



2009/2010 POLICIES AND PROCEDURES MANUAL

PART I: PROCEDURES FOR MOVE-IN

PAYMENT OF RENT

Rent can be paid by:

- A. Mailing rent payments to: Hillcrest & Country Place Townhouses
10485 48th Avenue, Suite A
Allendale, MI 49401
- B. Country Place Townhouses 10507 48th Avenue, our office has moved to Hillcrest.
- C. Late fees and Non-Sufficient Funds charges will be assessed according to the lease agreement. **(If rent is mailed to us, never assume we've received it. Call us.)**
- D. **Financial Aid**-A "Request For Notification To Landlord" letter from the university is needed for each semester (1 per semester) in order to receive Financial Aid consideration. These letters **must be received** by us **before** the date(s) that your rent is due. You will automatically be put on the 2 payment plan, (Option C) and you will need to pay the equivalent of one month's rent by the start date of your lease. (This is also true for the January rent due date.) Remaining rent is due within 30 days of original rent due date.

MOVING INTO THE APARTMENT

- A. Check in **must be done during our office hours only.** Our office hours are from 10a.m. to 5:00 p.m. on Monday through Thursday, and 10:00a.m. to 4:00p.m on Friday, unless you have been notified of additional hours.
- B. The first tenant moving in must complete an "Inventory Checklist". You will not be issued any keys, nor will you be allowed to move in any furniture or other belongings until the Checklist has been completed and returned to the office. When

you are completing the Checklist, if you find a problem in the apartment, note it on the Checklist and review with the office staff when you return it. One copy of the Checklist will be retained in our files during occupancy and will be the basis for determining damages and loss or charges assessed during or at the termination of residency. After the Inventory Checklist has been completed (by the first tenant(s) moving in) all bedroom doors will be locked (except for those bedroom doors for which management has issued keys). Such bedroom doors will be kept locked, and **no tenant(s)** will open these doors and/or use these bedrooms for any reason.

C. Phone numbers for the utility companies you will be dealing with are:

Allendale Telephone	1-616-895-9911
DTE Energy	1-800-477-4747
Consumers Energy	1-800-477-5050

D. **Please call the management office to let us know what your new telephone number is so we can have it on file.**

E. No one is allowed to move themselves or their belongings into the apartment until they have contacted the management, management has collected their rent and issued keys to them, and they have signed for their keys. **If a tenant who has already moved into the apartment allows someone else (to whom management has not issued a key) to move themselves or their belongings into the apartment, they are in violation of the lease agreement.**

F. **Please break down all EMPTY boxes and put the flattened boxes BESIDE the dumpster not in it. This will allow room for everyone's trash. Thank you!!**

PART II: GENERAL POLICIES

RENTAL PROCEDURE

Current residents have the opportunity to retain their present apartment for the following school year. After a specific time, the remaining apartments for which we do not have a signed lease will be publicly advertised.

Assignment of Lease*PICK UP A “ASSIGNMENT PROCEDURES” FORM FROM THE OFFICE.** It is the tenant’s responsibility to ASSIGN. This should be a joint effort on the part of all roommates involved. Assignment are allowed for the full lease term or Fall or Winter semester basis only.

USE OF PREMISES- -LESSEE (Tenants) agrees:

- A. To abide by the ordinances of all local and state governments and all regulations and policies set by the owner.
- B. Not to remove from the interior of the apartment any furnishings or fixtures belonging to the owner or any furnishings and fixtures which were furnished with the leased premises. All areas outside the apartment including stairways, landings and hallways are to be kept clear and free at all times.
- C. Not to possess, consume, furnish or aid in the consumption or furnishing of alcoholic beverages on the owner’s property except as permitted by law.
- D. Not to possess, use, manufacture, produce or distribute, or aid in the use, manufacture, production or distribution of any controlled substance except as expressly permitted by law.
- E. The management will not interfere with the social activities in your apartment if they do not disturb your neighbors. Residents will, at all times, be responsible for the conduct of themselves and their guests. The operation of radios, stereos, television sets and other instruments must always be controlled so as not to disturb other residents. Please refer to your lease. (Page 3, Section VI, Item #12.)
- F. Not to store kerosene, gasoline or any other combustible or flammable materials nor permit anything to be done which would increase fire, health or safety risks to anyone.
- G. Only furniture that is designed for outdoor use is to be used outside the apartment.
- H. Charcoal grills are not allowed, however you may use a gas or electric grill.
- I. If a toilet stool is plugged and a sanitary napkin, toothbrush or any other items are retrieved from the toilet, Lessee will be charged the plumber’s current rate for the unplugging of the toilet.

PARKING

A. **AUTOMOBILES**

All cars must be registered with the management office and the car must be in an “operable” condition. Vehicles found on the premises in an “inoperable” state---with any flat tires, on jacks, supports, bare wheels or expired plates---indicates a

“stored” condition, and the vehicle will be towed away at the owner’s expense. Please park in a manner that allows other cars easy access in and out. **DO NOT** park on the grass (This is a violation of a City Ordinance.) or you will be ticketed, towed or booted at your expense. Special attention is necessary at all times so as not to interfere with snow plowing, where applicable, or lawn mowing. (Do not have your car parked so any part of it is over the sidewalk.) **No maintenance of vehicles (oil change, tune up, etc.) should be done on the premises.** Parking lots are for parking vehicles only. There should be no playing “catch”, football or any other games, etc. in the parking lots.

B. MOTORCYCLES

Motorcycles are considered motor vehicles and must be operated and parked in areas designated for all motor vehicles. They are not allowed on lawns, by or inside the building, etc. During warm weather you will need to have a piece of wood placed under the kickstand.

C. PARKING PERMITS

Parking permits are required and are available at the office free of charge.

A tenant may have only **one vehicle** in the parking lot, and that vehicle must have a valid parking sticker displayed in the window. If you fail to register your vehicle and

it is towed or booted, it will be at your expense. If you get a different vehicle, you must return your old parking permit to the office in order to obtain a different one.

Temporary permits **may** be issued if necessary (for example, if your vehicle is being repaired) only if you have the **current registration** [which must be **registered to** the **tenant** or their **parent** only] for the vehicle you are now using. The tenant’s original parking permit will then be considered invalid (The vehicle may be booted or towed at the owner’s expense.) until the temporary permit has expired. The temporary permit should be returned to the office when it expires.

STORAGE

There are **no** community storage facilities available. All items of furniture, equipment and all personal belongings are to be stored in each individual apartment.

TRASH AND REFUSE DISPOSAL

There are dumpsters in the apartment complexes. Place all trash in plastic garbage bags (tied) to keep areas neat, clean and relatively odor free. This is a City Ordinance.

If you have any large boxes to dispose of, please break them down, flatten them, and leave them next to the dumpsters. This will help us a great deal in keeping the dumpsters from filling up quickly with bulky, empty boxes.

PETS

ABSOLUTELY NO PETS, NO VISITING PETS, NO PET SITTING! Pets are not allowed **anywhere** on the property—inside or outside of the apartment. There will be a fine and/or possible eviction, as stated in your lease, for **any** violation of this policy. (Refer to your lease, page 3, Section VI, Item #4.)

PART III: MAINTENANCE: For maintenance repairs contact Country Place Townhouses at 10485 48th Avenue, Suite A, Allendale, MI 49401, (616) 895-6060. For **emergency maintenance only** (after normal office hours) you may call 1-616-889-4888. If you call the number at any time, **and it is not an emergency**, you will be charged a \$10.00 fee.

SERVICE - If you have a maintenance problem, or think there might be a problem, contact the office. **We have no way of knowing what conditions exist in the apartment unless you notify us! Complaining to your friends and roommates will not solve the situation- -we need to know.**

NEGLECT - If a tenant does not call to report a potential or actual maintenance problem, and the situation then leads to additional repair, tenants then assume full responsibility for the damages that have been incurred.

CARE OF THE APARTMENT - Tenants are responsible for the care of the apartment and equipment inside or attached to the dwelling unit. The first tenant moving in will make initial inspection of the apartment and its furnishings. **Important note!** Burning of candles and/or incense leaves soot on the walls and ceilings. This soot doesn't wash off, so the whole apartment may have to be painted. This will be done at Lessee's expense. Also, if you spill something on the

carpet, dab it up immediately. **NEVER** use any cleaner on the spot (especially a cleaner with bleach in it) since this could set the stain or actually remove color from the carpet. Put **cold** water on the spot, if necessary, to help clean it up. Call us if you'd like further instructions about getting stains out.

Items for which damage charges are usually assessed:

- A. Excessive "Wear and Tear"
- B. Nail Holes
- C. Burns of all types
- D. Excessive damage to walls, wood and metal surfaces, sinks, counter tops, etc.
- E. Cost of repairs or replacements resulting from accidental damage
- F. Mini-blinds

Always consult the management before making holes of any kind in the walls. Pictures may be hung on blank walls by using small nail picture hangers. **DO NOT** try to repair nail holes or damage of any kind yourself. (Refer to your lease, Page 4, Section VI, Item #17.)

All breakage, damage and general maintenance and repair needs must be reported to the management. Management will make all such repairs and expense thereof will be paid by the Lessee (tenant) to the management on demand, if the damage is due to neglect or accidental damage on the part of the Lessee (tenant). Lessee will permit the management's employees to enter their premises at all reasonable times to inspect, repair or replace property and equipment even though the Lessee (tenant) is not home. (Refer to your lease, Page 3, Section VI, Item #6.)

CLEANLINESS AND SANITATION

It is the responsibility of the Lessee (tenants):

- A. To keep the apartment clean and free from dirt, trash and garbage.
- B. To keep outside walks of their apartment clean and clear of clutter.
- C. To keep the stairs, hallways, porches and railings clean and clear of clutter.
- D. To keep the grounds and common areas clean and in a safe condition, free of clutter.
- E. Tenants will not sweep or throw from windows or doors: dirt, trash, garbage or waste. All trash and garbage must be disposed of in the proper manner.
- F. Smoke alarms are located in each apartment. The alarm **must** be operable at all times.

(Refer to your lease, Page 4, Section VI, Item #20.)

DISPOSAL- -OPERATING PROCEDURE

- A. Turn on the **cold** water and let it run directly into the unit.
- B. Turn the unit on.
- C. Feed food wastes into the unit. The disposal **will not** take onion skins, banana peels, etc.
- D. Let the unit and water continue to run for approximately one minute after all food wastes have passed through the machine. This will ensure that you will always have a clean unit. **NEVER** put water insoluble fats (grease, oil or fats from cooking) down the disposal as this will plug the drain.
- E. **IMPORTANT:** When the unit is not in use, put the cover over the opening. This will ensure that no foreign articles will be accidentally dropped into the machine.

DISHWASHERS

Use automatic dishwasher soap ONLY!

Cleaning- -At least once a week check the drain in the bottom of the dishwasher and remove any large pieces of food, paper, etc. that may not have washed out. You may want to (once a month) run the empty dishwasher with baking soda or Tang in the soap tray. This will help to keep it clean and deodorized.

REFRIGERATORS

It is necessary to defrost the refrigerator regularly. There should be no more than ¼ inch frost build up on the freezing unit. Leave the refrigerator thermostat at normal temperature when you are away or moving out. **DO NOT TURN OFF!** Regularly clean inside the refrigerator with warm water and baking soda- -one tablespoon soda to one quart of water- -and wipe dry. If something spills or leaks on the shelves, it's best to wipe it up immediately. **DO NOT** use any knife or sharp instrument when cleaning the refrigerator. Do not store bags, paper, etc. behind the refrigerator. If the refrigerator is damaged by negligence during cleaning, charges will be assessed to Lessee.

STOVES

Never wash a stove while it is hot. Wiping hot porcelain enamel with a damp cloth may cause cracking of the enamel. Use mild soap or liquid cleanser on porcelain enamel. Wipe off immediately- -with a dry cloth- -any spattered fat or spilled acid food such as sour milk, vinegar,

lemon juice, etc. Such acids may remove the gloss and spot the finish. (Stoves are acid resistant, not acid proof.) Once a week you should check the stove pans below the burners and wipe them clean. (Use cleanser if necessary.)

For cleaning the oven, (NOT THE STOVE!) it is very helpful to use an oven cleaner (Dow, E-Z Off, etc.) every other month to maintain a clean oven, broiler pan, racks, etc. before any food is baked on the surface.

BATHROOM FIXTURES

For cleaning tubs, tub enclosures and showers (Just wiping the shower walls, faucet and tub dry after use works wonders and it doesn't cost anything.) This is good, regular maintenance.

Monthly you may use a liquid cleanser or "Dow Scrubbing Bubbles" on sinks, tub enclosures, faucets and outside of toilet stools. This will not only clean but also disinfect the surfaces. Follow directions

on the product. Bowl cleaners are in abundance, and they do wonders at cleaning the inside of the toilet so your visitors aren't afraid to sit down and use it.

****NEVER** use bowl cleaner on **any** chrome. It will remove the chrome, and you will be charged for the damage.

HEATING AND COOLING

If you don't have heat or hot water, contact management. **THERMOSTAT:** Do not turn the thermostat below 65 degrees or leave a window open above a water or heating pipe when leaving the apartment, if no one is home, during the winter. (Refer to your lease, Page 3, Section VI, Item #13.) To control the temperature in your apartment: (1) during the winter months, close off vents in the upstairs bedrooms and open the vents on the lower levels. (2) during the summer months, close off vents on the lower level and open the vents on the upper levels. (Hot air rises; cold air falls.)

LAUNDRY

Country Place-

There is a laundry room located just east of the office in the same building. Currently the laundry room is always open and this will continue as long as this is not abused. You must use a laundry card, available in the laundry area, for the machines. The cards initially cost \$3.00 and only one card is necessary as it is refillable, (you can add to it at any time). The Lessee is responsible for

their belongings; please do not leave your laundry unattended. Please be considerate of others wishing to use the laundry facility.

WASHER AND DRYER

Hillcrest-

Please do not over load the washer. Keep the load balanced, if the washer starts making a loud noise lift the lid and rearrange the clothes so that it is more balanced. Keep the lint trap cleaned out on the dryer. Please check it before each use.

PART IV: PROCEDURES FOR VACATING

MOVE OUT

Each tenant is responsible for the entire period as is designated in the lease. An apartment is not officially vacated until all keys (entry, bedroom, mailbox, etc.) are returned to the manager, the “Inventory Checklist” form is signed and separation has been approved.

(Lessee will be charged \$50.00 for each key not returned by 12 o’clock noon of the end date of the lease. **If a key is returned to us later, the \$50.00 [per key] will not be refunded.)

- A. Failure to vacate on the designated date shall result in a Hold-over rate for each day a tenant fails to vacate. (Refer to your lease, Page 4, Section VI, Item # 16, NOTE.)
- B. Arrangements should be made with the management one week in advance of the move out if you wish to be present for a final inspection of the apartment. Inspections should be made with both the manager and tenants present and in conjunction with your move in “Inventory Checklist”. The apartment will be inspected for missing items* and damage at this time. ***(Remember, you will be charged for any missing or burned out light bulbs.)** All personal belongings must be removed prior to this inspection.
- C. Do not leave discarded items in cabinets or closets. Anything left will be thrown out. We are not responsible for personal belongings left in an apartment after your lease ends. Any garbage or trash is to be disposed of properly- -either in a dumpster or bagged and tagged as appropriate. If a tenant vacates or abandons the leased premises and leaves any personal property in the apartment or about the premises, such property will be deemed abandoned by the management. (Refer to your lease, Page 3, Section VI, Item #9, and also to the “SPECIAL PICKUP ITEMS” page in the back of this manual.)

RETURN OF SECURITY DEPOSIT

Your Security Deposit is not rent, but a deposit to ensure the fulfillment of lease conditions and as a contingency against any damages to the apartment. The following are the conditions for the return of Security Deposits:

- A. You must fulfill the terms of your lease and not owe any money.
- B. The apartment must be left in the condition you found it upon moving in, with no damage beyond normal wear and tear.
- C. After you have removed all of your belongings from the apartment, a management representative will inspect the apartment and complete an "Inventory Checklist". If you wish to be present, arrangements must be made with management 7 days in advance of your moving out.
- D. The tenant who is to receive the Security Deposit check (listed on page 2 of your lease, Section #IV) must notify management **in writing** (within 4 days after you move out) to give us a forwarding address- **-otherwise your landlord will be relieved of sending you an itemized list of damages and the penalties that are adherent to that failure.** This tenant **must** give management a self-addressed envelope (envelope supplied at the office) with their forwarding address.
- E. You are not considered officially vacated until **all** keys (entry, bedroom, mailbox, etc.) are turned in to the management.
- F. Your security deposit will be refunded within thirty (30) days after your lease terminates. **DO NOT** call the office before that time regarding the deposit. The security deposit will be refunded by check and mailed to the appropriate person, as per your lease agreement. **Deposits may NOT be picked up at the office.**
- G. Any additional trash removal or damage, unpaid rent, late charges, non-sufficient fund checks, un-returned key charges or unpaid utility bills will be deducted from your security deposit. The water bill will be deducted also. (Refer to lease, Page 5, Section VIII, Item #1)

PROCEDURES FOR DEALING WITH VIOLATIONS

If Lessee (tenant) commits a trash violation, noise violation or party violation, they will be given violation and a corresponding fine.

Party Violations

First Offense--You will receive a written notice along with a \$500.00 rental charge (Refer to your lease, page 5, Section VIII, Item #6.) and your **parents will be notified.**

[All above procedures will be duplicated for every rental charge that occurs.] **More than one rental charge may be charged to Lessee per day.**

Second Offense--You will receive a written notice along with a \$500.00 fine, your parents will be notified, and you will be given a Notice to Quit-Termination of Tenancy (to begin eviction proceedings).

Police reports will constitute a violation and a corresponding fine.

LIST OF COMMONLY ASSESSED CHARGES FOR DAMAGES

A charge will be assessed for any damage beyond normal “wear and tear” and for any missing property. The following prices are for Material and Labor cost of missing and/or damaged items.**

1. DISHWASHER							
A.	Wheels for rack (each).	\$ 20.00
B.	Door seal.	50.00
C.	Front door panel..	85.00
2. STOVE.							
A.	Reflector pan (each).	450.00
B.	Oven rack.	5.00
C.	Broiler pan assembly.	45.00
D.	Door seal.	25.00
		40.00
3. REFRIGERATOR.							
A.	Freezer door panel.	\$ 580.00
B.	Door panel.	90.00
C.	Refrigerator door seal.	140.00
D.	Freezer door seal.	60.00
E.	Door bars (each)..	50.00
F.	All others billed at time and materials	15.00
4. WALLS							
A.	Stickers and tape (per piece).	10.00
B.	Nails (per hole).	2.00
C.	Paint (per wall).	25.00

D.	Holes (silver dollar size).	75.00	
E.	Holes (over silver dollar size).	150.00	
F.	Holes fixed improperly will have an additional charge of.	150.00	
5. BLINDS			
A.	Living Room window.	40.00	
B.	Bedroom window..	30.00	
C.	Dining Room slider door blind.	70.00	
6. BATHROOM			
A.	Toilet - Water closet.	100.00	
B.	Toilet tank (top only \$25.00).	75.00	
C.	Toilet seat.	15.00	
D.	Shower head.	20.00	
E.	Towel bar.	10.00	
F.	Tub trip plate.	10.00	
G.	Scratch/Chip in bath tub.	75.00	
H.	Counter Top replacement (cost +)	50.00	
7. FURNISHINGS			
A.	Mirror, Size 18" x 24".	50.00	
B.	Mirror, Size 24" x 36".	80.00	
C.	Mirror, Size 3' x 5".	100.00	
8. DOORS			
A.	Entrance/Exterior (Dents \$30.00 each).	300.00	
B.	Closet - bifold, i.e.: 6" wide.	120.00	
C.	Cabinet door - kitchen or bath - large.	70.00	
D.	Cabinet door - kitchen or bath - small.	55.00	
E.	Cabinet handles (each).	5.00	
F.	Interior bedroom/bathroom, i.e.: 2 1/2'.	75.00	
G.	Entry lock (cost +).	30.00	
H.	Closet bifold: 3' wide (linen closet)..	60.00	
I.	Privacy lock.	20.00	
J.	Passage knob.	15.00	
K.	Backset for door knobs.	10.00	
L.	Door stop.	8.00	
M.	Door jamb (metal)..	90.00	
N.	7' jamb piece & 7' stop.	25.00	
9. WINDOWS			
A.	Will be priced at time of damage and replacement		
10. MISCELLANEOUS			
A.	Fixtures (round and drum).	20.00	
B.	Globes (opal and drum).	10.00	
C.	Light bulbs (each)..	1.00	
D.	Handrail brackets.	12.00	
E.	Electrical outlets and switches (each)		7.00
F.	Outlet/switch covers (each)..	2.00	
G.	Globe channel glass.	15.00	
H.	Channel fixtures.	30.00	
11. THERMOSTAT.			
		80.00	
12. OTHER			
A.	All repairs not listed will be on a time and materials base - hourly rate will be	25.00	
B.	All burns and stains are time and material.		
C.	Removal of furniture from apartment per piece (disposal fee extra according to landfill charges)	15.00	
D.	Removal of other trash - time and landfill charge.		

COUNTRY PLACE & HILLCREST TOWNHOUSES

10485 48TH Ave., Suite A, Allendale, MI 49401

(616) 895-6060 (Office) (616) 895-5638 (Fax)

Dear Residents:

WELCOME! We are delighted to have you as residents at Country Place & Hillcrest. We want to make your stay with us comfortable and enjoyable.

To accomplish this goal, there must be good communication and understanding between residents and management. The purpose of this handbook is to make you aware of our policies, so as to allow each resident to enjoy his or her apartment, and to better ensure everyone's safety and the appearance of the community. As a member of an apartment community, you necessarily assume certain responsibilities that go along with the many benefits of this life style. Basically, these are common rules of etiquette designed to make the townhouses more enjoyable for all residents.

Again, we welcome you to COUNTRY PLACE & HILLCREST TOWNHOUSES and hope you will share our pride in our fine community.

Sincerely,

Country Place & Hillcrest Townhouses
Management

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