodate your request. Thank you!

Store Bought Pest Control NOT Allowed at Mallard Lake

Please DO NOT use your own extermination products to rid your apartment of unwanted pests. We realize that there are a number of over-the-counter products in stores that are sold to eliminate ants and other pests, however, our goal at Mallard Lake is to eliminate the pest quickly and efficiently. Therefore, we would prefer it if you called the Leasing Office to report any type of insect or rodent problem so that we can send our exterminator to take care of it.

Any type of sprays, dusts or traps sold in stores make the products used by the professional exterminator less successful. Your good intentions are appreciated, but this is what we pay the professionals for! Please call the Leasing Office to set up an extermination appointment at any time. Thank you for your cooperation!



Preferred Mallard Lake Service Providers

RENTER'S INSURANCE

Looking for renter's insurance? We recommend calling our preferred renter's insurance provider, **State Farm Insurance**. You can agent Tim Ratigan at **(847) 342-1200** or call the leasing office for more information!

COMCAST REPRESENTATIVE— NEW # !

Do you need **Comcast Cable**? If so, call Dale, our preferred Comcast representative, for installation of new services. He has the best specials to offer, so call today at **(847) 366-3646** for cable, phone, and internet!

LOCKED OUT?

Call our emergency maintenance line first! They will determine if you need to call a locksmith or if they are able to open the door for you. The Emergency Maintenance phone number is **(866) 876-9695**.



Email Address Collection



Mallard Lake wants to GO GREEN and reduce paper use throughout the Leasing Office! In order to do that, we are making a conscious effort to use email more frequently than we have in the past.

We understand that many of you prefer email as your main form of communication, as well, and while we have email addresses for many of our residents, there are still many of you whose email address we do not know.

Therefore, if you prefer to receive most of your communication from Mallard Lake via email, please write an email to **mallardlake@aol.com** with the following information:

- 1) Subject: EMAIL COLLECTION
- 2) Full Name
- 3) Apartment/Unit Number

This way, we can save you as a contact in our database system right away with your correct name and address. Thank you for your help!

Apartment Cleaning Services

Looking to treat yourself or just don't feel like cleaning? Call Luis and Company to have your apartment cleaned by one of the experts! Bathrooms, appliances, heavy grease build-up in the kitchen, dirty bathroom shower and tub stalls... they do it all! Call today for an estimate!



Luis & Company Cleaners
(630) 973-3828

How to Properly Open Your Blinds

There has been a lot of damage to the blind panels on both the patio and bedroom windows throughout Mallard Lake. Because of this, we wanted to make sure that everyone has a clear understanding of how to open and close the blinds properly.

The blinds on your patio window/sliding glass door have a chain and string on the right hand side of the panel. Pulling the chain will move the blinds so that they are laying flat against the window or perpendicular to the window. Open the slats first (perpendicular) before pulling the *string* to move blinds from left to right. Do not try to move the blinds from side to side while they are laying flat against the sliding glass door or the window.

The blinds on the bedroom windows work the same way except, instead of a chain and string, you use the wand on the right hand side to twist the blinds open or close and use that same wand to push/pull the blinds from side to side.

If you still have questions, please call the Leasing Office. Remember, we now charge for damage blind panels (\$2.50 per panel), so please take care of your blinds to avoid unnecessary charges. This includes preventing small children from tugging on the blind panels. Thank you!



Washer & Dryer Operation Guide

In order to prevent any damage to the building washer and dryers, we wanted to make sure that every resident had some sort of a user manual for operating the equipment. Please refer to this article for guidelines and instructions when using the laundry machines at Mallard Lake.



OPERATION INSTRUCTIONS FOR TOP - LOADING WASHER

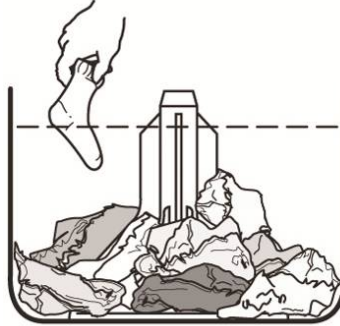
Step 1: Add Detergent

Pour measured amount of detergent into washtub, Refer to package directions. Never pour undiluted bleach directly on laundry. Follow package directions when using dry bleach. Fabric softener may be added to rinse water when RINSE light comes on.

Step 2: Load Laundry

Load dry clothes LOOSELY into washtub—**DO NOT OVERLOAD!** See image for fill line.

When washing large items such as shag rugs and bedspreads, add several small items to balance wash load.



Step 3: Close Lid

Washer will not operate with lid open.

Step 4: Set Fabric Selector and Wash Temperature

Move fabric selector dial to select from NORMAL, ENERGY EFFICIENT, PERMANENT PRESS or DELICATES.

Move temperature dial to select from HOT, WARM or COLD.

Step 6: Insert Card

Insert card into opening and cycle will start automatically.

Indicator Lights:

- *WASH* is lit at the beginning of the Wash cycle and will remain lit until the wash cycle is complete.
- *RINSE* is lit at the beginning of the Rinse cycle and will remain lit until the cycle is complete.
- *SPIN* is lit for all Spin cycles. Do not open lid before spin cycle has completed, even if the timer has stopped.

OPERATION INSTRUCTIONS FOR GAS DRYERS

Step 1: Clean Lint Filter

Clean the lint filter before and after each use. Please respect your neighbors and make sure you remove your lint from the machine.

Step 2: Load Laundry

Load clothes loosely into dryer drum. Add fabric softener sheet if desired.

IMPORTANT: To avoid damage to dryer, do not use more than one fabric softener sheet per load. Also, do not add more than 18lbs of (wet) laundry to the dryer.

Step 3: Close Loading Door

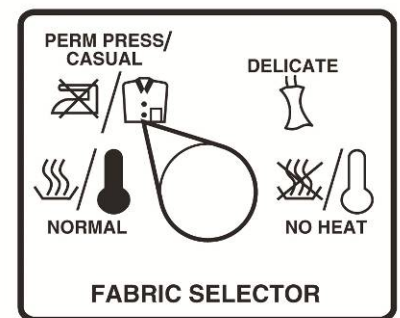
Close loading door. Dryer will not operate with door open.

Step 4: Set Fabric Selector

Select NORMAL for cottons, PERM PRESS/CASUAL for permanent press, DELICATE for sensitive items or FLUFF (NO HEAT) for items that require no heat.

NOTE: Always follow manufacturer's care label instructions.

Step 5: Insert Card



Insert card into opening.

Step 6: Start Dryer

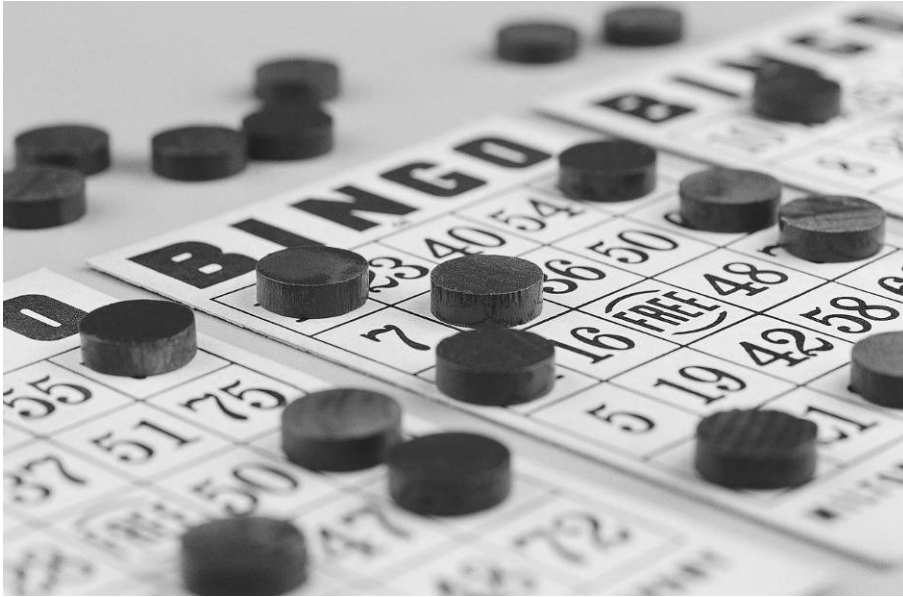
To start dryer, push START button. To stop the dryer at any time, open the door. To restart the dryer, close the door and push the START button.

Cycle is completed when time remaining reaches 00 minutes.

For questions or further laundry instructions, please contact the Leasing Office. We will be happy to assist you.

DO NOT DO LAUNDRY IN YOUR BATHTUB!

ADULT BINGO



Fan Mail

FROM A CURRENT ML RESIDENT

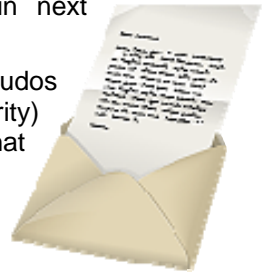
Dear Mallard Lake Apartments Personnel,

I would like to personally thank you for hiring some of the finest life guards this past summer season to keep the Mallard Lake Pool safe.

I would often invite my nieces to swim at the pool with me and, not only did we always feel safe, but they were each the most courteous and respectful young men and women working their summer jobs at that pool. They would interact with the kids by sharing swim safety knowledge and yet remained professional and made sure the rules were followed. I hope they will be hired back again next summer.

They truly deserve kudos and thanks (and job security) for the very fine work that they do.

Sincerely, Cheryl



IT'S BINGO TIME!

Join your neighbors, join the fun! On Friday, November 11 at 7:00pm, Mallard Lake will be hosting an **ADULT BINGO NIGHT** in the Mallard Lake Clubhouse.

Come on out for an evening of games, prizes, drinks, snacks and laughs! If you are not familiar with this game, no problem, it's easy to learn! All winners will receive rent coupons!

If you are interested in attending, you must reserve your spot by calling the Leasing Office no later than Monday, November 7. We can only accept 50 participants, so hurry to make your reservation today! Also, this event is BYOB. Sorry, no one under the age of 21 may attend.

We can't wait to see you there!

FRIDAY, NOVEMBER 11
7:00PM - 9:30PM
MALLARD LAKE CLUBHOUSE

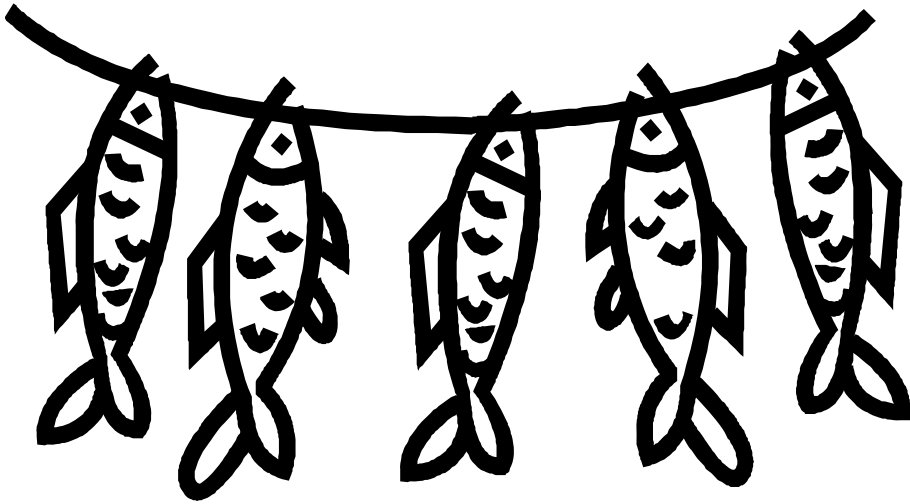
ALL FREE CLUBHOUSE RENTAL COUPONS WILL EXPIRE 6/30/2012

Effective 1/1/2012 we will no longer be giving out coupons for free clubhouse rentals when you move into Mallard Lake. Unfortunately, the promotion has been abused and it is no longer in Mallard Lake's best interest to offer a free rental.

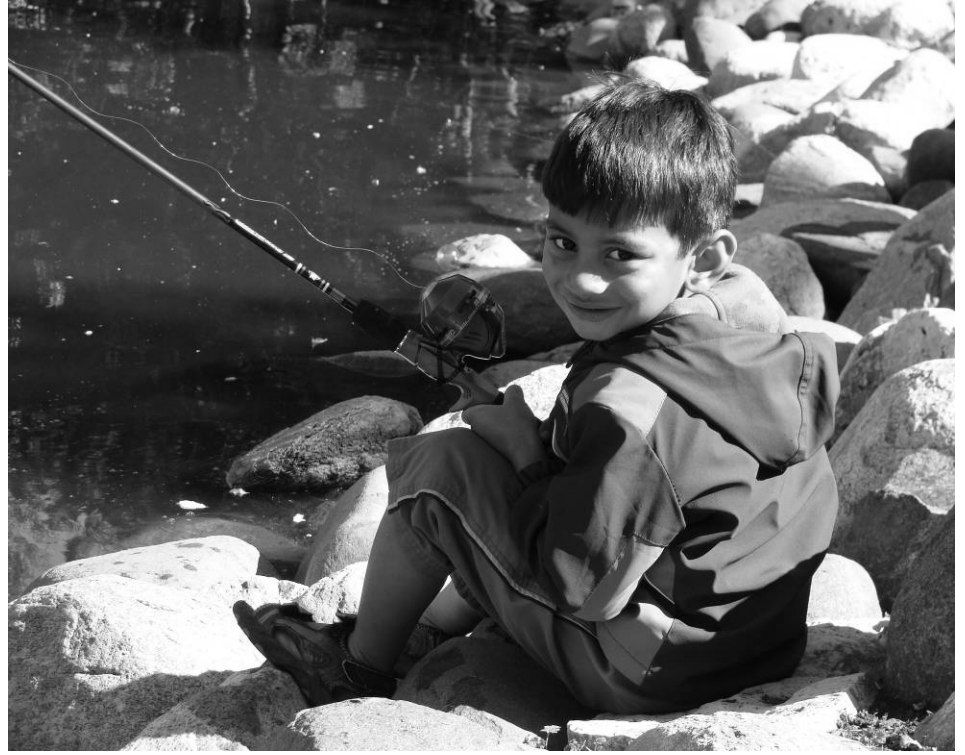
If you have a coupon for a free rental, you have until JUNE 30, 2012 to redeem it. In order to reserve the clubhouse, you must come into the office and fill out a rental form and submit a \$200 cleaning deposit check. This will be refunded to you provided there are no cleaning charges or damage charges after your rental.

Please call the Leasing Office with questions.





WHAT A CATCH!



Thank you for joining us at our annual fishing derby! It was a beautiful day and we had some great catches. We hope you enjoyed this event!

To view these pictures and more, visit the community events page at mallardlakeapts.com.

You can download and print pictures from all of our activities!



GREEN BEAN CASSEROLE



INGREDIENTS

- 1 (10 3/4 oz.) can Campbell's® Cream of Mushroom Soup
- 3/4 cup milk
- 1/8 tsp. black pepper
- 2 (9 oz. each) pkgs. frozen cut green beans, thawed
- 1 1/3 cups French's® Original or Cheddar French Fried Onions

DIRECTIONS

Mix soup, milk and pepper in a 1 1/2-qt. baking dish. Stir in beans and 2/3 cup

French Fried Onions.

Bake at 350°F for 30 min. or until hot.

Stir. Top with remaining 2/3 cup onions. Bake 5 min. until onions are golden.

Yield: 6 servings. Tip: You may substitute 2 cans (14 1/2 oz. each) cut green beans, drained or 4 cups fresh, cooked cut green beans. Look for French's® French Fried Onions in the canned vegetable aisle.

6 Servings

Prep Time: 5 min

Cook Time: 35 min

November 2011

SUN	MON	TUE	WED	THU	FRI	SAT
	31 Halloween OFFICE TO CLOSE EARLY @ 5PM	1 RENT DUE Exterminator on property. all for an appointment.	2 Learn about <i>Chocolate around the World</i> at the Field Museum	3 Ringling Bros. Barnum & Bailey Circus at Allstate Arena (11/3 thru 11/13)	4 AutumnFest at the Morton Arboretum	5 LAST DAY TO PAY RENT ON TIME!
6 RENT LATE AT 12:00AM Daylight Savings Time Ends	7 Visit Long Grove for daily holiday activities starting this week.	8 Exterminator on property. Call for an appointment.	9 Leo DiCaprio's new movie <i>J. Edgar</i> hits theaters tonight.	10 See <i>Rock of Ages</i> at the Ford Center/Oriental Theater, Chicago	11 ADULT BINGO, 7PM - 9:30PM, Clubhouse	12 Old-Fashioned Holiday Craft Faire, 1421 Milwaukee Ave. Glenview
13 Bears vs. Lions, 12:00PM	14 National American Teddy Bear Day	15 Exterminator on property. Call for an appointment.	16 Cake Boss at the Rosemont Theater, 7:30PM	17 World Peace Day	18 <i>Happy Feet 2</i> in theaters tonight!	19 Magnificent Mile Lights Festival & Mickey Mouse Parade, Chicago
20 Bears vs. Chargers, 3:15PM	21 World Television Day	22 Exterminator on property. Call for an appointment.	23 See your favorite friends <i>The Muppets</i> in theaters now!	24 OFFICE CLOSED Thanksgiving Day	25 OFFICE CLOSED Black Friday	26 See <i>Shrek - The Musical</i> this weekend only at the Rosemont Theater.
27 Bears vs. Raiders, 3:05PM	28 Holiday Lights Show at Cuneo Museum in Vernon Hills now open.	29 Exterminator on property. Call for an appointment.	30 Jay-Z and Kanye West live at the United Center, 7:30PM			

