

Tenant Handbook

(Updated 5.11.2020)

Tenant Resources

Glenwood Commons has one part-time employee available for on-site issues. The Site Manager is an excellent resource for information about policies, procedures, cleaning products, and how best to clean the appliances and furniture in your apartment. If you need special assistance, please go to the facility office or leave a message at 715-977-2510 and we will do our best to help you. Residential Advisors will also be assigned for each floor of the facility.

INCLUSIVITY/DIVERSITY

Glenwood Commons Student Housing is a place where all students should have an equal opportunity to participate actively. To this end, our goal is to create an environment open to people from diverse backgrounds. No student should have to tolerate demeaning comments or actions of any kind. This includes but is not limited to comments regarding an individual's gender, gender identity and expression, race, ethnicity, religion, disability, or sexual orientation. We view college life as an opportunity for individuals to meet and get to know many types of people. These interactions and relationships help us build strong communities.

In working to make the climate of the Rice Lake campus both accepting of and welcoming to all students, faculty, and staff West CAP, in partnership with the colleges, has taken the stand that it will not tolerate bias incidents or hate crimes.

Bias incidents and/or hate crimes involve behavior that is motivated by race, religion, sexual orientation, gender identification and expression, ethnicity, national origin, ancestry, gender, age or disability. Bias incidents include those that are motivated by bias but may not meet the necessary elements required to prove a crime. Hate crimes are also motivated by bias and they include property damage, personal injury, or other illegal conduct.

A hate crime is a bias incident that has risen to the level of a violation of criminal statute. All hate crimes are bias incidents, but not all bias incidents are hate crimes. Students who are a victim of a bias incident or hate crime, a witness to such an incident, or are told of such an incident, are encouraged to contact the Resident Assistant, Site Manager, or the Police.

The purpose of reporting is to track the nature of bias motivated incidents on and off the Rice Lake campus in an effort to prevent future behaviors and to help maintain a positive learning, living and working environment within our community. Examples may include but are not limited to the use of degrading language or slurs, spoken or written, directed at women, men, persons of color, members of the LGBTQ community, or any other group. Incidents that rise to the level of a crime should also be reported to Police.

APARTMENT FEATURES

Furnishings

Each furnished apartment has two end tables, a coffee table, a sofa, two living room chairs, refrigerator, and four stools. In the bedroom there is a desk, dresser, chair, single bed frame, and mattress. You may not remove any items from the apartment. No storage space is provided outside the apartment.

Cable Service

Each bedroom and common area has cable connection availability. Glenwood Commons accepts no responsibility for service outages or issues that may arise between you and the service provider. Cable service is provided at no additional charge.

Apartment Thermostat

Glenwood Commons is equipped with a geothermal heat pump system. We use this system to heat the building and are very proud of helping to reduce the impact we have on non-renewable energy sources. Most apartments have thermostats. The operation is simply to set your desired temperature and let our mechanical system do the rest. Please understand that turning the thermostat up and down as the weather changes will not yield immediate results due to the nature of the system.

BUILDING FACILITIES & SERVICES

Laundry Room

The laundry facilities are located on the second and third floor of the building. The machines require payment. Please be courteous of other people and be sure to remove your clothes from the machines as soon as the wash/dry cycle is complete.

Study Areas

The study areas seat eight people. There is a study room located on the 2nd and 3rd floor. Please use these areas as needed and clean up after each use. The furniture located in the study areas must remain in those rooms at all times.

Pop & Snack Machines

Pop & snack machines are located on the property for your convenience. Abuse of machines by attempting to get free product or taking money is strictly prohibited. Tipping the machine to correct a machine malfunction is not only dangerous to your safety but strictly prohibited. Tenants caught damaging machines will be held responsible for any costs.

Mail & Package Deliveries

Mail is sorted & delivered on a daily basis (excluding Sundays & observed holidays) and will be ready for pick up in the afternoon hours. Please ask anyone sending you mail to complete your address as follows:

Your Name
Glenwood Commons [apartment & room #]
320 W South Street
Rice Lake, WI 54868

Staff is not authorized to open mailboxes for you. If you have lost your key, please contact the Site Manager to order a replacement. There is a charge to replace lost keys. Please agree on a place in your suite to keep the mailbox key to allow all roommates access to the mailbox.

Common Area Furniture

Chairs, tables, and furniture provided for facility use must stay in the common areas of the facility at all times. They are not to be brought into bedrooms or living spaces under any circumstances.

Vandalism

Vandalism is not a joke, funny, or cute. This causes damage to the building you live in, reflects poorly on all other people living in your building, and increases costs. **Persons caught damaging or vandalizing the building interior/exterior will be prosecuted to the fullest extent of the law.**

Door Codes

Building and apartment entry codes are not to be given to anyone. The code is meant for your protection by preventing access to the building by unwanted persons. **If a visitor or other building resident enters a code belonging to a resident, both the resident of the room and resident entering the room will be charged a \$100.00 code change fee for each occurrence/person caught entering the building with a door code. Visitors will be prosecuted with trespassing.**

Security Cameras and Other Safety Equipment

A security camera system is in place to monitor the building 24 hours per day. This will help law enforcement, school officials, and management maintain a safe living environment as well as provide evidence to authorities in case of illegal activities. Any tampering with security, safety, and fire equipment will be punished to the extent allowable by law.

Elevator

The elevator in the building is provided for your convenience. Trying to overload the elevator with furniture, people or any other items is not only prohibited but can cause damage to the elevator or personal injury to yourself or others.

RESIDENCE HOUSE RULES

Courtesy Hours

All residents are entitled to have a reasonable expectation to sleep, study, and otherwise peacefully enjoy their residence. If the activities or behavior of another resident is disturbing you, we strongly encourage you to take the initiative and discuss the problem directly with the resident first. If the problem continues, please ask for help from one of our employees. **Quiet hours are in effect from 10:00 p.m. to 8:00 a.m.** This means that loud music, loud voices or any other boisterous behavior will not be allowed during these hours. You must also respect other student's rights to peace and quiet other hours of the day.

Cleanliness

Cleanliness is an important part of everyday life. Apartments are subject to random inspection to ensure proper cleanliness. Please keep your space neat and clean at all times. This is not only to keep roommates and visitors happy but helps ward against pest infestation.

Household Chores

Household chores are part of everyday tasks. You should take some time with your roommates and decide on a schedule to clean on a regular basis. It is extremely important that bathrooms and kitchens in each apartment are cleaned at least once per week. Cleaning includes sweeping/mopping floors, cleaning the bathroom mirror, bathroom sink, bathroom countertop, toilet, shower, kitchen sink, dishes, oven, kitchen countertops, eating area, living room, sweeping and disinfecting. **Regular apartment cleaning is the responsibility of each resident.**

Garbage/Trash & Recycling

It is the responsibility of residents to empty their own garbage and recyclables. The complex has a dumpster and recycling area located in the southwest corner of the parking lot. No large items or electronics are allowed in the

dumpster. Please break down any boxes to allow room for other people to dispose of items. Trash is to be placed in tied plastic bags and disposed of in the receptacles provided. Tenants are required to adhere to all recycling requirements. Any penalties or costs to the Owner due to failure to observe established regulations will be charged to the responsible parties. Hazardous wastes such as batteries, oil, etc. cannot be legally disposed of in trash receptacles at the property and should be disposed of at the appropriate recycling centers.

Repairs and Maintenance

Each apartment will be inspected at least quarterly for the purposes of preventative maintenance and to review compliance with terms of the Lease and House Rules. Owner reserves the right to do inspections more often if there is suspicion of a violation of House Rules occurring within that apartment. Requests for non-emergency repairs can be made online at <http://westcaprentalproperties.org/maintenance-request/> or by calling 715-265-4271. Completed maintenance requests will be handled as soon a staff availability allows, or immediately in the case of an emergency.

Emergency Repair Requests

An emergency repair is defined as a repair that requires immediate maintenance attention; repeated calls to emergency contacts for reasons other than the seven emergencies listed below will result in a \$50.00 per instance charge. Below is a list of emergency repairs:

- **No heat (between October and April)**
- **No electrical at all in the apartment**
- **No water or gushing water from a leak**
- **Roof leak**
- **Sewer back up**
- **Inoperable refrigerator**
- **Inoperable Stove (all four burners and Oven)**

During normal or after business hours emergency repair requests may be called in to our main office 715-265-4271.

Smoke Detectors and Fire Extinguishers

Smoke detector alarms and fire extinguishers have been installed as required by law. Any removal or deactivating of the alarms or other equipment is illegal as well as dangerous. Tenants must notify Management immediately in the event of any malfunction. Any penalties to the Owner as a result of the tenant's actions or failure to act in this regard will be charged to the tenant.

In case of FIRE, NATURAL DISASTER, OR MEDICAL EMERGENCY, CALL THE FIRE OR POLICE DEPARTMENT - 911

Building Security

In order to make Glenwood Commons a safe and secure living environment, all doors are locked and require your personal entry code to access the apartment. **For your protection; DO NOT give your security code to anyone or cause the doors to remain open for any length of time.**

Safety and security are community responsibilities. Please contact us if you become aware of any matter that might compromise building or tenant safety and security. If persons are caught with codes who are not living in the facility, the resident who the code belongs to will be fined as well as be required to pay a \$100.00 reprogramming fee to change the security code.

No weapons, tobacco, alcohol or illegal drugs are allowed in the facility. Weapons are considered any item that is

designed to propel a projectile by use of air or other means including use of a limb. This includes, but is not limited to, the possession and use of knives, swords, martial arts weapons, air soft guns, nerf darts, and paintball guns.

Non-Smoking Facility

Glenwood Commons is a **non-smoking facility**. Smoking is prohibited in your suites as well as all hallways or any other common area. Please smoke outside at least 25 feet away from the entrances. This rule is in effect 24 hours a day including times of inclement weather.

Window Screens

Screens are in place for your safety as well as to keep pests out of your dorms. Screens should not be removed for any reason.

Alcohol Use

Alcohol use, **regardless of age**, is prohibited in the facility and on the grounds of Glenwood Commons.

Insurance

Glenwood Commons is not responsible for damage to personal property or possessions under any circumstances. We highly recommend that you purchase and maintain renter insurance. This can be an invaluable resource in the event of a catastrophe and resulting damage to your personal property.

General Occupancy Rules:

- 1) The Tenant agrees to provide the Management their current telephone number, listed or unlisted within 7 days of connection or number change.
- 2) The Tenant is responsible for advising Management of any planned or unplanned absence of more than one-week duration.
- 3) **Overnight visitors, including family members, are not allowed.** The suites are designed for four individual students. No visitors are allowed in the building past 10:00 p.m.
- 4) No children are allowed to play in the common areas of the buildings. This includes hallways, stairs and laundry rooms.
- 5) Babysitting services cannot be performed in the building. If children are present, they must be accompanied by a non-resident adult at all times.
- 6) Apartments and associated facilities are intended for the use of the Tenants for residency purposes only. No Tenant may operate any business from the premises which would cause a burden on the apartment community's facilities or a disruption in the peaceful enjoyment of the other tenants. Including but not limited to, performing routine child-care services for non-resident children.
- 7) Tenants shall not obstruct or block in any manner the doorways, entries, halls, stairways or sidewalks, nor use the same for any purpose other than entry and exit to and from their respective apartments. A 48-inch wide space must be maintained at all times when passing between rooms and in hallways.
- 8) Candles, incense, or any other product and/or appliance designed to burn with an open flame or using heat to warm fragrance are strictly prohibited.

- 9) Tenants shall not allow spikes, hooks, nails, screws, tacks or other objects to be driven into walls, ceilings, doors, or woodwork without the prior written consent. We recommend the use of 3-M Tack Strips or similar product that can be adhered and removed easily. No painting or wall papering are allowed.
- 10) No outside clotheslines may be installed, nor clothes dried outside balconies or patios.
- 11) Barbeque grills, which are a fire hazard, cannot be allowed on balconies. Grills must be kept at least ten feet from the building while in use to avoid heat damage to the building and must be returned to storage immediately after use and the grill has had enough time to cool down. Tenant will be held responsible for all damages.
- 12) Drapes hung by Tenant must be white-backed. In order to avoid damage to wall surfaces, any additional drapery hardware installed by a tenant must remain at the end of tenancy. Any damages to walls due to drapery hardware will be charged to the Tenant.
- 13) If there is required significant rehabilitation or renovation needed, or the apartment becomes uninhabitable, Management reserves the right to relocate the household and substitute an equivalent apartment for the remainder of the lease term or until unit is habitable.

Pets
This complex **does not allow pets (Including visiting pets)**. Service or emotional support animals are allowed with proper documentation. Management reserves the right to ask for the removal of a service or companion animal and/or evict a tenant if their animal is not well trained. Animals must be on a leash at all times when outside the resident's unit.

Other Tenant Prohibited Items:

- Waterbeds
- Antennas – No ham or radio antennas can be installed on the premises.
- Amplified or percussion instruments of any kind (e.g. guitars, karaoke machines, drum sets)
- TV/Satellite Dish – The TV system is via cable. No individual antenna(s) or dishes are allowed.
- Flammable articles – No flammable articles such as gasoline, kerosene, welding equipment, torches, candles, incense, or propane heaters shall be used or stored on the premises.

Falsification of Information

Falsification on any leasing document is grounds for termination of tenancy. This may include but is not limited to; falsification of personal information or falsification of student status.

Snow Removal

Tenants are required to move their vehicles to allow the removal of the snow in roadway and parking areas no later 8:00 AM. Tenant cooperation is needed in moving vehicles for snow removal. Tenant will be responsible for snow in and around area not cleared if vehicle was not moved. Snow not cleared will constitute a violation notice and tenant will be charged if hired labor has to remove the snow.

Vehicles and Parking

All vehicles owned and operated by Tenants in the complex must be registered with Management. Any vehicle change must be reported to management within 24 hours of change. Inoperable or unlicensed vehicles are not allowed in the parking areas and will be towed away at the Tenants expense.

No Tenant may use the premises to dismantle, do automobile repair, or change the oil. No storage of an unused, unlicensed, or inoperable car can be permitted due to shortage of parking spaces.

No trailers, boats, campers, four-wheelers, or any other recreation items meant to be pulled behind a vehicle are allowed on the property with the exception of required equipment to move-in and move-out of the facility during designated times.

Parking spaces are intended for Tenants use only. Only 1 operable and licensed vehicle per tenant will be allowed per unit. All spaces are unassigned except for those spaces for Accessibility Units. Visitors will park in designated visitor parking areas, where provided, otherwise on the city street.

Absolutely no parking or driving is allowed on the grass areas.

ROOMMATE AND SAFETY INFORMATION

When a student fills out their Housing Application, they have the opportunity to select a roommate(s) they would like to live with. West CAP housing staff tries to put students who choose each other for roommates together. When it comes to open spaces, every effort will be made to put students in the rooming situation they choose. Unfortunately, when space starts to become limited, we may not be able to give students one of their top choices.

When conflicts occur between roommates, students are encouraged to resolve their disagreements themselves. If unable to reach an agreement, students are encouraged to contact a housing staff member to obtain assistance in resolving their differences. Housing staff are trained in roommate mediation techniques and will act as a mediator to work with the roommates through a Roommate Agreement that addresses the concerns of each person. Roommate Agreements require the residents to sign the agreement and abide by the terms of the said agreement. When roommates are unwilling to abide by the terms of a Roommate Agreement, when they are unwilling to enter into this mediation process, or pose a threat to the roommate, the housing staff reserves the right to require new room assignments, and/or institute disciplinary procedures, and/or terminate tenancy with no refund.

If you're like many students, college will be the first time you share your living space with someone other than family. This new experience can be both fun and challenging. Sharing a space can help you develop new skills and friends.

The Benefits and the Challenges

Here are some of the things you can expect:

- **Company:** Your roommate is new to college too, so you can learn how to navigate campus life together.
- **Support:** It's nice to have someone who can wake you when you sleep through your alarm or bring you soup when you're sick.
- **New perspectives:** Your roommate might introduce you to a different culture or new points of view.
- **Shared activities and interests:** You may have a roommate who likes to do the same things as you.
- **Lack of privacy:** You may not have the privacy you're used to and may have to seek out places - like the library - to get it.
- **Lifestyle differences:** If your roommate's habits, personality or schedule are very different from yours, it can be hard to adjust to living together.

4 C'S OF LIVING WITH A ROOMMATE

It will take some time to get to know your roommate and learn about them. It's likely, as in all roommate relationships, there will be some aspects that both of you will need to explore more.

Culture

One of the best parts about living with a roommate is learning about a new person that most likely has a different culture than yours. Culture is defined as different behaviors and beliefs characteristic to different social, ethnic, or age groups. Simply put, it is the way people live their lives and interact with others. You will find different cultures everywhere. Take time to sit down and talk a bit about each person's background and culture. Try to keep an open mind and embrace each other's differences.

Communication

The best advice we can provide for a successful roommate experience is to have good communication. Talk with each other frequently. If you have a question or don't like something your roommate is doing, talk to them about it. If you and your roommate are not able to come to an agreement or compromise, ask your Resident Advisor to help you navigate the issue.

Community

Work to build community with your new roommate. As you discover things at college or in the community, share them with your roommate. Invite them to a campus club you started attending, or to meet other friends you know or have made on campus.

Camaraderie

Make sure to schedule time in your week to connect with your roommate. Explore campus or the city or do an activity together that you both like. Show them you care. If you need help discussing something with your roommate, take advantage of the resources your college provides. Talking to your Resident Advisor is a good starting point. Here are some other tips for maintaining a good relationship with your roommate.

Other Helpful Tips

Touch base now. Once you have received a name, and possibly a phone number and email address, you can – and should – contact your new roommate and introduce yourself. Exchanging information like which one of you will bring a coffee maker or who has a TV will go a long way in not only preparing you in a practical sense for sharing what will likely be a tiny space with a stranger, but it will help break the ice for the first face-to-face meeting. If you can friend each other on Facebook or find one another on Twitter or some other social networking site, you can also see whether you two share any mutual contacts or common interests which can provide a good conversation starter and launching point for what will hopefully be a successful roommate relationship.

Don't make rules, negotiate your living environment and respect it: A strategy that worked for Alicia, a college freshman, was coming to an agreement with her roommate early in the year that set the boundaries for how they would live together. For example, she and her roommate agreed that if one of them is trying to study, the other won't blare music or will record TV shows to watch later. After you agree on guidelines, respect them.

Compromise: You and your roommate won't agree on everything, so you'll both have to make some compromises. For instance, if one of you is messy and the other likes things neat, the untidy one should keep the shared areas of the room clean. And the neat one should overlook untidiness in the roommate's area. Invest in a good set of headphones to wear when you want to listen to music while other roommates study or sleep.

Show courtesy: If you behave politely to your roommate, your roommate is likely to follow your lead. Wish your roommate luck on an exam. Ask if you can pick up something while you're running errands. As Axel, a college freshman, says, "When you have to deal with someone every day, it's important to stay on good terms." His advice is to try to make your roommate happy that he or she wound up with you.

Save sexy times for when your roommate's not home: You know what's awkward? Hearing – or worse, seeing – your roommate having sex. Be respectful of your roommate's privacy and enjoyment of their unit. Learn each other's schedules and plan your private time when the other will be gone, and utilize other places, like your partner's room/apartment.

Create some "Roomie" rituals: Back when I was a freshman, my roommate, who had a car, invited me along to get Chinese take-out with her late one night. Never one to turn down a pile of greasy rice with a side of egg rolls, I took her up on her offer. We brought our Cashew Chicken back to our room, turned on Letterman, and just like that, a tradition was born. Chinese food and Letterman became our ritual once or twice a week for the next eight months. It's probably best to let your own roommate ritual develop organically like ours did. It will start with a fun shared experience and become a tradition when you repeat that experience – either purposefully or by accident – at least three times.

Focus on behavior, not personality: Your roommate is going to annoy you, this is a given. Even if you're lucky and the two of you hit it off and become best friends forever, they are still going to annoy you from time to time. Maybe they're a slob or talks on the phone all the time or spends an entire Saturday watching "Real Housewives" marathons. You should definitely be assertive and talk to them about these issues, but instead of framing the issues as defining personality quirks (i.e. "You're a slob!" or "You have terrible taste in TV,"), focus on the behavior, how it affects you, and present a polite request to modify said behavior (i.e. "You've been leaving your dirty laundry in piles on the floor lately and since we have to share such limited space, it's been making me a little anxious. Would you mind putting your laundry in the hamper in the corner?"). And if the thought of being assertive fills you with dread, soften the request with a peace offering like... some Chinese takeout. I'm telling you: greasy rice and a side of egg rolls can do wonders for roommate relations.

Living harmoniously with someone requires communicating, compromising and respecting differences. And mastering these life skills may be the most valuable lessons you'll learn outside the classroom. As Jessica, a college sophomore, puts it, sharing a space can make you "a new and more open person, and you learn about yourself in the process."

SAFETY:

Walking on Campus

- Always be aware of what is going on around you.
- Stay alert to your surroundings.
- Walk with confidence. Hold your head up and shoulders straight.
- At night, stick to well lit, populated areas and walk with another person. Avoid walking alone or in isolated areas.
- Take special precautions in parking lots, stairwells, elevators, bathrooms, and dark areas with shrubbery. Studies show that many assaults by strangers occur in these places.
- If you suspect that you are being followed, go to a place where there are other people as soon as possible. If you choose to run, run as fast as you are able and scream to attract attention or summon help.
- Follow your gut instincts. If you sense that you may be at risk or in danger, try to get out of the situation. For example, if you see a suspicious looking person or someone who makes you feel uncomfortable in a parking lot, leave the area. Report your suspicions to the authorities.

In Student Housing

- Lock your door at all times, even if you leave your apartment for just a few minutes.
- Do not prop security doors open, this is prohibited for building safety.
- Do not let anyone enter without a key, no matter how presentable their appearance or how plausible their request seems. Simply tell them, "I would like to help you out, but we are very concerned about security in this residence," and direct them to Housing Staff.

- Be especially aware of security during vacation periods when there are fewer people on campus.

PAYMENT OF RENT & FEES

Payment of Rent & Fees

Rent is due the 1st day of the month if not prepaid by semester. Rent payment can be mailed to: West CAP, 525 2nd Street, PO Box 308, Glenwood City, WI 54013, Attn: Glenwood Commons. Be sure to put your name and room number on the check.

Fees in Addition to Rent:

- 1) Any check returned by bank for Non-Sufficient Funds will be considered non-payment of rent and assessed late charges accordingly. NSF checks must be replaced with a money order within 24 hours of notification. The replacement payment must include an amount of the original check plus a \$35.00 NSF collection charge and all applicable late charges per # 2 below. After two NSF incidents, Tenant will be required to pay rent by money order only.
- 2) Tenants not paying rent by the first day of each month will be deemed as "late". "Late Rents" not received on or before the fifth by 5:00 PM will be assessed a \$50.00 late charge.
- 3) A \$25.00 charge will be made for replacement of each lost key during tenancy. Recurring lockout service calls will be charged at \$50.00. Due to the nature of the touch-pad entry system, it is not recommended that you call a locksmith for lock-outs. Tenant agrees to obtain whatever insurance tenant deems necessary to protect personal possessions. The Owner is not responsible for any property of the Tenant including loss or damages to vehicles. Water filled furniture is not allowed as a water leak can cause major damage to a multi-story complex.
- 5) Should a legal action result in a judgment in favor of the Owner, legal fees and court costs can be collected from the Tenant pursuant to a Court Order under State Statutes. West CAP contracts with various collection agencies. Accounts 30 days past due or that do not have acceptable payment arrangements will be referred to collections for further action.
- 6) Any household activating a false fire alarm at a pull station will be fined \$200.00 or the fire department false alarm fee. Tampering with fire safety equipment such as fire extinguishers, smoke alarms, etc. is a criminal offense and will not be tolerated. This includes the removal of the fire extinguisher from its designated location. Please report any abuse to management.
- 8) Tenant shall pay within 30 days of billing for repairs and other expenses incurred by Owner (including loss of rent) required as a result of any negligent acts of Tenant, Tenant's family, or guests.

MOVING OUT

Checkout Procedure

Residents must be present to check out of their rooms. It's important that you and your roommates work together on cleaning the apartment. Since you and your roommates will likely checkout at different times, **please work together to make sure the common areas are clean and ready for inspection at the earliest date scheduled for checkout by a**

roommate.

Residents must schedule an appointment with the Site Manager at least 48 hours prior to departure. You may request an appointment by calling 715-977-2510. Management reserves the right to change or alter appointments due to the unavailability of staff. We will do our best to accommodate the appointment whenever possible.

You must have all your belongings removed from your room and all the common areas must be cleaned and ready for inspection at the time of your checkout. If the Tenant leaves any personal property on the premises after vacating, Management shall have the right to dispose of such property without liability immediately after tenant vacates. All checkouts must be complete by the posted deadline, and the room key must be returned to the Resident Assistant when checkout is completed.

Preparing for Move Out

Upon departure, the Tenant shall be responsible for leaving the apartment thoroughly cleaned and in good repair. If any of the following tasks are performed by hired labor the resulting charges shall be deducted from the Tenant's security deposit: cleaning floors, cleaning of walls, refrigerator, range, sink, bathroom areas, removal of articles left in the apartment, repair damage to finished surfaces of walls, doors, and appliances, and removal of trash. See attached schedule of charges and hourly rates.

Cleaning Checklist

This checklist states your responsibilities in the unit prior to vacating. All tenants will receive this list when they give the resident manager their 30-day notice to vacate. In order for you to receive a refund of your security deposit, you must be sure that each of the following items is taken care of.

KITCHEN:

Refrigerator is to be pulled out and walls, cabinet and floor is to be cleaned. Wash out interior of refrigerator and freezer, and then wipe them dry. Clean the drip tray below the unit, also the top, front and sides of the refrigerator. Do not shut off the refrigerator. Turn to the lowest setting and close door.

Range top and sides and walls around the range must be cleaned. Also, burner rings, drip pans, and surface below burner, over racks, and broiling pans are thoroughly cleaned. Clean stove hood outside and underneath, the fan screen, and light shield with soapy water.

Cabinets wiped out with soapy water and dried. Vacuum top of upper cabinets.

Garbage disposals should be cleaned by grinding 6 ice cubes and then follow with baking soda as directed on the box.

BATHROOM:

Clean with a non-abrasive disinfectant the tub and walls (make sure all rings are removed), sink, and toilet inside and out. Clean the outside of bath fan, mirrors, vanity top and inside and outside of medicine cabinet. Make sure that pipes below the cabinets and all cabinet areas are wiped clean with disinfectant.

Use proper drain cleaner in tub and sink drains.

ALL ROOMS:

- Wash walls and ceilings after sweeping down cobwebs. CHECK WITH MANAGER TO VERIFY YOUR UNIT HAS WASHABLE PAINTED SURFACES.

- All baseboard heaters are blown out and vacuumed, then wiped off.
- Wipe off curtain rods and/or blinds, plug and light plates, woodwork, and doors on both sides.
- Remove and wash all windows, vacuum screens, and tracks and replace windows.
- Wash all light globes and fixtures and smoke detector covers.
- Wipe off all closet shelves.
- Scrub floors that are not carpeted. Vacuum all carpeting including the closets and stairways.
- Large items placed at dumpster at time of move-out that require an extra pick-up will be tenant chargeable expenses.

NOTE: Tenants may correct items needing repair or replacement, for example, torn screens, broken glass, and charred reflector pans. If tenant does not repair or replace items prior to vacating, they will be charged.

Fee & Fines

If any rules are broken contained within this handbook you will be subject to the fines/fee schedules listed as well as any other police or school fine levied by those entities.

Electronic Code Change Fee

1st offense	\$100.00
2nd offense	\$150.00
3rd offense	Eviction

Underage Drinking, possession of alcohol, illegal drug use or possession

1st offense	\$100.00
2nd offense	\$150.00
3rd offense	Eviction

Violation of quiet hours 1st offense

1st offense	\$100.00
2nd Offense	\$150.00
3rd offense	Eviction

Damage to property or contents of building

1st offense	Cost to repair/replace damaged items
2nd offense	Eviction

Apartment cited for housekeeping

1st offense	\$100.00 fine per resident 24-hour warning & re-inspection
2nd offense	\$150.00 fine per resident Cleaning will be performed by professional cleaning service at tenant's expense.
3rd offense	Eviction of all tenants

Bedroom cited for housekeeping

1st offense	\$100.00 fine 24-hour warning & re-inspection
2nd offense	\$150.00 fine

3rd Offense Eviction Cleaning will be performed by professional cleaning service at tenant's expense.

REPAIR AND REPLACEMENT PRICES

If the tenant is responsible for any of the following items that need to be repaired or replaced, beyond normal wear and tear, during or after tenancy, the following schedule of charges will apply. Where actual costs are higher than the amounts listed below, the invoiced amount will be charged. This list is not intended to be all-inclusive. Expenses not listed below will be billed as invoiced.

CARPENTRY

Screen replacement	\$30.00
Screen and frame replacement	\$50.00
Interior/exterior door repair/replacement	as invoiced

LOCKS, KEYS, MAILBOXES

Lock replacement due to non-returned keys	\$55.00 each*
Door keys – picked up at the office	\$5.00 each*
Replace mailbox lock	\$20.00

ELECTRICAL

Outlet & switch plate covers	\$2.00**
Light bulbs	\$2.00**
Smoke detector	\$40.00 each*
Light fixture repair/ replacement	as invoiced

FURNISHINGS

Burns, tears, stains and holes in carpeting, walls, fixtures and countertops	\$20.00 each
Replacement and/or repair cleaning of curtains, blinds or shades	as invoiced
Damaged tile flooring (per scratch, dent or chip)	\$20.00 each
Excessive nail holes/tears in walls (more than 5 per wall)	\$2.00/hole
Damage to appliances (per scratch, dent, chip or burn marks)	\$10.00 each
Nail or screw holes in doors or trim	\$10.00 each
Replace burner pans	\$3.00 each*

PLUMBING

Toilet seat	\$20.00**
Towel bar (metal)	\$10.00*
Sink strainer/stopper	\$5.00 each
Disinfecting bathroom	\$35.00
Fee to wash Shower Curtain if not done by tenants	\$15.00
Strip and wax kitchen & bathroom floors	\$135.00 – \$150.00

Other damage assessments and charges will be noted and invoiced on the move-out inspection report and/or attachments.

LABOR CHARGES

General cleaning	\$20.00/hour
General maintenance	\$20.00/hour
Painting	
Dorm room only	\$175.00
Paint Common Area (split between all roommates)	\$500.00
Strip/re-wax tile due to excessive damage	
Dorm Room Only	\$150.00
Common Area (split between all roommates)	\$200.00

- * includes labor associated with restocking item
- ** includes labor associated with restocking item and installation