

## **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.

This document is an overview of the policies currently in effect and not a complete list of all policies contained in the Resident Handbook. . Each of our communities has established guidelines pertaining to its distinct features and amenities. Residents will be provided with a Resident Handbook specific to their property prior to lease signing. 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 829-1177**. You may submit an on-line service request form located on the “**SERVICE**” page of this web-site, or you may email us at ***fixit@residentservices.com*** *If your service request is an emergency requiring immediate attention, always call it in rather than e-mail or fax.*

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 non-emergency request online anytime, however after-hours non-emergency requests will not be answered until the next business day.

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:

## **Service Emergencies:**

- No heat (when temperature in home is below 67°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/ 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")
- Carbon monoxide detector sounding (exit building to safety; call "911")
- Smoke alarm or carbon monoxide detector intermittently beeping (do not tamper with device per City Ordinance)
- Elevator malfunctioning
- Lockouts if resident manager is unavailable. Minimum charge of \$50 to be paid directly to technician when he/she arrives

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

## **Move-in Inspection forms:**

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. All permanent occupants must complete a rental application (subject to management approval) and sign the lease.

## **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.
- Window unit air-conditioners.

**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.

Those with a garage are required to park at least one vehicle in the garage. At no time are vehicles to be parked in driveways, garage entranceways or on the lawns.

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 vehicle owner's expense, including junked, or infrequently driven vehicles. Unsightly vehicles will be removed at management's discretion, upon notice to the vehicle 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.) Vehicles may not be run inside private garages for period of time beyond what is necessary to park or remove the vehicle from the garage.

**When you're away:**

If you will be away from your home for an extended period, please advise management. We would appreciate it if you would provide us with contact information where you could be reached in case of an emergency.

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:**

Your resident handbook contains a complete list of cold weather tips and information about what to expect regarding snow removal. Each property has a list of procedures to follow during 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. If you live in a duplex home, you are responsible for keeping sidewalks and driveways free of ice and snow. All city ordinances are enforceable, and any fines imposed by local municipalities for failing to abide by these ordinances will be charged to the resident.

**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:**

Management reserves the right to charge a resident for damage to the property as a result of negligence, carelessness, or misuse.

**Satellite dishes:**

Residents are ***not*** permitted to install satellite dishes unless in compliance with specific criteria. Please contact your management office for details ***before*** proceeding with the installation of satellite equipment. If specific criteria are not adhered to, you will be required to immediately remove the dish and make any necessary repairs to the building or apartment home at your expense.

**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 in the Resident Handbook, 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. ***Notwithstanding any other provision, people with disabilities may keep service/companion animals in accordance with the Americans with Disabilities Act.***

Pet policies vary from property to property. A list of pet policies may be found elsewhere in this website or at [www.residentservices.com/UserFiles/Image/pets.pdf](http://www.residentservices.com/UserFiles/Image/pets.pdf) Please consult with your management office for more information.

**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.

**Bicycle Storage:**

Common bicycle racks are provided in the underground parking garages of our applicable properties for use by our residents on a first-come / first-served basis. If you wish to park your bike in one of the racks, you must first obtain a bike tag from the rental office. Untagged bikes are at risk of being removed and disposed of by management. You are responsible for providing your own lock for securing your bicycle.

**Community Rooms:**

Community rooms, where applicable, may be reserved by residents of the property on a first-come / first-served basis. Please inquire at your rental office for information on availability, required deposit, fees and other details.

**Guest Apartments:**

Guest apartments, where available, may be reserved by residents of any Resident Services Inc. property on a first-come / first-served basis. Please inquire at your rental office for information on locations, availability, required deposit, rates and other details.

**Trash:**

Trash removal policies vary depending on location. Instructions specific to your property are contained within your Resident Handbook.

At properties with “dumpster” trash removal, all trash must be placed within the containers. If you have large items that won't fit inside the containers, please contact your management office for instructions.

If your trash is picked up curbside (duplexes), 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. The City of Madison provides you with special containers for trash and recyclables. For a pick up schedule, visit [www.cityofmadison.com/streets/index.cfm](http://www.cityofmadison.com/streets/index.cfm)

Check with the City of Madison 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.

**DO NOT** dispose of motor oil, gasoline, batteries, antifreeze, tires, carpet, solvents, oil based paint, certain construction materials, plastic bags, appliances, computers, phones, televisions and most electronic devices in or next to the dumpsters and/or enclosures or curbside. You must take these items to a recycling center authorized to dispose such materials. For information and disposal site locations for these items contact Dane County Department of Public Works at 608-267-8815 or visit [www.countyofdane.com/pwht/recycle/categories.aspx](http://www.countyofdane.com/pwht/recycle/categories.aspx)

**Recycling:**

Recycling is mandatory at all of our properties, and separate containers for recyclables are provided near the regular trash dumpsters. Recycling instructions are contained in the Resident Handbook, or you may obtain a copy from your management office.

**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:**

Pursuant to Madison General Ordinance section 23.05 (3)(p), smoking is prohibited in the common areas of buildings containing 3 or more rental units. This includes basements, hallways, pool areas, 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.

**Mold:**

To minimize the occurrence and growth of mold in the home, resident shall remove any visible moisture accumulation in or on the home, including on walls, windows, floors, ceilings, and bathroom fixtures; mop up spills and thoroughly dry affected area as soon as possible after occurrence; use exhaust fans in kitchen and bathroom when necessary; and keep climate and

moisture in the home at reasonable levels. In addition, resident shall clean and dust the home regularly, and shall keep the home, particularly kitchen and bath, clean. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the home. Resident shall not engage in any activity that will raise humidity to unreasonable levels.

Resident shall promptly notify management in writing of the presence of the following conditions:

- A water leak, excessive moisture, or standing water inside the home, storage room or garage.
- A water leak, excessive moisture, or standing water in any community common area.
- Mold growth in or on the home persisting after resident has tried several times to remove it with household cleaning solution, such as Lysol or Pine-Sol disinfectants, Tilex Mildew Remover, or Clorox, or a combination of water and bleach (cleaning solutions containing bleach should not be used on or near carpet).
- A malfunction in any part of the heating, air-conditioning, or ventilation system in the home.

Resident shall be responsible for damages sustained to the home or to resident's property as well as personal injury to resident or occupants as a result of resident's failure to comply with the above terms.

### **Bed Bugs:**

We are committed to providing you with a healthy living environment. In order to do so, we have included information on bed bugs in this handbook as early intervention is the key to keeping bed bug problems manageable.

- Bed bugs are flat, small (less than ¼ inch long) oval shaped and wingless. Before feeding they are amber colored, after feeding they are a rusty red color
- They are nocturnal.
- They move around by hitching rides on clothing, furniture, bedding, and baggage.
- Bed bugs will live in any crack or crevice in or around your sleeping areas.
- Inspect items, especially previously owned items, thoroughly before bringing them home. Look for groups of small white eggs & red-brown bed bugs stuck in fabric, cushions, or small openings on furniture.
- Do not pick up items that were thrown out because you could bring someone else's problem home.
- Bites are small, reddish, and itchy, usually in a line or circle. However, the majority of people don't react to bed bug bites.
- Bed bug droppings appear as dark colored stains or smears on bedding or bumps on hard surfaces. They often appear in clusters of dots.

If you suspect a bed bug problem in your apartment, contact your management office immediately. Do not try to remedy the problem yourself as there is a certain protocol in which we need to follow. Should you have questions or concerns, please feel free to contact your management office.

### **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:**

In accordance with the Madison General Ordinance and the State Fire Code:

308.3.1 **Charcoal burners and other open-flame cooking devices** shall not be operated on combustible balconies or within 10 feet (3048 mm) of combustible construction. (Exceptions: 1.) one- and two-family dwellings

2.) where buildings and decks are protected by an automatic sprinkler system). Make sure the coals are completely cooled down with water before disposing of them. Make sure all ashes are contained in a non-combustible container.

**308.1.1 Liquefied-petroleum-gas-fueled cooking devices.** LP-gas burners having a LP-gas container with a water capacity greater than 2.5 pounds (nominal 1 pound (0.454 kg) LP-gas capacity) shall not be located on combustible balconies or within 10 feet (3048 mm) of combustible construction. (Exception: one- and two-family dwellings).

Residents are responsible for any violation of the above, which shall be considered a material breach of the lease agreement. For purposes of this section, any violations and/or fines received by the owner that have been assessed by the fire department shall be evidence that the resident has violated the foregoing restrictions. Any fines received from the fire department as a result of a violation of these codes will be the responsibility of the resident.

#### **Electric Baseboard Heat:**

Please be cautious not to place objects on or near the electric baseboard heaters. You are responsible for any damages that may occur.

#### **Light Bulbs:**

After move in you are responsible for purchasing and changing the light bulbs in the fixtures within your apartment and private garage (exterior as well for duplex residents). The only exceptions are appliance bulbs located in refrigerators, ovens, and built-in microwaves. Exceptions will also be made for tube fluorescent bulbs and those located in fixtures on very high ceilings. We will be happy to change these bulbs for you; you need only pay for the bulb/s. Please call 829-1111 to schedule the replacement.

For your convenience, we have light bulbs available for purchase in our rental offices, or you may purchase appropriate bulbs at a retail location. Please check your fixtures for proper wattage before replacing bulbs as using higher than suggested wattage could cause your fixtures to short or catch fire.

#### **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.

#### **Vacating:**

Vacating instructions may be obtained at the office. As stated in your lease, you must leave your home clean and in tenantable condition. Checkouts must be done no later than 12:00 noon of the last day of the lease term.

#### **Returned/Rejected Payments (e.g. non-sufficient funds):**

For any payment that is returned, repayment must be made **immediately** with a money order or a cashier's check. If 2 payments from any resident are returned, a money order or cashier's

check will be the only form of payment acceptable from that resident for the remainder of their residency. There is a \$30.00 fee for all returned payments. (subject to change with prior notice). In addition you will be charged a late fee if your payment is not made by the fifth day of any month, in accordance with the terms of your lease. For security reasons, we do not accept cash payments at any of our locations.

**Please make sure your name and address are noted on all rental payments.**

**For Your Information:**

Firewood must be stored in your garage. Firewood may not be stored on patios, balconies, or against the buildings. Specific safety guidelines for wood burning fireplaces are included elsewhere in this handbook.

Self-cleaning ranges should ***never*** be subjected to commercial oven cleaners. Be sure to follow the manufacturer's instructions for cleaning your range.

Glass (smooth) range tops should be cleaned only with products specifically made for that purpose.