

Tenant Handbook

1.1 RENTS

1. Tenant is required to use our online payment platform for all rent payments. All rents are due on the first of the month. If you are going to be away, rents are still due on the first of the month.
2. A returned rent payment will result in a \$50.00 fee plus the amount of any fees, charged to the Landlord, by his/her financial institution, plus late fees if applicable.
3. Late fees for rent will be \$50 after a grace period and will increase by \$5 per day thereafter.

1.2 UTILITIES

1. Electricity, gas, water, sewer, wireless Internet, basic cable, curbside trash collection and snow removal are included in the rent.
2. Excessive utility charges, which are considered to be in excess of an average cost for that utility, will be prorated and charged to the tenants of that unit.
3. Tenant agrees to maintain an interior temperature of at least 55 degrees for heat and below 69 degrees for heat. No supplementary heating is allowed (e.g. gas or electric heaters). Any such devices will be removed. Windows must be closed while heat is on.
4. Tenant agrees to maintain an interior air conditioning temperature of 75 degrees and above. Windows must be closed while air conditioning is running.
5. We provide cable connection; however, premium cable services are an expense of the Tenant. Do not order any pay per view and do not expand the services provided.
6. Unlawful use of the Internet or cable piracy by Tenant or his/her guests shall constitute a breach of the lease and is subject to legal ramifications.

1.3 INSURANCE

1. We require renter's / tenant's insurance to cover any potential losses to your personal property and/or our property. Tenant must submit proof of insurance before moving in and make the Landlord a loss payee.

1.4 KEYS

1. A fee of \$100.00 will be charged to the Tenant for each lockout. Lockouts after hours, on the weekends, or on holidays will incur a surcharge.
2. Lost keys fees will be charged to the Tenant for the cost of new locks and keys.
3. Tenant shall return all keys at the expiration of the lease, including mailbox keys and any keys provided for closet doors.

1.5 LOCKS

1. Tenant shall not install any locks anywhere. Bedroom door locks are not permitted as this is a violation. Installing locks will lead to lock removal and Tenant will incur a lock removal charge and surcharge. Personal belonging can be secured in closets.

1.6 MAINTENANCE

1. Submit all maintenance requests through AppFolio. This way the whole team receives this immediately. Please do not call about any maintenance requests before submitting them. Do not attempt any repairs yourself.

1.7 GRILLS, BARBEQUES, PORTABLE FIREPLACES/FIRE PITS

1. No outdoor grills, barbeques or portable fireplaces/fire pits are allowed anywhere on the premises. This constitutes a fire safety hazard and is a severe lease violation.

1.8 PARKING AND SNOW REMOVAL

1. **Parking on the property is prohibited unless Tenant has leased a designated parking space. If you rent a space, you will be given a parking sticker. It is not transferable. It is only applicable to your vehicle.**
2. **No guests are permitted to use parking spaces.**
3. **No trucks, boats, trailers, motorcycles or RVs are to be parked on the property.**
4. **Landlord shall keep the outside stairways, walkways, sidewalks and driveways clear of snow and ice. Ice Melt will be provided for any snow that melts and creates ice, after the snow removal team finishes.**
5. **If the Tenant is to be away from the premises for any length of time during the winter and leaves his/her vehicle in a leased parking space, and there is a snow or ice event, Tenant must make arrangements to have the vehicle moved for snow plowing and treatment. Failure to do so may result in the vehicle being towed at the Tenant's expense.**

1.9 PETS

1. **Pets of any kind are not allowed on the premises. A violation of this provision will subject Tenant to a lease termination.**
2. **Any animal that has been in the Tenant's unit or common area will result in a charge to the Tenant for defleaing, deodorizing and/or shampooing the unit and common area.**

1.10 DISTURBANCES, NOISES AND NUISANCES

1. **Tenant agrees not to breach the quiet enjoyment of other Tenants and neighbors.**
2. **If the Tenant or Landlord receives a notice from the local police department that there has been a disturbance at the premises caused by the tenant or guests there is a \$50.00 penalty fee per Tenant for the first such notification. If a second such notice, it will be a breach of the lease which may result in eviction.**
3. **No firearms are permitted on the premises at any times. This is a severe lease violation and will result in eviction.**
4. **Tenant agrees to comply with all state and local ordinances relating to public nuisance, noise and unlawful possession and consumption of illicit drugs and drug paraphernalia.**
5. **No fraternity or sorority events with 4 or more guests are allowed on the premises.**
6. **No beer kegs are permitted on the premises.**

1.11 TRASH AND RECYCLING

1. **Tenant agrees to act cooperatively with their roommates. All trash must be removed from the kitchen and placed outside in the proper garbage and covered tightly with the lid to prevent pestinfestation.**
2. **Tenant agrees to bring his/her trash container to the curb for pickup and agrees to bring the container back from the curb.**
3. **Tenant shall not place trash on patios, decks, in hallways or any other common area.**
4. **All "junk mail" must be collected and discarded in the appropriate manner. It is important to keep areas clean and free of debris.**
5. **Failure to do the above in paragraphs 26 and 27 may result in a \$50.00 fine.**
6. **For disposal of mattresses and furniture owned by the Tenant, the Tenant must contact the appropriate municipal department for curbside pickup at Tenants expense.**

1.12 YARDS

1. **Landlord will provide for care of the grounds.**
2. **Tenant agrees to keep front, back and side yard free of litter. No smoking. No cigarette butts are to be discarded on the premises. This is your home. Treat it that way!**
3. **No lawn games are allowed without written permission from management.**

1.13 COMMON AREAS

- 1. No bicycles, trash or other obstructions shall block the interior or exterior doors, or be placed in the hallways, stairways, passageways or common areas. These are a fire hazard and all tenants must comply with fire safety rules.**

1.14 CLEANING AND EXTERMINATION

- 1. Tenant shall keep the premises, including common areas, in a clean and habitable condition.**
- 2. Nothing can be affixed to the walls that would make marks or holes.**
- 3. Upon discovery by Landlord that the Tenants' unit and/or common area is deemed not clean by the Landlord the Landlord reserves the right to hire cleaning personnel at Tenants' expense. The approximate cost to the Tenants for cleaning is \$200.00.**
- 4. Presence of pests or vermin must be brought to the immediate attention of the Landlord in order that the Landlord can remedy the situation.**
- 5. Infestation of pests and/or vermin caused by unsanitary conditions by the Tenants will result in the Tenants being responsible for the cost of extermination.**

1.15 MOVING AND REMOVAL OF PERSONAL PROPERTY

- 1. Since these units are furnished, it is unacceptable to move furniture. There are hardwood floors that are highly polished and need to be protected.**
- 2. Tenant may not move into the premises earlier than 12:00 Noon on the day the lease starts.**
- 3. Tenant must vacate the premises and remove all personal property by 6:00 pm on the last day of his/her lease.**
- 4. If Tenant moves out and fails to remove his/her personal property, then the property shall be deemed abandoned and Landlord shall have the right to remove the Tenant's personal property and charge the Tenant for the cost of removal. It will not be stored.**

1.16 PLUMBING

- 1. Dishwashers are to be used appropriately. Use only the soap that is made for dishwashers. Not dishwashing soap meant for cleaning dishes by hand in the sink.**
- 2. All washers and dryers are to be treated well. Only use the appropriate soaps and do not overload the machines. When you are done with the dryer, empty the lint filter, after each load!**
- 3. Toilets and waste pipes shall be used judiciously. Only toilet paper is to be flushed. Any misuse by the Tenant will result in Tenant being charged for any service call and all remedies required.**
- 4. Garbage disposals (if any) shall be used for food waste only. No metal. No bottle caps. No cans. No bones. No peelings. No egg shells. No tops of colored peppers. No plastic bags. If Tenant violates this policy, the cost of repairs or replacement shall be borne by all Tenants. If there is more than one violation in an apartment, the garbage disposal will be removed and the cost charged pro-rata among all the tenants in the unit.**

1.17 REQUESTS FOR SERVICE-REPAIRS AND EQUIPMENT MALFUNCTIONS

- 1. Tenant shall report in writing, through AppFolio, any damages or problems with the premises immediately.**
- 2. Tenant must promptly notify Landlord in writing water leaks, electrical problems, lighting malfunctions in the common hallways, broken or missing locks or latches and any other condition that poses a risk/ hazard to the premises or health and safety of the Tenants or guests.**
- 3. Tenant is responsible for changing light bulbs in the unit at Tenant's expense.**
- 4. All maintenance requests must be submitted in writing, through Appfolio. They will be managed according to the maintenance manager's availability, schedule, and the severity of the problem.**

1.18 INJURIES TO TENANTS OR GUESTS

- 1. In the event that any person using the premises occupied by the Tenant should suffer any fall or injury on the premises, the tenant shall report, immediately to the Landlord, the date, time, place, conditions of the occurrence or accident and any witnesses. Such report shall be given no later than the next day. Pictures must be taken, dated and submitted.**

1.19 LANDLORD'S RIGHT OF ENTRY AND INSPECTIONS

- 1. Landlord has the right to enter the premises, after 24 hour notice to the Tenant, with or without the Tenant being present, for the purpose of inspection, maintenance requests, making repairs, preventative maintenance, pest control, showing prospective Tenants, buyers, loan officers or insurance agents. A request by the Tenant or other occupant of the Premises for maintenance or repairs shall be deemed permission to enter then unit immediately unless otherwise specified in writing.**
- 2. Landlord has the right to enter the premises in an emergency without notice.**

1.20 MOVING OUT

- 1. After Tenants' possession of the premises for all purposes ends, Landlord has the right to immediately enter the premises to clean, make repairs, determine any charges for damages and remove any property left in the apartment.**
- 2. Tenant shall remove any and all food items from the refrigerator, freezer and cabinets. Tenant shall also clean/defrost the refrigerator/freezer and wipe down the cabinets.**
- 3. Tenant shall clean the bathroom by disinfecting the tub/shower, toilet and sink.**
- 4. Tenant shall vacuum, sweep and mop floors, and remove all trash and personal items.**

1.21 RELEASE FROM LEASE CONTRACT

- 1. Tenant shall NOT be released from lease contract for any reason including but not limited to voluntary or involuntary withdrawal or transfer from school, voluntary or involuntary termination or transfer from employment, marriage, separation, divorce, loss of co-tenants or bad health.**
- 2. Subletting or assignment of the lease is allowed only with the express written consent of the Landlord. It must be submitted in writing through AppFolio as a request. There will be a processing fee to the Tenant of the half of one month's rent. The sub-tenant will need to be processed as a new tenant, beginning with the application process for credit, criminal and co-guarantor submission for approval.**

1.22 TENANT DEFAULT

- 1. If the Tenant's rent is delinquent 14 days and unless the Tenant cures the breach by paying the rent within 5 days of receipt of Landlord's written notice, the Landlord will begin eviction proceedings.**

1.23 TENANT ACKNOWLEDGMENT

The undersigned Tenant hereby acknowledges the following:

- 1. Tenant has read the lease and understands the terms therein.**
- 2. Tenant has received a copy of the lease and Tenant Handbook.**
- 3. Tenant understands that it is his/her responsibility to familiarize himself/herself with the information in the lease and handbook and if he/she does not understand the terms therein he/she should consult with an attorney.**
- 4. Tenant agrees to comply with all provisions of the lease and handbook.**

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