



Tenant Handbook

TAILWIND
management

44°9'50", -94°0'25"

Welcome Home

We would like to welcome you as a new or renewing resident and thank you for choosing our property as your 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 residents 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 are happy to have you with us! We anticipate another exciting year. Welcome home.

About Us

Tailwind Management is based out of Mankato, Minnesota. We specialize in managing college student housing nationwide.

Our staff is dedicated to bringing you the best service possible. We provide professional, on-site management, maintenance requests are handled promptly during business hours, often the same day as they are reported. Staff are on-call 24 hours, 7 days a week, 365 days a year to handle emergency situations, assuring an uninterrupted level of quality services.

Staff positions and responsibilities are as follows: *(may vary by location)*

Property Manager

The primary role of the Property Manager is to supervise all professional staff members and oversee the operation of the property.

Leasing Manager

The Leasing Manager is responsible for leasing, renewing lease contracts, property advertisement, and building and maintaining university relations. The Leasing Manager is always available to answer questions about the lease contract.

Resident Services Manager

The RSM handles all resident needs from rent and roommate mediation to following up on maintenance requests. The Resident Services Manager is not only available to the residents for answers but also the guarantor. Account questions, maintenance follow-up and community events are all a part of the RSM's daily "to-do" list. *If a property does not have an RSM these responsibilities are handled by the Property Manager.*

Maintenance Manager

Maintains the facilities and grounds, responds to maintenance requests, provides general upkeep of the units/amenities and supervises the maintenance team.

Community Assistant

Community Assistants (CAs) are student members of the staff who work most closely with the residents. As a staff member, CAs work to maintain communications between management and residents and assist in a multitude of administrative tasks. Most of the Community Assistants' responsibilities involve direct contact with residents. One of the most important CA responsibilities is to be available to, and spend time with, all residents. Basic duties include maintaining communication between Management and the residents, as well as implementation of policies, procedures and programming. In addition, the Community Assistant is responsible for the development of a residential community that enhances the total college experience and facilitates resident growth.

About Our Properties

Amenities vary by location

The Clubhouse

The clubhouse is the place to go to for great amenities. Most of the events and activities hosted by the property take place in and around the clubhouse. All rules governing common area amenities will be enforced by management and are subject to period review and revision. The facilities available at the property are for the exclusive use of property residents. A resident must accompany all guests. Pets are not allowed in the clubhouse. The maintenance and care of these facilities is every resident's responsibility; therefore, abuses may result in facilities closing. Please report all repair needs or problems to the property office.

Business Services

Residents receiving packages too large for package lockers (or if package lockers are unavailable at your location) should be picked up in the clubhouse during regular business hours. We reserve the right to refuse any package that is too large for our office or is considered suspicious or hazardous in any way.

The computer room is located in the clubhouse and has computer terminals with internet access and printer capabilities. Use is limited to residents only. Eating and drinking is not permitted in the computer room. Please report any problems to the office immediately.

Fitness Center

The fitness center is located in the clubhouse. No food is allowed in the fitness center. Please limit drinking to water only. Proper athletic attire is required. Shirts and shoes must be worn at all times. Report maintenance problems to property personnel immediately. Do not repair equipment yourself. Use equipment in the manner in which it was intended. Use of the fitness center is at your own risk. Anyone beginning an exercise program should consult a physician first.

Leasing Office

The leasing office is located in the clubhouse. Leasing office staff are available to help residents with renewing resident leases, rent payments, answer questions about the lease, and address special issues as needed.

Swimming Pool/Spa

The pool/spa is open, weather permitting. The schedule will be 10:00 am to 10:00 pm. These times are subject to change without notice. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area. Personal flotation devices may be used. No glass containers or alcohol is permitted. No speakers are allowed, please use personal headphones if you wish to listen to your own music. Pets are not allowed in the pool/spa area. The area may close occasionally for maintenance purposes and during specific property repair projects. Please bring proper ID with you to the pool. Wrist bands may be issued to residents for the use of the pool. Only residents and their guests are permitted to use the pool/spa. Residents must accompany guests at all times.

Courts – Indoor/Outdoor

Outdoor courts are open, weather permitting. Hours of use will be 10:00 am to 10:00 pm. These times are subject to change without notice. No glass containers or alcohol is permitted. The area may close occasionally for maintenance purposes and during specific property repair projects. Only residents and their guests are permitted to use the courts. Residents must accompany guests at all times.

Tanning Beds/Domes

Only residents are allowed to use tanning equipment, and guests will not be allowed to use this service. Residents may not use the facilities for longer than a 20-minute period and no more than once within a 24-hour period. Any resident found allowing their guests to use the tanning bed will have their tanning privileges suspended permanently. This service is only available during office hours.

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1 Payment

Rent

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

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

Payment in office and cash payments are not accepted.

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

*** Transaction fees (up to 3.5%) may apply. Sign up for automatic recurring ACH withdrawal from an authorized checking/savings account to eliminate all transaction fees. ***

Payments received after the due date, as indicated in your lease, will incur a late fee.

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 contract.

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 residents 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 Property 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 or (254)230-0199. Customer service representatives are available 7:00 am – 7:00 pm CT, 7 days a week (closed for holidays).

Residents can also access FAQs, self-help articles, and chat live via their website, www.SimpleBills.com.

Eviction

If rent is not received by the 10th 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 residents 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 residents 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.

3 Resident's Rules & Regulations

Unless otherwise indicated any violation to the following rules and regulations and/or items detailed in the lease contract may result in fines imposed by Management at Management's discretion and/or eviction.

Amenities

Residents will be held liable for their actions, or their guest's actions, and resident 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 residents and guests must smoke outside and dispose of cigarette butts properly.

Parking

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

Parking is for resident use only. Parking is available first come, first serve. Guests should use on street parking if available. There is no overnight guest parking permitted in off street parking areas.

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

Management will provide each resident with one parking pass. Residents will be charged for replacement passes.

Residents 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.

Residents 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.

Resident(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.

Residents 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 contract. Residents 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

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

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

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

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

Grills/Open Flames

Residents are prohibited from keeping and using any fire pits, charcoal grills, gas grills or open flames devices in or around the rental unit, including balconies, patios and outdoor space unless they have been provided by Management for resident use in common spaces. Prohibited grills, fire pits or open flame devices will be confiscated, and residents may be subject to fines. If damage to the property occurs due to failure to follow this regulation, the user will be responsible for any costs associated with repairing the damage and restoring the property.

Guests

Residents 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 48 hours must be reported to Management. Guests staying longer than 48 hours may be considered an Unauthorized Occupant resulting in fines and possible eviction for violation of lease terms.

Alterations to Unit

Residents 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

Residents are responsible for keeping the heat set to a level to prevent freezing of pipes. Keep heat at a minimum of 55 degrees. All residents are responsible to keep all entrance doors to common areas, hallways, and stairways closed to prevent freezing of pipes.

Resident will be responsible for the cost of any repairs deemed results of resident'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

Resident will be responsible for the cost of any repairs deemed to be the results of resident'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 be directed to an on-call representative or 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. Resident will be charged for lock out assistance occurring outside of normal business hours.

Severe Weather

Residents are responsible for educating themselves about seasonal threats from severe weather and preparing an emergency plan. Residents 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. Residents are encouraged to keep unit doors locked at all times. Keep windows, especially ground floor windows, locked to keep intruders from gaining easy access to the 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.

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 nonlife 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 nonlife 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 residents make it. It is resident 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 residents 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.

Lock Outs

Residents are advised to seek assistance from a roommate first. Management will try to accommodate and assist during a lockout if Resident is unable to get assistance from a roommate. Residents will be required to provide proof of identity to confirm the unit requesting access is their own and may be charged a fee for the service.

Firearms

Management prohibits all guns and firearms in all common areas and offices. All firearms must be secured in a locked cabinet or case. Management reserves the right to prohibit firearms from the property as allowed by law.

6 Lease Violations

Unless otherwise indicated any violation to the following rules and regulations and/or items detailed in the lease contract 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. Residents are also responsible for the actions of their guests.

The following fines will be charged for violation of your lease contract 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:

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

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

3rd offense/strike: Immediate eviction and responsible for the rent due for the remainder of the lease contract 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 contract and for loss of income resulting from revoked or suspended rental license.

Disorderly Unit

At certain times during the term of you 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 48 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. Residents found to with unapproved pets on the premises will be fined.

Residents 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 50 gal will be allowed at no cost. Tanks 50 gal – 100 gal will be required to pay a non-refundable pet fee and provide proof of renter's insurance coverage. Tanks larger than 100 gal are prohibited.

Crime- Free, Drug-Free Housing

Residents, or any members of residents household or a guest or other person under the resident'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 Resident, a member of Resident's household, or any other person under Resident's control manufactures, delivers, possesses with intent to deliver, or possesses a controlled substance on the Premises, the Lease Contract shall be subject to termination as per the Lease Contract. If Resident, a member of Resident's household, or any other person under Resident's control causes or has threatened to cause physical injury to an individual on the Premises or other Property owned by Landlord, the Lease Contract shall be subject to termination as per the Lease Contract.

Residents 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 residents) 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 residents) should be reported immediately to Management.

All maintenance requests will be evaluated and handled in a timely manner. There are three types of maintenance problems:

1) **Emergencies** requires action within 24-hours and pose an immediate threat to the health and safety of the resident(s) – i.e. gas leak, flooding, defective furnace, major roof damage;

2) **Major problems** affect the quality of residential environment, but not to the degree that life of the resident(s) is immediately endangered typically handled within 24-48 hours – i.e. defective water heater, clogged drain, or heating problem in part of a house.

3) **Minor problems** fall into the nuisance category typically handled within 2-4 days – i.e. defective lighting, locks; dripping faucets, household pests. Residents will be billed for any cost to repair or replace anything that is determined to result from neglect of the resident 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 Residents. If you have questions regarding any of these items, please contact Management.

Resident 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 residents or their guests are the responsibility of the residents. Management will bill the resident 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. Residents 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. Residents 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.

Do not disconnect smoke detectors/carbon monoxide detectors. In some states 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.

Residents 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. Residents must make the units fully accessible to inspection upon notification. Any locks installed by residents 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.

Residents 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

Check-in

Residents should report to their Management office on their lease start date as indicated on the lease contract.

Residents 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 (and last if applicable) month's rent has been received in full.

Move-In Inspection

Please inspect the unit thoroughly at move-in. Resident will be provided with Move-In Inspection form (a.k.a. - Inventory Checklist) 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).

Residents must turn in the Move-In Inspection form within 3 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 residents.

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

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

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

Residents 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 residents contact providers ASAP to schedule connection as the wait periods can be more than 2 weeks this time of the year.

Residents 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 resident must check out, in-person, at their respective Management office. Residents 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.

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

Residents are responsible for requesting a move-out walk-thru with Management if one is desired. Inspections will be scheduled at Management convenience and may be schedule prior to or after the lease end date. Any statement or estimates provided during a move-out walk-thru are subject to correction, modification or disapproval before final refunding or accounting.

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

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

Resident is responsible for returning all cable/internet equipment by leaving it in the unit or returning directly to the service provider as needed. Management will provide specific instructions prior to the lease end date. Management is not responsible for charges incurred after your lease end date if resident fails to stop service, if applicable, or return equipment.

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

Garbage

Residents 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 resident.

Utilities

Residents will be billed for final charges the month of lease end. Final bills may be estimated calculations based on 90-days of Resident's own unit's past bills, along with historical weather trends and bill history for the property and/or region.

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 resident. This includes but is not limited to the following:

1. Carpets clean – vacuumed and free of debris, stains, odors or other damage.
 - a. Carpets with spills, stains, odors, and other damage must be **professionally** cleaned at tenant expense prior to move-out.
 - i. Contact Management for a list of Preferred Vendors, with negotiated pricing for your convenience
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. Nails 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.

Move Out Charges

Resident will be billed, in accordance with local laws, for any damages and/or other monies owed within the state's required timeline following the expiration of the lease contract. Payment in full is due within 15 days. Accounts delinquent after 30 days will be turned over to collections.

Return of Security Deposit

Security deposit refund, if applicable, 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 contract.

Resident 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 Resident's receipt of the itemized list of damages.

Questions regarding your computation must be submitted in writing. 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: Contact the office 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 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 the office to get an account set up.

Delinquent Roommates

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

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

If you are on a joint lease, all residents 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 pro-rated share of the lease, etc.... can I end my lease early?

A: Any resident wishing to be replaced, or let off the lease, must notify Management of their desire to Re-let immediately. Management will provide resident 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 resident from obligation to the lease contract. Only completed (signed by all residents and Management) Buy-Out Agreement paperwork releases the resident.

Units with outstanding balances (money owed) will not be permitted to make lease changes. Persons desiring to be added to the lease contract must meet Management's screening requirements. Failure to complete required paperwork or remit required payment will delay and/or cancel any Re-Let authorization.

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 contract must be paid in full upon moving in, no exceptions. We do offer a *Payment Deferment* plan for the month of September and January 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. Residents must have prior approval to utilize the *Payment Deferment* plan; contact your Property 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 it is after regular office hour during a weekend/holiday, please follow up the online maintenance request with a call to the After-Hours line. Please note: no hot water is a MAJOR issue, but it is not an EMERGENCY. Refer to section 7 Maintenance/Repairs for the typical repair timeframes.

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 Resident(s) will be responsible for the charges.

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. Management will not pay for the following: 1.) Cleaning of drains, toilets and tubs. This is the responsibility of the Resident(s). It is important to not put things down the drain that could cause them to plug up. Resident(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 residents 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. Try to contact your roommate(s) first. 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, residents 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. Resident 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.