

**RESIDENT  
HANDBOOK  
AND RULES**

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ALL RENT CHECKS ARE TO BE MADE PAYABLE TO:

**CHARLES L. SCHILLING  
P.O. BOX 82  
BEVERLY, OH 45715**

Office Number: (740) 984-2279  
Charlie Cell: (740) 350-9389  
Ashley Cell: (740) 509-2953

## **RENTAL PAYMENTS**

All rents are due on or before the first day of each month for the duration of your occupancy.

All rental payments received after the 5<sup>th</sup> day of any month is considered as late, and a late charge of \$20.00 will be assessed. Any rental payments received after the 10<sup>th</sup> day of any month will be assessed another \$20.00 late charge. A total of \$40.00 in late charges by the 15<sup>th</sup> day of any month will result in a probable eviction notice.

All payments should be made by check or money order, made out to Charles L. Schilling. It is our policy that Cash is NOT to be accepted, in order to avoid possible robbery and/or any threatening conditions that may jeopardize the safety of our manager/employees. Your cooperation would be appreciated.

Any rental payments that are dishonored by the resident's bank, will incur a \$20.00 return check charge. NOTE: If a check is returned and payment is Not replaced prior to the 5<sup>th</sup> day of the month that the rent is due, a total of \$40.00 in assessed charges is due to cover the dishonored check and the late rental payment.

## MOVING IN

1.) Upon taking occupancy, the resident is responsible for having the Electric hooked up in your name. Any troubles with those services are also the responsibilities of the residents. Any troubles with those services are also your responsibility to contact a service person from that company. DO NOT call our office about cable or telephone problems. Extra cable or telephone hook ups in your apartment are your financial responsibility.

2.) Any damages to the Apartment or Hallways upon taking occupancy, either by the renter or movers, or others assisting the renter to move, will be the financial responsibility of the renter, should repairs be required.

3.) Vehicles used for moving must be parked in designated parking areas and NOT on the grass or other common grounds. Any damage to the grass or common areas in the community caused by such vehicles will be the financial responsibility of the renter, should repairs be required.

4.) Within (10) days of taking occupancy, all windows must have drapes/curtains for the continuity of the aesthetic appeal of the community. Sheets, blankets, etc. are NOT ACCEPTABLE.

5.) Only the occupants listed on the initial lease agreement are allowed to be living in the dwelling. Any additional occupants must be cleared through management. The additional occupant must be put onto your lease. We consider that someone who stays with you longer than 2 weeks is no longer a guest. Therefore they need to be put on a lease. NOT doing so can result in an eviction notice.

6.) Please check to see if all appliances, Heat, Air Conditioning, Plumbing and Electrical Outlets, etc. are working properly upon taking occupancy. Sometimes things get overlooked and don't get fixed before you move in. Please notify the office if any of these are not in working order and we will get right on them.

## **MAINTENANCE AND REPAIRS**

Normal Maintenance will be handled during working hours 8am to 3pm Monday thru Friday. All maintenance work needed done, must go through the management's office by calling (740) 984-2279. DO NOT tell maintenance personnel about your request. If they are busy with another job they may forget your request. To ensure your request gets answered please follow the instructions above. Our maintenance staff will try its best to answer your request within 24 hours of your call.

Emergency Maintenance services are also available; HOWEVER, the nature of the Emergency will determine whether or not maintenance will be called out at unreasonable hours. (EXAMPLE) No heat in the winter, stopped up toilet, gas leaks, and water leaking onto floors or through ceilings, are all considered as EMERGENCY situations and our Maintenance or Plumbers will be dispatched as soon as possible. Malfunctioning Air Conditioners, Appliances not working such as Refrigerator, Range, etc. are NOT considered as emergency situations and will be handled as normal maintenance requests.

Maintenance requests are to be made through the office only. Please either call the office and give your request to the management or leave a message on the answering machine. All requested maintenance should be called in Monday thru Friday. For an Emergency call one of the numbers listed on the Index page of this handbook. If no answer, you must leave a message on the answering machine and someone will get to your call as soon as possible. (Any request automatically authorizes the maintenance staff to enter your apartment if no one is home, to perform the requested maintenance.)

Any repairs necessitated as a direct result of abuse, negligence or destructiveness on the part of the resident or their guest will be the financial responsibility of the resident and paid for by the resident.

## GENERAL RULES

1.) NO PETS: Pets are NOT allowed. Anyone found to have a pet without authorization from management will have 48 hours to remove the pet and automatically lose your security deposit. Also we do NOT allow any of your guests to bring their pets into your apartment, nor do we allow you to watch someone's pet for them. Failure to comply with this policy could result in the Resident being asked to vacate the apartment. (Small pets like fish, hamsters, and birds, etc. are acceptable as long as they are approved first by management.)

2.) TRASH: The residents are responsible for removing trash from their apartment. We request that trash be placed in plastic bags and tied up before being placed into the dumpster (if one is provided) to control odor and rodents. All large items of trash that will NOT fit into the dumpster must have a special tag stuck on them. The tag must be purchased by the resident. Ask management for information on obtaining a special large item tag. DO NOT try to throw away old tires (THEY WILL NOT TAKE THEM).

3.) NOISE: Consideration for your neighbors should be shown at all times. Radios, Televisions, etc. should be kept at a low volume so NOT to be heard by others. Outside car noises such as loud exhaust, radios, or other equipment should also be kept to a minimum. NO resident is to operate a Citizen Band radio within their unit, car, or throughout the community.

4.) PATIOS AND BALCONIES: Storage or trash or debris is prohibited in these areas. All local Fire Safety Codes will be adhered to by all residents. The resident is responsible for keeping these areas swept clean of dirt and trash, leaves and snow in the winter. Be considerate to your neighbors below you by NOT sweeping off anything down onto their decks. If watering plants make sure you don't dump water down onto the deck below you. NO BIRD FEEDERS are allowed on patios or on the buildings. Also please DO NOT throw out food for animals such as dogs, cats, coons, and deer, etc.

## **GENERAL RULES (CONT.)**

5.) **PARKING LOT & DRIVEWAYS:** The speed limit within the whole apartment complex is 10mph, which must be followed at all times by everyone including your guest. Watch for children and the elderly pedestrians at all times, please give them the right of way at all times. For Fire Code regulations, all driveways are to be kept open at all times. Vehicles without current license plate, dismantled vehicles, campers, RV's and boats are prohibited on the complex anywhere. Vehicles deemed to be abandoned or an eyesore to the community will also NOT be allowed and will be towed, if not removed.

6.) **NO PARKING AREAS:** Anywhere there is a NO PARKING sign posted, means "NO PARKING." Do NOT park in those spaces or your car will be towed. The signs are there for a reason so please pay attention to them. Also advise all of your guests to NOT park in any of these areas either. The First you will be given a warning, the Second time your vehicle will be towed away at your expense.

7.) **FURNACE ROOMS:** Do NOT store any items too close to the furnace and water tank. NO flammable materials of any kind are to be stored in these areas, also NO newspapers, magazines, and empty boxes, etc. should be in this area either; fire code regulations.

8.) **MISCELLANEOUS:** Water hoses located throughout the complex are only to be used to water plants and flowers and for maintenance uses. DO NOT use them to wash your car or other items, etc. Please roll them up and shut off water after using them.

NO Bird feeders are to be hung from any part of the buildings or patios. NO feeders with seeds allowed. Humming bird feeders are allowed however, as long as they aren't messy. Also DO NOT set bowls of food out on your decks and patios or throw food out onto the ground outside for animals to eat. This brings in wild animals that can be carrying diseases like lime disease and rabies, and we don't want to take the chance of any of our residents getting them.

## **GENERAL RULES (CONT.)**

9.) LOCKOUTS: Lockouts during normal business hours will be handled by the manager or maintenance without charge, provided you have adequate identification. NO person shall be admitted into rental unit without written authorization of the resident living there. A charge of \$10.00 will be assessed for a lockout before and after business hours 8am to 3pm Monday thru Friday. This fee is to be paid in advance to the person that unlocks your door. If NOT it will be added to your next month's rent or taken off your security deposit. Again, adequate ID must be provided upon opening the door. The cost to replace a lost key is also \$5.00 and is to be paid to the manager.



## **GENERAL HOUSECLEANING**

**KITCHEN:** All cabinets are to be kept wiped clean of grease, fingerprints, etc. The shelving should be kept wiped clean of spills and crumbs. The countertops should be protected against hot pans, skillets, or ovenware. The refrigerator should be wiped clean of all spillage inside and outside. The areas around the sides of the refrigerator should also be kept clean. The range and range hood should be wiped clean of spills and grease. The drip pans under burners should be kept clean or covered with foil. The oven should also be kept clean with appropriate cleaner. The sink should be kept clean with appropriate cleaners, one that does not scratch the surface. **DO NOT** use brillo pads on sink. The faucets should also be wiped off regularly.

**GARBAGE DISPOSALS:** If you have a garbage disposal it is only to be used for soft foods and leftovers. **DO NOT** think that you can throw anything and everything down your disposal like bones, leafy and stringy foods, banana peels, grapevines, watermelon rinds, potato peelings, coffee grounds, apple peelings, carrots, etc. These foods should never be put down your disposal. After using your disposal let it run a little longer to insure the food is gone. If you continually keep plugging up your disposal by using these foods in it, we will be forced to take your disposal out or charge you for plugging it. Anytime the disposal jams up and will not work again, try to push the reset button on the bottom of the disposal and try it again.

**BATHROOMS:** The toilet should be kept clean as normal maintenance by the resident. If you choose to use a tablet cleaner or liquid tank cleaner, please check with the manager as to which brand can be safely used as some brands tend to corrode the tank and equipment. Usage of any improper precaution resulting in damage to the tank components and requiring repairs will be charged to the resident.

## **GENERAL HOUSECLEANING (CONT.)**

**BATHROOMS (CONT.):** Most sinks and bathtubs are porcelain, however some are fiberglass and require different types of cleaners. **DO NOT** scour fiberglass fixtures, use non-abrasive cleaners on them.

The floor and carpeting in the apartment should be kept clean and free of water spills. It is the resident's responsibility to keep stains from ruining the flooring and carpets.

The ceramic tile walls around the bathtub enclosure must be clean and free of water spots and soap scum. Grouting is to be clean from mildew.

**WALLS:** Wall decorations are to be hung with small nails or screws. **NO** cloth adhesive hangers are to be used. **NO** resident is to hang any type of wallpaper, borders, nor any board on the walls over range and sink in the kitchen.

## **MOVING OUT**

Should you desire to terminate the lease on your rental unit, the following procedures must be followed.

\*A written 30-day notice to vacate your apartment must be presented to management. It must include the following, the actual date you are vacating the unit, and a forwarding address for our company to send your security deposit, or portion thereof, provided all terms of the lease have been fulfilled and there are no damages (physical or monetary) to the owner/property.

These procedures, if followed, will ensure compliance with policies of this company, and make your deposit refundable. To help ensure full refund of your deposit, the unit has to be cleaned. Each item NOT cleaned will be deducted from the deposit. Also any damages that have to be repaired will result in deduction from your deposit (Labor and materials used to repair). If any deductions add up to more than your initial deposit upon moving in, the resident will NOT receive a refund. Deposit refunds usually take up to 30 days to be returned from our company.

While vacating an apartment NO one is allowed to take over your lease, and just move right in. If someone is interested in taking your apartment, they must go through management and fill out proper paper work first. Management will then have to approve the application before any further action can be taken.