

**THE LOFTS @  
5 LYON**

# **RESIDENT GUIDEBOOK**

**The Lofts @ 5 Lyon**

**PROVIDED BY**

**5 LYON STREET, LLC**

**2012**

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## **PROPERTY MANAGEMENT**

Property Manager:	Amanda Sanborn Rockford Property Management
Mailing Address:	5 Lyon Street, LLC. 5 Lyon Street NW, Ste 200 Grand Rapids, Michigan 49503
5 Lyon Office Phone:	(616) 285-7560
After Hours/Weekends Pager:	(800) 937-5954
Fax:	(616) 285-7257
Email:	<a href="mailto:asanborn@rockfordconstruction.com">asanborn@rockfordconstruction.com</a>
Work Order Email:	<a href="mailto:workorder@rockfordconstruction.com">workorder@rockfordconstruction.com</a>

All correspondence and rent payments, as required by the Lease, should be sent to the above address; payable to 5 Lyon Street, LLC.

This guide was written for 5 Lyon /5 Lyon Street, LLC, and is published for the sole purpose of providing our rental unit Residents with a clear understanding of general management practices and policies, as well as helpful information about how to use and care for the leased premises and property.

This guide, or parts thereof, may not be reproduced in any form without written permission from The Lofts @5 Lyon and/or 5 Lyon Street, LLC. All terms and conditions of policies set herein are subject to change without notice.

**IMPORTANT TELEPHONE NUMBERS**

**MAINTENANCE SERVICE ..... (616) 285-7560**

**MAINTENANCE EMERGENCY ..... (800) 937-5954**

**POLICE EMERGENCY (AND ALL EMERGENCIES) ..... 9-1-1**

**GRAND RAPIDS POLICE (Non-Emergency) ..... (616) 456-3400**

**FIRE DEPARTMENT EMERGENCY ..... 9-1-1**

**ELECTRICITY EMERGENCY ..... 1-800-477-5050**

**GAS LEAK EMERGENCY ..... 1-800-947-5000**

## **INTRODUCTION**

5 Lyon Street, LLC is committed to providing a quality living experience in a managed environment while respecting and preserving individual rights to privacy. In order to achieve this balance, the Lofts @ 5 Lyon has developed policies and procedures with which all residents should be familiar.

The following are expectations regarding the use of the Landlord facilities. These policies are intended to ensure a quality experience and protect the health and welfare of the larger community. We recognize that these policies may cause individual inconvenience.

## **RESIDENT ASSISTANT (RA)**

The Resident Assistant is a resident(s) of 5 Lyon who is responsible for working closely with Property Management and residents in creating and maintaining an atmosphere that promotes student development and acceptance of diversity of community living at 5 Lyon.

The RA assumes specific responsibilities for the apartment community:

- Advise Property Management of issues and concerns
- Serve as a liaison between residents and Property Management
- Enforcement of policies and regulations in accordance with the Resident Guidebook; including securing and policing of the apartments and common areas – lobby, hallways, laundry rooms, stair wells, and corridors (including the issuing of citations/fines for tenant violations as described under General Apartment Policies below.)
- Enforce residents' right to peaceful and quiet enjoyment
- Perform other duties as assigned

**\*\*VIOLATION OF ANY OF THE FOLLOWING POLICIES IS A DEFAULT UNDER THE LEASE AND IS CAUSE FOR EVICTION.\*\***

## **GENERAL APARTMENT POLICIES**

Tenants and tenants guests are expected to adhere to the policies of the Lease Agreement and the building's Resident Guide Book. Tenants will be charged according to the following rate schedule for mishaps and violations of the apartment policies.

Illegal Pets:	\$1,000.00
Illegal Occupant:	\$2,000.00
Underage Possession of Alcohol:	\$1,000.00
Smoking in the Building:	\$500.00
Noise Violation:	\$300.00
Fire Alarm Misuse:	\$2,000.00
Tampering with or damaging any part of the elevators:	\$2,000.00

Damaged Apartment Door:	\$750.00
Damaged Apartment Door & Door Jamb:	\$1,000.00
Tenant or <b>other occupants of an apartment</b> or Tenant's guests disrespecting Landlord, Landlord's employees, Landlord's Guests or Resident Managers:	\$200.00
Opening apartment windows:	\$200.00
Propping open any building doors:	\$200.00
Drunk & Disorderly Conduct:	\$250.00
Littering:	\$200.00
Lost Remote:	\$75.00
Tampering with/Damaging Security Cameras:	\$500.00

## **Activities Resulting in Disturbance, Distress or Damage**

Individual or group activities, including guests or invitees of any resident, that may result in a disturbance or distress to others, or that cause or may potentially cause damage or destruction to self or property, are prohibited.

- Costs incurred by 5 Lyon to repair damages will be billed to resident.
- Damages to physical property of the apartment will be billed equally among the residents.

### **ADVERTISING/SOLICITATION**

Solicitation, flyers, or other advertising is not permitted in the apartment community without prior approval from the Property Manager.

### **ALCOHOL AND OTHER DRUG POLICIES**

No illegal substances or paraphernalia are permitted on the Premises. Drugs and drug paraphernalia are not permitted and will be subject to prosecution.

The use or possession of alcoholic beverages is prohibited as follows:

- When the possession or use is contrary to the law
- In any apartment where any resident or occupant of that apartment is not 21 years of age or older
- When possession or use creates a danger to self or others

- Under no circumstances are kegs or other types of "common sources" of alcohol allowed on the premises
- In or on any portion of the property other than within the confines of the apartment subject to the above rules and regulations

### **SMOKING**

5 LYON IS A NON-SMOKING BUILDING. SMOKING IS NOT PERMITTED IN ANY APARTMENT, COMMON AREA, LAUNDRY ROOMS, HALLWAYS, RESTROOMS OR STAIRWELLS. NO SMOKING IS PERMITTED OUTSIDE, WITHIN 10 FEET OF THE BUILDING, IN ACCORDANCE WITH THE CITY OF GRAND RAPIDS CLEAN AIR ORDINANCE.

### **COMPLIANCE AND RESPECT**

Individuals who show disrespect for, or fail to comply with reasonable requests of the Landlord, Property Manager, Resident Assistant (RA), or other residents, are in violation of the Compliance and Respect Policy. Residents providing false information, failing to cooperate, or verbally or physically abusing Management or other residents are in violation of this policy. Threats, overt actions, physical abuse, retribution type actions and property damage will be reported to law enforcement and are subject to prosecution under the law.

### **DISPOSAL OF GARBAGE**

All garbage must be properly bagged, sealed, and placed directly in the designated refuse room located on each floor. Storing garbage in an apartment or any common area is not permitted.

### **FLAMMABLE ITEMS/FIREWORKS**

Possession of containers holding fluids used for igniting fires is prohibited. Prohibited fluids include, but are not limited to: charcoal lighter, gasoline, propane, or any flammable or volatile chemical or substance, and cigarette lighter refueling containers. All fireworks are prohibited on the premises including, but is not limited to: sparklers, caps, firecrackers, bottle rockets, skyrocket, and Roman candles. Halogen lamps are not permitted. The burning of candles and incense is strictly prohibited.

### **STORAGE OF BELONGINGS**

Belongings may not be stored in such a way that any area becomes unsightly, or blocking the elevators, hallways, laundry rooms, common areas or entry/exit to any apartment. No bikes, roller blades, skateboards, scooters, etc. may be used or stored in the lobby entrance, elevator, common areas, or hallways.

All residents are responsible for keeping their area clean and picked up, including laundry rooms and common areas. Residents are strongly encouraged to work together to maintain a clean

community living area. Concerns with neighbors should be addressed directly. If inappropriate behaviors continue after such an attempt, a written report should be issued to the Property Manager.

### **SECURITY**

THE BUILDING ENTRANCES AND STAIRWELL DOORS ARE SECURED TO ASSURE ACCESS ONLY TO AUTHORIZED PERSONS. NO EXTERIOR DOORS OR STAIRWELL DOORS ARE TO BE PROPPED/RIGGED OPEN AT ANY TIME. PLEASE NOTE THE FRONT, SOUTH ENTRANCE DOORS ARE OPEN MONDAY THROUGH FRIDAY, FROM APPROXIMATELY 8:00 AM – 5:00 PM, FOR INGRESS & DELIVERY/COURIER ACCESS. LOITERING, SMOKING OR LOUNGING IN THE STAIRWELLS IS STRICTLY PROHIBITED.

### **BUILDING INSPECTIONS**

Building inspections are performed quarterly to help ensure healthy and safe living environments for all Residents. Violations of Health and Safety standards include, but are not limited to: overloaded electrical circuits, grease buildup in and around stoves, unsanitary conditions, pets, etc. Smoke detectors are tested during health and safety checks. Residents are expected to test smoke detectors weekly and immediately report problems to the Property Manager. Removing the battery from a smoke detector for any purpose other than to immediately replace it with a new one is a violation of fire code and strictly prohibited.

### **LOCKOUT POLICY**

If you misplace, lose, or leave your keys elsewhere and need access to your apartment, personnel may unlock your door for a fee of \$45.00 due at the time personnel unlocks the door. If the representative does not know the person he/she will be giving access to, that person will be required to provide valid picture identification. No person (including relatives and other Residents) will be given access to an apartment unless they are the leaseholder or occupant in the premises. Should you require new keys, replacement costs are as follows: a replacement key fob is \$50, a replacement apartment key is \$20, a replacement mailbox key is \$10, and a full lock replacement is \$100. Resident may not alter any lock or install a new lock or knocker on any door. Apartment keys and access cards may not be duplicated.

### **MEDICAL WASTE**

This policy applies to residents who self-administer prescribed medication for medical conditions diagnosed by a licensed physician. Residents are required to dispose of all needles and syringes in an approved medical waste container. If you require use of this service, please notify the Property Manager.

## **OCCUPANCY & GUESTS**

Landlord reserves the right to lease the other bedrooms within the apartment to other persons whose application has been accepted and to grant those residents the right to use all common areas within the apartment.

Tenants may allow overnight guests, providing prior permission from their roommates and under the following conditions with management: In no event may such guest(s) occupy the Apartment for more than one (1) consecutive night or more than a total of four (4) nights in a calendar month; in addition, the leaseholder must be present throughout the entirety of their guests stay. Should you need your guest to stay longer than the time permitted above, prior consent and registration with management are required.

## **PAINTING/WALLPAPER**

Painting or wallpapering of any walls within the apartment, hallways or common areas is not permitted. Similarly, residents are not permitted to decorate walls, ceilings, appliances or furniture with highlighter, pencils, pens, or any other substances.

The following guidelines will assist you in personalizing your home:

- **Do not use adhesive wall hangers**. They are difficult to remove without leaving a mark on the wall and/or damaging the wallboard itself.
- Mirrors, cork tiles, contact paper, etc. with an adhesive backing should not be applied to the walls, interior cabinets, floors, or bathtubs.
- Upon move-out, the walls shall be restored to the original condition. Small nails and picture hooks may be used to hang pictures and other decorations. Residents will be charged for excessive nail holes (over 50 per apartment), pinholes and/or wallboard repair upon move out. Anchor bolts are not permitted.
- Boring of holes into the foundation or exterior walls, window frames or door frames is prohibited.
- Hanging items out windows is prohibited.

## **PETS**

Pets of any kind are not permitted.

## **QUIET HOURS/COURTESY HOURS**

Residents have the right to sleep and study in their apartments at any time. When asked to respect this right, Residents are expected to demonstrate courtesy and consideration by complying with the request. Courtesy hours are in effect 24 hours a day, 7 days a week. As a general rule, at no time should noise be heard outside an apartment.

**QUIET HOURS ARE FROM 11:00 P.M. UNTIL 8:00 A.M. SEVEN DAYS A WEEK.**

### **RADIOS/STEREOS/SCANNERS/TELEVISIONS**

Ham radios and CBs are not permitted in the apartments. Police or other scanner like devices may not be used to monitor or "listen in" on telephone calls. Stereos and radios are acceptable as a privilege and subject to Quiet/Courtesy hours. Stereos, radios and televisions are to be kept at minimum levels so that neighbors are not disturbed. Violations of Quiet/Courtesy hours may result in eviction.

### **RIGHTS AND FREEDOMS/QUIET ENJOYMENT**

Actions that infringe upon the rights and freedoms of others are prohibited, regardless of the intention behind the act.

Social and friendly gatherings of Residents and their guests are welcomed and encouraged, provided that such a gathering does not become boisterous, or generally objectionable to other Residents. Noticeable drunkenness will not be tolerated. Residents are entirely responsible for the conduct of their guests in the apartment or elsewhere on the premises. No actions should be taken in or about the building that interfere with the rights of peaceful occupancy of other Residents.

### **SATELLITE DISHES AND ANTENNAS**

Satellite Dishes, antennas or similar devices may not be affixed to any portion of the building or structure.

### **WEAPONS**

Firearms and other weapons or explosives are prohibited including but not limited to the following: rifles, shotguns, hand guns, paint guns, laser lights, BB and pellet pistols, rifles which are spring, gas, or air propelled, sling shots, whips, hunting knives, knives with blades longer than 2.5 inches, bows, arrows, ammunition, ammunition loading devices, clubs, bats and chemical sprays, etc. In addition, this includes any other item that is intended to resemble or may be used as a weapon, whether it is functional or artificial.

## **WATERBEDS**

Waterbeds are not permitted.

## **MAINTENANCE**

### **Regular Maintenance Service**

You may request service via e-mail to [workorder@rockfordconstruction.com](mailto:workorder@rockfordconstruction.com) , or by calling the Property Management office at (616) 285-7560. Non-emergency maintenance requests are normally completed within three (3) to five (5) business days.

### **Emergency Maintenance Service**

If you have an emergency situation after business hours or on the weekend, please call the Property Management office at (800) 937-5954. Your call will be automatically connected to the after hours, on-call service technician. An emergency is defined as an event that takes place in or about the apartment that may result in harm to you, another person, your apartment or the building.

Examples of an emergency are, but not limited to:

- Elevator entrapment
- No heating or cooling
- No hot water
- A plumbing leak or sewer stoppage
- A natural gas odor
- A fire, medical emergency or criminal activity (**ALWAYS CALL 9-1-1 FIRST**)

## **RENT PAYMENTS**

Rent is due on the **FIRST** day of the month and is considered delinquent on the second day of the month. As indicated in your Lease, if your rent is not paid by the 5<sup>th</sup> of the month, a late fee will be assessed to cover Landlord's administrative and other expenses equal to twenty dollars (\$20.00) multiplied by the number of days between the date payment is due and the date rent is paid divided by five (5), reduced to the largest whole number. Example: If rent is paid six (6) days late, the late charge is \$20.00; if rent is paid eleven (11) days late, the late charge is \$40.00.

If you mail your rent check, please make sure that the envelope is post marked by the 1<sup>st</sup> of the month. In order to ensure that your rental payment is properly credited to your account, please make sure your ADDRESS is noted on your check. Habitual late payment of rent may be cause for termination or non-renewal of the Lease Agreement.

Rent payments will be accepted in the form of personal check, Cashier's Check or Money Order only. Cash payments are not accepted.

Checks that are returned by your bank for any reason other than a verified bank error will be subject to a \$20.00 fee. You will also incur the applicable late fees if the check is returned after the 5<sup>th</sup> day of the month. If two (2) checks are returned for any reason by your bank, we will require that your rent for the remainder of the lease term be paid by Certified Check, Money Order or Cashier's Check.

Payments can be mailed or dropped off to: 5 Lyon Street, LLC  
5 Lyon Street NW, Ste 200  
Grand Rapids, MI 49503

### **UTILITIES**

Consumer's Energy: 1-800-477-5050  
[www.consumersenergy.com](http://www.consumersenergy.com)

DTE Energy: 1-800-477-4747  
[www.dteenergy.com](http://www.dteenergy.com)

### **TELEPHONE SERVICE**

Your apartment will have one telephone jack located in the kitchen/living room, and all bedrooms. The Landlord will cover the cost to repair a telephone wire from the building's telephone interface box to the telephone jacks that were originally installed inside the apartment. We cannot cover expenses to repair telephone jacks installed by prior residents or the cost to transfer telephone service to or from auxiliary telephone jacks. You are responsible for the cost of adding telephone jacks and/or additional telephone lines. To protect you from the cost of telephone line repairs, we recommend the line backer maintenance option available when you order telephone service. To set-up service, contact:

SBC: 1-800-244-4444  
[www.sbc.com](http://www.sbc.com)

### **INTERNET SERVICE**

Cable internet services are provided for by the Landlord. Internet service will be hardwired to each apartment. Should Residents wish to have wireless internet in the unit, the purchase of a wireless router will be necessary.

### **POSTAL SERVICE**

For all your postal needs, please contact the post office branch or substation near your new home. Downtown: 800 Monroe Center, NW, Grand Rapids, MI 49503; (800) 222-1811

**SECRETARY OF STATE**

To obtain a new license plate for your vehicle(s) or to update or receive a Michigan Driver’s License, please contact or go to the Secretary of State office near your new home. There is also an internet address: [www.sos.mi.us.com](http://www.sos.mi.us.com)

**RENTER’S INSURANCE**

We strongly recommend that you obtain Renter’s Insurance. We are not responsible for damaged, lost, or stolen personal property under any circumstances. Please consult your insurance professional to make sure your policy covers your personal property against fire, water damage, burglary, vandalism etc, as well as personal liability.

Listed below are a few area insurance agencies that can provide quotes on Renter’s Insurance:

- Farmers Insurance Group-Michael Lillo Agency..... (616) 281-2888
- Bylsma-Nederveld Agency Inc..... (616) 363-3843
- VanTol, Magennis & Lang, Inc..... (616) 949-4250
- Moritz, Boer Agency..... (616) 363-7766
- State Farm Insurance..... (616) 459-1349

**MOVE-IN INSPECTION FORM**

You will be provided a two- part carbonless Move-In Condition Checklist upon the initial walkthrough inspection. You should use this form to note any damages to the interior of your apartment. You do not need to note “normal wear and tear” items such as a small scratch on the side of a cabinet, or minor markings on the wallboard, floor or appliances. It is necessary that you complete and return this Move-In Condition Checklist within seven (7) days after you move into your apartment. **Failure to return the checklist within seven (7) days will constitute agreement and acceptance by the Resident to the condition noted by Management on the checklist prior to possession.**

The Move-In Condition checklist will be utilized during the move-out inspection process to avoid charging you for pre-existing conditions and to avoid disagreements or misunderstandings. Therefore, please make sure this form is completed with detail and accuracy.

**LIGHT BULBS AND BATTERIES**

Working light bulbs and batteries are provided when you move-in. The replacement of light bulbs that are within reach are your responsibility during your residency. Smoke detector battery replacement, as well as lights that are not reachable, will be replaced by maintenance personnel; please contact the office to have a work order issued.

## **TOILETS**

The sewer system is designed to handle all normal, human waste. Flushing of sanitary products or garbage is prohibited. To avoid being charged for removal of a blockage, we recommend that you use a toilet plunger and attempt to clear the blockage yourself before requesting service.

## **PLUMBING LEAKS - BURST WATER PIPES**

Each fixture supplied with water has an individual shut-off valve. If you experience a water leak or a burst pipe, please turn off the valve (rotate clockwise) and notify the Property Manager immediately.

## **PEST CONTROL**

We provide pest control service to all residents within reason. Please contact the Property Manager if you have a specific problem.

## **CARPET CARE**

The care and maintenance of the carpeting in your apartment is your responsibility. The carpet should be vacuumed frequently. Please exercise care when attempting to clean the carpet as soap residue can cause rapid re-soiling or may damage the fabric. We recommend that you do not use over the counter stain removal products. Many carpet-cleaning products contain brightening agents that can discolor the fibers in the carpet.

The following are some quick clean-up tips when an accidental spill occurs:

Coffee, tea, food and blood stains: remove by using cold water and a mild soap (such as mild dishwashing liquid – not automatic dishwasher detergent). Blot stain carefully and rinse well.

Non-carbonated drink stains (such as Kool-aid): repeated soaking and drying the area with Club Soda may remove the stain. Apply a mild soap (above) if necessary. Rinse well.

Vomit: sponge in solution of ¼ cup salt to a quart of lukewarm water. Wash with mild soap suds. Rinse well.

## **ELECTRICITY**

If the lights go out or an appliance suddenly stops working, contact the Property Manager. Ground fault indicator outlets are located in the bathroom and kitchen. The GFI outlets have reset buttons in the middle of the outlet. Push in to reset.

## **REFRIGERATOR**

**ADVISORY: It is very important to clean the condenser portion of your refrigerator bi-annually. Please follow the care and cleaning instructions recommended by the manufacturer.** If condenser coils are not cleaned regularly, the refrigerator may disburse soot residue in the air causing damages to walls, flooring and furnishings.

### **COMMUNITY APPEARANCE**

The rental community is your home. We need your help in keeping the community an attractive place to live and entertain your guests. We ask that you abide by the following policies to help maintain an attractive community:

- Sheets, blankets, aluminum foil and other such items are not acceptable window coverings.
- No signs, advertisement, notice or other lettering should be exhibited, inscribed, painted or affixed by any resident on any part of the building.
- No radio or television aerials may be erected on or about any part of the building.

### **TRANSFERRING APARTMENTS**

Any apartment transfers requested or occurring after 45 days or your initial lease start date will be charged a fee equivalent to one month of rent, regardless of the reason for transfer. Bedroom transfers with in one's existing apartment will be charged a \$50.00 administrative fee. Transferring apartments at any time is subject to availability.

### **RENEWING YOUR LEASE**

Prior to the expiration of your Lease, you will be notified of your options for renewal.

### **MOVING OUT**

When your plans require you to move, you must notify us of your intent to vacate in writing at least 90 days prior to your lease expiration date. **Please note: 90 day written notification does not negate Resident's obligations under the Lease. Furthermore, all contracts are binding throughout the term stated on the Lease.** After you notify us, please be sure to do the following:

- Contact AT&T to notify them of your move-out date and terminate service in your name. Landlord will not be responsible for any costs for telephone service.
- Contact the Property Manager prior to your intended move-out date to schedule a final inspection. You do not have to be present during the inspection, however to avoid any

possible disagreement or misunderstandings, your presence is requested. Final inspections are generally completed within 48 hours of the date you vacate.

- Return all keys to the Property Manager. Be sure to close all window blinds, lock and close the front door before you leave your apartment.
- **PLEASE NOTE – A pre-move-out inspection** will be conducted prior to the expiration of your Lease to assess furniture & overall unit condition.

### **SECURITY DEPOSIT**

Your security deposit cannot be applied toward your last month's rent. If you fulfill your Lease, according to its terms and conditions, only charges for damages (excluding normal wear and tear) will be deducted from your security deposit. Your security deposit will be refunded within approximately 30 days after you move-out.

**Resident acknowledges that Landlord will be unable to determine which resident may have caused damage to the common areas of the Apartment and that therefore all residents in the Apartment will be held jointly and severally responsible for damages to the common areas in the Apartment. Common apartment areas are described as, but not limited to the kitchen, living room, dining room, bathroom(s), hallways, and all contents, and/or fixtures of these rooms as listed on the Move-in Condition Form for the Apartment.**

### **FORWARDING ADDRESS**

**YOU MUST NOTIFY YOUR LANDLORD IN WRITING WITHIN FOUR (4) DAYS AFTER YOU MOVE OF A FORWARDING ADDRESS WHERE YOU CAN BE REACHED AND WHERE YOU WILL RECEIVE MAIL; OTHERWISE YOUR LANDLORD SHALL BE RELIEVED OF SENDING YOU AN ITEMIZED LIST OF DAMAGES AND THE PENALTIES ADHERENT TO THAT FAILURE.**

### **VACATING INSTRUCTIONS**

In order to insure the full return of your security deposit, you should leave your apartment in the condition in which you received it (less normal wear and tear). If an item in the apartment is damaged, you will be responsible for the actual cost of labor and materials to repair or replace the item.

If you do not have the time or desire to clean your apartment when you move out, you may request our cleaning contractor to clean your apartment after you vacate for a fee of \$200.00. This fee must be paid in advance and cannot be deducted from your security deposit. Please be aware that that you will be charged accordingly for excessive cleaning. You must request this service at least three (3) business days before your move out date. **Furnishings and other items placed in the apartment by you shall be removed by you at your expense.**

## **General Cleaning**

Please be sure to remove all nails, hooks, etc. Dust and/or wipe down the light fixtures, baseboards and window treatments. The interior glass on the windows should be clean. All outlets, telephone jacks, door locks and other items should be in clean and working condition.

## **Carpeting**

Before moving out, vacuum the carpet. It is best not to try and remove carpet stains yourself. Permanent damage to the fibers and color most often occurs as a result of someone attempting to remove a stain. Many over the counter stain remover products contain brighteners which lighten the color of the carpet and can cause a larger and lighter stain. You will not be charged for stains that are removed during the normal steam cleaning process.

Stubborn stains ranging in colors of purple, orange, red, blue and yellow do not remove easily. Our carpet cleaning contractor will attempt to treat stubborn stains first. If the stain cannot be removed, dying or patching will be considered as alternative option. Patches cannot be made in traffic areas. If a stain is large or there are several stains that cannot be removed, the carpeting will be replaced.

If you have damaged the carpet beyond repair as of the time your move-out, you will be responsible for the depreciated value of the carpet. You will also be responsible for the cost of removal and disposal of existing carpet, and installation of new carpet.

We depreciate our carpet over seven years for the purposes of determining the value to charge a tenant. That does not mean we expect carpet to last only seven years or that we will replace it at the end of seven years. If carpet has normal wear and tear through the years, carpeting will have a life well beyond seven years. Therefore, if you move into an apartment with an older carpet that is in good shape and the carpet has to be replaced due to your negligence, you will be responsible for the depreciated value of the carpet and all actual costs associated with replacing the carpeting, regardless of age.

## **Kitchen and Appliances**

After the refrigerator has been cleaned, please leave it on its lowest setting. The range should be wiped clean and the oven cleaned with an oven-cleaning product. Please remove all shelf paper and wipe out the cabinets and drawers. The cabinet doors, counter tops, dishwasher door and floors need to be washed and left clean.

## **Bathrooms**

All bathroom fixtures should be sanitized. The bathtub/shower enclosure should be left free of soap scum and hard water deposits. Please wipe out cabinets and drawers. Mirrors should be polished. Floors need to be washed and left clean.

## **Furnishings**

All furnishings provided in the apartment should be left in clean and good condition, without physical damage, excessive wear and tear or damage to the finish. All furniture provided in the apartment at move in shall be in place at move out.

## **Damages**

**Resident acknowledges that Landlord will be unable to determine which resident may have caused damage to the common areas of the Apartment and that therefore all residents in the Apartment will be held jointly and severally responsible for damages to the common areas in the Apartment. Common areas are described as, but not limited to the kitchen, living room, dining room, bathroom(s), hallways, and all contents and/or fixtures of these rooms as listed on the Move-in Condition Form for the Apartment.**

### **Example:**

**If four (4) people occupy one apartment and a cabinet door was found broken at one or all of the residents move-out inspection, all four (4) residents of that apartment will be equally, (jointly and severally) financially responsible for the replacement and /or repair of the cabinet. If the cabinet cost \$100.00 and there was labor or installation charge of \$75.00 the charges would be applied to each person's security deposit and/or ledger as follows:**

**\$100.00 – Cost of replacement cabinet in kitchen (materials)**

**75.00 – Cost to replace the cabinet (labor)**

**\$175.00 – TOTAL COST TO REPLACE CABINET**

**Resident #1 will be charged \$43.75.**

**Resident #2 will be charged \$43.75.**

**Resident #3 will be charged \$43.75.**

**Resident #4 will be charged \$43.75.**

**The only exception to this rule is if the said resident who damaged the property/item, immediately acknowledges the damage in writing to the Property Manager at the time of the damage. The “admittance letter” will be kept on file and the damage will be the sole responsibility of the resident who admitted to the damage.**

## **EMERGENCY RESPONSE PROCEDURES**

### **MEDICAL EMERGENCY PROCEDURES**

If a person becomes ill or is seriously injured in the building, call 9-1-1 for police, paramedic or the fire department to respond to the emergency. Secondly, notify the Management Company at (616) 285-7560. Please see MEDICAL EMERGENCIES contained on page 23 of the Resident Guidebook.

### **OVERT CRIMINAL ACTIVITY**

If you suspect a crime is in progress or see a suspicious person in the building, immediately call 9-1-1 for the police response. After you contact the police, notify the Management Company of the situation. Please see KEEPING YOUR COMMUNITY CRIME FREE, located on page 24 of the Resident Guidebook.

### **CRIMES COMMITTED**

If you see that crime has been committed inside or around the exterior of the building, please contact the Management Company immediately. If you believe the crime is of a serious nature **CALL 9-1-1 FIRST** to report the incident to the police. **NEVER GO INTO OR DISRUPT THE AREA IN WHICH A CRIME HAS OCCURRED.** If a burglary has taken place, always report it to the police and Management Company. If there is an incident of vandalism, please report it to the Management Company.

### **INCIDENT REPORTS**

It is important that tenants who witness and report a crime complete an **INCIDENT REPORT** located on page 18 of the Resident Guidebook.

### **DISASTER PLAN**

Specific **FIRE AND TORNADO EMERGENCY EVACUATION AND PROCEDURES** are contained on pages 20-24 of the Resident Guidebook. Please review the evacuation plan and procedures carefully to assure your safety in the event of an emergency.

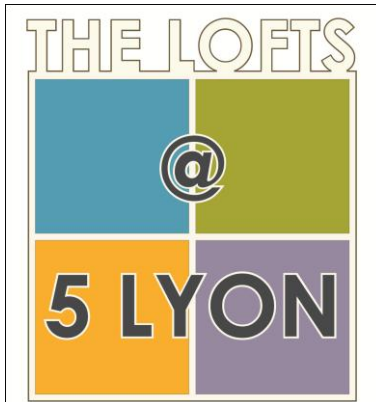
### **EMERGENCY CONTACT**

It is important that management has a contact name and telephone number where someone can be reached for notification, in the event of an emergency or a situation that may affect or has affected an apartment. To ensure that names and/or telephone numbers remain current, please notify the Management Company of any changes.

### **FIRE ALARM TESTS AND DRILLS**

The fire alarm is monitored 24 hours a day by a central station. Should the alarm sound, the monitoring company will immediately contact the fire department to respond. Please see **IN CASE OF A FIRE** contained on Pages 20-21 of the Resident Guidebook. The building's fire alarm system will be tested periodically. This will normally be done after hours and you will be notified 48 hours in advance of the test.





**RESIDENT COMPLAINT/INCIDENT FORM**

Resident Name: \_\_\_\_\_ Date: \_\_\_\_\_

Apartment Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Please describe your complaint as briefly as possible:

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EXTENT OF DAMAGE(S), IF ANY:

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CHECK HERE IF YOU WISH TO REMAIN ANONYMOUS:

## **SAFE AND SECURE**

### **KNOWING WHAT TO DO IS YOUR BEST PROTECTION WHEN DISASTER STRIKES**

All Residents should read and implement the building's **EMERGENCY PREPAREDNESS PROCEDURES** on a regular basis. It is important to become familiar with the following procedures to minimize the risk of injury and loss of property or life in the event of a fire, tornado, medical emergency or criminal activity.

Rockford Property Management is very concerned about increasing safety for the protection of the building Residents. However, there are some precautions that only you can take to protect against risk and injury and to ensure that your apartment community remains safe and secure.

Please take a few minutes to review this section and then look around your surroundings. If there is something that you need to do to make your area safe, please respond accordingly. If you discover an unsafe situation beyond your control to correct, please contact the Management Company at (616) 285-7560, so that we may assist you.

## **IN CASE OF FIRE**

You should be aware of the following:

- All Available Exits
- Location of Fire Alarm Pull Stations
- Location of Fire Extinguishers

If you hear a fire alarm, do not ignore it, evacuate the building. Do not re-enter the building until management or a fire department official confirms that it is safe to return. If a fire occurs in your area, you should take the following steps as quickly as possible:

1. Notify the building occupants by activating the nearest fire alarm pull station. Be aware the activating a fire alarm station as a prank can be considered a crime.
2. Call the Fire Department immediately by dialing 9-1-1.
3. If you are in the fire, evacuate immediately or extinguish. Only attempt to extinguish the fire if someone's life is in immediate danger or the fire is small enough to contain easily. It is more important to confine a fire and move to evacuate the area. Maintain contact with a wall and feel if doors are hot before opening them. If hot, seek an alternative escape. Open doors slowly and prepare to close them if heat, smoke or flames are present. Confine the fire by closing off the area. Close doors behind you as you exit. Provide assistance for those who need help.
4. Do not use elevators. Exit only by the stairs. Use handrails and descend in a single file to allow room for firefighters to ascend. Please be familiar with the exit nearest your apartment.
5. If you are in an elevator, remain calm. "Automatic Return to Lobby" is initiated by smoke detectors located in the elevator lobby, machine rooms and some hoist ways. Upon activation, both elevators return non-stop to the lobby, where they park with the doors open. This operation assures that no one is trapped in the elevators and makes them available for use by emergency personnel.
6. Stay low. Smoke and toxic gases rise. Cleaner air is near the floor.
7. If you are unable to escape from the room you are in, block the openings around the door and the heating and air conditioning vents with towels, blankets, rugs, clothing, etc. Call for help if a phone is operable. If a cellular phone is available, use it.
8. After exiting the building, move away from it to allow fire fighters and equipment easy access and to avoid the risk of falling debris.

9. Account for occupants in a safe area. If someone is missing, alert a firefighter. All occupants, building staff and management will meet in the parking lot located to the east of the building.
10. Provide information to first arriving fire department personnel as to fire location or locations of missing occupants.
11. Never re-enter a burning building.

## **IN CASE OF A TORNADO**

### **WARNING:**

The local National Weather Service office issues a Tornado Warning whenever a tornado has actually been sighted or is strongly indicated by radar. Immediate action is required in response to a warning. If severe weather is reported near downtown, seek shelter immediately. If not, keep a constant lookout for severe weather and stay near shelter.

### **IN THE EVENT OF A TORNADO WARNING:**

1. Move directly to the lower level of the building using the stairs.
2. Stay calm and move in an orderly fashion to the nearest exit.
3. If you are unable to reach the lower level, move to interior hallways or small rooms. Avoid areas with glass and wide free span roofs and seek shelter under sturdy furniture.
4. Be prepared to cooperate with trained and authorized personnel. For the benefit of any victims, the area must remain clean and secure.

## **MEDICAL EMERGENCIES**

Medical emergencies can strike anytime and anywhere. While sound safety practices will prevent many emergencies, some are inevitable. In the event of a medical emergency, follow these steps:

1. Get as much information about the situation as possible.
2. See that emergency personnel – paramedics, fire and police are contacted immediately by dialing 9-1-1. Notify the Management Company at (616) 285-7560 of the victim's location so that they may assist emergency personnel.
3. Do not move the victim unless the victim's location is increasing risk or danger.
4. Keep the victim warm and comfortable. Remain with the victim until emergency personnel arrive.
5. Do not attempt to administer first aid to victims of serious injury or illness unless you are trained in CPR or basic first aid. If you know someone close by who has such training, contact them immediately.

## **KEEPING YOUR COMMUNITY CRIME FREE**

You should always be aware of safety and security in your apartment community. To help keep your community crime free, please review some of the following crime deterrents:

1. Keep all valuable personal items such as keys, wallets, or purses with you and never leave them in plain site.
2. Ask for and verify identification of unfamiliar and unexpected visitors, delivery persons or repair persons before admitting them into your apartment.
3. Inform authorities of any suspicious persons or vehicles.
4. Never leave an unattended apartment unlocked, even for a short time.
5. Keep your apartment door locked even while you are present to prevent unauthorized entrance.



**We are an equal opportunity housing provider. We do not discriminate on the basis of race, color, religion, sex, handicap, familial status, or national origin.**