



# Tenant Handbook

**TAILWIND**  
management

44°9'50", -94°0'25"

# Contact Information

## **Iowa**

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Ames, IA

(515) 441-7700  
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The Quarters at Cedar Falls  
2124 W 27<sup>th</sup> Street  
Cedar Falls, IA 50613

(319) 432-7500  
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The Quarters at Iowa City  
2401 Highway 6 E  
Iowa City, IA 52240

(319) 359-3000  
[www.thequartersiowacity.com](http://www.thequartersiowacity.com)

## **Michigan**

The Quarters at East Lansing  
301 Rampart Way  
East Lansing, MI 48823

(517) 940-9400  
[www.thequarterseastlansing.com](http://www.thequarterseastlansing.com)

## **Minnesota**

Carson Townhomes  
Rental office located at College Town

(507) 388-4722  
[www.rentmsu.com](http://www.rentmsu.com)

College Town  
1800 Pohl Road  
Mankato, MN 56001

(507) 388-4722  
[www.collegetownmankato.com](http://www.collegetownmankato.com)

Lofts @ 1633  
Rental office located at The Quarters at Mankato

(507) 388-4722  
[www.lofts1633.com](http://www.lofts1633.com)

RentMSU Houses  
530 S Front Street Suite 100  
Mankato, MN 56001

(507) 388-4722  
[www.rentmsu.com](http://www.rentmsu.com)

Block 518  
Rental office located at RentMSU Houses

(507) 388-4722  
[www.block518.com](http://www.block518.com)

The Edge  
Rental office located at College Town

(507) 388-4722  
[www.rentmsu.com](http://www.rentmsu.com)

The Quarters at Mankato  
630 Timberwolf Drive  
Mankato, MN 56001

(507) 388-4722  
[www.thequartersmankato.com](http://www.thequartersmankato.com)

The Quarters at Rochester  
826 21<sup>st</sup> Avenue SE  
Rochester, MN 55904

(507) 405-2890  
[www.thequartersrochester.com](http://www.thequartersrochester.com)

## **Welcome Home**

We would like to welcome you as a new or renewing tenant and thank you for choosing our property as your new home.

Communication is the key to success in any relationship. To assure you fully understand both the management's and your responsibilities, we have developed this manual.

This manual has been put together to answer all questions regarding your home and to eliminate any potential misunderstandings.

Management reserves the right to make reasonable changes in these rules at any time by providing tenants written notice.

Should you have any questions or concerns at any time during your residency, please do not hesitate to contact the management team.

We anticipate another exciting year. Welcome home.

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## **1 Payment**

### *Rent*

All rent is due the first day of each month. Refer to your lease agreement for monthly installment amount.

**Online Payments Preferred. Credit card, debit card, or check (ACH) is accepted online.**

**Cash payments ARE NOT accepted.**

Visit the website for your complex and click on Current Residents and sign into Tenant Web Access.

\*\*\* Transaction fees may apply. Sign up for automatic reoccurring ACH withdrawal from an authorized checking account to eliminate all transaction fees. \*\*\*

Payment may also be dropped off at your designated 24 hour drop box or mailed to your respective management office. Please include your unit address on the check to ensure we apply your payment to the correct account.

Payments received after the 5<sup>th</sup> of the month will incur a late fee as indicated in your lease.

Accounts delinquent more than one (1) month's rent may be required to set up automatic recurring payment via ACH or credit card for the duration of the lease agreement.

All returned payments (NSF or other reason) will incur a penalty as indicated in your lease. Should we receive two (2) returned payments from any one individual, we may require all future payment by credit card, cashier's check, or money order.

### *Utilities – Management Billed*

Utilities will be billed to tenants via SimpleBills. Payment is due on the date assigned by SimpleBills.

SimpleBills is a utility billing service for roommates that manages the splitting of utility bills, receiving payment and paying the monthly utility bill.

Residents are required to establish an account with SimpleBills and they will pay their utility portion directly to SimpleBills.

If you have not signed up for an account with SimpleBills, contact your Site Manager to get an account set up.

If you already have an account set up with SimpleBills but have not received a bill or if you have questions about your bill, please contact SimpleBills at [info@SimpleBills.com](mailto:info@SimpleBills.com) or (254)230-0199. Customer service representatives are available 7:00 am – 7:00 pm CT, 7 days a week (closed for holidays).

Tenants can also access FAQs, self-help articles, and chat live via their website, [www.SimpleBills.com](http://www.SimpleBills.com).

### *Eviction*

If rent is not received by the 10<sup>th</sup> of the month, Management may begin the eviction process. Management will seek to collect all rent (past due and future), late charges, court costs, and reasonable attorney fees; in accordance with local laws.

### *Payment Assistance*

Contact your local emergency assistance programs in your area. Many areas have government emergency assistance programs available when people have hardships. Contact the government's local housing agency and ask for help.

If you can pay part of the rent, but not all of it, contact Management before the rent is due. Failure to communicate in advance will reduce the likelihood Management can offer assistance.

## **2 Renters Insurance**

***Important: Your personal property and liability is not protected under the Management Company or Owner's insurance policy.***

Many tenants are unaware that insurance policies held by the Management Company and/or Owners on the property do not protect them or their personal belongings or the liability of themselves or their guests.

Losses have and may occur due to fire, power outages, wind, water damage, theft and vandalism, etc. Many tenants have been held liable because of the actions of their guests or children. Failure to carry renter's insurance can result in liability being held against you.

To fully protect yourself, it is ***highly recommended*** you get a renter's insurance policy. If you are already carrying auto insurance, adding a renter's insurance policy with most insurance companies is easy and it isn't very expensive in most cases.

Before you contact an insurance company, it is a good idea to take an inventory of your personal belongings and establish an approximate value of each item. This way you can get insurance for the correct amount.

If you are having trouble finding a policy at a reasonable rate, contact us and we will refer you to several good insurance companies that can help you. You do not want to be without renter's insurance.

***Pet Authorized Units are REQUIRED to carry Renter's Insurance and must provide proof of coverage within 30 days of move-in. Failure to provide proof of coverage will void pet authorization.***

## **3 Resident's Rules & Regulations**

Unless otherwise indicated any violation to the following rules and regulations and/or items detailed in the lease agreement may result in fines imposed by Management at Management's discretion and/or eviction. See Section 11 for common fines and amounts.

### *Amenities*

Tenants will be held liable for their actions, or their guest's actions, and tenant will be responsible for damage caused to common areas.

### *Smoking*

All buildings and units are smoke free. Smoking indoors is prohibited. Smoking indoors leaves smells and stains on walls, ceiling, carpets, and window coverings that are difficult to remove. All tenants must smoke outside and dispose of cigarette butts properly.

### *Parking*

All vehicles, including motorcycles, scooters, and mopeds, must be registered with Management.

Tenants should use off street parking if available. There is no overnight guest parking permitted in off street parking areas.

Tenants are responsible for learning and following City ordinances pertaining to on street parking regulation. Management is not responsible for any charges incurred by tenants due to parking in unauthorized and/or restricted parking areas.

Management will provide each tenant with one parking pass. Tenants will be charged for replacement passes.

Tenants are required to place the parking pass in their vehicle in a visible location and it must be visible at all times.

If designated motorcycle parking is identified, all motorcycles and scooters are only permitted in the area(s) identified. All motorcycles and scooters/mopeds must have a kickstand pad to avoid damages to paved parking lots. Any vehicle observed without a kickstand pad will be assessed a fine. Motorcycles, scooters, mopeds, and other vehicles are not permitted inside units, including porches, patios, and decks at any time.

Parking of trailers, large trucks, boats, campers, or inoperable vehicles is prohibited.

Tenants are required to move vehicles as requested by Management for snow removal and other reasons as deemed necessary for operation and maintenance of the property.

Vehicles found in violation of any parking guidelines may be towed by Management at the owner's expense without warning.

### *Bicycles*

Bicycles must be stored in designated areas only. Bicycles are NOT permitted on porches, patios, balconies, hallways, light posts, street signs, trees, fences, within units, etc.

Tenant(s) are responsible for providing methods for securing the bicycle in the designated areas. Management will not be liable for any damage or theft.

Bicycles found in unauthorized locations or deemed abandoned will be confiscated by Management. Owners may claim their bicycle by providing a detailed description of the bicycle and paying the associated fine.

### *Exterior Decorations & General Appearance*

Any exterior decoration is prohibited in all units. Items specifically prohibited, but not limited to, are: corn stocks, pumpkins, wreaths, advertisement, and holiday/decorative lights.

Tenants are responsible for keeping the exterior of their unit and the area around their unit free of debris and garbage. Failure to maintain the area properly is considered a nuisance and a violation of the lease agreement. Tenants are responsible for learning and following local ordinances pertaining to accumulation of unsightly or nuisance materials on the exterior of the property.

No furniture, other than patio furniture specifically designed for outdoor use, is allowed outside.

### *Garbage – Curbside Pick Up Units*

Each unit is provided with a refuse container. If your container becomes damaged, please notify Management immediately.

Garbage must be promptly removed from units and placed in the exterior containers. All garbage must fit into the refuse container provided. Tenants are responsible to set containers curbside for collection every week.

Tenants are responsible for proper disposal of any items not accepted in the weekly collection service.

Tenants are responsible for learning and following local ordinances pertaining to refuse containers, garbage and recycling collection services and collection days.

### *Garbage – Central Containers/Trash Compactors Units*

Garbage must be promptly removed from units and placed in the designated containers.

Tenants are responsible for proper disposal of any item not accepted in the central containers or trash compactors.

*Trash Compactors* – Tenants are responsible for following the proper operation procedures as posted.

If the trash compactor is inoperable or becomes damaged, please notify Management immediately.

### *Guests*

Tenants are liable for the actions of their guests. Limit the number of guests to your home and immediately ask guests to leave the premises if they become unruly. Management reserves the right to limit the number of guests within a complex or unit at any time. Occasional overnight guests are permitted however; any guest remaining in the unit for more than 24 hours must be reported to Management. Guests staying longer than 24 hours may be considered an Unauthorized Occupant resulting in fines and possible eviction for violation of lease terms.

### *Alterations to Unit*

Tenants are not allowed to make any alterations to the unit. This includes alterations to the paint or wallpaper, structural changes, or flooring alterations.

Do not remove any fixtures or furnishings supplied by Management.

### *Heat in Unit*

Tenants are responsible for keeping the heat set to a level to prevent freezing of pipes. Keep heat at a minimum of 60 degrees. All tenants are responsible to keep all entrance doors to common areas, hallways, and stairways closed to prevent freezing of pipes.

Tenant will be responsible for the cost of any repairs deemed results of tenant's actions.

### *Storage- Utility Rooms/Basements*

Units that have direct access to their furnace room are prohibited from storing anything within 5 feet of your furnace. There needs to be enough space to access equipment on all sides to allow a serviceperson to perform maintenance and repairs.

Piles of stuff can obstruct service and maintenance as well as interfere with the efficient operation of your equipment. Remember to keep all flammable/combustible products a further distance away.

If your furnace room doubles as the laundry room, store cleaning chemicals in tightly sealed containers. Cleaners, bleaches, and laundry detergents accelerate the rusting and failure of the heat exchanger in the furnace.

### *Electrical Breaker*

Do not shut off your breakers at any time. Doing so will also shut off your heat (including gas furnaces and boilers) and any hard-wired smoke detectors. Damage due to frozen pipes or fire can amount to thousands of dollars and the

Tenant will be responsible for the cost of any repairs deemed to be the results of tenant's actions.

## **4 Emergency Information**

**An emergency is any situation that requires immediate action.**

PERSONAL INJURY ACCIDENTS – Call Emergency Services – 911

FIRE – Call the Fire Department – 911

### *After Hours Office Assistance*

Call the office and press 9 to leave a message and the on-call staff will return your call.

After Hours Office Assistance Issues:

- Emergency Maintenance issue (i.e. frozen pipes, no heat, flooding).
  - *Gas*  
If you smell gas, immediately vacate the unit. Do not turn anything on or off, do not use your phone, do not open any windows or attempt to ventilate the unit. Call the Fire Department.
  - *Water*  
If a water pipe breaks or you are experiencing flowing water, shut off the main water valve immediately and begin the work to clean up the water spillage. Call the After Hours line to report the issue to Management.

- *Electricity*

If your electricity goes out, check the circuit breaker/fuse box. Re-set any tripped breakers/replace burnt out fuses. Check the surrounding area to see if there is widespread outage. Call the After Hours line ONLY IF the outage will cause immediate personal injury or property damage (i.e. frozen pipes, no heat, downed power line).

- Noise Disturbance

If possible, try to resolve the issue by directly speaking with the party causing the disturbance. If disturbance persists, call the After Hours line.

- Lock Out Assistance

Try to contact a roommate to assist you first. If a roommate is unable to assist, call the After Hours line. Tenant will be charged for lock out assistance occurring outside of normal business hours.

### *Severe Weather*

Tenants are responsible for educating themselves about seasonal threats from severe weather and preparing an emergency plan. Tenants may visit the National Weather Service website for safety information about various types of severe weather. <http://www.weather.gov/safety/>

If severe weather causes property damage after business hours, protect property to the best of your ability. Contact your respective complex manager to report damages.

## **5 Safety**

Landlord and Management does not provide, guarantee or warrant security. We do not represent that your apartment or house or townhome or rental community itself is safe from criminal or wrongful activities by other residents, their guests or third parties. Each resident must be responsible for his/her own personal security and that of their household, children guests and property. If you observe suspicious activity or potentially unsafe conditions, please notify Management. If illegal or immediately dangerous or unsafe conditions are observed, call 911. Remember; please call the police and 911 first if trouble occurs, or if a potential crime is suspected.

If you need to report non-life threatening concerns, noise disturbances, suspicious activity or potentially unsafe conditions issue during business hours please call your respective complex manager.

If you need to report non-life threatening concerns, noise disturbances, suspicious activity or potentially unsafe conditions issue after hours please call the office and press 9. Leave a detailed message including your name, contact number, unit number and the on-call staff will call you back or be out to assist shortly.

### *Controlled Access Systems*

Some communities have a controlled access system. No person is permitted to enter the community and/or buildings unless that person has a key as an authorized resident or leaseholder or is admitted as the guest of another resident. Buildings and communities are only as safe as tenants make it. It is tenant responsibility to verify only invited persons are permitted in the community and/or buildings. Admitting any person that is not your invited guest is a violation of this rule and defeats the purpose of a controlled access system.

The controlled access systems in place require the full cooperation of all tenants to prevent unauthorized persons into the community and/or buildings. It is a violation of the lease and rules to allow any person who is not a leaseholder to have a key or other access materials to the community, buildings or your unit.

Doors to buildings may not be propped open or left open for any period of time and is prohibited as this allows access to the buildings by unauthorized persons, animals, rodents or pests and is a waste of utilities.

#### *Lock Outs*

Tenants are advised to seek assistance from a roommate first. Management will try to accommodate and assist during a lockout if Tenant is unable to get assistance from a roommate. Tenants will be required to provide proof of identity to confirm the unit requesting access is their own.

#### *Firearms*

Management prohibits all guns and firearms in all common areas and offices. All firearms within individual units must be registered with the Management office, have a valid user permit and be secured in a locked cabinet or case.

### **6 Lease Violations**

Unless otherwise indicated any violation to the following rules and regulations and/or items detailed in the lease agreement may result in fines imposed by Management at Management's discretion and/or eviction. See Section 11 for common fines and amounts.

#### *Disturbances*

Management reserves the right to enforce and/or take action against units responsible for disturbance calls and it is critical that you respect your neighbors' use and enjoyment of their property. Disturbances can be noise, party, animal, or exterior appearance related. Tenants are also responsible for the actions of their guests.

The following fines will be charged for violation of your lease agreement if (a) your unit has reoccurring, excessive disturbance calls; (b) a citation is issued by law enforcement for a disturbance; or (c) law enforcement officials visit the unit for any disturbance reports not resulting in a citation:

**1<sup>st</sup> offense/strike:** one-half (1/2) month's rent plus possible eviction

**2<sup>nd</sup> offense/strike:** one (1) month's rent plus possible eviction

**3<sup>rd</sup> offense/strike:** Immediate eviction and responsible for the rent due for the remainder of the lease agreement and/or license suspension period, whichever is greater, as permitted in accordance with local laws.

**If the city revokes or suspends the license for your rental unit and/or you are evicted; you will still be responsible for the rent due for the remainder of the lease agreement and for loss of income resulting from revoked or suspended rental license.**

#### *Disorderly Unit*

At certain times during the term of your lease, Management will inspect your rental unit for upkeep and condition.

If it is determined the unit is being kept in an unacceptable sanitary state and/or being abused beyond normal wear and tear, you will receive a notice for a disorderly unit. It will be your responsibility to clean, repair, and replace items as outlined in the notice, this may include pest removal costs.

If you do not have a vacuum cleaner, invest in one. Regular vacuuming or cleaning your flooring will greatly deter excessive wear and tear.

#### *Unauthorized Occupants*

Only parties named on the lease can occupy the unit. Guests deemed to be occupying a unit for more than 24 hours, without written consent from Management, will be deemed an unauthorized occupant. Units with unauthorized occupants may be charged a fine and face possible eviction for violation of the lease terms.

#### *Pets*

Pets (any mammal, reptile, insect, or fish) are not allowed on the premises (including visiting pets) unless approved by Management in writing. Tenants found to have unapproved pets on the premises will be fined. Any approved pet must provide proof of renter's insurance coverage.

Tenants approved to have a pet must agree to pay an additional non-refundable pet fee and monthly pet rent.

*Exception:* Fish – All fish must be approved in writing by Management. Tanks under 50gL will be allowed at no cost. Tanks 50gL – 100 gL will be required to pay a non-refundable pet fee and provide proof of renter's insurance coverage. Tanks larger than 100 gL are prohibited.

#### *Crime- Free, Drug-Free Housing*

Tenants, or any members of tenants household or a guest or other person under the tenant's control shall not (1) engage in any act in illegal activity, including drug-related illegal activity; (2) engage in any act intended to facilitate illegal activity; (3) permit the dwelling to be used for, or facilitate illegal activity; (4) manufacture, sell or distribute illegal drugs; and (5) engage in acts of violence or threats of violence on or near the premises.

If Tenant, a member of Tenant's household, or any other person under Tenant's control manufactures, delivers, possesses with intent to deliver, or possesses a controlled substance on the Premises, the Lease Agreement shall be subject to termination as per Section 24 of the Lease Agreement. If Tenant, a member of Tenant's household, or any other person under Tenant's control causes or has threatened to cause physical injury to an individual on the Premises or other Property owned by Landlord, the Lease Agreement shall be subject to termination as per Section 25 of the Lease Agreement.

Tenants are encouraged to visit their government websites for more information on local, state and federal laws and regulations.

### **7 Maintenance/Repairs**

Non-emergency requests (items not posing immediate damage to the property or tenants) must be submitted via Tenant Web Access.

Visit the website for your complex and click on Current Residents and sign into Tenant Web Access.

Emergency requests (toilet overflowing, water leaking, other items causing immediate damage to property or tenants) should be reported immediately to Management.

All maintenance requests will be evaluated and handled in a timely manner. Tenants will be billed for any cost to repair or replace anything that is determined to result from neglect of the tenant or their guest.

Keep at least one plunger in your unit. And learn how to use it properly. If maintenance must remove excessive hair buildup or a foreign object from your toilet, sink or tub, you will be charged accordingly.

In an emergency, you may need to shut off your water, gas or electrical power. Learn the location of shut off valves and breakers.

The following maintenance items are the responsibility of the Tenants. If you have questions regarding any of these items, please contact Management.

#### *Tenant Responsibilities*

- Air Conditioner: Keep unit free of debris to ensure adequate air intake.
- Drains: Remove hair/debris from drains weekly. Plunge the line as needed.
- Fuses (if applicable): Replace as needed.
- Garbage Disposals (if applicable): Only put approved items down the disposal and clean daily
- Landscape (if applicable): Keep the yard and landscaping free of garbage and debris.
- Light Bulbs: Replace as needed.
- Refrigerator: Defrost monthly (does not apply if frost free).  
Vacuum coils monthly to remove dust build-up.
- Smoke/CO Detectors: Check monthly. Replace batteries twice a year.
- Stove/Range: Clean thoroughly as needed to prevent buildup of grease.
- Water Leaks: Check for any leakage daily.

#### *Damages*

Damages caused by tenants or their guests are the responsibility of the tenants to repair or replace. Management will bill the tenant for the cost of the repair as additional rent owed.

#### *Lawn Care/Snow Removal*

Management will provide lawn care and snow removal for the rental unit. Tenants are responsible for maintaining the yard free of garbage, debris, waste, and/or other items possibly resulting in a nuisance as defined by City Code. Tenants are responsible to follow all snow removal procedures. Failure to do so may result in tow charge at owners' expense.

### *Smoke/CO Detectors & Fire Extinguishers*

Each rental unit is equipped with smoke detectors, fire extinguishers and carbon monoxide detectors. It is your responsibility to make sure they are hooked up and functioning. If a detector is determined inoperative, you must contact management immediately. We will confirm the detectors are working at the time of move-in/out and if they are missing at move-out, you will be charged for replacements.

IT IS ILLEGAL TO DISCONNECT SMOKE DETECTORS/CARBON MONOXIDE DETECTORS. YOU MAY BE CHARGED WITH A MISDEMEANOR FOR DISCONNECTING OR DISABLING A SMOKE DETECTOR/CARBON MONOXIDE DETECTOR.

Do not tamper with or move the fire extinguisher. If the fire extinguisher is used in an emergency, please contact your Management office to receive a new one at no charge.

### *Garbage Disposals*

Not all units are equipped with garbage disposals. Check before placing any solids into the sink drain.

Tenants must exercise care in what types of things are put into the garbage disposal. Don't put anything in the garbage disposal that is NOT biodegradable food. It is not a trash can; it's for food scraps only. When in doubt, throw it out not down the disposal.

Always run the COLD water when running the garbage disposal. NEVER operate the disposal without running water or with hot water.

Items NOT to put down the garbage disposal:

Glass, plastic, metal, paper, anything combustible, cigarette butts, grease, oil, fat, bones, popcorn, rice, noodles, fruits with hard seeds, celery, onion skins, artichokes, coffee grinds, potatoes and/or peels.

Garbage Disposal DO's:

- Keep it clean – pour a little dish soap inside and let it run for a minute with some cold water.
- Run it regularly to prevent rust.
- Use a strong flow of cold water when grinding food.
- Grind peelings from citrus fruits (lemons, oranges) to freshen the drain smells.
- Cut large items into smaller pieces before placing them into the garbage disposal.
- Freeze vinegar in ice cube trays and run those down the disposal. This will sharpen the blades and safely kill odor causing bacteria.

### *Inspections*

Management will conduct period inspections to check on the condition of the unit and the unit's equipment. Inspections with City Rental Inspections are required in units on a rotating schedule.

Reasonable notification will be provided. Tenants must make the units fully accessible to inspection upon notification. Any locks installed by tenants must be left unlocked or a method to gain access communicated to Management prior to the inspection. Failure to provide access will result in re-inspection and may result in fines for the need for an additional visit.

Tenants will be billed for the cost for replacement or repair of items removed that were provided by Management and for damage, beyond normal wear and tear, found during any inspection.

## **8 Move-In Procedures**

### *Orientation/Check-in*

Tenants should report to their Management office on their lease start date as indicated on the lease agreement.

Tenants must complete the following prior to or at move-in:

- Sign all lease documents, including pending Amendment changes
- Create Tenant Web Access (TWA) log in
  - TWA is method for making online payments, submitting maintenance requests and checking account balance
- Create utility billing account with SimpleBills
  - Must have payment information on file
- Pay balance due (first month's rent, pre-paid rent, security deposit)

### *Keys*

Keys will not be issued until all lease documents are signed, the entire security deposit (if applicable), and the first month's rent (and last month's, if applicable) has been received in full.

### *Move-In Inspection*

Please inspect the unit thoroughly at move-in. Tenant will be provided with Move-In Inspection form (a.k.a - Inventory Checklist). Tenant is responsible for noting of any items in your rental unit that have pre-existing wear and tear. Damaged items in need of repair should be reported by submitting a maintenance request via Tenant Web Access (TWA).

Tenants must turn in the Move-In Inspection form within 7 days of receiving possession of the Premises to be valid. You will be charged for any undocumented damages, beyond normal wear and tear, to your unit at the end of your lease. You are entitled to request and receive a copy of the Move-In Inspection form completed by the last prior tenants.

### *Garbage*

Any garbage (boxes, packing materials, etc.) accumulated during move-in that does not fit into your garbage or recycling container, dumpster, or trash compactor must be taken to a local waste facility. Garbage placed outside of a trash receptacle or dumpster may result in a disturbance fine from Management.

### *Utilities*

Tenants are billed for utilities, as specified in the lease agreement, via SimpleBills. Management has provided SimpleBills with Tenant move-in date and contact information. Tenants must create an account and provide payment information on file with SimpleBills.

**IMPORTANT:** Cable and internet are not included in the management billed utilities.

Tenants moving into a unit/house where cable/internet service IS NOT included with rent will be responsible for contacting service providers to set up service. Management highly recommends tenants contact providers ASAP to schedule connection as the wait periods can be more than 2 weeks this time of the year.

Tenants moving into a unit/complex where cable/internet service IS included with rent will receive information about connecting service at move in.

## 9 Move-Out Procedures

### *Check-Out*

Each tenant must check out, in-person, at their respective Management office. Tenants must provide a forwarding address and return all the keys for the unit. Additional charges will apply for any keys not returned on or before the lease end date.

Tenants must be out of the unit by the lease end date and time indicated on the lease agreement. All personal items must be removed and cleaning completed at this time.

Tenants will be charged for removal of personal items still in the unit or remaining on the property after the lease end date.

Tenants must return the unit in a “rentable state” upon lease end. See list of areas to be cleaned under the Unit Condition section.

Tenants must call cable/internet providers to stop service. Tenant is responsible for returning all cable/internet equipment to service provider, including units with basic service included in rent. Management is not responsible for charges incurred after your lease end date if tenant fails to stop service or return equipment.

Tenants must complete a change of address with the US Postal Service to forward their mail to their new address.

### *Garbage*

Tenants are responsible for dispose of any furniture, car parts, TV's, tires, electronics, or anything else that cannot be bagged and fit into the container. The cost of removing garbage that the hauler will not take will be billed to the tenant.

### *Utilities*

Tenants will be billed for final charges the month of lease end. Final bills are estimated calculations based on 90-days of Tenant's own unit's past bills, along with historical weather trends and bill history for the property and/or region. Any unpaid utilities will be withheld from the security deposit, if applicable.

### *Unit Condition*

As a rule, we are looking for your unit to be left in a **rentable condition** with no work necessary to get it in shape for the next tenant. This includes but is not limited to the following:

1. Carpets clean – vacuumed.
  - a. **Any carpet with stains and/or odors will be professionally cleaned by Management upon move-out and Tenant will be billed for the cost.**
2. Hard (vinyl, wood, tile) floors swept and mopped.
3. Kitchen appliances cleaned inside, outside, behind, and underneath. These include:
  - a. Refrigerator – defrosted if applicable
  - b. Stove – hood, tiles, walls, exhaust fan, burner pans (replace if stained)

- c. Oven – racks, broiler, knobs/burners
- 4. All cabinets (kitchen and bath) empty and wiped inside and outside
- 5. Windows and sills cleaned inside – DO NOT attempt to remove windows for cleaning.
- 6. Walls, doors, and woodwork cleaned.
- 7. Kitchen and bathroom sinks/toilets/fixtures cleaned – including drains cleaned of hair and draining freely.
- 8. Basements/Garage/storages areas (if applicable) emptied and cleaned.
- 9. Light fixtures, including bathroom exhaust fans and ceiling fans, cleaned with working bulbs.
- 10. Blinds and/or window treatments clean and operational.
- 11. Heating/cooling vents and/or registers dusted and cleaned.
- 12. Washer and dryer (if applicable) wiped down inside and out, lint removed.
- 13. Smoke detectors connected and operational.
- 14. Nail removed from walls – DO NOT fill the holes left.
- 15. All trash removed from the inside of the unit and the exterior of the unit and disposed of properly.
- 16. Fire ladders (if applicable) left in rooms.

#### *Return of Security Deposit*

Security deposit refund will be calculated in accordance with local laws. A copy of an itemized list detailing charges (if any), along with all security deposit money due to you will be mailed within the state's required timeline following the expiration of the lease agreement.

Tenant may respond to the itemized list of damages by mailing to Management a written agreement of disagreement to the damage charges within seven (7) days of Tenant's receipt of the itemized list of damages. Should Tenant fail to provide a forwarding address or fail to respond to the itemized list of damages within the 7-day time, Management will be entitled to retain all or a portion of the security deposit consistent with the itemized list of damages.

Questions regarding your computation must be submitted in writing, within the 7-day period following Tenant's receipt of the itemized list of damages. We will be happy to pull your file and re-check the computation. If we have made an error, an adjustment will be made. Due to the significant amount of time involved in getting answers to your questions before we respond, and due to statutory requirement, we will only answer questions submitted in writing. We will answer all written requests for file review in a timely manner.

## **10 FAQ**

### *Rent Payments*

#### **Q: What happens if I can't pay rent on time?**

**A:** Notify the Onsite Manager if you can't pay rent. In most cases, management will work with you to get a payment plan set up. If rent is not received on the date it is due and Management has not been notified with explanation of non-payment, the Eviction Process begins. You can stop this process at any time by paying all owed rent, any applicable late charges, and any applicable costs of the Eviction Process.

### *Utility Bills*

#### **Q. My lease says I am responsible for electricity and gas utilities but I haven't received a bill, what do I do?**

**A.** SimpleBills will bill for utility charges in accordance to lease terms. Charges will be posted to your SimpleBills account. If you already have an account set up with SimpleBills but have not received a

bill or if you have questions about your bill, please contact SimpleBills at [info@SimpleBills.com](mailto:info@SimpleBills.com) or (254)230-0199. Customer service representatives are available 7:00 am – 7:00 pm CT, 7 days a week (closed for holidays).

If you have not signed up for an account with SimpleBills, contact your Site Manager to get an account set up.

#### *Delinquent Roommates*

**Q: What if my roommate(s) are behind on rent?**

**A:** Refer to your lease agreement, if you are on an individual lease you are only responsible for your rent.

If you are on a joint lease, all tenants are responsible for the full rent amount so encourage roommate(s) to contact us to work out a payment plan to get current and/or contact their parents to make them aware of delinquent status. You may want to consider looking for a re-let (take responsibility going forward) for their share of the lease. Contact the office for more information.

#### *Lease Changes*

**Q. I am graduating, going home for the summer, quitting school, do not get along with my roommate, found someone to take over my lease, etc. can I end my lease early?**

**A:** Any tenant wishing to be replaced, or let off the lease, must notify Management of their desire to Re-let immediately. Management will provide tenant with detailed information about current requirements for Re-Let authorization.

General information regarding lease change situations:

Notification of desire to Re-let does not release tenant from obligation to the lease agreement. Only completed (signed by all tenants and Management) Re-let Addendum paperwork releases the tenant.

Units with outstanding balances (money owed) will not be permitted to make lease changes. Persons desiring to be added to the lease agreement must meet Management's screening requirements.

Management alone cannot authorize a Re-Let. All parties named on the lease agreement (roommates) must approve the Re-Let in writing *prior* to Management signing off on any Re-Let and *prior* to any new person occupying the unit.

Failure of roommates to complete required paperwork or grant authorization will delay and/or cancel any Re-Let authorization.

Management cannot force any party on the lease to approve a Re-Let.

If a unit has multiple parties desiring to Re-Let, Management will only process one Re-Let request at a time.

Management reserves the right to deny any lease changes for any reason, at any time.

#### *Financial Aid*

**Q: I am waiting on financial aid and student loans to help pay my rent.**

**A:** First month's rent and any security deposit or pre-paid rent due per the lease agreement must be paid in full upon moving in, no exceptions. We do offer a *Payment Deferral* plan for the month of

September to those waiting on student loans. You will still be required to pay at least \$100.00 per month while on the *Payment Deferment* plan. Other terms and conditions may apply. Tenants must have prior approval to utilize the *Payment Deferment* plan; contact your Site Manager for assistance.

### *Water Problems*

**Q. What should I do if a water pipe breaks or water is running from somewhere into my residence?**

**A.** Don't panic. The first thing you should do is locate the water shut off valve and shut off the water. Try to find out where the water is coming from and if it is some problem you can resolve (overflow of a tub or sink from up above, etc.). If it is coming from inside a wall or a pipe appears to be broken, log onto company website to submit a maintenance request. Follow up with management during normal business hours if necessary.

**Q. What should I do if the pipe breaks in the middle of the night, holiday or weekend?**

**A.** If this happens in the middle of the night, you should shut off the water, clean up what you can and call the emergency message service. Management will not pay for plumbers coming out in the middle of the night unless leak is unable to be stopped by turning off main water valves. Unfortunately, things sometimes happen on a weekend or holiday. If this occurs, shut off the water and log onto company website to submit an online maintenance request. Service may not be available until a weekday so you might have to deal with not having water for a few days.

**Q. My sink is leaking (dripping or leaking from under the sink).**

**A.** Submit an online maintenance request to have repaired. Place a bucket under the leak and limit use of the sink until repair is completed

**Q. No hot water. What should I do?**

**A.** First check the water heater to see if it is turned on and the temperature is set on the warm to hot setting. If that is OK, check to make sure the pilot has not blown out. If it is out, light the pilot light by following the instructions on the outside of the water heater. If you can't get it lit, submit an online maintenance request to schedule service.

If the problem is due to a faulty water heater, the plumber will repair at our cost and will bill Management. If there is no problem with the water heater and the plumber is called out to light the pilot or reset the temperature, the Tenant(s) will be responsible for the charges.

Please note: no hot water is NOT AN EMERGENCY. The request for repair shall be done during normal business hours at the convenience of the plumber's schedule.

**Q. My toilet, bathtub, sink or any drain is overflowing, drains slow or won't drain at all. What should I do?**

**A.** If water is overflowing, SHUT OFF the water (shut offs are located behind toilet and usually below sink). If no shut offs are there, then shut off the main water to property. Try to clear any obstructions (hair, etc...) from the drain, including use of a plunger. Try pouring boiling water down the drain. Try all liquid plumber options first. If unsuccessful submit an online maintenance request and discontinue use of toilet, tub, or sink until item is serviced.

**Important Note:** Management will pay for all repairs to plumbing caused by normal usage or if a pipe breaks. Management will NOT pay for the following: 1.) Cleaning of drains, toilets and tubs. This is the responsibility of the Tenant(s). It is important to not put things down the drain that could cause them to plug up. Tenant(s) should regularly remove hair from drains to prevent clogs. 2.) Lighting water heaters or adjusting the temperature. 3.) Turning water on that has been shut off by one of the tenants by mistake. 4.) Turning on any switch or valve that was mistakenly shut off.

**Q. What should I do if water flows into the building during a heavy rain storm?**

**A.** First, check the gutters and downspouts to make sure they are cleaned out and are all attached. (The purpose of gutters and downspouts is to push the water away from the building.) If that doesn't prevent the problem, make all efforts to prevent water from the inside and move personal items out of harm's way. Submit online maintenance request and follow up with a call to the After Hours line by calling the office and selecting option 9.

**Q. My water is brown and dirty, what should I do?**

**A.** Run all the faucets to see if line clears. If no resolution, wait a day or two. This is usually caused by the City flushing the fire hydrants. Your city website may have alerts listed for your area.

*Electrical Problems*

**Q. My electricity is out. What should I do?**

**A.** Check the circuit breaker box to see if a fuse has blown or a circuit breaker is tripped. Check to see if the neighbors' electricity is out. (Sometimes the electrical problem is a blown transformer caused by overheating, animals, lightning, etc.). Verify with the service provider all payments have been received and service is set up for the unit. If issue is not resolved, submit an online maintenance request.

*Heating and Air Conditioner Problems*

**Q. What do I do if my heat doesn't work?**

**A.** Check the thermostat to make sure the heat is turned on, if fixture is digital, change the batteries. Check that the temperature is set to a level where the heat should come on. If OK, then check to make sure the electric switch is turned on by the furnace. Check and change the filter. A dirty filter can cause the furnace to shut down. If the furnace has a pilot light make sure it is lit and has not blown out. The instructions to light the pilot are generally located by the furnace. Contact your gas service provider to verify payments have been received and service has been set up for your unit. If issue is not resolved, submit an online maintenance request.

**Q. What if the furnace doesn't work in the middle of the night, weekend or holiday?**

**A.** First, try all the things in the answer to the question above. Check thermostat, switch and pilot. The next step depends on the temperature outside. If the temperature is above freezing, it is NOT AN EMERGENCY. Log on to company website to submit an online maintenance request. Put on extra clothing and do the best you can until the furnace repair person gets there. If the temperature is below freezing, contact the After Hours line by calling the office and selecting option 9. Use your own space heaters and put on more clothing until the furnace repair person gets there and fixes the problem. (Keep in mind that if they come out and simply turn the furnace on, light the pilot or adjust the thermostat, you will be responsible to pay that bill). If it is a furnace repair problem, Management will be responsible for the charges.

**Q. What should I do if my Air Conditioner won't work?**

**A.** First, check the thermostat to make sure it is set to the right setting and the temperature setting is set properly. Make sure the circuit breaker has not tripped or a fuse has not blown and that the electric switch is on. Check and change the furnace filter. If issue still exists, submit an online maintenance request and follow up with management during normal business hours. This is NOT AN EMERGENCY and it may take a few days to have this repaired.

*Lockouts*

**Q. I locked myself out. What should I do?**

**A.** If it is during normal business hours, contact Management to come open the door. There will not be a cost for this service, unless you have lost your key. If it is after normal business hours, tenants

will be charged a lockout assistance fee. If Management is not available to assist, call a locksmith to let you in at your cost. If the lockset is broken and needs to be replaced because of your actions or the locksmith's actions, you will be responsible for that cost. Breaking in through windows or doors is prohibited and you will be responsible for any damages and the cost of repair.

### *Appliance Problems*

**Q. My refrigerator doesn't cool or seem to work. What should I do?**

**A.** Check the temperature adjustment in the refrigerator. Check to make sure it is plugged in and the fuse has not blown or the circuit breaker is not tripped. Check to see if a ground fault plug is tripped. Pull fridge away from the wall and vacuum and clean off coils in the back. Check to make sure the freezer is not packed full of food preventing air flow to the unit. If after that it still doesn't work, log onto the company website and submit an online maintenance request. If the refrigerator cannot be repaired, it will be replaced. This can take two to three days to remove and replace the appliance. Tenant is responsible for finding alternative storage for all perishable items until service is completed. Management is not liable for losses. This is not an EMERGENCY and it will be repaired or replaced during normal business hours.

**Q. My stove or range top won't work/ heat up. What should I do?**

**A.** If the appliance is electric, check fuses/circuit breakers and make sure it is plugged in. If after that it still doesn't work, log onto company website and submit an online maintenance request. If the appliance is gas, make sure all the pilots are lit. Make sure the stove is clean. Grease and dirt may clog the orifices that allow the pilot to stay lit and prevent the gas burners from heating up. If after that it still doesn't work, log onto company website and submit an online maintenance request. If the stove or range cannot be repaired, it will be replaced. This can take two to three days to remove and replace the appliance. This is NOT an emergency and it will be repaired or replaced during normal business hours.

## 11 List of Standard Charges

To avoid paying additional rent charges, please review the following items and their minimum charges:

*The list provided is an example of the most common issues that arise; the list is not intended to be exhaustive and all inclusive; prices may increase without notice based on current market prices.*

### ***Charge Type***

Bicycle in Unauthorized Area	\$25.00/incident
Community Rules & Regulations violation	\$50.00 minimum, may include eviction
Disturbance violation	½ month's rent up to full month's rent, may include eviction
Failure to pick up pet waste	\$25.00/incident
Garbage Removal	\$15.00/incident
Appliances	\$50.00/item
Bag	\$10.00/each
Electronics	\$50.00/item
Furniture	\$50.00/item
Key/Fob Replacement	\$35.00
Late rent	<i>Refer to lease agreement</i>
Lock change	\$100.00
Lockout ( <i>after 5pm &amp; weekends/holidays</i> )	\$50.00
Motorcycle with no Kickstand Pad	\$150.00 per incident
Non-sufficient funds/Returned Payment	\$30.00
Parking Pass Replacement	\$20.00
Parking violation	\$50.00 or tow charge, whichever greater
Re-Let fee	\$200.00 per lease change
Smoking in building	\$50.00 per incident
Unauthorized occupant	\$250.00 per occupant per week
Unauthorized pet	\$100.00 per week per pet

### ***Repairs***

Blinds	\$45.00 each
Cleaning	\$40.00/hour
Light Bulb Replacement	\$15.00 each
Carpet – Replacement	\$21.00/Sq. yd.
Drain Cleaning (Hair/Foreign Object)	\$40.00 per incident
Door Knob Replacement	\$35.00 each
Door Replacement - Exterior	\$550.00
Door Replacement - Interior	\$250.00
Painting - <i>Due to damage not normal wear</i>	\$40.00/wall
Smoke or CO Detector	\$30.00 each
Toilet/Drain Plunge	\$40.00 per incident
Vinyl – Replacement	\$24.00/Sq. yd.
Wall Repair	\$5.00-\$200.00 per hole depending on size
Window Glass Replacement	\$150.00 each
Window Screen Replacement	\$35.00 each