

RESIDENT / POLICY HANDBOOK

FOR THE RESIDENTS OF:

**UNIVERSITY TOWN HOMES
(KENT, OHIO)**

**PO BOX 2716, STOW, OH 44224
330-688-2247 (OFFICE)
E-MAIL: ddavis.apslc@yahoo.com**

This handbook contains the building rules and instructions for Residents to follow and supplements the provisions of your lease. From time to time, the contents of this handbook may be updated and updated inserts will be sent to each resident.

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1. EMERGENCY TELEPHONE NUMBERS:

AMBULANCE: 911

POLICE: 911

FIRE: 911

EMERGENCY MAINTENANCE:

See Section 32. Contact Information

2. APARTMENT ENTRANCES/KEYS

All town home exterior doors must be closed at all times unless the town home has a storm door. Any damage to exterior doors / storm doors are chargeable to the resident. This includes all screens both on doors and windows.

Only the resident on the lease will be given a key. Each resident will be given one key only. It is the town home property policy not to give Residents or their guests extra keys. In the event the Resident's key is lost, the Resident can request a new key with valid proof of identity. There is a \$20 service charge for a new key.

Each unit will receive one mail box key. Should the key be lost there will be a \$50.00 replacement key charge payable prior to key replacement.

3. LOCKOUT OF APARTMENT

In the event a Resident is locked out of their town home, the Resident should contact the services office (see contact information). There is a service charge of \$50.00 if the Services Company has to come out to unlock the door.

4. UTILITIES / CABLE

Activation and payment of gas and electric is responsibility of the resident. Water service will be mailed directly to the unit in the unit owner's name. Residents are responsible for payment of the bill. Sewer charges will be billed to the resident from the owner and/or owner management. Contracted service(s) must commence on the first day that the Resident takes possession of the premises (or the beginning of lease, whichever comes first). The Resident is responsible for calling utility companies to terminate service effective as of the date the Resident returns possession of the apartment to the services company. The services company cannot be responsible to meet any utility company at the building to activate or terminate service.

Each apartment is pre-wired for cable television/internet connection. If a Resident wishes to obtain cable, the Resident should call Time Warner Cable OR AT&T. The cost of the cable/internet installation and monthly service is the obligation of the Resident. Dish service is not to be attached to the building or roof areas.

See also Section 32. Contact Information

5. PARKING PERMITS

All Residents who park in the town home's parking lot will receive, from the Services Company, an official parking permit. All residents are charged a parking fee of \$20.00. The permit must be placed in the driver's side back window at all times. If the permit is not displayed properly, Towing is authorized to tow the vehicle. Guests must park in the visitors parking spaces. Towing is strictly enforced. Any vehicle on the property not displaying properly, a parking permit WILL be towed unless parked in a visitor parking space.

6. CARS LEAKING OIL/NON-OPERABLE

Cars leaking oil will not be allowed to park in the surface parking lot area; any non-operable car parking on the premises will be towed at the car owner's expense.

7. TOWING

Vehicles may be towed if they are considered inoperable (tags expired, no mirrors, broken windows, etc.). Vehicles will also be towed if they do not have a proper parking sticker, are parked in fire lanes, parked in an area other than a designated parking space. All vehicles that are towed will be done so at the vehicle owner's expense. If a resident's vehicle has been towed they will want to contact the towing company displayed on the sign at the entrance to each parking lot.

8. DELIVERIES

Deliveries are the sole responsibility of the Resident. The Resident will be held responsible for any damage to the building as a result of the delivery.

9. DISPOSAL OF TRASH

Trash must be placed in plastic bags, tied and then placed in the dumpster. Trash found outside of a town home carries a charge to all residents of \$45 per occurrence. This includes, bottles, cans, bags and boxes. Cigarette butts should be disposed of properly. Any cigarette butts found in a residents yard area carries a charge of \$1.00 per cigarette removed. Large cartons and boxes must be cut up and deposited directly in any of the dumpsters.

10. EMERGENCIES

In the event of a medical emergency call 911. In the event of fire, please call 911 and then call – see Section 32. Contact Information – to report the fire. In the event of burst pipes, no heat, or a major electrical problem the Resident should call – see Section 32. Contact Information.

11. FIRE ALARMS/SMOKE DETECTORS

Each town home has at least 2 fire alarms that need to be tested at least one time per month by the resident. If the alarm does not sound upon a test contact the Services Company immediately.

If a fire occurs close to or within your town home, it will most likely be necessary for you to seek safety as soon as possible. Therefore, it is extremely important that you, as a Resident, become well acquainted with the emergency procedures in the event of a fire.

- a. Your town home contains one or more battery operated smoke detectors.
- b. Your town home also contains one or more fire extinguishers.

IN THE EVENT OF FIRE

- a. Evacuate your town home immediately. Crawl low in smoke as smoke rises; fresh air will be near the floor.

- b. As you exit your town home, close the door to your room or any other room where the fire is located. This will contain the fire.
- c. If appropriate, use the fire extinguisher that is located within your town home, but only in the even it is safe for you to do so.
- d. Proceed to the exterior of the building.

IF THE FIRE IS NOT IN YOUR ROOM BUT IN YOUR TOWN HOME

- a. If alerted to a fire, proceed to your room door and crouch down;
- b. Feel the door, if it is hot DO NOT OPEN THE DOOR. If the door is not hot proceed to the door leading to the exterior of the town home;
- c. If you are unable to leave your room or your town home for any reason, proceed to a window. Open it for fresh air and call the Fire Department by dialing 911. The Resident should advise the Fire Department of the fire and the town home in which the Resident lives. A towel may be placed at the bottom of your door to further help block the smoke from entering the town home. The Resident should stay by the window (fresh air) and await Fire Department instructions.
- d. Remember to remain calm. Walk, do not run. If you believe there is a fire, call 911. Any other questions can be directed to the Services Company or the local fire department.

12. EXTERMINATING

In the event of an insect or rodent problem, please contact the Services Company – see Section 32. Contact Information.

13. INSURANCE

The Services Company does not assume any responsibility whatsoever for any damage to the furniture, wall coverings, automobile or any other item belonging to the Resident. Therefore, the Resident must make sure that all items of personal property are covered in the Resident's home owner's/renter's insurance policy.

14. BATHROOM FINISHES

Residents are responsible for maintaining bathroom, shower, tub, sink, wall and floor finishes in a sanitary condition to prevent the formation of mildew. Please use only mild cleaners on these finishes; do not use any abrasive products on the tubs as they may damage the finish on the glazed bathtubs. All damages due to resident misuse are chargeable to the resident.

15. KITCHEN AND VANITY COUNTERTOPS

Countertops will burn by contact with hot pots and pans or cigarettes. They will also be damaged beyond repair if the countertops are used as cutting boards. Residents will be responsible for the replacement cost of all countertops when damaged during their occupancy. Please use a cutting board and trivets in your kitchen to avoid burns and scratches to the countertops.

16. KITCHEN CABINETS/BATHROOM VANITIES

Residents are prohibited from lining their kitchen cabinets and bathroom vanities

with any paper or plastic liner that requires adhesive or glue. In addition, Residents are not permitted to attach any product or device that requires screws or adhesive to any part of the kitchen cabinetry and bathroom vanity.

17. SERVICES COMPANY MAILING ADDRESS

All written correspondence regarding a resident's lease must be sent to Alliance Property Services, LLC, PO Box 3732, Akron, OH 44314

See also section 32. Contact Information

18. MAINTENANCE/SERVICE REQUESTS

For general maintenance service requests, the Resident should e-mail the Services Company at APSLLC@ymail.com. Be sure to include your name, town house location and address and what the problem is. Or call the Services Company as indicated in Section 32. Contact Information.

Any maintenance issues/damages due to resident misuse will be charged to the resident. For example, stopped up toilet, clogged garbage disposal, clogged drain all carry a \$50 charge if deemed resident misuse. If a toilet is so clogged that it must be pulled and snaked the charge is \$75.00. All service charges are payable at the time of service. For any larger services such as holes in walls, doors, floors or other damage, the service charge is \$30 / hour labor and cost of parts to repair. Any emergency services provided on holidays or weekends are double the charge when deemed resident misuse.

Residents should have a plunger for toilets and drains and should always try first to unstop the drain or toilet prior to calling in a service request. If the garbage disposal does not work the resident should first turn off the disposal and press the reset button located under the kitchen sink on the unit. Run the water, turn on the disposal switch. If the disposal does not begin working e-mail or call in the service request.

19. FURNACE / AIR CONDITIONING

Each town home has a gas furnace and central air conditioning. If at any time your heat stops working make certain that you have called the gas company to start service or that the gas bill has been paid. If the gas bill is current and the gas company has turned service on, e-mail or call the Services Company as indicated in Section 32. Contact Information to request a service call. If the air conditioning is not working again e-mail or call to request a service call. During winter months, if all residents leave during a break and/or vacation, NEVER turn the thermostat for heat below 60 degrees. Lower than 60 degrees could cause the plumbing pipes to freeze and burst. This occurrence is considered resident misuse and is chargeable to the resident at the labor cost of the service company and parts/materials to repair.

20. NOISE AND DISTURBANCES

Radios, televisions and stereos should be played at a comfortable listening level at all times so that neighboring Residents are not disturbed. The Services Company will take immediate steps to stop any objectionable disturbance. Please respect your neighbors' right to privacy and quiet enjoyment. Additionally, both the City of Kent and the City of Akron have specific City Ordinances. There can be no loud sounds, noises, etc. during the hours of 9:00 pm and 8:00 am of the following day. Loud noises, sounds are further defined as disturbing noise on private property that is audible past the property line of the property.

21. NON - SMOKING POLICY

Smoking of any kind will be prohibited in all common areas of the complex.

Smoking will be tolerated in a Resident's town home as long as all residents living within the town home are in agreement. If a Resident must smoke outside the building, the Resident must pick up and dispose of all cigarette butts in a safe and proper manner. If the Services Company or any employee of the Services Company has to pick up cigarette butts there will be a \$1.00 per cigarette butt charge assessed to the town home where the cigarette butt(s) were picked up.

22. PETS

PETS OF ANY KIND ARE ABSOLUTELY FORBIDDEN INCLUDING VISITING PETS. Should a pet, cat or dog, be found in the unit, the unit as an entirety shall be assessed a Pet Violation Fee of \$150.00 and shall be given ten (10) days to remove the animal from the premises. If within ten (10) days the animal is not removed there shall be an additional \$50.00 per day Pet Violation Fee which will assess to all resident accounts within the town house until the animal is removed from the premises and eviction proceedings shall begin. All residents within the town house are responsible for any and all damages caused by any animals of any kind that resident(s) or resident's guests or anyone else, brings onto the premises or into the Unit.

23. WALLPAPER

Residents are not permitted to hang wallpaper in any room of their town home. If a Resident disregards this rule, the Resident will be responsible for paying all costs associated with returning the walls to their original condition.

24. HANGING PICTURES

Residents are permitted to make nail holes (reasonable in quantity) and install picture hooks on their apartment walls; however, residents will be required to repair all holes in a workmanlike manner prior to vacating the premises. If these holes are not filled properly, the cost to repair these holes will be assessed to the Resident. No tape or sticky backed hooks should ever be used on the walls, doors, floors, or windows.

See also section 31. Security Deposit Deductions

25. LEASE TERMS

All leases run from 12 NOON August ____ through 12 NOON August 15.

26. RENT PAYMENT

Rent must be paid pursuant to each Resident's lease.

27. LATE FEES

Residents are given a seven-(7) day grace period from the date that rent is due. Beginning on the 8th calendar day from the day the resident's rent was due, the resident's rental account will be assessed a \$15.00 late fee and a balance due letter of the account. On the 15th calendar day that rent has not been received the rental account will be assessed another \$15.00 charge and a 3-day notice requesting the resident leave the premises or pay rent. This begins the eviction process. The lease guarantor will be sent a copy of the balance letter along with the 3-day notice.

If rent is not paid within 3-days of the notification or the resident has not vacated the property an eviction will be filed upon the resident in the local Municipal Court. Additionally, a second case will be file upon both the resident and guarantor for rents/late fees/damages due. A \$15.00 late fee will be assessed every 7 days that rent is not paid in full.

28. MOVING IN OR OUT

In the event a Resident is moving, please notify the Services Company in writing at least thirty (30) days in advance of the moving date. No resident is released from financial obligation of the unit, including all utilities, damages, and rent, until the end of the lease term. At no time are utilities to be disconnected until the last date of the lease term.

The security deposit less any applicable damages (see section 29), which are in excess of normal wear and tear, will be mailed to your forwarding address within 30 days following your lease termination date. If the resident does not leave a forwarding address no balance of the security deposit shall be returned to the resident.

Please be advised that under no circumstances is your security deposit to be used as payment for your last month's rent. Any damages inflicted upon the town home, whether interior or exterior, by you or those moving you, at the time of move out, is your financial responsibility.

29. CLEANING SUITE AT TIME OF MOVE-OUT

Residents moving out of the building are required to leave their suite in the same clean condition in which they found it at the time of their move-in, normal wear and tear expected. Specifically, Residents are required to do the following:

- a. clean the inside and outside of the refrigerator, dishwasher, range/oven including burners and drip pans-drip pans should be replaced if not able to clean;
- b. clean the inside and outside of all kitchen cabinets;
- c. clean the kitchen sink, faucet and formica countertops;
- d. clean the kitchen floor;
- e. clean light fixtures;
- f. remove any liners from kitchen and bathroom shelves, drawers and cabinets; liners cannot be glued or nailed to any kitchen or bathroom cabinetry;
- g. clean the bathroom floor, walls, mirror, lights, bathtub/shower, commode, vanity, countertop, sink and faucet;
- h. vacuum and clean all carpeting (if applicable);
- i. clean all windows, window tracks and window treatments;
- j. hardwood floors are to be cleaned using Murphy's Oil Soap and a slightly soft damp mop; do not use any other cleaners;
- k. all personal possessions are to be removed from the premises and discarded by the Resident directly in the garage dumpster; for larger items of personal property such as furniture or bedding, the Resident must contact the municipality where the suite is located to arrange for a trash pickup. The cost of any such extra trash pickup will be the Resident's responsibility.

30. SECURITY DEPOSIT DEDUCTIONS

Kitchen

Items left in cabinets	\$20.00 / cabinet
Items left in refrigerator	\$20.00

Refrigerator not cleaned	\$20.00
Items left in stove/oven	\$20.00
Oven/Stove not cleaned	\$20.00
Floors not swept/mopped	\$40.00
Laundry Room	
Items left in washer/dryer	\$20.00
Clean lint from dryer	\$5.00
Floors not swept/mopped	\$20.00
Room not dusted	\$20.00
Living Room	
Replace mini blinds	\$20 / blind
Living room not vacuumed	\$20.00
Inside windows not cleaned	\$10.00 / window
Window sills not wiped	\$5.00 / window
Halls / stairwells	
Tiled / vinyl areas not swept/mopped	\$20.00
Carpeted areas not vacuumed	\$20.00
Bathroom	
Toilet/sink/tub not cleaned	\$10 / item
Items not removed from cabinets	\$20.00
Counters not wiped	\$10.00
Mirrors not cleaned	\$10.00
Floors not swept/mopped	\$20.00
Shower curtain not removed	\$10.00
Bedroom	
Inside window not cleaned	\$10.00
Windowsill not wiped	\$5.00
Replace mini blinds	\$12 / blind
Floors not vacuumed	\$20.00
Remove items from closet	\$10.00
 <i>General Interior Damages</i>	
Walls	
1"x1" hole	\$30.00
2"x2" hole	\$40.00
Larger holes	\$ cost of repair and labor
Excessive nail holes (10 or more)	\$1.00 / hole
Tape tears	\$15.00 / tear
Excessive marks or writing	\$ cost of paint and labor
Doors	
Any holes	\$ cost of door and labor
Carpet	
Holes	\$ cost of repair and labor
Burns	\$ cost of repair and labor
Stains	\$ 45.00 / stain
Vinyl / tiled floors	
Holes / Burns	\$ cost of repair/replace and labor

Windows

Replace mini blinds	\$12.00 / blind
Replace screens	\$20.00 / screen
Replace window (holes)	\$ cost of window and labor
Unstop and toilet or drain	\$ 45.00 / drain or toilet
Light bulbs	\$3.00 / bulb
Light globes	\$15.00 / globe
Electrical / Cable outlet covers	\$5.00 / cover
Remove any furniture / personal items	\$15.00 / item

Exterior General Damages

Privacy Fence	
Repair / replace slats	\$10 / slat
Replace entire privacy fence	\$200.00 / fence
Pick up cigarette butts/trash	\$100.00 / yard
Exterior damages not mentioned	\$ cost of repair/replace and labor

CONTACT INFORMATION UNIVERSITY TOWN HOMES

Alliance Property Services - Services / Maintenance

Mailing Address: PO Box 3732, Akron, OH 44314

E-mail: APSLLC@ymail.com

DAILY BUSINESS – leasing, maintenance request, questions, etc.

330-990-4019

Business Hours: Monday – Friday 10:00 am – 6:00 pm

This is business office hours – not on site hours.

MAINTENANCE EMERGENCIES – during or after business hours, including holidays and weekends. Call the office at 330-990-4019. You will be directed to a number to call for an emergency. Please remember your call to the emergency pager must be an emergency or your call will not be returned. The emergency pager is a voice pager and for that reason you MUST leave a message with your phone number for the call to be returned.

EMERGENCIES are defined as: water pipes busted, hot water tank leaking, window broken (both panes), heat not working in winter time.

NOT EMERGENCY: washer/dryer not working, light not working, toilet stopped up.

The best rule to apply is – can it wait until the next business day. If ever in doubt, call and we will return your call and let you know if it is an emergency or can wait till the next business day.

Ohio Edison

800-633-4766

Dominion Gas

800-362-7557

City of Kent Utilities

330-678-8104 – Water

Time Warner Cable

877-772-2253

Kent Post Office – 626 Franklin Ave, Kent, OH 44240-9998

800-275-8777

Kent City Police – 219 South Water Street, Kent, OH 44240

330-673-7732 or Emergency 911