

Resident Services, Inc.
General Policies & Guidelines for Residents

To maintain a consistently pleasant environment for you and your fellow residents, it is necessary for us to establish and enforce reasonable policies and guidelines pertaining to the use of your apartment home.

Each of our communities has established policies pertaining to its distinct features and amenities. Please contact the individual property leasing office for a complete set of guidelines for the home of interest to you.

Management may from time-to-time adopt new guidelines. We will notify you in writing of any changes at least 14 days before they take effect.

Following are general policies in effect at all our properties:

Service Requests:

Please report all service requests promptly to our service department by **calling 829-1111 or faxing us at 829-2522**. You may submit an on-line service request form located elsewhere in this web-site, or you may email us at ***fixit@residentservices.com***. Please leave explicit information and a phone number where we may reach you. If you discover a routine problem on the weekend or after normal business hours, we suggest you call early in the morning on the next business day. You may fax, e-mail, or submit a request online anytime.

It is not always possible for our service staff to make repairs by appointment. Emergency situations notwithstanding, all service requests are done on a first-reported, first-served basis. Please understand that if you have special requests, such as wishing to be present while the work is being performed, we may not be able to respond to your request in as timely a manner as we would all prefer. We will attempt to accommodate your special requests whenever possible.

Emergency Service:

Most service requests are routine and will be corrected during our normal working hours. Occasionally a more serious problem may occur. For those times we provide 24-hour emergency service for weekends, holidays and after office hours. Just call our service office at 829-1111. Your request will be taken by our emergency answering service and relayed to our on-call maintenance personnel. Here is a listing of what we consider to be after-hour's service emergencies:

No heat (when temperature in home is below 65°F)
No air conditioning (when outside temperature is above 80°F)
No water
No hot water
Gas leaks

No electricity throughout entire home (other than neighborhood outage)
 Frozen or broken water pipes (Duplex/townhome residents turn off water to house).
 Major water leaks (including washing machine, dishwasher, plumbing pipes, etc.)
 Refrigerator malfunctioning
 Toilet plugged if there is only one toilet in home
 Garage door won't open/close
 Building fire alarm sounding (exit building to safety; call "911")
 Elevator malfunctioning
 Lockouts if resident manager is unavailable. Minimum charge of \$25 to be paid directly to technician when he/she arrives

For FIRE, RESCUE, AMBULANCE, POLICE emergencies, call 911

Move-in Inspection forms:

Please remember your move-in inspection form is due within 7 days of occupancy. If you have indicated the need for repairs on the form, our service staff will automatically proceed to make the repairs without further notice to you, unless you have instructed otherwise in writing at the time you submit the form.

Occupancy:

Only those persons listed on your lease and/or rental application may reside in your home. Should a change of occupants occur during the term of your lease, please notify management.

Subletting:

If you must vacate before the end of your lease, please contact management immediately. You may not sublet your apartment without written permission from management. All sub-lessees must pre-qualify by completing a rental application and signing a lease.

Use of Your Home:

The following are prohibited:

- Business or commercial uses, including daycare or babysitting on a regular basis. You may have a home-based office not requiring public access.
- Signs or banners visible from the outside
- Bird or squirrel feeding
- Open-flame cooking (see special section on grilling)
- Brightly colored window coverings visible from the outside --neutral colors only.

Vehicles:

A maximum of 2 vehicles are permitted per residence, unless otherwise agreed to in writing. (Highland Terrace allows 1 vehicle per residence.) You are required to provide management with information about your vehicles, as well as any change in vehicles. Recreational vehicles (boats, trailers, RV's, campers, jet skis, snowmobiles, etc.) may not be parked or stored on the premises. Commercial-type vehicles are not allowed on the property unless belonging to contractors working for management.

Abandoned vehicles will be removed at the owner's expense, including junked, or infrequently driven vehicles. Unsightly vehicles will be removed at management's discretion, upon notice to the owner.

Parking lots are for the express use of residents. Guests are required to park on city streets.

You may not perform vehicle repairs on the property. Car washing is to be done in designated areas only, where applicable.

Private Garages:

If you have a garage you must keep the door closed at all times. You are responsible for removal of ice and snow in the garage door tracks, as well as snow and ice removal 2 feet from your garage door. You may not park vehicles outside/in front of your garage door (except in duplex homes.)

When you're away:

If you will be away from your home for an extended period, please advise management. Leave the heat on during cold weather with thermostats set no lower than 65 degrees. Doors to each room should be left open.

Cold Weather Tips:

Each property has a list of procedures to follow should we experience extremely cold weather. These include turning your heat up, allowing all your faucets to run to prevent frozen pipes, keeping doors, garage doors and windows closed tightly, closing fireplace dampers. You will also be given information of what to expect regarding snow removal. If you live in a duplex home, you are responsible for snow removal in accordance with local ordinances.

Modifications to your home:

You may not make modifications to the interior or exterior of your home (including gardening or the construction of fences) without prior written consent of management. In most cases, you will be required to restore your home to its original condition upon moving out.

Damage to the Property:

The management reserves the right to bill a resident for damage to the property as a result of negligence, carelessness, or misuse.

Satellite dishes:

Residents are permitted to install satellite dishes in compliance with specific criteria. Please contact your management office for details **before** proceeding with the installation of satellite equipment.

Clubhouse, Pools, Recreational Facilities, Resident Business Centers:

Properties with clubhouses and recreational amenities have established policies regarding their use. These guidelines will be provided to the residents, and are posted at the property.

Pets:

Pets are not allowed without permission from management by way of a signed pet agreement and the payment of a monthly pet fee. Pet policies vary from property to property. Please consult with your management office.

Common Areas:

No items may be stored or kept in the common areas, including hallways, basements, entrances, underground or outdoor parking areas. All items must be stored within your apartment or separate storage compartment, where applicable. Door mats must be placed inside your apartment, not in the common hallway.

Patios, Decks, Porches:

Only appropriate patio furniture and equipment may be kept on patios/balconies, decks and porches, where visible to other residents. Management reserves the right to determine what is appropriate. Bicycles should be kept in your home or storage area, or in common bicycle racks where applicable.

Trash:

Trash removal policies vary depending on location. If your trash is picked up curbside (duplexes and townhomes), you may not place trash at the curb prior to 12 hours before pickup. All trash should be secured in trash bags or sealed containers. Check with your municipality before placing large items such as furniture or appliances at the curb. Some items will not be picked up, and must be taken to a recycling center.

At properties with “dumpster” trash removal, all trash must be placed within the containers. Check with management prior to disposing of large items. You may not dispose of motor oil, batteries, car parts, tires, carpet, paint, certain construction materials and certain electronic devices in the dumpsters. Call management for instructions on how to dispose of those items.

Recycling is mandatory at all of our properties, and separate containers for recyclables are provided. You will be provided with special recycling instructions by management.

Noise and disturbances:

Should you experience excessively loud neighbors or witness a disturbance on the property, it is our recommendation that you notify the local police department to investigate, and provide management with a written statement of the event as soon as possible. Also report the incident to your resident manager (where applicable) at the time of the occurrence. In the case of minor annoyances, it may be best to discuss the situation calmly with your neighbor first to resolve the situation amicably.

If you live in a multi-unit dwelling, please limit activities that are likely to disturb your neighbors to the hours of 7:30 a.m. to 9:30 p.m. This would include laundry, exercising, stereo, TV, etc.)

Smoking:

In accordance with local ordinances, smoking is banned in all common areas, including basements, hallways, pool area, clubhouse, and anywhere that smoke can disturb a neighbor.

In the absence of a no-smoking policy within the individual apartments, we reserve the right to request your cooperation should we receive complaints directly related to your smoking. Additionally, you will be responsible for the cost of repairing damages to your home resulting from smoking, including burns, odor and soot removal, wall sealing, etc.

Guests:

If you will have guests staying with you long term, please notify management. You are responsible for the activities of your guests.

Outdoor grilling:

Open-flame (charcoal, wood, gas) grilling is prohibited by local fire ordinances in multi-unit dwellings of 3-units or more. Charcoal grilling may only be done on ground level, 15 feet away from the structure and overhangs. Gas grilling is prohibited because tanks may not be stored in or near the premises. You may not use an open-flame cooking device on a screened or enclosed porch or patio.

Smoke Detectors:

In accordance with the Wisconsin Administrative Code, we must provide working smoke detectors in every dwelling. Your smoke detector was checked by our service staff prior to your moving in and found to be working properly. You are required by law to inform us, in writing, if the smoke detector malfunctions, including the need for a new battery. You may not remove the battery from any smoke- or heat-detecting device.

Insurance:

Your personal belongings are not covered under the building's insurance policy. We strongly recommend that every resident obtain a renters' insurance policy to cover personal items and liability.

Lockouts:

If you are locked out of your home, first contact your resident manager (where applicable). Your managers or the responding service technician may, at their discretion, charge you a fee for their service. If you are locked out during regular business hours, the management may charge you accordingly. Should you lose your keys, you will be charged for the cost of replacing the locks.

Appliances, heating & air conditioning:

Your management office will provide you with instructions on the operation of the mechanical equipment and appliances, as well as any other special amenities in your home (fireplaces, whirlpool tubs, electric grills, intercom access, intrusion alarms, and internet connectivity).

.