

the Holly Woods



— GUEST MANUAL —

PHONE NUMBERS

Property Address	23438 72nd Street, South Haven, MI 49090
Emergency, fire, police, ambulance	911
South Haven Fire Department (non emergency)	(269) 637-5151
South Haven Police Department (non emergency)	(269) 637-5151
Consumers Energy (power outage)	(269) 637-5151
Michigan Gas (emergency)	(800) 401-6451
Jim Hahn	(269) 262-5040

WINDOWS AND DOORS

Windows: Most of the windows in the house are simple double hung windows with upper and lower sash movements. Please be sure that all windows are closed and locked when you are leaving the house. Also, please keep windows closed during rain or when the heat/AC is running.

French Doors: The 5 French doors leading to the porches, both upstairs and down, have a handle on them with an unusual locking feature. To unlock the doors, simply turn the lock knob clockwise and then press the door handle down to open. To lock the door, first be sure the door is completely closed. Pull the door handle up and then spin the lock knob counter clockwise. You will feel the deadbolt engage. On the double French doors in the kitchen and master bedroom, you will first need to be sure the stationary door (with no handle or knob) is locked by putting the lock lever on the edge of the door in the down position. Then follow the locking procedure described above.

Front Door: The front door has an electronic deadbolt and no key is required to lock or unlock. To lock the door, simply press your 4 digit code followed by the lock icon button in the center of the panel. Upon your return to the house, to unlock the door, simply press your 4 digit code and the lock will unlock. Your code will be deleted from the system upon your check-out.

Interior Door Locks: The interior doors are equipped with a passage lock on the doorknobs. If the knob is accidentally locked from the inside and the door is closed, the door will remain locked and you will be locked out of the room. The door can be unlocked from the outside by inserting a paperclip into the hole next to the knob.

OWNER'S CLOSETS

There are two owner's closets in the house, one located in the master bedroom on the first floor and another in one of the upstairs bedrooms. These closets are locked and are off limits to guests. They are connected to the house alarm system and the owners will be contacted should they be opened.

PLUMBING

The house is on a septic system so extra care must be taken when using the sinks and toilets. Nothing can be placed in the toilets other than the toilet paper provided. Please do not dispose of sanitary napkins or any other paper product in the toilets.

The kitchen sink is not equipped with a disposal so please use the sink strainers to catch any food before it goes down the drain. Likewise please rinse your dishes before placing them in the dishwasher, as the dishwasher and septic tank cannot handle any food products.

Please do not pour any harsh chemicals or detergents down the drains, as they will upset the bacterial balance of the septic tank. You may use the dish soap, dishwashing and laundry detergent that we provide.

BATHROOMS

All three bathrooms will be supplied with extra rolls of toilet paper and hand soap. You must supply all other necessary toiletries. Also, please see notes on plumbing.

KITCHEN

The gourmet kitchen is equipped with most everything you will need.

The oven/stove is supplied by natural gas with an automatic starter. To use the oven, simply choose what function you would like (bake, broil, convention, etc.) and set the temperature with the keypad and press “start”. To shut the oven off, simply press “cancel”. Do not attempt to use the auto clean function on the oven.

The exhaust hood, located above the stove, is equipped with lighting, an adjustable exhaust vent, and two separate heat lamps. All the controls are found under the hood. Please be careful using the heat lamps, as they are equipped with 250-watt bulbs and naturally get very hot.

The microwave is located under the island top, across from the oven. For simple reheating or warming, turn the round knob to the desired cooking time and press “start”. If the display screen shows “Demo Mode”, this means the oven was accidentally put into demo mode and it is unusable. To restore the microwave to normal mode, press the “clock” button on the control panel three times.

Cooking and baking equipment can be found in the lower cabinets (shelves and drawers).

The refrigerator is equipped with an automatic icemaker with a water/ice dispenser in the door. To continue making ice, be sure that the metal bar inside the ice bin is in the “down” position. The maker will continue to make ice until the bin is full and it will push that bar up again, stopping the ice making process. You will need to press that bar down again to begin making ice.

Cleaning supplies are located under the kitchen sink. Please take care with cleaning supplies and little ones, as the cabinet doors are not child proofed.

Garbage and recycling receptacles are located in the lower cabinet next to the dishwasher. When the garbage is full, please place bags in the garbage cans found in the small shed on the other side of the garage. Please make sure the lids are on the cans tightly so that animals don't get inside. Recycling can also be placed in the shed.

Coasters are provided for your beverage glasses. Please use the coasters on all counters and furniture throughout the house. Moisture rings are difficult and sometimes impossible to remove.

If needed, a **fire extinguisher** is located in the mudroom.

RECYCLING

Recycling is required at all our properties. Please be sure to separate all your CLEAN recyclables into one bin, located in the shed, with no plastic bags. All recyclable plastic, glass, and metal can go in the same bin. CLEAN paper must be separate in a paper bag. Do not put trash in with recyclables. If we are required to sort through your garbage, extra charges will be withheld from your deposit.

SMOKING

Smoking is not allowed in any part of the house. Please use one of the many outdoor areas if you wish to smoke. Also, please use the provided sand filled pots for your butts. Do not dispose of butts in the lawn, fire pits, planting beds or the woods, as this can be very dangerous. Additional charges will apply if we need to clean up cigarette butts or fumigate the interior of the house.

FIRE PITS

Please enjoy any of the three fire pits located on the property. Some wood and kindling is provided by each fire pit. Cut wood can be found stacked along the driveway. Please refrain from using the split wood stacked on the south side of the property. That is reserved for the inside fireplace during the cold weather months. Additional wood can be found throughout the property. Please use only downed branches and brush. You may not cut or chop any trees down for firewood. Never leave a campfire unattended. Always make sure the fire is completely extinguished before leaving. Campfires are prohibited on excessively windy or dry days.

OUTDOOR GRILL

The outdoor propane grill is located on the grilling patio outside the screened in porch off the kitchen. Remove and store the canvas cover from the top of the grill. You are required to clean the grill after each use and return the canvas cover after it cools. Do not leave the grill uncovered when not in use. If you run out of propane, there is a full tank in the shed next to the outdoor shower.

THE POND

There is no swimming or boating on the pond at any time. You may fish from the dock or from the shoreline for the many species of fish calling the pond home. During the winter, there is absolutely no walking on the ice. Often, the ice looks solid, but it's not, making it extremely dangerous to walk across the pond.

FIREPLACE

The living room has a wood-burning fireplace. Before starting a fire, be sure to open the flue with the flue damper lever located in the center of the flue. The lever should be pushed UP to open and DOWN to close. Do not close the flue until the fire is COMPLETELY extinguished otherwise you will have a smoky house. While burning, keep the spark screen closed at all times. Please make sure the flue is closed when not burning and before you check out. If needed, a fire extinguisher is located in the mudroom. We will notify you if the fire department has issued a “burn ban.”

PETS

We love all family members to travel together and we welcome well behaved dogs to join their owners in enjoying the HollyWoods. Please have your dog refrain from urinating on any of the lawns or planting beds. Please take them into the woods to do their business and always pick up after them. There are plastic bags in the drawers in the mud room. If you wish to rinse off or wash your dog, please use the outdoor shower only. It is located on the side of the garage. The indoor shower facilities are for humans only. In the drawers and baskets in the mudroom, there are extra “dog” towels for cleaning of dirty paws or drying off after a shower. Please refrain from using the white bathroom towels for this purpose.

If left in the house alone, your dog MUST be crated. Good locations for the crate are the bedrooms, bathrooms, or the mudroom. These areas are out of the way of the motion sensors. Also, please keep your dog off all furniture, this includes the beds. If pet hair is found on the bedding, they will be required to go through a lengthy fumigation and disinfecting wash cycle, which will incur additional cleaning charges withheld from your damage deposit.

FIREWORKS

As a courtesy to our neighbors and for fire safety reasons, fireworks of any kind are strictly forbidden at the HollyWoods. As stated in your rental agreement, any evidence of firework usage will result in forfeiture of your security deposit.

WASHER AND DRYER

The washer and dryer are located in the closet just inside the master bedroom door. The washer (on the bottom) takes one Tide detergent pod, provided in the jar to the right of the washer. The pod is placed in with your laundry; NOT in the detergent compartments in the drawer on the right side of the washer. These compartments may be used if you have brought your own liquid detergent products. You can choose your options (temperature, spin speed, soil level, etc.) on the front control panel. Press “start” to begin washing. The front door will lock once the cycle begins and will not unlock until the washing cycle is complete.

The dryer (above the washer) is rather simple to operate, with all its options controlled by the spin dial and push buttons on the front panel. Fabric softener drying sheets are provided. Please remember to clean the lint trap after each use.

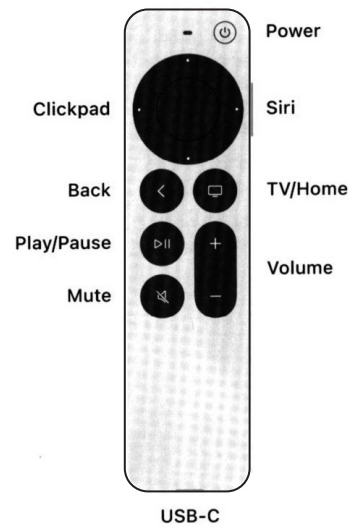
ENTERTAINMENT CENTER

All the audio/video equipment is located beneath the living room television. Your TV watching is done through Apple TV. To power up or down the Apple TV, all you need to do is press the power button on the upper right corner of the remote. Powering down will require you to hold the power button for a couple seconds. Once this is done, all devices, television, stereo receiver, and Apple TV will all respond together. To watch broadcast and cable television, you simply need open the YouTubeTV app with the Apple TV remote. If YouTube TV asks you which user is watching, choose "Hollywoods". If you have other subscriptions like Netflix, HBO, Paramount, etc., and wish to use them, you may choose those apps and sign in with your username and password. Don't forget to sign out before you check out. The TV in the upstairs loft is operated the same way and has its own Apple TV remote. Do not mix up the two remotes.

The house is equipped with speakers both inside and out. Do not attempt to control the volume of a specific room speaker with the volume control knobs in that room. You can turn on and off individual room speakers from the speaker selector in the mudroom closet.

WiFi

The Hollywoods is equipped with high speed internet. The router is located in the dining room china cabinet. You will have a choice of two WiFi networks. The network with the "HOLLYWOODS 5G" is just that, 5 gig. This is the faster of the two options, but your range for that network is limited. The 5G is great if you are in the kitchen, dining or living room, close to the router. The network "HOLLYWOODS" is still very fast, but it has a much wider range where reception in the bedrooms or outside is possible. Both networks work with the password **JDKL23438**



Clickpad

Press up/down/left/right or swipe touch surface to navigate. Press center to select.

Back

Press to return to previous menu. Press and hold for Home Screen.

Siri

Press and hold to talk.

TV/Home

Press for Apple TV app. Press and hold for Control Center.

Charging

Connect a USB-C cable (not included).

HEATING/AC

The house climate can be controlled from the thermostat located just off the kitchen. Generally, the Michigan summers are not too hot and having the windows open at night and closed during the day keeps the house nice and cool. The thermostat and security system are controlled by the same system. Be sure all window and doors are closed while the furnace/AC is running.

If a door or window is left open, the climate control will automatically shut off. You will be required to turn it back on from the thermostat after the doors and /or windows are closed. Also, know that depending on the outside climate, it may take several hours to lower the temperature in the house just a few degrees. Do not expect it to cool down immediately.

Here are a few tips to keep the house cool.

1. **Keeping the pocket door at the top of the stairs closed at all times.** It keeps the hot air from downstairs going up and the cool air from upstairs staying upstairs.
2. **Keep all exterior doors and windows closed at all times.** This also keeps the bugs outside.
3. **Open the windows at night when the temps are cool and the AC is off.** Close them during the day. Especially if the night temps are in the 60's or 70's, opening the windows at night will get all that cool air in, and when you close them during day, the house is insulated well, holding in that coolness.
4. In addition to closing the windows during the day, also **close the blinds on the second floor.** This does a great job in keeping the sun from warming up the house.

We have found that doing these 4 things with the doors, windows and blinds, it significantly improves the comfort of the house.

CHECKING OUT

We hope you are enjoying the HollyWoods and your stay in South Haven. We wanted to remind you that check out time is always no later than 10:00 am, unless you arranged for a later check-out.

Prior to your exit, we ask that you hand wash your pots and pans and cutlery, load and start the dishwasher, and wipe up all spills from the floors and counters. You will find a stainless steel “scrubby” in the tilt-out panel in front of the sink or under the sink to easily clean the pots and pans with Comet. Do not use this scrubby anywhere else in the house. It will scratch other surfaces.

Also, please remove all trash, inside and out, and place it in the garbage bin the shed, one bin for trash, and one for recyclables. All CLEAN recyclable plastic, glass, and metal can go in the same bin. Clean paper must be separate in its own paper bag/box. If we are required to sort through your trash, extra charges will be withheld from your deposit.

If you used the grill, make sure it is clean.

Please do not strip the beds or do the laundry, we will take care of that.

When you leave, please close and lock all doors and windows, upstairs and down.



**WE SINCERELY HOPE
YOU ENJOY YOUR STAY!**