



CAMPUS APARTMENTS RESIDENT HANDBOOK



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AUGUST 2025

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WELCOME



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WELCOME

Welcome to our community! We're thrilled you've chosen to reside with us and are excited to have you as a resident. Our mission is to provide exceptional service, treating every resident with respect, enthusiasm, and positivity in every interaction.

The policies and guidelines in this Handbook are attached and made a part of your Apartment Lease Contract (the "Lease"). As such, you should read this Handbook carefully as you agree to be bound by these policies when you sign the Lease. You are also responsible for your guest's compliance with all policies and guidelines. Please note that violations of rules contained in this Handbook may result in fines and, in severe cases, eviction. We reserve the right to change this Handbook from time to time as we deem necessary. Any changes made by us to this Handbook will be effective and a part of the Lease once they have been delivered to you or posted on the property website.

The terms "you" and "your" refer to all residents listed on the Lease. The terms "we," "us," and "our" refer to the Management/ Owner listed on the Lease. All terms in this Handbook shall have the same meaning as in the Lease.

Everyone in a community has the responsibility to maintain the safety and well-being of the community, maintain the facility's condition, and take initiative and action if there is a violation of community standards. Your presence during any violation of the community's standards or policies ultimately condones, supports, and encourages violation(s). You are responsible for the choices you make. If you witness a crime, please call 911 immediately.

Our vision is that individuals accept ownership of and take responsibility for resolving conflicts and problems in their community. If a conflict arises that you have not been able to resolve, please do not hesitate to contact us.



THE LEASE



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A. OCCUPANCY STANDARDS

The number of occupants is limited according to the terms of the Lease and/or the lease application or as contained in the Occupancy Guidelines and Qualifying Criteria posted on the property website and in the community's leasing office. You are required to comply with these limitations.

B. RENT PAYMENT

Payments are due on the first day of the month.

1. FORMS OF PAYMENT

We require that all money payable to us is paid electronically via the ResidentPortal.

2. LATE PAYMENT

If your rent payment is received after the date specified on the Lease, you will be assessed late charges as stated in the Lease.

You are responsible for ensuring that all rent payments and other charges are paid on time. All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, utilities, charges for damage repair, etc. Any remaining monies will then be applied to the current month's rent. If any amounts are deducted to cover a balance, your current month's rent will not be considered paid in full, and late fees will be assessed.

3. AFTER-HOURS PAYMENTS

Payments can be made via the ResidentPortal 24/7. If late charges are applicable, they will be assessed to your account. We have the right to refuse any payment that does not pay your balance in full.

C. RELET POLICY

In the event of a relet, the new resident and their guarantor must apply, meet all Qualifying Criteria, and be approved by us. Once approved, the new resident will sign a lease, and their guarantor will sign the Guaranty Agreement Addendum. They will be required to pay the security deposit, application fee, rent, and any other applicable fees. The transfer becomes effective on the new resident's move-in date ("Effective Date"). You will receive a refund of your security deposit, less any deductions for damages, cleaning, or other charges per the Lease. You and your guarantor will be financially liable for all charges incurred until the Effective Date and will be released from obligations arising after this date. The new resident must inspect the apartment and document any damages on the move-in condition form.

The new resident is responsible for transferring all utilities currently in your name to their own. However, you should confirm that the utilities have been successfully switched out of your name.

If you have paid a relet fee and the transfer to a new resident is unsuccessful, you will receive a credit towards future rent payments.

D. TRANSFER POLICY

You may transfer to another unit or bed space within the community if:

- ∴ Space is available.
- ∴ Your account is in good standing.
- ∴ Damages in your current apartment are settled.
- ∴ You sign a new lease with updated details.
- ∴ A transfer fee is paid.

Please note that qualifying criteria may be re-verified and a new deposit may be required.

E. GUESTS

A guest may not stay in your apartment for more than one weekday or weekend per month. Guests must follow the policies outlined in the Lease and Handbook. You are responsible for informing your guests of the community's rules and ensuring compliance. Additionally, you are responsible for your guests' actions. You may not have more than two guests at any time without our written permission.

F. VACANT BEDROOMS IN BY THE BED COMMUNITIES

Vacant bedrooms must always be locked. If a vacant bedroom is broken into and/or found in use, you and your roommate(s) will be assessed rental payments from the date of the last inspection by us until the date we discover the use of the bedroom. If applicable, the cost of repair and/or damage will be assessed to you and your roommate(s). This action may be referred to by the police department as breaking and entering, which can have serious legal consequences.

G. ROOMMATE REMEDIATION

If a conflict arises between you and your roommate(s), it will not be considered grounds to terminate the Lease. Additionally, it is not our responsibility to resolve the conflict. While we will assist you with mediation and finding possible solutions, it is ultimately the responsibility of you and your roommate(s) to find a resolution. In the event of transfer as a solution, all applicable transfer fees will apply.

H. NETWORK ACCESS POLICY

Internet access may be provided to the Apartment Community by a company selected by Management at its discretion ("Provider") that may, from time to time, supply content, software, or information service to the Premises or the Apartment Community through the Provider's integrated communications and/or Internet wired or wireless access system ("System"). At our discretion, we may change the Provider and the System. As an integrated communications provider, Provider offers its subscribers the means to acquire and disseminate a wealth of public, private, commercial, and non-commercial information. We want you to be informed of your rights and obligations — and those of Provider and Management — in connection with your use of the System and the Internet. The following policy ("Policy") is intended as a plain English guide to those rights and obligations.

1. The fundamental fact about the Internet is that no one — neither Provider, Landlord, Management, you, nor anyone else — owns or controls it. This fact accounts for much of the Internet's openness and value, but it also places a high premium on the judgment and responsibility of those who use the Internet, both in the information they acquire and in the information they disseminate to others. When you obtain information through the Internet, you must keep in mind that we cannot monitor, verify, warrant, or vouch for the accuracy and quality of the information that you may acquire. For this reason, you must exercise your best judgment when relying on information obtained from the Internet. You should also be aware that some material posted on the Internet is sexually explicit or otherwise offensive. Because we cannot monitor and censor the Internet and will not generally attempt to do so, we cannot accept any responsibility for injury to or damages suffered by you or other System users that result from inaccurate, unsuitable, or offensive Internet communications.

2. When you disseminate information through the Internet, you must keep in mind that we do not review, edit, censor, or take responsibility for any information you or other users may create. This places on you what will be, for most, an unfamiliar responsibility. When you place information on the Internet, you have the same liability as other authors for copyright infringement, defamation, and other harmful speech. Also, because the information you create is carried over the Provider's System and may reach a large number of people, including both subscribers and non-subscribers of the Provider, your and other users' postings to the Internet may affect other users and may harm our goodwill, business reputation, and operations. For these reasons, you violate this Policy when engaging in the following activities. Such violation by you constitutes a default by you under this Lease.
 - a. **Spamming** — Unsolicited, commercial mass e-mailing is a strongly disfavored practice among Internet users and service providers. It is particularly harmful because of its negative impact on consumer attitudes toward the Provider and because it can overload the System and Provider's equipment and disrupt service to the Provider's subscribers.
 - b. **Copyright Violation** — Violation of copyrights held by individuals, corporations, or other entities can result in civil and criminal liability for the infringer and can involve us in litigation and possible loss of reputation. To avoid doubt, this includes, but is not limited to, downloading, uploading, or peer-to-peer file sharing of copyrighted material.
 - c. **Distribution and/or Transmission of Obscene or Indecent Speech or Materials** — Violation of indecency and obscenity laws can result in criminal penalties.
 - d. **Defamation** — Defamatory speech distributed over the Internet can result in civil liability for the defamer and litigation against us, whose facilities were used to distribute the defamatory material.
 - e. **Illegal/Unauthorized Access to Other Computers or Networks** — The illegal or unauthorized access (often known as "hacking") of computers or networks carries potential civil and criminal penalties under federal and most states' laws.
 - f. **Distribution of Internet Viruses, Worms, Trojan Horses, and Other Destructive Activities** — Distribution of Internet viruses, worms, Trojan horses, and other destructive activities, such as hacking or crashing a system or disrupting the system, can result in severe civil and or criminal liability under federal and state law.
 - g. **Illegal/Unauthorized Access to Other Computers, Devices, or Networks** — The Illegal or Unauthorized Access (often known as "hacking") of computers, devices, or networks carries potential civil and criminal penalties under federal and most states' laws.
 - h. **Export Control Violations** — The law limits the ability of persons to export encryption software, or any other form of Export Controlled digital material over the Internet or otherwise, to points outside the United States.
 - i. Other Activities, whether lawful or unlawful, that we determine, and so notify you, to be harmful to the System or its or our respective subscribers, tenants, operations, or reputation, including any activities that restrict or inhibit any other user from using and enjoying the service or the Internet.
3. The responsibility for avoiding the harmful activities described above rests primarily with you. We will not, as an ordinary practice, monitor the communications of users of the System to ensure that users comply with this policy or applicable law. However, when Management becomes aware of harmful communications, it may take various actions. We may remove information that violates its policies, implement screening software designed to block offending transmissions or take any other action it deems appropriate, including Management exercising remedies for your breach of this Lease.
4. We are concerned with the privacy of online communications. In general, the Internet is neither more nor less secure than other common communications media, including mail, facsimile, and voice telephone service, which can be intercepted and otherwise compromised. As a matter of prudence, however, we urge you and other System users to assume that all of their online communications are insecure.

5. We cannot take any responsibility for the security of communications transmitted over the System. However, the Provider will attempt to comply with applicable laws concerning the privacy of its users' online communications. In particular, the Provider intends not to intentionally monitor or disclose any private electronic mail messages sent or received by its users unless required by law. We may, however, monitor the System electronically to determine whether it is operating satisfactorily. Also, we may be required to disclose information transmitted through the System to comply with court orders, statutes, regulations, or governmental requests. Finally, we may disclose information transmitted over the System where necessary to protect us and the users of the System from harm or where such disclosure is necessary for the proper operation of the System.
6. You acknowledge that the network provided through the System is a shared network. This means each user, including you, has certain responsibilities to ensure the network's overall performance and their own security. To ensure adequate network facilities for all users of the System, you will not: (i) attempt to degrade the performance of the System and will not use the System in any way that precludes or significantly hampers the ability of others to use the System, including but not limited to, the operation of any servers. or (ii) engage in any activity that requires or utilizes large portions of the bandwidth allocated to the facility or would cause less than generally acceptable usage speeds for others.
7. Excessive data transfer may interfere with the experience of other users of the System. You will not disrupt or interfere with the use of the System by other clients or with the services available through the System. We will have the right to monitor the "bandwidth" utilization (i.e., the volume of data transmitted during any period) arising out of the System at any time and on an ongoing basis. Management may limit your bandwidth utilization from time to time if we, at our sole discretion, determine such utilization is excessive.
8. You may not connect or install any wired or wireless devices (including but not limited to wired or wireless routers, access points, or range extenders) that will cause interference to the provided network.
9. You may not under any circumstances interfere with the operations of any components of the System that may be installed in your Unit or elsewhere on the Property. This includes removing, disconnecting, reconnecting, or adjusting any such components or wiring.
10. Because many other users share the System, we recommend your use of "Personal Firewall Software."
11. Without limitation to any other provision of this Lease, violations of this Policy by you may result in remedial action varying from temporary reduction of the network resources, suspension of services, and termination of services.
12. You hereby agree to indemnify, protect, and save harmless us and each of our affiliates, agents, officers, directors, members, partners, and shareholders from and against any suits, actions, proceedings, claims, losses, and expenses (including without limitation legal fees) incurred by any of them resulting from your violation of this Policy. Among other things, this means that if we are sued because of your activities that violate this Policy, any law, or the portions of this Lease dealing with your use of the System, you will pay any damages awarded against us, plus costs and attorneys' fees.
13. We will not be liable for any interruption, surge, or failure of the System, utilities, or services provided to you or any damage directly or indirectly caused by such interruption, surge, or failure.
14. We may provide direct connections, and/or wireless connections, to the Provider's and/or the University or College network, where available, as chosen by us. Use of these services is subject to the terms and conditions of (i) Management, (ii) Provider (including the Policy set forth above), and (iii) the terms and conditions governing the use of University or College-provided services, as applicable. If you are in default under any of the terms of this Lease (including, without limitation, the Policy), Management will have the right to discontinue your connections to the System and/or University or College-provided services. If Provider reconnects you to the System and/ or a University or College-provided service after disconnecting you from such service, Provider may, at its discretion, charge you a reconnection fee.
15. Should you desire to use an alternative Internet or online service, you will have the right to do so, at your expense, provided that you or your alternative Provider does not interfere with, use, or alter any part of the System, including wiring.

16. Devices are subject to exploitation and security breaches that may cause the spread of malicious internet traffic, such as Worms, Trojan Horses, etc. With this in mind, you are responsible for ensuring that your operating system and software are up to date with all security/critical update patches for your specific operating systems and software.
17. We may amend or supplement this Policy from time to time. Such amendments or supplements will be effective upon the transmission of written notice to you as provided in the foregoing Lease or as we communicate such amendment or supplement over the Internet.



YOUR APARTMENT HOME



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A. APPEARANCE

1. PATIOS/BALCONIES

The number of people permitted on any balcony or patio is limited to four people at any time without exception. The terms "balcony" and "patio" are used interchangeably in this addendum.

The balcony and patio areas are to be kept clean and orderly. Use of gas or charcoal grills on the patio is not allowed. These areas are not to be used as storage areas, and articles (including lighting) must not be hung over railings. No trash may be placed or kept on balconies or patios at any time. Indoor furniture may not be stored or placed on balconies or patios. Hammocks must have their own stand and cannot be secured to the railings. Objects such as bicycles, coolers, recreational equipment, screens, curtains, boxes, decorations, and any other possessions may not be placed or stored in those areas. Only a reasonable amount of well-maintained patio furniture or well-maintained potted plants may be kept on balconies. Kegs are not permitted anywhere on the premises, including balconies, patios, or garage areas.

Any violation will result in fines and charges being assessed against the Resident and shall be considered a Default under the Lease. Animals are not permitted to be left alone on any balcony or patio. No food or water for animals shall be placed on any patio or balcony. Any liquid that spills on any balcony or patio must be cleaned immediately and is not allowed to leave that area, including falling onto another patio, balcony, or common area. Smoking is prohibited on any balcony or patio.

No one is allowed to throw or drop any liquids or objects from balconies, patios, pool decks, windows, or garage areas. You are liable for any injury or damage caused by any falling objects. YOU ACKNOWLEDGE THAT YOU ARE RESPONSIBLE FOR AND ACCEPT FULL LIABILITY FOR ANY INJURY, DAMAGE, CLAIM, OR ACTION RELATED TO YOUR VIOLATION OF ANY OF THE RULES AND REGULATIONS TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW AND THAT YOU ARE RESPONSIBLE FOR THE ACTIONS OF YOUR OCCUPANTS AND GUESTS. IF ANY ITEM IS THROWN, DROPPED, OR OTHERWISE LEAVES YOUR BALCONY IN ANY MANNER, THIS ACTION IS AN IRREPARABLE BREACH OF THE LEASE AGREEMENT GIVEN THE SIGNIFICANT RISK OF HARM TO OTHERS. YOU WILL BE IMMEDIATELY EVICTED FOR THIS TYPE OF BREACH. ANY SUCH ACTION WILL ALSO BE PROSECUTED TO THE FULL EXTENT OF THE LAW.

2. FLAGS/SIGNS

Signs and banners may not be hung from patios, balconies, windows, or any area visible from the exterior without prior approval by management.

3. ANTENNAS/SATELLITES

For safety reasons and to maintain the appearance of the community, we do not allow any kind of outside antennas or satellite dishes to be installed unless you have obtained our written approval.

If you wish to install a satellite dish, you must send written notice to us prior to installation. You agree to pay any additional security deposit required to install the satellite dish.

The satellite dish and all wiring must be installed within your apartment or the confines of your patio or balcony. The satellite dish must not extend beyond the edge of the patio or balcony railing and cannot hang out of a window. The dish must be installed in a manner that minimizes its visibility from the exterior.

The satellite dish may not be installed by drilling holes in railings, exterior walls, or any other location. The only acceptable way to install the satellite dish is with a removable clamp or tripod that does not require drilling. The dish must be mounted securely so that it cannot be dislodged. A removable "through the glass" transmitter must be used to transmit the signal from the dish to the apartment's interior.

You are liable for any injury or damage to persons or property caused by the dish; therefore, you must maintain liability insurance to cover any such injury or damage as long as you have the satellite dish in the community. You must provide proof of insurance (insurance certificate) as set out in the Lease. The satellite dish is installed and operated at your own risk.

We reserve the right to approve the mounting of outside antennas and satellite dishes. Not all apartment locations are positioned for good satellite reception; however, transferring to another apartment for better reception is not permitted unless the current Lease has expired. You must re-apply and follow all procedures.

4. IN-UNIT UTILITY CLOSETS

The in-unit utility closets are not to be used for storage, trash, or any other purpose.

5. WINDOWS/DRAPERIES

You cannot obstruct any windows or doors. If we provide blinds on the windows, they cannot be removed by you. If you install draperies or blinds, you must remove them at the end of the Lease term, and any damage to restore the apartment will be at your expense. All window coverings must show a white backing – this includes both drapes and blinds. Aluminum foil, tinting, cardboard, signs, etc., may not be placed over windows where they can be seen from the exterior. If you install draperies over blinds, any damage will be repaired and charged to you. Holiday decorations are allowed but must be removed within one week of the holiday.

Nothing shall be thrown out of windows or doors. You cannot leave windows or doors open during inclement weather. You will be responsible for any damage, including, but not limited to, paint, walls, cabinets, carpets, and floors resulting from failure to exercise reasonable care.

6. DECORATING/PAINTING/WALL HANGINGS

No structural changes, additions, or alterations may be made to the exterior of the building, including the front entrance, patios, and balconies, or to your apartment's front door or entrance. Front door mats are encouraged, but we reserve the right to remove mats that are not designed for outdoor use, such as carpet remnants. Colored light bulbs are prohibited in all exterior fixtures.

Inside your apartment, you can decorate by hanging pictures or other decorative objects. However, stickers, including LED light strips, double-sided adhesive foam, or tape, are prohibited on walls, ceilings, windows, cabinets, and exterior or interior doors. Written permission from us is required for any repairs, painting, wallpapering, carpeting, electrical changes, or any other interior or exterior changes.

All shelf paper, tub or shower decals, shelf brackets, hooks, and towel holders must be removed. All hanging lighting is prohibited.

You will be responsible for returning the apartment to its original condition, or you will be charged.

7. PUBLIC AREAS

For the safety of all residents and to preserve the appearance of the community, you are not permitted to store any personal belongings in the walkways, hallways, or entranceways. You are not permitted to congregate in hallways.

8. GROUNDS

You are required to keep the ground areas free of litter, cigarette butts, bicycles and other equipment. We reserve the right to assess clean-up charges to individual residents or all residents in an area of the building.

9. TRASH

All trash should be bagged and placed inside the compactor or dumpster designated in the community and should not be left in the apartment, breezeways, or other common areas. Cigarette butts must be disposed of properly and are not allowed to be thrown on the exterior. Do not put hot ashes or coals, paint, chemicals, motor oil, or other hazardous materials in trash receptacles, dumpsters, or similar containers. We have the right to impose reasonable fines for violating these provisions and for any littering by you or your guests.

In communities that offer Valet Trash service, you will be provided with detailed information regarding the use of the service.

10. GRILLS

Fire regulations prohibit using or storing gas or charcoal grills in and around buildings, including patios, balconies, and heavily wooded areas. You should use common area grills in accordance with local ordinances. Gas or charcoal grills are not allowed on any patios or balconies under any circumstances.

11. APARTMENT ENTRY

We respect your right to privacy and will not grant access to your apartment without your prior written consent. However, our staff may enter your apartment under the following circumstances:

- ⋮ In case of emergency.
- ⋮ If you have abandoned or surrendered the apartment.
- ⋮ To make necessary or agreed repairs, alterations, or improvements.
- ⋮ To supply necessary or agreed services.
- ⋮ To show the premises to prospective or actual purchasers, mortgagers, residents, workers, or contractors.
- ⋮ For routine inspections.

Except in emergencies and as required by law, we will provide you with reasonable written notice before entering your apartment, and any entry will occur during regular business hours. Although you may be present during these visits, your presence is not required. In emergency situations, we may enter the premises at any time without prior notice, and you do not have the right to refuse entry.

12. APARTMENT INSPECTIONS

We may occasionally perform apartment inspections to ensure standards are being met and to identify potential issues.

Corrective warning notices may be sent within a reasonable time following the inspection. Any violations that mandate an automatic fine will also be communicated and considered due and payable upon receipt.

13. PETS (INCLUDING SERVICE AND EMOTIONAL SUPPORT ANIMALS)

If we do not accept pets in the Community and you are found to have a pet, you will be subject to a minimum fine of \$ 450 for each occurrence. Multiple occurrences may be subject to additional fines leading up to eviction.

In communities that accept pets, approved pets include dogs, cats, and fish. ALL OTHER PETS ARE PROHIBITED. Aggressive animals are prohibited.

If you acquire a pet while living in the Community, you agree to immediately notify us, pay applicable pet rent and fees, complete a Pet Addendum, and adhere to all policies in the Pet Addendum and this Handbook.

You must have written consent from all roommates before acquiring a pet.

Only pets listed on the Pet Addendum are authorized in your apartment and on the property; all other pets are prohibited under any circumstance. If you are found with an unregistered pet in your apartment, including visiting animals, you are subject to a minimum fine of \$ 450 for each occurrence.

If you acquire another pet or a different pet while you are a resident of the Community, you agree to immediately notify us, pay all associated pet fees and rent, and complete a new Pet Agreement.

If you have a pet, you agree to abide by the following rules and regulations:

- .. All pets must wear an identification tag.
- .. Fish tanks (containing fish only) are limited to 20 gallons. You must obtain written approval from management for anything over 20 gallons.
- .. Exotic animals are not allowed.
- .. All pets must be registered and inoculated in accordance with local law.
- .. You must keep the pet on a leash and under your supervision when outside the apartment. Pets are not permitted in the clubhouse or amenity areas, including, but not limited to, the swimming pool areas, sports courts, fitness room, and laundry facilities.
- .. You must walk pets in designated pet areas only and dispose of waste in a sanitary manner. Do not dispose of waste or cat litter in trash chutes. If you do not dispose of waste properly, a fee per incident will be charged.
- .. Pets may not be tied up or left unattended on patios, balconies, or any other areas outside of the buildings.
- .. You will be fully responsible for any injury your pet causes to another person, including all litigation costs and attorney fees resulting from such injury.
- .. Pets must not disturb other residents or damage property. You agree to be financially responsible for repairing and replacing any damage caused by your pet, including carpet and vinyl replacement if necessary. If your pet disturbs other residents or pets or causes property damage, you must permanently remove the pet from the apartment community within ten (10) days of our request. In extreme circumstances, the pet must be removed within 24 hours.
- .. Pets must comply with weight and other restrictions imposed by us. You should contact us for restrictions.
- .. You will not exceed the number of allowable pets per apartment as set out in the Lease.
- .. Periodic apartment inspections may be made to determine the condition of your apartment with regard to your pet.
- .. If you voluntarily remove your pet or in case of death, you may not replace the pet without our consent.
- .. Only pet(s) listed in the Pet Addendum are allowed, as approved by us.
- .. You are allowed to keep the pet(s) listed in the Pet Addendum only during your current Lease term.
- .. If a pet is permitted, you agree to pay a fee upon signing the Pet Addendum. This fee does not cover damages, will not be applied toward any damages, and is non-refundable.
- .. If required, you will pay a monthly pet rent as set out in the Lease. Pet rent may be adjusted at the beginning of every Lease term.
- .. If a pet is permitted, you may be required to pay a refundable pet deposit as set out in the Pet Addendum. The pet deposit will be refunded after you move out or after the end of the Lease term (whichever is later) if no damages to the apartment or Community are assessed against you.

14. PERSONAL PROPERTY RESTRICTIONS

You and your guests are not permitted to place unusually heavy objects on the floor, such as pool tables or waterbeds. Additionally, you are prohibited from storing firearms, explosives, gasoline, or other dangerous or hazardous materials in your apartment, vehicle, storage facility, balcony, or anywhere else on the property. You and your guests are also prohibited from installing washers or dryers, including portable ones. Only landlord-installed washers and dryers are permitted.

15. BICYCLES

Please use designated bicycle racks or store bicycles carefully in your apartment (bicycle hooks are prohibited). Ride responsibly through the community and obey all posted traffic signs. Bicyclists must not interfere with pedestrian right-of-way. Due to safety concerns, bicycles found in patios, balconies, hallways, breezeways, stairways, or blocking public access to exits will be removed and impounded, and a fee may be imposed for removal and storage. Use a quality lock to protect your bicycle from theft and secure it properly with a bicycle rack. Bicycles must not be secured to trees, shrubs, stairway or walkway handrails, light or signposts, or similar structures. Bicycles must be removed on your scheduled move-out day.

16. BUSINESS/PRIVATE ENTERPRISES

Conducting business within your apartment or the community is prohibited. However, you may operate a lawful business from home using a computer, mail, or telephone, provided that no customers, clients, patients, or other business associates visit your apartment for business purposes. Additionally, you must comply with the Network Access Policy.



PROTECTING YOURSELF



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A. CRIME

We do not guarantee or assure your personal safety, and any actions we take are voluntary to reduce the potential risk of crime in the community. You agree that the provision of safety devices and patrol services will not constitute a guarantee of their effectiveness nor impose an obligation to us to continue providing these services. If you witness a crime or believe a crime may be taking place, please call 911 immediately.

B. PERSONAL SAFETY

No community is immune to crime. The following guidelines will provide you with basic, easy-to-follow tips to help you protect yourself. Call 911 immediately in any emergency.

1. INSIDE YOUR APARTMENT

We recommend you follow the important safety guidelines inside your apartment as follows:

- .. Call 911 immediately for emergencies. If an emergency arises, call the appropriate governmental authorities first and then call the Leasing office.
- .. Lock your doors and windows – even when you are inside.
- .. Use night latches or deadbolt locks on the doors while you are inside.
- .. When answering the door, look through a window or peephole to see who is there. Do not open the door if you have any doubts.
- .. If you return to your residence and you think it has been entered illegally, do not enter. Call 911 immediately.
- .. Do not share keys, gate codes, or lock combinations with anyone. If keys are lost or stolen, contact us immediately to have the locks re-keyed. You will be responsible for the fee associated with re-keying the locks.
- .. Keep a complete list of the serial and identification numbers of all valuables. This will significantly aid in recovering stolen goods.
- .. Mark or engrave identification on valuable personal property.
- .. Keep valuables out of sight by drawing curtains or blinds and storing such items away from windows.
- .. Close curtains, blinds, and window shades at night.
- .. Never leave a note on your door or a message on the Internet indicating that you are away.
- .. Do not display apartment keys in public or carelessly leave them in the mail area, at the pool, or anywhere else where they can be easily stolen.
- .. Do not put your name, address, or telephone number on your key ring.
- .. Check your door locks, window latches, and other safety devices regularly to be sure they are working properly.
- .. Close and latch your windows while you are gone, especially if for an extended period.
- .. Leave a radio or television playing softly while you are gone.
- .. Use lamp timers when you leave for extended periods.
- .. Screaming may sound like horseplay in a residential community. In an emergency, be specific by shouting “Help!” “Police!” or “Fire!”
- .. Immediately report the following to us in writing:
 - .. Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems.
 - .. Any malfunction of other safety devices outside your apartment, such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railings, etc.

2. OUTSIDE YOUR APARTMENT

We may provide systems or services such as courtesy officers, courtesy patrols, electronic alarm systems, pedestrian gates, limited access vehicle gates, and gatehouses (manned and unmanned). These services or systems are not a guarantee of personal safety or security, and they are not a guarantee against criminal activity. We have the right to alter or cancel any of these systems or services without notice. We have no duty of security or personal safety except to proceed with diligence to repair any systems after notification that such systems are not working. If you witness a crime or believe a crime is taking place, call 911 immediately.

We recommend you follow the important safety guidelines outside your apartment as follows:

- .. Use the main property entrance or commonly used walkways when returning to your apartment.
- .. Keep your eyes and ears open to your surroundings. Avoid distractions like using your phone or wearing headphones.
- .. Lock your doors and windows while you are gone.
- .. Tell someone where you are going and when you will be back.
- .. Do not walk alone at night.
- .. Do not hide a key under the doormat or nearby. Burglars will look in these places first.
- .. Do not give entry codes or electronic codes to anyone.
- .. At all hours, carry your door key in your hand when nearing your entry door. You are more vulnerable when looking for your keys at the door.
- .. If you notice suspicious persons loitering around the property, report them immediately to the proper authorities. Do not confront them yourself.
- .. Report any malfunctioning lights to the Leasing office.
- .. Always keep your vehicle locked and never leave any valuables inside.

C. INSURANCE

You may be required to obtain insurance to protect yourself against any liability as set forth in your Lease. You are strongly encouraged to obtain personal property insurance. You understand that the community's insurance does not provide coverage for your personal belongings, property damage, or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by the community's insurance.

D. KEYS AND KEY RELEASE

If you receive a key or alternative entry device or code, it is to be used for your personal use only. You understand that any duplicate keys or entry devices must be made by us and that all keys or entry devices issued must be returned at move-out. You cannot change the entry locks or otherwise deny us access to the apartment. If keys or entry devices are not returned or lost, a replacement charge will be assessed for each item. You should notify us immediately if the key or entry device is lost or stolen.

We are not liable for unreturned keys or any damages to you, your roommates, or your guests for injury, damage, or loss to person or property caused by the criminal conduct of other persons, including theft, burglary, assault, vandalism, or other crimes.

E. SECURITY DEVICES

No security system is fail-safe. Even the best system cannot prevent crime. Always proceed as if security systems do not exist since they are subject to malfunctions, tampering, and human error. The best safety measures are the ones you perform as a matter of common sense and habit.

We have no duty to furnish (or to continue to furnish) alarms of any kind, community patrols, or other security devices except as required by law. If we provide any security device in the apartment or the community, we will have no obligation or duty to inspect, test, or repair any security device unless you request us to do so in writing. Upon moving in, you must inspect the security devices and comment on their condition on the move-in inspection form. We will make the necessary repairs only after receiving your written request. All security devices you install must comply with all applicable laws, and you will be responsible for any damage relating to the installation or malfunction of any security device you install. You will also be responsible for removing the system at the end of the Lease.

F. FIRE SAFETY

Please call 911 immediately if there is a fire or smoke.

Disabling or tampering with a fire extinguisher, pull station, or smoke detector is a violation of the law and may result in fines and possible early termination of the Lease.

Prevention is your best insurance against fire. We recommend that you follow these simple safety precautions in your apartment to prevent fires:

- .. Let cooking grease or oil cool and pour it into a metal can. Never pour hot grease or oil into a plastic container.
- .. Do not put water on a grease/oil fire. Call 911 immediately.
- .. Never leave the stove unattended, especially when cooking with grease or oil.
- .. Properly dispose of all lighted tobacco products in appropriate metal containers. Ensure all lighted tobacco products are out before leaving them unattended.
- .. Avoid cooking while intoxicated, taking medication, or when sleepy.
- .. Keep flammable items like dish towels and paper towels away from the stove.
- .. Use an empty metal container to dispose of hot ashes from the fireplace. Never dispose of ashes at or around patios, shrubs, or in a garbage can.
- .. Check your smoke detector monthly for dead batteries or malfunctions.
- .. Do not store gas-operated tools or vehicles (motorcycles or scooters) inside the apartment or under stairwells, breezeways, patios, or balconies.
- .. Candles are not permitted in your apartment.
- .. Avoid using frayed or damaged electrical cords and do not overload outlets or circuits.
- .. Halogen bulbs are not permitted in your apartment.

G. FIRE/EARTHQUAKE

If there is a fire, do not rush out of your apartment into the hallway or breezeway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, get down on your hands and knees and crawl – smoke rises, so the cleanest air is near the floor. If you cannot escape your apartment, stuff wet towels, sheets, and clothes around the door and vents to keep smoke out. Call 911 immediately and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your location.

During an earthquake, you should sit in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment. If you are outdoors, move away from buildings, utility poles, and other structures.

H. SEVERE WEATHER PREPARATIONS

- .. Sign up for weather alerts on your phone or through local news channels.
- .. Download reliable weather apps for real-time updates.
- .. Regularly check local news for weather forecasts and warnings.
- .. Monitor the internet or television for the latest information.
- .. Check the weather forecast before leaving for extended periods and postpone plans if severe weather is imminent.
- .. You should obey all evacuation orders issued by local, state, or federal agencies. Do not wait for instructions from the community.
- .. Make a list of emergency contacts, including family, friends, and local emergency services.
- .. Prior to the storm, notify family, friends, and neighbors of your whereabouts and plans. Establish a post-storm communication plan, including a place and time to meet, etc.
- .. Remove all items from your porch or balcony and close all windows and doors (draw the shades or blinds on windows).
- .. During severe weather, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls. If necessary, get under a piece of sturdy furniture and use sofa cushions to protect your head and neck.
- .. Do not use plug-in electrical equipment like hair dryers or toasters during the storm.
- .. If you have a landline telephone, do not use it during the storm, as lightning may strike outdoor lines.
- .. Ensure that your cell phone is fully charged the night before.
- .. Build an Emergency Kit including one gallon per person per day for at least three days, non-perishable food, a manual can opener, a first-aid kit, a flashlight, extra batteries, a multi-tool, medications, important documents (in a waterproof container), cash, and personal hygiene items. If you have pets, include food, water, medication, a leash, and a pet carrier.
- .. With careful planning, food can stay fresh for several hours in both the freezer and refrigerator during a power outage. To prevent spoilage, especially in the freezer, minimize the number of times you open the doors. Here are some tips to help:
 - a. Store Non-Perishable Drinks Outside the Fridge: Keep soda, water, and canned or packaged juices at room temperature.
 - b. Use Extra Ice: Fill Ziploc bags with ice cubes and place them in the freezer to help maintain the temperature.
- .. For more information on how to prepare for these types of events and for basic first aid, visit FEMA's website: http://www.ready.gov/make_a_plan.html

I. FREEZING WEATHER

When temperatures drop below 32 degrees Fahrenheit, allow water to drip from both the hot and cold sides of your kitchen and bathroom faucets.

Open cabinet doors under sinks to allow heat to reach the plumbing, especially on exterior walls.

Ensure your apartment thermostat is set to at least 60 degrees Fahrenheit, even if you are away. If you will be away from your apartment for an extended period, you must leave the thermostat set to "auto" at a minimum of 60 degrees Fahrenheit. These precautions are essential to avoid substantial damage to your apartment and personal belongings from broken pipes.

If you fail to take these precautions, you will be liable for damages to your apartment and other affected areas.

J. HOLIDAY CHECKLIST

- .. Before leaving, check your door locks, window latches, and other security devices to be sure they are working properly. Immediately notify management in writing if any repairs are required.
- .. Make sure that all windows and doors are closed and locked.
- .. Never give out keys, gate, or lock combinations. Do not put your name, address, or telephone number on your key ring.
- .. Take valuables with you or keep them out of sight by drawing curtains or blinds and storing such items away from windows. Keep a complete list of the serial and identification numbers of all valuables.
- .. Do not leave notes on your door or a message on the Internet indicating you are away.
- .. Do not hide a key under the doormat or nearby.
- .. Leave a visible light on. You may want to use an automatic timer on your lamps.
- .. Unplug all holiday decorations.
- .. In cold weather, set your heater on “auto” with the temperature set at 60. Be sure to leave cabinet doors open under all sinks so that the exposed plumbing fixtures do not freeze.
- .. In hot climates, set your AC on “auto” with the temperature set at 80.
- .. If you are leaving your vehicle on property, remove all valuables, close all windows, and ensure all doors are locked.
- .. If you notice suspicious people loitering around the property, report them immediately to the proper authorities. DO NOT confront them yourself.

If you plan to travel when rent is due, you should plan to pay rent by the 1st of the month. For your convenience, the Resident Portal can be accessed at any time to pay online.



MAINTENANCE



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We are committed to ensuring you have an exceptional experience in your apartment home. However, we understand that occasional issues may arise. Our dedicated maintenance team is here to address any concerns you may encounter during your residency. If you require assistance, please submit a maintenance request through the ResidentPortal. Our maintenance team will address all requests in order of priority.

We have compiled a list of tips to help you familiarize yourself with your apartment's features and appliances. Before reaching out for service, we encourage you to review the information below. Often, simple solutions can resolve common maintenance requests. It's important to note that not all apartments within our portfolio include the appliances or services mentioned. Should you have questions regarding your specific unit, please don't hesitate to contact the Leasing Office for clarification and assistance.

A. KITCHEN

DISHWASHER

- ⚡ Always use detergents specifically formulated for dishwashers. Avoid using dish soap or other cleaning agents that can cause excessive suds and overflow.
- ⚡ Use a rinse aid to prevent water spots and improve drying performance. This is especially useful in areas with hard water.
- ⚡ Occasionally, run an empty cycle with a cup of white vinegar placed on the top rack. This helps remove grease, odors, and limescale buildup.
- ⚡ Running the dishwasher frequently prevents the seals from drying out and reduces the buildup of food particles and debris.
- ⚡ Ensure dishes and containers are dishwasher-safe. Check the bottom for safety indicators.

GARBAGE DISPOSAL

- ⚡ Correct Usage Instructions:
 - ⚡ Turn on cold water for 15 seconds.
 - ⚡ With the cold water running, turn on the disposal and slowly feed in small food scraps.
 - ⚡ When the grinding stops, turn off the disposal.
 - ⚡ Continue running the water for another 30 seconds to clear the disposal, then turn the water off.
- ⚡ If your garbage disposal is not functioning, locate the red or black “reset” button under the sink at the bottom of the disposal unit. Press it and then test the disposal by turning on the switch.
- ⚡ Run your garbage disposal regularly to prevent rust and corrosion. Even if you don't have food waste to grind, turn on the cold water and run the disposal every few days to keep the parts moving.
- ⚡ Always use cold water when running your garbage disposal. Cold water helps solidify waste, which can then be chopped up before reaching the trap.
- ⚡ Feed small amounts of food waste into the disposal gradually. Avoid overloading the disposal with large quantities of food at once.
- ⚡ Clean the disposal periodically. To clean, grind a handful of ice cubes and a small amount of rock salt to remove debris and food particles. Alternatively, use a mixture of baking soda and vinegar, let it sit for a few minutes, and then rinse with cold water.
- ⚡ Grind small citrus peels (such as lemon or orange) to keep your disposal smelling fresh. The oils in the peels will help clean the disposal and leave a fresh scent.

Common Dishwasher-Safe Symbols



Dishes with
water drops



Dishes rinsing in a
dishwasher

There is no universal dishwasher-safe symbol. However, a few commonly used symbols indicate if an item is dishwasher-safe. Some symbols also provide drying instructions and rack placement.

Source: maytag.com

Garbage Disposal Tips



Only use cold water.



Feed small amounts of food waste into the disposal gradually.



Clean the disposal with ice cubes and rock salt.



Grind small citrus peels to keep your disposal smelling fresh.



DO NOT PLACE IN GARBAGE DISPOSAL

- ⚡ Potato skins
- ⚡ Celery
- ⚡ Grease, fats, or oils
- ⚡ Rice or pasta
- ⚡ Bones
- ⚡ Coffee grounds
- ⚡ Fibrous vegetables
- ⚡ Eggshells

These can cause clogs and damage the disposal.

B. BATHROOM

EXHAUST FAN

The exhaust fan in your bathroom removes excess moisture, odors, and stale air. It is recommended that you run the fan for a minimum of 15 minutes after bathing to effectively air out the bathroom and prevent the proliferation of bacteria and mold.

GFI SWITCH

If you experience a loss of power in the bathrooms or kitchen, locate the GFI switch and press the reset button to restore power.



Buttons on a GFI outlet.

SHOWER CURTAINS

Before using your shower, it is imperative to ensure the installation and utilization of a shower curtain. The curtain should be plastic or equipped with a plastic liner, extending fully to the base of the shower enclosure. Proper curtain positioning on the inner ledge is essential to prevent water from escaping onto the bathroom floor. If you see any water on your bathroom floor, please dry it immediately and ensure your shower curtain is positioned properly. Water that sits on the floor for a prolonged period can cause substantial damage to your apartment and those beneath yours.

TOILET

If your toilet starts to overflow, immediately locate the water shutoff valve behind the basin or toilet. Turn the valve clockwise to stop the water flow. Thoroughly clean up any spilled water to prevent water damage. Allow the toilet to drain naturally before attempting any repairs.

Toilets are designed to handle waste and toilet paper only. Flushing other items can cause blockages and damage to plumbing systems.

Any damage to the toilet or plumbing caused by misuse will be charged back to you.

Every bathroom should have a plunger. In the event of a clog, use the plunger vigorously to clear the line. Once cleared, turn the water back on and flush the toilet. Contact Maintenance immediately if you cannot clear the line or suspect a main line backup. To prevent further complications, refrain from using the toilet until the issue is resolved.

Installing a bidet is only permitted with written approval from the Leasing Office.

DO NOT FLUSH

- | | |
|--|--|
| ❧ Sanitary napkins or tampons. | ❧ Pet waste or litter. |
| ❧ Paper towels. | ❧ Hair or trash. |
| ❧ Wipes, even if they are labeled flushable. | ❧ Chemicals that are not intended for toilet cleaning. |

C. UNIT-WIDE

AIR CONDITIONING/HEATING UNIT (HVAC)

- ⋮ Ensure vents are open and not obstructed for proper ventilation.
- ⋮ Air filters should be changed every three months. Our maintenance team will perform this task during quarterly apartment inspections.
- ⋮ If your HVAC is not cooling or heating effectively, contact Maintenance for service.
- ⋮ Avoid setting your thermostat to extreme temperatures to cool or heat your home faster.
- ⋮ Open curtains to let in natural heat. Close them to retain heat.
- ⋮ Keep windows and doors closed when using your HVAC.



THE IDEAL THERMOSTAT SETTING IS 72°-76°F.

If your apartment is equipped with a Verdant thermostat, it is an energy-saving device programmed to limit temperature settings between 68°F and 78°F. These thermostats have occupancy sensors that automatically shut the system off when no presence is detected in the apartment.

FREEZING TEMPERATURES

- ⋮ In freezing temperatures, allow water to drip from both the hot and cold sides of your kitchen and bathroom faucets.
- ⋮ Leave cabinet doors under sinks open to allow heat to reach the plumbing, especially on exterior walls.
- ⋮ Ensure your apartment thermostat is set to at least 60°F, even if you are away.

WATER HEATER

If you experience any issues with hot water, please do not adjust the water temperature setting or attempt to address the issue yourself. Please contact Maintenance for assistance.

WASHER

- ⋮ If you encounter issues operating the washer, please follow these steps:
 - ⋮ Ensure the hose at the back of the washer is connected.
 - ⋮ Check for any foreign objects in the washer barrel.
 - ⋮ Stop the washing cycle, open the lid, and evenly distribute the clothes.
- ⋮ Avoid overloading the machine.
- ⋮ If your washing machine begins to overflow, shut it off immediately and contact Maintenance for service.
- ⋮ Using too much detergent can cause buildup and inefficient cleaning. Follow the recommended amount on the detergent label.
- ⋮ Ensure the washing machine is level to avoid excessive vibrations and noise, which can damage the machine over time.
- ⋮ After a wash, leave the door open to allow the drum to dry out and prevent mold growth.



How to Clean Your Washer

Run an empty hot water cycle with a cup of white vinegar or a washing machine cleaner to clean the drum and eliminate odors.

DRYER

- ∴ Avoid overloading the machine.
- ∴ Clean the lint filter after each use. It is often located inside the dryer door. Lint buildup can reduce dryer efficiency and pose a fire hazard.
- ∴ Use the appropriate heat settings for different fabrics to avoid damage and reduce energy consumption.

FURNITURE

If the apartment is supplied with furniture, it is designed for indoor use only and must not be used outside at any time. A charge will be applied for furniture that must be removed from the outside and for any damages to the furniture. Any furniture you bring must be removed at the end of your lease term, or you will be charged for its removal.

UTILITY CLOSET

Please keep your utility closet free of personal items. Storing items in the utility closet is a fire hazard, and the area is not intended for storage.

LEAKS

In the event of an apartment leak, first locate the water shutoff valve and attempt to turn it off. Then, use buckets, towels, or any absorbent materials to contain the water and prevent it from spreading until Maintenance arrives. Avoid overpacking the cabinet beneath sinks, as this can hinder the early detection of leaks.

In the event of a flood, you must contact the Leasing Office or After Hours Maintenance immediately.

MOLD/MILDEW

Whether or not you experience mold growth in your apartment depends largely on how you manage and maintain it and on your prompt notice of mold conditions.

- ∴ Keep the apartment clean and dry.
- ∴ Remove all moisture accumulation on windows, walls, ceilings, floors, and other surfaces as soon as possible.
- ∴ Use fans in the bathroom and open bathroom windows during and after bathing until all moisture on the mirrors, bathroom walls, and tile surfaces has dissipated.
- ∴ Hang up all towels and bathmats so they will completely dry.
- ∴ Use exhaust fans or open windows when cooking, dishwashing, or cleaning to allow moisture to escape the apartment.
- ∴ On a routine basis, and at least once per month, visually inspect all apartment areas for mold growth or signs of water damage and wetness.
- ∴ Immediately report any water leaks or intrusions to the Leasing Office, including, but not limited to, puddling water and leaks from the plumbing, roof, foundation, windows, doors, HVAC, or appliances.

PEST CONTROL

- ⌘ Prevention
 - ⌘ Keep a clean home.
 - ⌘ Store food in sealed containers.
 - ⌘ Take out the trash regularly.
 - ⌘ Notify Maintenance of any potential entry points (i.e., cracks, crevices, holes, weather stripping, etc.) within the apartment.
 - ⌘ Consider using natural repellents, such as peppermint oil, vinegar, citrus peels, basil, lavender, and mint.
- ⌘ Preparing for Treatment
 - ⌘ If you need pest control services, enter a maintenance request.
 - ⌘ Pick up or remove items that may interfere with the application.
 - ⌘ Follow instructions from the pest control provider regarding treatment preparation.
 - ⌘ Crate pets during treatment or remove them if necessary.

LIFE SAFETY DEVICES

For your safety and the safety of all residents, you must never tamper with or disable any life safety devices in your apartment. These devices are critical for alerting you to emergencies and ensuring a prompt response. Not all apartments within our portfolio include the life safety devices mentioned. Should you have questions regarding your specific unit, please don't hesitate to contact the Leasing Office for clarification and assistance. The following are considered life-safety devices:

Smoke Detectors



These are located in common areas and bedrooms to alert you of smoke or fire. If a detector begins to chirp intermittently, it may require new batteries. Please enter a maintenance request, and we will replace the batteries for you. In case of fire, call 911 immediately, then notify the Leasing Office.

Carbon Monoxide Detectors

If applicable, these are installed to detect dangerous levels of carbon monoxide gas.



Fire Extinguishers

These are available for immediate use to combat small fires. They are generally located in the kitchen or the hallway/common areas.



Sprinkler Systems

If your apartment community has sprinkler systems, they are designed to help manage fires. However, not all buildings have sprinkler systems due to differences in age, building codes, and local ordinances.



Alarm Systems

Includes fire alarms and other emergency notification systems.



Emergency Lighting

Located in common areas, these ensure temporary visibility during power outages or emergencies.



Tampering with or disabling any of these devices is not only a default of your lease but also a violation of local, state, and federal safety regulations. Such actions can result in significant legal consequences, including fines, penalties, and potential criminal charges. Maintaining the integrity of these devices is essential to protecting the safety and well-being of all occupants. If you encounter any issues with these devices, please report them to the Leasing Office immediately.

D. AFTER- HOUR EMERGENCIES

HOW TO REPORT AN AFTER-HOURS MAINTENANCE EMERGENCY

1. Immediately call the property's main phone number to be connected to the after-hours answering service.
2. When reporting an emergency to the answering service, provide the following information:
 - ∴ Your full name
 - ∴ Apartment number
 - ∴ Phone number
3. The answering service will then promptly contact our on-call maintenance team.

PLEASE NOTE:

All non-emergency maintenance requests should be entered through the ResidentPortal.

THE FOLLOWING SITUATIONS ARE CONSIDERED EMERGENCIES:

- ∴ **Floods and Leaks** – In the event of an apartment flood or leak, first locate the water shutoff valve and attempt to turn it off. Then, use buckets, towels, or any absorbent materials to contain the water and prevent it from spreading until maintenance arrives.
- ∴ **Toilet Malfunction** – If there is only one toilet in your apartment and it is not operational.
- ∴ **No Heat** – If the heating system malfunctions and the outside temperature is below 50°F for 72 hours or longer.
- ∴ **No Air Conditioning** – If the air conditioning malfunctions and the outside temperature exceeds 85°F for 72 hours or longer.
- ∴ **Critical Appliance Malfunction** – If your refrigerator or stove is not operating properly.
- ∴ **Fire** – If there is a fire in an apartment, promptly call 911 immediately to report the fire, then contact after-hours emergency maintenance. Fire extinguishers are generally located in the kitchen or the hallway/common areas.
- ∴ **No Power or Water** – Determine if the issue is specific to your apartment or property-wide. If the issue is specific to your apartment, please contact after-hours emergency maintenance. If property-wide, report the outage to the utility company and monitor their website for status updates.
- ∴ **Hot Water** – No hot water when affecting more than one unit, when exterior temperatures are below 50°F.
- ∴ **Unsecured Entry** – If your apartment's windows or entry door are not closing or locking properly.
- ∴ **Lock-outs** – If you inadvertently lock yourself out, you must provide photo identification before our maintenance team can provide access. Please note that there may be a fee for lock-outs that occur after hours.



YOUR COMMUNITY



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A. OFFICE HOURS AND CLOSINGS

Office hours are posted at the Leasing Office. However, the office may occasionally close due to holidays, inclement weather, training, or other circumstances. In the event of a closure, residents will be notified by email with details on the closure period and reopening, along with the contact number for maintenance emergencies.

B. COMMON AREAS

Keep driveways, sidewalks, courtyards, entry passages, stairs, and halls clear for entering and exiting. Do not block or use these areas for any other purpose. Avoid obstructing common areas with bicycles or similar vehicles. Do not engage in 'hall sports,' such as wrestling or riding bikes and skateboards in hallways, walkways, or lounges. These actions can cause property damage, disturb neighbors, and lead to personal injury.

C. PACKAGE DELIVERY

If applicable, packages will be delivered to the Amazon Hub and can be retrieved 24/7 with your unique pickup code. If the lockers are full or any oversized packages are delivered, they will be available for pickup in the office during business hours with proper ID.

We accept no responsibility or liability for any packages, including perishable items or those lost or damaged.

Packages are only accepted during your tenancy. We will not handle or forward packages and/or mail after moving out.

D. MAIL DELIVERY

In some cases, the United States Postal Service (USPS) does not sort mail for apartment communities, meaning that all mail for the community is dropped off at the Leasing Office and not sorted by apartment. In these instances, non-USPS employees will sort your mail. Whether the USPS or community employees sort your mail, we will not be responsible for any problems or matters arising from their efforts to provide mail services or claims arising from the service.

You understand that prompt delivery may be impossible from time to time. We are not responsible for lost or damaged envelopes or any other type of mail delivery. We are not required to forward mail. If this is not acceptable to you, you may elect to pick up your mail at the local USPS substation at your expense.

You are required to put your entire address, including your apartment number and room letter on all mail. You are responsible for ensuring that your mail is addressed correctly.

E. SOLICITORS

Door-to-door solicitors are not permitted in the community. Please contact us if a solicitor disturbs you or contact the local authorities if the situation warrants their involvement.

F. GATES/ACCESS

As a resident of the community, it's your responsibility to understand and follow the gate use instructions, and to ensure your guests do the same. If you have any questions about gate operations, please contact the Leasing Office.

Gates are not intended to provide security or ensure your safety or that of your guests.

You will be issued a card, remote entry device, or code to enter the gates; a deposit may be required. If an entry device or card is lost, please contact us. A replacement fee will be assessed if an entry device or card is not returned to us at move-out or is lost.

Use caution when approaching the gates. Only one car at a time may enter. If you try to follow someone else into the community, the barrier arm/gate can, and most likely will, hit your car. Should this occur and the gate is damaged, you will be responsible for repairing such damage. Never obstruct the functioning of the gates by propping them open. Many gated entrances are monitored by cameras to ensure compliance with all rules for entrance into the community. These systems are designed to allow only authorized users to enter.

- ∴ Do not allow children or pets near the gates.
- ∴ Do not enter through the exit gates. This is very dangerous and should not be attempted.
- ∴ Do not walk through the gates.
- ∴ Do not push gates with vehicles.
- ∴ We will not be liable for any damages to your or your guest's vehicle.

G. ACCESS DEVICES

You may be issued an access device to enter the buildings and/or amenities. Only one access device will be issued per resident, and a deposit may be required. The access device must always be with you when using the amenities. If the device is lost or not returned with your keys at the end of the lease, a replacement fee will be charged. A new device will only be issued after the replacement fee is paid.

H. VEHICLE MAINTENANCE

Car repairs must be completed off property. Cars may only be washed in the community if there is a designated area.

I. AMENITIES

The amenities listed below are offered in many of our communities. If these amenities are available in your community, you and your guests agree to abide by the rules and regulations below. You must always accompany your guest(s) while using any of the amenities.

Please note that not all communities within our portfolio include the amenities mentioned. Should you have questions regarding your specific community, please don't hesitate to contact the Leasing Office.

The rules and regulations are for the protection and benefit of all and to assure the safe and sanitary operation of the amenity facilities. Your cooperation in abiding by these rules will ensure a pleasant, relaxing recreational experience for all concerned. Failure to comply with the rules shall be considered sufficient cause for any action deemed necessary by us, including barring violators from using the amenities.

Some recreational equipment, such as billiard accessories, basketballs, cornhole bags, and games, may be available for your use. If this equipment is available, you must provide a driver's license or proper identification to check it out. In some cases, a deposit may be required. The equipment is available on a first-come, first-served basis during regular business hours. If you'd like to inquire about the availability of specific equipment, contact the Leasing Office.

Some communities provide an amenity band at move-in, which must be worn whenever using any community amenity. If you cannot produce the amenity band when requested, you may be asked to leave the amenity area. A replacement fee will be charged for any lost or unreturned amenity bands.

Use of the amenities is at your own risk. We are not responsible for accidents, injuries, or lost, stolen, damaged, or misplaced items. If you have health issues, consult your physician before using any amenity facility. In case of emergency, call 911 immediately.

1. TANNING BEDS

You are expected to understand and adhere to the tanning bed use policies. If you have any questions or need clarification, please contact us.

- .. Use at your own risk. We are not responsible for accidents or injuries.
- .. Tanning beds are for residents' use only. Guests are not permitted.
- .. You must be at least 18 years old to use the tanning beds.
- .. You agree to consult a doctor before using the tanning beds to determine if it is safe for you.
- .. Tanning bed usage is limited to once per day for the maximum duration specified on the equipment.
- .. Tanning beds are available on a first-come, first-served basis. To ensure fair access for all residents, we may limit the number of times each individual can use the tanning bed per week.
- .. Failure to wear appropriate eye protection may permanently damage your eyes. You agree to wear protective eyewear when using the tanning bed.
- .. Prolonged exposure to ultraviolet (UV) light, whether from natural sunlight or tanning beds, can lead to skin burns, premature aging, and an increased risk of skin cancer.
- .. Certain foods, cosmetics, medications, or drugs may increase skin sensitivity to UV light. Consult a physician if you experience abnormal reactions or have concerns.
- .. If required by state regulations, you will provide us with a skin evaluation certification before using the tanning bed.
- .. No smoking or alcoholic beverages are permitted.
- .. Report any maintenance issues or cleanliness concerns to the office immediately. Ensure the tanning bed is left clean for the next user.

2. POOL

For additional guidelines and local ordinances, please refer to the pool rules posted in your community's pool area.

- .. There is no lifeguard on duty.
- .. Use at your own risk. We are not responsible for accidents or injuries.
- .. Persons under 16 years old must be accompanied by a parent or legal guardian.
- .. No Diving. Diving is strictly prohibited.
- .. No glass. If you are found with glass of any type, you may be fined and will be asked to leave.
- .. The pool may be used during operating hours, which are posted in the pool area.
- .. Only appropriate swimwear is allowed. Dressing must be done in your apartment.
- .. Shower before entering the pool.
- .. Use oil-free sunscreen and tanning lotion only.
- .. Each apartment is allowed two guests if, in our opinion, there is sufficient room in the pool area at the time. Additional guests require prior approval.
- .. Residents must accompany their guests and are responsible for any damages caused by themselves or their guests.
- .. We reserve the right to limit or discontinue the issuance of guest passes at our sole discretion.
- .. The pool may close without notice for maintenance, weather, or safety reasons.
- .. No wheeled vehicles except wheelchairs are permitted.
- .. No running, pushing, wrestling, or disruptive behavior.

- .. Admission may be denied to anyone with infections or contagious health conditions.
- .. Intoxicated individuals will not be allowed.
- .. No abusive language will be tolerated.
- .. No street shoes on the pool apron.
- .. Respect others by keeping noise to a minimum and disposing of trash properly.
- .. We are not responsible for loss or damages of any kind, including life or limb, or for any personal property.
- .. Pets are not allowed in the pool area.
- .. No smoking or alcoholic beverages are permitted.
- .. In case of an emergency, call 911 immediately.

3. FITNESS CENTER

- .. Use at your own risk. We are not responsible for accidents or injuries.
- .. Persons under 16 years old are not permitted.
- .. Consult your physician before using any equipment.
- .. Use equipment as intended and follow instructions for proper use.
- .. Do not use, adjust, or operate fitness equipment beyond your physical limitations.
- .. Do not remove equipment. Return weights and equipment to their proper place after use.
- .. Do not attempt to repair fitness equipment. Report any damaged equipment immediately.
- .. When using fitness equipment, keep your body clear of weights and other moving parts.
- .. Wear appropriate workout attire, including closed-toed shoes and athletic wear.
- .. You are limited to one guest, and you must accompany your guest at all times.
- .. Respect others by keeping noise to a minimum and disposing of trash properly.
- .. Wipe down fitness equipment after use.
- .. Report vandalism and unauthorized users.
- .. Do not leave personal items behind.
- .. Pets are not allowed.
- .. No smoking or alcoholic beverages are permitted.
- .. No food allowed. Only non-alcoholic drinks in reusable containers are permitted.

4. SPORTS COURT

- .. Attendants are not provided.
- .. Use at your own risk. We are not responsible for accidents or injuries.
- .. The court is reserved for residents and their guests.
- .. Persons under 16 years old must be accompanied by a parent or legal guardian.
- .. Use equipment as intended and report needed repairs immediately.
- .. Do not hang from goals or lean on nets.
- .. Wear appropriate workout attire, including closed-toed shoes and athletic wear.

- .. Respect others by keeping noise to a minimum and disposing of trash properly.
- .. Wheeled vehicles are not permitted on the court surface.
- .. Residents must accompany their guests and are responsible for any damages caused by themselves or their guests.
- .. Pets are not allowed.
- .. No smoking or alcoholic beverages are permitted.
- .. No food allowed. Only non-alcoholic drinks in reusable containers are permitted.

5. CLUBHOUSE/GAME ROOM/THEATRE ROOM

- .. Adhere to posted hours of operation.
- .. Adhere to the posted guest policy. Residents must accompany their guests and are responsible for any damages caused by themselves or their guests.
- .. Respect others by keeping noise to a minimum and disposing of trash properly.
- .. Use equipment as intended and report needed repairs immediately.
- .. A security deposit may be required to use the facility. This deposit will be refundable, provided that the facility is left in good condition and all rules are followed.
- .. No wet clothing is permitted.
- .. Pets are not allowed.
- .. No smoking or alcoholic beverages are permitted.

6. DOG PARK

- .. Use of the dog park is at your own risk. We are not responsible for accidents or injuries.
- .. The dog park may be used during posted operating hours.
- .. Dog owners are responsible for the actions and behavior of their dog(s) and assume all liability for damages.
- .. All dogs must be registered with the leasing office.
- .. Dogs must be supervised at all times. Owners must remain inside the park within view and voice control of their dog(s).
- .. (2) dog maximum per owner.
- .. Keep the dog park gate closed at all times.
- .. Dogs must be leashed at all times outside of the dog park.
- .. You must clean up after your dog(s).
- .. No food allowed. Only non-alcoholic drinks in reusable containers are permitted.
- .. Dog park equipment is for dog use only.

- ∴ The following dogs are NOT permitted:
 - ∴ Puppies under 4 months.
 - ∴ Any dog not fully vaccinated.
 - ∴ Unneutered male dogs.
 - ∴ Female dogs in heat.
 - ∴ Dogs with contagious health conditions.
 - ∴ Aggressive dogs or those with a history of dangerous behavior.
- ∴ In case of an emergency, call 911 immediately.

J. COMPUTER CENTER

You understand that the computer, associated software, and Internet access are being provided as a complimentary benefit to all residents. You understand there should be no expectation of privacy regarding any computer activity, documents, or email messages you may enter, receive, or send using the computers or the Internet.

You agree to use the equipment in the Computer Center at your own risk. We are not liable for any interruption, surge, inability to connect, loss of data, etc. We are also not liable for any damages or claims you may suffer or have as a result of your Internet use, including, but not limited to, computer viruses, loss of data, invasion of privacy, defamation, fraud, and copyright and trademark infringement. You also understand and agree to the following policies regarding the use of the computer and the Internet.

- ∴ Respect posted Computer Center hours.
- ∴ The Computer Center are for residents' use only. Guests are not permitted.
- ∴ No browsing of websites containing pornography or sexually explicit material or downloading or uploading of materials from or to such sites.
- ∴ You may not download material to the computer's hard drive. Material not otherwise prohibited may be saved only to your removable personal media. Documents on the hard drive will be deleted nightly.
- ∴ Do not download or upload any copyright-protected material. Copying and/or distributing copyrighted information is a violation of U.S. law. As a general rule, do not copy and/or distribute any information obtained via the Internet.
- ∴ No sending unsolicited bulk email (also known as "spamming").
- ∴ The computers and Internet are provided solely for each resident's personal use. No commercial use is permitted.
- ∴ In most of our communities, copy and fax services are available. You will be held responsible for any damage to equipment during your computer time if due to negligence or intentional misuse/abuse by you.
- ∴ Equipment in the Computer Center may be electronically monitored. Removed equipment will engage the alarm system.
- ∴ Screen savers must not be tampered with at any time.
- ∴ You must provide your own printer paper.
- ∴ No smoking or alcoholic beverages are permitted.
- ∴ No food allowed. Only non-alcoholic drinks in reusable containers are permitted.

You understand that violating any condition or term of these provisions may result in being prohibited from using the Computer Center. You understand that the use, availability, and configuration of the computers and/or Internet are at our sole discretion and may be modified, terminated, and/or suspended at any time without notice and replacement.

K. LAUNDRY FACILITY

If we provide a designated laundry facility, it may be open 24 hours unless otherwise posted.

Bring quarters for coin-operated machines, as change is not provided. A laundry card may be required, which will be communicated at move-in.

- .. Use machines as intended and follow instructions. Do not overload machines.
- .. Keep washer and dryer doors closed when not in use.
- .. Report any malfunctions, damages, or safety hazards to management immediately.
- .. Use appropriate amounts of detergent to prevent overflow and machine damage.
- .. Dispose of lint, dryer sheets, and other waste in provided bins.
- .. Clean up any detergent or water spills immediately.
- .. Remove laundry promptly after the cycle ends and avoid using all machines simultaneously to allow others to use the machines.
- .. Do not leave your belongings unattended for long periods.
- .. Do not remove or handle other people's laundry. If you accidentally open someone's dryer, restart it without changing any settings.
- .. Do not leave your supplies in the laundry area when not in use. We are not responsible for any items you leave behind.
- .. Do not remove laundry carts from the Laundry Facility.
- .. No smoking or alcoholic beverages are permitted.

L. PARKING

You and your guests must follow all parking regulations set by us, local police, and the Fire Marshal. These rules apply to all motorized vehicles, including cars, motorcycles, and scooters. We are not responsible for any vehicle damage while parked in the community. Failure to comply with parking regulations may result in being towed at your expense without prior notice.

- .. You are responsible for informing your guests about parking rules and restrictions.
- .. Towing may occur frequently and at random.
- .. Vehicles that are illegally parked, inoperable, have expired or invalid license plates or tags, do not comply with state or local regulations, or violate any parking regulations in the Lease or Handbook may be towed at the owner's expense.
- .. Parking in designated "future resident" areas is prohibited one hour before, during, and one hour after regular business hours.
- .. Only one vehicle per resident is allowed, and it must be properly registered with us. Two-wheel motorized vehicles may be permitted, subject to the community's rules.
- .. Vehicles must not park in fire lanes, in front of dumpsters, in non-paved areas, crosswalks, designated handicapped spaces, or any other unauthorized location. Vehicles cannot block entrances, exits, or driveways. You cannot park in a covered or uncovered parking space marked as "reserved" unless assigned by us.
- .. Boats, recreational vehicles, trailers, campers, commercial vehicles, and oversized trucks are only allowed on the property for loading and unloading. We reserve the right to permit these vehicles in designated areas.
- .. Mechanical repairs and vehicle maintenance are not permitted on the premises. Vehicle washing is only allowed in designated areas, if available.
- .. You are responsible for towing and storage charges. We are not liable for parking violations received within or outside our community.
- .. Always keep your vehicle locked and avoid leaving valuables inside.

1. Parking Permits

- .. If your community requires a parking hangtag, it must be displayed from the rearview mirror on your front windshield. If a parking decal is required, it must be affixed to the lower corner of the front windshield on the driver's side. Vehicles that do not comply with these requirements may be towed at the owner's expense.
- .. A parking permit allows you to park on the premises based on availability but does not guarantee parking on the property.
- .. Permits do not authorize parking in fire lanes, crosswalks, designated handicapped spaces, in front of dumpsters, or blocking entrances, exits, or driveways, nor in any other unauthorized areas.
- .. Parking permits become invalid at the end of the Lease term or earlier if either party terminates the Lease or if you relet your apartment.
- .. Permits expire before the start of each fall academic term. If you renew your Lease, you must obtain a new permit from us at the end of your current lease term. Permit colors change annually, and displaying an expired permit may result in being towed at your expense without prior notice.
- .. Your parking permit is only valid for the vehicle registered on the Parking Addendum and is non-transferable between vehicles or residents. If you obtain a new vehicle during the lease term, you must sign a new Parking Addendum with the updated information.
- .. The community reserves the right to revoke parking permits anytime for any reason.

2. Guest Parking

- .. Where applicable, your guests must park only in designated guest or visitor parking areas and adhere to all provisions of this Handbook. If a guest parking permit is required, you agree to obtain one during business hours. We reserve the right to limit the number of permits issued each day or choose not to issue any permits on certain days. Guest permits must be clearly displayed in the designated area of the vehicle. It is your responsibility to confirm the exact location when obtaining the permit. Failure to display the permit properly may result in the vehicle being towed at your expense.
- .. Non-compliance with these parking conditions will result in fines and consequences as outlined in the Lease and Handbook and/or revocation of your parking permit.



YOUR CONDUCT



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You are responsible for your guests' actions and ensuring they know and adhere to community and conduct rules. You must accompany your guests at all times while they are on the property.

We reserve the right to exclude from the community any guests or individuals who, in our judgment, have violated the law, the Lease, or the community rules and regulations or who have disturbed other residents, neighbors, visitors, or owner representatives. Additionally, we may exclude from any outside or common area any person who refuses to show photo identification or identify themselves as a resident, occupant, or guest of a specific resident in the community.

A. DRUGS AND ALCOHOL

You and your guests must refrain from engaging in or allowing criminal activity, including drug-related offenses, within your apartment or in the vicinity of the community. This includes the manufacture, sale, or distribution of illegal drugs. You are responsible for reporting any suspected illegal activities by a roommate or guest to the appropriate authorities.

Possession and consumption of alcoholic beverages must comply with all local, state, and federal laws and regulations, as well as community rules.

Any violation of these policies constitutes a material breach of the Lease and may result in termination of tenancy. Please note that termination of tenancy does not relieve you of your financial obligations under the Lease.

B. SMOKING

Communities that allow smoking must abide by the following guidelines. Violations may result in fines, lease violations, or eviction.

- ∴ Smoking is prohibited in all common areas, including hallways, lobbies, elevators, stairwells, laundry rooms, and all amenity areas.
- ∴ Do not smoke near ventilation systems to prevent smoke from entering other units or common areas.
- ∴ Tenants are responsible for any damage caused by smoking, including stains, burns, and odors. Additional cleaning fees may apply upon move-out.
- ∴ Dispose of cigarette butts and other smoking materials in proper receptacles to prevent fire hazards.
- ∴ The policy also applies to e-cigarettes and vaping devices.
- ∴ The possession and smoking of cannabis must comply with all local, state, and federal laws.

C. FIREARMS, WEAPONS AND HAZARDOUS MATERIALS

Weapons of any kind are strictly prohibited on our property. This includes but is not limited to, handguns, rifles, hunting equipment, slingshots, gas-powered guns, air rifles, and paintball guns. Explosive devices such as firecrackers, fireworks, ammunition, pyrotechnics, and similar items are not allowed in the community. The possession, storage, sale, or use of fireworks on or around the community is strictly forbidden.

Storing gasoline or other hazardous materials on your patio, balcony, or within your apartment is prohibited. Any intention to use such materials to create explosive devices will be reported to the appropriate authorities.

Violating these rules will be considered a breach of your lease, potentially resulting in lease termination and financial penalties.

D. MOTORCYCLES & SCOOTERS (FUEL OPERATED)

All fuel-operated vehicles must be properly registered and parked in designated areas. For safety reasons, fuel-operated vehicles must not be stored inside apartments, on patios, balconies, landings, or in stairwells, breezeways, or walkways. Vehicles parked outside of designated areas may be cited, towed, and impounded at your expense.

E. NOISE

To maintain a peaceful and comfortable living environment for all residents, we have established the following quiet hours policy:

QUIET HOURS

- Weekdays (Sunday to Thursday): 10:00 PM to 8:00 AM
- Weekends (Friday and Saturday): 11:00 PM to 8:00 AM

DURING QUIET HOURS:

- Keep noise to a minimum, including loud music, television, conversations, and any other activities that may disturb other residents.
- Maintain low noise levels in common areas, including hallways, lobbies, stairwells, laundry rooms, and outdoor spaces.
- Be considerate of your neighbors at all times, not just during quiet hours. Noise should be kept to a reasonable level to avoid disturbing others.
- Ensure pets are quiet and do not disturb neighbors, especially during quiet hours.

Repeated violations of the quiet hours policy may result in warnings, fines, or other penalties as outlined in the Lease.

F. ODOR

Residents are expected to manage and control odors emanating from their apartments. This includes odors from cooking, smoking, pets, garbage, and personal hygiene.

- Use exhaust fans, open windows, and other ventilation methods to minimize strong odors.
- Ensure that kitchen and bathroom ventilation systems are functioning properly.
- Maintain a high standard of cleanliness in your apartment. Regularly clean kitchens, bathrooms, and other areas to prevent the buildup of odors.
- Regularly clean and maintain pet areas. Properly dispose of pet waste and use odor-neutralizing products as needed.
- Dispose of garbage regularly in designated trash areas. Ensure trash is securely bagged to prevent odors from spreading.
- If you notice persistent or strong odors coming from another apartment, report the issue to the leasing office.
- Residents found to be the source of persistent or disruptive odors will be required to take corrective action.
- Initial violations of the odor policy will result in a warning and guidance on how to address the issue. Repeated violations may result in fines or other penalties as outlined in the Lease.

G. CONDUCT

The following behaviors are strictly prohibited and will not be tolerated:

- Direct or indirect verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, or violence against another person or their property.
- Actions that instill fear of physical or verbal harm to anyone, including yourself.

Engaging in conduct that threatens anyone's health and safety may lead to fines, termination of your Lease, loss of privileges, and potential criminal charges. It is your responsibility to report any abuse to the appropriate authorities.

You and your guests are expected to abide by the rules outlined in the Lease and Handbook at all times.

H. COMPLICITY

In the presence of a policy violation, you may attempt to stop the violation, contact us, and/or immediately remove yourself from the situation and the vicinity of the violation. If you choose to remain at the scene of a policy violation, you will be included in the documentation and may also be held accountable for applicable policy violation(s). Concealment is also considered a policy violation. If concealment should occur, you may be considered an accomplice to the violation and be subject to any actions outlined above.

I. VIOLATIONS

Violating policies outlined in the Lease or Handbook can lead to various consequences depending on the severity and nature of the violation. Here are common actions that may be taken: (Add bullets below)

Warning: For minor infractions, you may receive a verbal or written warning from management.

Fines: Some violations incur financial penalties. Unless otherwise set forth in the Lease or Handbook, all violations of these Rules and Regulations will be treated as follows: 1) First Occurrence – \$ 200, 2) Second Occurrence - \$ 300, 3) Third Occurrence - \$ 400, 4) All Succeeding Occurrences - \$ 500. This section does not prohibit us from exercising any of its rights and remedies under the Lease.

Loss of Privileges: You may lose certain privileges, such as access to amenities or common areas.

Corrective Action: Management may require you to take specific actions to remedy the violation, such as cleaning up a mess or repairing damage.

Lease Termination: Serious or repeated violations may result in the termination of your lease agreement.

Legal Action: In extreme cases, violations that breach legal or safety standards may lead to legal action, including eviction or law enforcement involvement.



MOVING OUT OF YOUR APARTMENT





A. MOVE-OUT PROCESS

Before the end of the Lease term (if you have not renewed for the next term), you will receive a letter outlining the move-out process. You will be required to clean your apartment and pay for any damages assessed. By your lease end date, you must return all keys, access cards/FOBs, and gate transmitters, and provide your forwarding address by noon. Failure to meet this deadline may result in additional holdover charges or fees.

If you are renewing and moving to a different apartment, you will receive additional instructions for transferring to your new unit.

Before moving out or transferring, ensure all late charges, delinquent rent, and outstanding fees are settled.

B. CHECKING OUT

OPTION 1

We offer self-checkout as a convenience to our residents. If you prefer not to have a move-out inspection with a staff member, you must pick up a self-checkout envelope from the office before your move-out date. Write your name and apartment number on the front of the envelope and place any keys, FOBs, decals, permits, etc., acquired during your stay inside. Charges will be assessed for any items issued at move-in that are not returned. Once complete, seal the envelope and return it to the office or place it in the designated drop box.

OPTION 2

During our standard checkout procedure, a staff member will conduct a move-out inspection of your apartment and record any damages once all personal belongings have been removed and keys have been returned. If you wish to be present for your move-out inspection, you must contact the Leasing Office in advance to schedule an appointment. Move-out inspection appointments will be scheduled the week before move-out, not on the scheduled move-out date.

IMPORTANT NOTE: The move-out process will not be complete until all residents scheduled to move out of the apartment have vacated, regardless of whether you utilize the standard checkout or the self-checkout. Once all residents have checked out, the apartment will be inspected for damages, charges will be assessed, and deposit refunds will be processed accordingly.

C. MOVE-OUT CLEANING GUIDELINES

Please ensure the following guidelines are completed in your apartment before moving out.

- ⋮ Remove all personal belongings, furniture you own, and trash from the apartment, patio/balcony, and storage areas. Any items left behind will incur removal charges.
- ⋮ Properly dispose of all trash.
- ⋮ Clean the interior and exterior of all kitchen appliances, including the refrigerator, stove, oven, microwave, and dishwasher.
- ⋮ Clean the washer and dryer and remove any lint from the dryer vent (if applicable).
- ⋮ Vacuum carpets and sweep and mop flooring, including under appliances and furniture.
 - ⋮ You are responsible for thoroughly cleaning the carpet and addressing any damage.
 - ⋮ If you had a pet in the apartment during the Lease term, you will be liable for any pet-related damage, including the cost of replacing the carpet, padding, and tack strip.
- ⋮ Thoroughly clean all bathrooms.
- ⋮ Remove any shelf paper and clean the interiors of cabinets, drawers, and shelves.
- ⋮ Clean all mirrors, ceiling fans, and light fixtures.





- .. Clean all windows and blinds.
- .. Wipe down all walls, baseboards, doors, and door frames.
- .. Contact utility providers to disconnect or forward services.
- .. Notify USPS to forward your mail.
- .. Return all keys, including apartment and mail keys, as well as access and entry fobs.

D. APARTMENT CLEAN-UP PROCEDURES

LIVING ROOM AND BEDROOMS:

- .. Wipe down all furniture (if applicable).
 - .. Vacuum and clean the sofa and chairs, including under the cushions.
 - .. Dust and clean all surfaces, including entertainment stands, coffee tables, end tables, desks, and dressers.
- .. Clean ceiling fan blades and light fixtures.
- .. Vacuum carpets and sweep and mop flooring, including under furniture.

WINDOWS:

- .. Clean window interiors with Windex or a similar product.
- .. Clean window locks, tracks, screens, and windowsills.
- .. Clean and dust blinds.

WALLS AND DOORS:

- .. Ensure all walls are free of marks, stains, and damage.
- .. Wipe down baseboards, molding, and trim.
- .. Remove small nails from the walls. Do not fill in small nail holes.
- .. For larger nails, screws, or molly bolts, remove them and restore the wall to its original condition.
- .. Clean all doors on both sides, including closet and pantry doors.
- .. Clean all fingerprints and grime from walls, doors, handles, and light switches.

KITCHEN

Stove:

- .. Use oven cleaner to clean the interior. If your oven is self-cleaning, follow the manufacturer's self-cleaning directions.
- .. Thoroughly clean the exterior of the oven, including the stovetop.
 - .. Remove all burners, grates, and burner caps (if applicable) and clean them thoroughly.
 - .. Clean all food and spills from underneath the drip pans.
- .. Remove the oven drawer, clean it, and sweep the area beneath it. Be careful not to wipe the oven's ash into the clean drawer.
- .. Clean the exhaust hood, including any grease under the hood and the fan filter over the stove.



- ∴ Ensure the broiler pan is completely clean and placed in the stove drawer. Easy-Off Fume Free oven cleaner works well on the broiler pan using the "cold" directions on the back of the can.

Refrigerator:

- ∴ Wash all inside and outside surfaces of the fridge, including all drawers, compartments, and shelves.
- ∴ Dump all ice from the ice maker and wash the receptacle. Lift the lever to the off position.

Cabinets and Countertops:

- ∴ Ensure the cabinets and drawers are free of shelf lining, crumbs, and dust.
- ∴ Wipe down all exterior cabinets and countertops to remove water spots, food drips, or spills.
- ∴ Clean the tops of the cabinets.

Dishwasher:

- ∴ Thoroughly clean inside and out, paying special attention to the door and edges.
- ∴ Wipe down the dishwasher's exterior, including the control panel.
- ∴ Run a cleaning cycle with a dishwasher cleaner or a cup of white vinegar on the top rack. Alternatively, sprinkle baking soda on the bottom and run a hot water cycle.

Miscellaneous Kitchen:

- ∴ Sweep the floor to remove all dirt and debris.
- ∴ Mop the floors using a disinfecting cleaner and avoid applying any type of floor wax.
- ∴ Scrub the kitchen sink to remove all water spots and stains.
- ∴ Clean the kitchen faucet, paying special attention to the area around the faucet knobs.
- ∴ Ensure the garbage disposal is free of all food and objects.

Washer/Dryer:

- ∴ Clean the washer inside and out. Wipe down the exterior and ensure the control is turned to the "off" position.
- ∴ Run an empty hot water cycle with a washer cleaner or a cup of white vinegar to remove detergent residue and odors from the drum.
- ∴ Wipe down the rubber gaskets and seals around the door.
- ∴ Clean detergent dispensers and fabric softener compartments.
- ∴ Clean the dryer inside and out. Remove all lint from the lint trap and wipe down the exterior. Ensure the control is turned to the "off" position.
- ∴ Wipe the inside of the dryer drum.

Bathroom:

- ∴ Clean the interior and exterior of the vanity, including drawers, cabinets, and countertops.
- ∴ Ensure the cabinets and drawers are free of shelf lining and dust.
- ∴ Clean the mirror with Windex or a similar product.
- ∴ Remove any rust, mildew, or soap residue from tubs, showers, toilets, and sinks.
- ∴ Clean the showerhead, faucets, and handles.
- ∴ Clean the sink, including the faucet. Use a toothbrush or a small brush to clean around the faucet handles.

- .. Clean the exterior of the toilet, including the tank, lid, and base, with a disinfectant cleaner.
- .. Apply toilet cleaner inside the bowl and scrub with a toilet brush, focusing on under the rim and any stains.
- .. Dust light fixtures, vents, baseboards, and any other surfaces.
- .. Sweep and mop the bathroom floor.

Miscellaneous Items:

- .. Sweep and wash (if needed) your patio or balcony.
- .. Closets & Pantries: Remove all personal items, dust shelves, and clean the floors.
- .. Clean all light fixtures to remove dust and bugs.

Recommended Cleaning Products:

- .. All-purpose cleaners such as Lysol, 409, Mr. Clean, and Fantastik are effective for most surfaces.
- .. Use disinfectant cleaners such as Clorox and Lysol for high-touch surfaces and areas prone to harbor germs and bacteria, such as door handles, light switches, sinks, faucets, toilet seats, and floors.
- .. Use Windex to clean windows, mirrors, and glass. Use microfiber clothes for a streak-free clean and to avoid scratching surfaces.
- .. Easy-Off Fume Free Oven Cleaner is recommended for its effectiveness and odorless formula.
 - .. Avoid using oven cleaner on drip pans, as it can corrode the surface.
 - .. To wash drip pans, sprinkle baking soda and spray with white vinegar. Let the mixture fizz and sit for 15-20 minutes before scrubbing. Rinse well.
- .. Use S.O.S. or steel wool pads to remove tough spots and residue in the kitchen, especially baked-on grease and food particles.
- .. Use stainless steel cleaners such as Weiman to clean and polish stainless steel appliances.
- .. Barkeepers Friend is effective for removing rust, cleaning grout, and removing hard water spots.
- .. Use Scrub Free, Lime-A-Way to remove soap scum from the tub, shower doors, and tiles.
- .. Tilex and Soft Scrub are effective for most bathroom services to remove soap scum and grime and to clean grout.
- .. Use Ajax or Comet to clean and remove stains and residue from sinks, tubs, and showers.
- .. Do not use bleach of any kind.

CLEANING TIPS:

- .. Begin the cleaning process in advance of your move-out date.
- .. Ensure you haven't left any personal belongings or trash behind.
- .. Use rubber or latex gloves, especially when handling cleaning agents or scrubbing tough stains.
- .. Ensure the oven and drip pans are completely cool before cleaning.
- .. Open windows and doors to ensure good airflow. This helps disperse fumes from cleaning products and keeps the air fresh.
- .. Always read and follow the instructions on cleaning product labels for proper use and safety precautions. Some products require specific ventilation or protective gear.
- .. Do not mix cleaning products, as some combinations can produce harmful fumes. Use one product at a time and ensure the area is well-ventilated.



- ⋮ Keep pets away from areas where you are using cleaning products.
- ⋮ Use the right tools for each job, such as microfiber cloths for dusting, scrub brushes for tough stains, and a mop or vacuum for floors.
- ⋮ Test cleaning products on a small, inconspicuous area before applying them to larger surfaces to ensure they don't cause damage or discoloration.
- ⋮ Clean higher surfaces like shelves and light fixtures first, then work your way down to floors. This prevents dust and debris from falling on already cleaned areas.

E. DAMAGES

We reserve the right to charge for damages beyond ordinary wear and tear to items in the apartment, including, but not limited to, furniture, appliances, carpet, blinds, and floor coverings. We can also assess charges if the apartment, including common areas, is not clean, regardless of its condition at the time of move-in.

F. STANDARD DAMAGE AND CLEANING CHARGES

See Standard Damage Charges on the following page.

The following is provided to assist in your move-out and expedite the return of your Security Deposit (if applicable)

1. Be sure all rent and other charges have been paid in full.
2. Turn in ALL keys, access cards, fobs, parking stickers, access systems to the Leasing Office.
3. Supply Forwarding Address to management for return of Security Deposit, etc.
4. All personal belongings/possessions/trash must be removed from your unit prior to Check-Out.
5. Your apartment must be clean and in proper condition (floors, walls, appliances, windows, etc.).
6. Unit Condition Form must be filled out and returned to the Leasing Office.

Standard Damage Charges: Below is a list of ESTIMATED CHARGES that may be assessed should cleaning/repairs/replacements be required to prepare the bedroom/unit for future occupancy. This list reflects the most common items encountered and is not comprehensive. These charges are ESTIMATES AND AVERAGES, and may not include specialized labor or parts. Actual charges may vary. If any items are MISSING or DAMAGED to the point that they must be replaced, when you move out you will be charged for the current cost of the item, plus labor and service charges. If Owner incurs a higher cost for replacing an item, you will be responsible for paying the higher cost. There may be additional charges for smoke damage, such as paint, deodorizer, etc. Any upholstery repair or cleaning of furniture may be charged to the resident(s).

CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL	CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL
Bathroom	Cabinet	\$ 550.00	15%	\$ 632.50	Bathroom	Bath Sink	\$ 260.00	15%	\$ 299.00
	Shower Head	\$ 15.00	15%	\$ 17.25		Faucet	\$ 130.00	15%	\$ 149.50
	Towel Rack Rod	\$ 26.00	15%	\$ 29.90		Tub Diverter	\$ 162.50	15%	\$ 186.88
	Towel Rack Holder	\$ 58.50	15%	\$ 67.28		Shower Knob	\$ 32.50	15%	\$ 37.38
	Soap Dish/Tooth Brush Holder	\$ 58.50	15%	\$ 67.28		Wall Tile Replacement	\$ 325.00	15%	\$ 373.75
	Toilet Seat	\$ 45.50	15%	\$ 52.33		Sink Stopper	\$ 19.50	15%	\$ 22.43
	Tank Lid	\$ 65.00	15%	\$ 74.75		Tub Stopper	\$ 19.50	15%	\$ 22.43
	Tank	\$ 150.00	15%	\$ 172.50	Furniture	Bed Frame Legs	\$ 6.50	15%	\$ 7.48
	Toilet Base	\$ 195.00	15%	\$ 224.25		Box Spring	\$ 195.00	15%	\$ 224.25
	Complete Toilet Replacement	\$ 550.00	15%	\$ 632.50		Bed Frame	\$ 71.50	15%	\$ 82.23
	Shower Rod	\$ 45.50	15%	\$ 52.33		Mattress	\$ 195.00	15%	\$ 224.25
	Medicine Cabinet	\$ 97.50	15%	\$ 112.13		Dresser	\$ 525.00	15%	\$ 603.75
	Bath Fan	\$ 117.00	15%	\$ 134.55		Chest of Drawers	\$ 375.00	15%	\$ 431.25

CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL	CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL
Furniture	Desk Frame Repair	\$ 52.00	15%	\$ 59.80	Windows & Mirrors	Patio Screen Door Replacement	\$ 260.00	15%	\$ 299.00
	Cocktail Table	\$ 550.00	15%	\$ 632.50		Patio Screen Door Rescreen	\$ 65.00	15%	\$ 74.75
	Stools (per Stool)	\$ 97.50	15%	\$ 112.13	Walls	Star/LED Strip Lights Removal	\$ 65.00	15%	\$ 74.75
	End Table	\$ 195.00	15%	\$ 224.25		Wall Damage (Light Wall Damage)	\$ 45.00	15%	\$ 51.75
	Dining Table	\$ 525.00	15%	\$ 603.75		Wall Damage (Heavy Wall Damage)	\$ 150.00	15%	\$ 172.50
	Desk	\$ 480.00	15%	\$ 552.00		Wall Paper Removal (per ft)	\$ 6.50	15%	\$ 7.48
	Lamp	\$ 58.50	15%	\$ 67.28		Holes through Wall (<1 ft)	\$ 65.00	15%	\$ 74.75
	Dining Chair	\$ 162.50	15%	\$ 186.88		Holes through Wall (1 ft or Larger)	\$ 260.00	15%	\$ 299.00
	Desk Chair	\$ 162.50	15%	\$ 186.88	Painting	Touch-Up Paint (Bedroom)	\$ 85.00	15%	\$ 97.75
	Couch/Sofa	\$ 850.00	15%	\$ 977.50		Touch-Up Paint (Common Area)	\$ 135.00	15%	\$ 155.25
	Nightstand	\$ 149.50	15%	\$ 171.93		Painting (Bedroom)	\$ 175.00	15%	\$ 201.25
	Furniture Set-Up	\$ 100.00	15%	\$ 115.00		Painting (Common Area)	\$ 425.00	15%	\$ 488.75
	Furniture to be Removed (per Item)	\$ 85.00	15%	\$ 97.75		Door Painting	\$ 50.00	15%	\$ 57.50
	Dresser Repair	\$ 52.00	15%	\$ 59.80		Painting (Exterior Door)	\$ 85.00	15%	\$ 97.75
	Love Seat	\$ 725.00	15%	\$ 833.75	Carpet/LVT	Painting (One Wall)	\$ 65.00	15%	\$ 74.75
	Chair - Upholstered	\$ 625.00	15%	\$ 718.75		Painting (Two Walls)	\$ 130.00	15%	\$ 149.50
	Dresser Drawer Replacement	\$ 65.00	15%	\$ 74.75		Painting (Three Walls)	\$ 195.00	15%	\$ 224.25
Windows & Mirrors	Entertainment Center	\$ 325.00	15%	\$ 373.75		Shampoo Bedroom	\$ 45.50	15%	\$ 52.33
	Bedroom Windows	\$ 260.00	15%	\$ 299.00		Shampoo Common Area	\$ 110.50	15%	\$ 127.08
	Mini-Blinds - Small	\$ 65.00	15%	\$ 74.75		Carpet Repair/Patch	\$ 105.00	15%	\$ 120.75
	Mini-Blinds - Large	\$ 110.50	15%	\$ 127.08		LVT/Carpet Replacement (Bedroom)	\$ 500.00	15%	\$ 575.00
	Closet Sliding Door - Glass	\$ 325.00	15%	\$ 373.75		LVT/Carpet Replacement (1 Bedroom)	\$ 925.00	15%	\$ 1,063.75
	Patio Sliding Door - Glass	\$ 1,015.00	15%	\$ 1,167.25		LVT/Carpet Replacement (2 Bedroom)	\$ 1,850.00	15%	\$ 2,127.50
	Mini-Blind Twist Rod	\$ 15.00	15%	\$ 17.25		LVT/Carpet Replacement (3 Bedroom)	\$ 2,775.00	15%	\$ 3,191.25
	Window Screen	\$ 65.00	15%	\$ 74.75		LVT/Carpet Replacement (4 Bedroom)	\$ 3,700.00	15%	\$ 4,255.00

CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL	CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL
Cleaning	Bedroom (Light Cleaning)	\$ 58.50	15%	\$ 67.28	Doors & Locks	Mailbox Lock Replacement	\$ 45.50	15%	\$ 52.33
	Bedroom (Heavy Cleaning)	\$ 110.50	15%	\$ 127.08		Door Damage	\$ 85.00	15%	\$ 97.75
	Common Area (Light Cleaning)	\$ 55.00	15%	\$ 63.25		Door Cleaning (per Side)	\$ 19.50	15%	\$ 22.43
	Common Area (Heavy Cleaning)	\$ 95.00	15%	\$ 109.25		Door Refinishing	\$ 45.50	15%	\$ 52.33
	Bathroom (Light Cleaning)	\$ 35.00	15%	\$ 40.25		Door Frame Replacement	\$ 550.00	15%	\$ 632.50
	Bathroom (Heavy Cleaning)	\$ 55.00	15%	\$ 63.25		Bedroom/Bathroom Door Replacement	\$ 225.00	15%	\$ 258.75
	1/2 Bathroom (Light Cleaning)	\$ 30.00	15%	\$ 34.50		Closet Door Replacement	\$ 85.00	15%	\$ 97.75
	1/2 Bathroom (Heavy Cleaning)	\$ 40.00	15%	\$ 46.00		Closet Door Handle Replacement	\$ 15.00	15%	\$ 17.25
	Kitchen	\$ 120.00	15%	\$ 138.00		Front Door Replacement	\$ 850.00	15%	\$ 977.50
	Mattress	\$ 65.00	15%	\$ 74.75		Peep-Hole Replacement	\$ 32.50	15%	\$ 37.38
	Trash Removal (per Bag)	\$ 45.00	15%	\$ 51.75		Door Frame Repair	\$ 225.00	15%	\$ 258.75
	Shower Adhesive Removal	\$ 40.00	15%	\$ 46.00		Door Stops	\$ 6.50	15%	\$ 7.48
	Stove	\$ 58.50	15%	\$ 67.28		HVAC Door	\$ 155.00	15%	\$ 178.25
	Refrigerator	\$ 45.50	15%	\$ 52.33		Vanity Door	\$ 130.00	15%	\$ 149.50
	Command Strip Removal (per Strip)	\$ 5.00	15%	\$ 5.75		Door Bell	\$ 97.50	15%	\$ 112.13
	Tape Removal from Windows	\$ 65.00	15%	\$ 74.75		Door Bell Cover	\$ 19.50	15%	\$ 22.43
	Labor Charge (per Hour)	\$ 35.75	15%	\$ 41.11	Kitchen	Burn in Counter Top (per Burn)	\$ 150.00	15%	\$ 172.50
	Wall Item Removal (Shelf/TV Mount)	\$ 60.00	15%	\$ 69.00		Kitchen Sink	\$ 350.00	15%	\$ 402.50
	Item Removal (per Item Removal Fee)	\$ 65.00	15%	\$ 74.75		Faucet	\$ 162.50	15%	\$ 186.88
Doors & Locks	Replace Lock - Non-Electronic	\$ 95.00	15%	\$ 109.25		Disposal	\$ 225.00	15%	\$ 258.75
	Replace Lock - Electronic	\$ 350.00	15%	\$ 402.50		Refrigerator	\$ 950.00	15%	\$ 1,092.50
	Re-Program Lock	\$ 75.00	15%	\$ 86.25		Microwave	\$ 350.00	15%	\$ 402.50
	Replace Gate Card	\$ 85.00	15%	\$ 97.75		Oven	\$ 585.00	15%	\$ 672.75
	Proximity Reader Card	\$ 55.00	15%	\$ 63.25		Dents in Refrigerator (per Dent)	\$ 45.50	15%	\$ 52.33
	Closet Key	\$ 19.50	15%	\$ 22.43		Dents in Stove (per Dent)	\$ 45.50	15%	\$ 52.33

CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL
Kitchen	Washer	\$ 750.00	15%	\$ 862.50
	Dryer	\$ 625.00	15%	\$ 718.75
	Vent Hood	\$ 117.00	15%	\$ 134.55
	Drip Pan Set	\$ 13.00	15%	\$ 14.95
	Dishwasher	\$ 575.00	15%	\$ 661.25
	Ice Maker	\$ 130.00	15%	\$ 149.50
	Crisper Shelf in Refrigerator	\$ 58.50	15%	\$ 67.28
	Oven Door Replacement	\$ 130.00	15%	\$ 149.50
	Microwave Door	\$ 130.00	15%	\$ 149.50
	Refrigerator Handle	\$ 45.50	15%	\$ 52.33
	Oven Door Handle	\$ 45.50	15%	\$ 52.33
	Shelf Retainers in Refrigerator	\$ 39.00	15%	\$ 44.85
	Range Filter	\$ 13.00	15%	\$ 14.95
	Cabinets	\$ 2,250.00	15%	\$ 2,587.50
	Cabinet Doors	\$ 58.50	15%	\$ 67.28
	Drawer	\$ 65.00	15%	\$ 74.75
	Counter Top	\$ 1,650.00	15%	\$ 1,897.50
	Microwave Tray or Receptacle	\$ 65.00	15%	\$ 74.75
Lights & Globes	Light Bulb	\$ 2.60	15%	\$ 2.99
	Flood Lamp	\$ 6.50	15%	\$ 7.48
	Laundry Room Globe	\$ 45.50	15%	\$ 52.33
	Ceiling Fan Light Globe	\$ 45.50	15%	\$ 52.33
	Dining Room Globe	\$ 45.50	15%	\$ 52.33
	Dining Room Light Fixture	\$ 97.50	15%	\$ 112.13
	Kitchen Light Cover	\$ 58.50	15%	\$ 67.28

CATEGORY	ITEM	EST. PRICE	ADMIN. FEE	EST. TOTAL
Misc.	Thermostat	\$ 185.00	15%	\$ 212.75
	Receptacle Replacement	\$ 32.50	15%	\$ 37.38
	Switch Replacement	\$ 32.50	15%	\$ 37.38
	Face Plate for Switch	\$ 6.50	15%	\$ 7.48
	Ceiling Fan	\$ 185.00	15%	\$ 212.75
Fire Safety/ Emergency	Air Duct Vent	\$ 32.50	15%	\$ 37.38
	False Fire Alarm	\$ 1,500.00	15%	\$ 1,725.00
	False Panic Alarm	\$ 325.00	15%	\$ 373.75
	False Intrusion Alarm	\$ 325.00	15%	\$ 373.75
	Replace Exit Sign	\$ 225.00	15%	\$ 258.75
	Recharge Fire Extinguisher	\$ 130.00	15%	\$ 149.50
	Replace Fire Extinguisher	\$ 195.00	15%	\$ 224.25
	Replace Smoke Detector	\$ 125.00	15%	\$ 143.75
	Sprinkler Head Replacement	\$ 375.00	15%	\$ 431.25
	Security Alarm Panel Replacement	\$ 2,500.00	15%	\$ 2,875.00