

# POLICIES AND PROCEDURES HANDBOOK

We are very pleased you will be living at Sunchase. In an effort to make your time here an enjoyable and safe experience for you and your neighbors, we have compiled this handbook. Upon the signing of your lease agreement, you and your family and guests acknowledge the policies and procedures specified herein. These policies have been implemented with your safety in mind and are subject to change. After you have carefully reviewed this handbook, we welcome any questions you may have about the content and hope that you will direct those questions or any other concerns to the property manager. Welcome to Sunchase!

As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

The Virginia Residential Landlord Tenant Act  
The Lease signed with Sunchase Apartments  
The Policies and Procedures governing the property as stated herein

Management Office Hours are subject to change during peak and slow business seasons:

**Our current hours of operation are:**

Monday – Friday 9:00 a.m. to 6:00 p.m.  
Saturday 12:00 p.m. to 4:00 p.m.  
Sunday 1:00 p.m. to 5:00 p.m.

**Management Phone Numbers**

Office 442-4800  
After Hours Maintenance 442-4810  
(For emergencies)

## IMPORTANT CONTACTS

<b>Emergency</b>	<b>911</b>
<b>Police Department</b>	
<b>81 South Liberty St.-Emergency</b>	<b>911</b>
<b>(Non-Emergency)</b>	<b>434-4525</b>
<b>Fire Department</b>	<b>911</b>
<b>301 South Main St.-Emergency</b>	
<b>Non-Emergency</b>	<b>434-6452</b>
Teter's Towing	432-0400
City of Harrisonburg	437-2670
Daily News Record	574-6200
Department of Motor Vehicles	433-8009
Dog Warden (Police)	434-2545
Fedex	800-GOFEDEX
Harrisonburg Electric Commission (HEC)	434-5361
JMU General Information	568-6211
NTC (Network, Telephone, Cable)	888-201-8420
<b>Poison Center</b>	<b>433-9706</b>
Recycling Department	
<b>Rescue Squad</b>	<b>911</b>
Rockingham Memorial Hospital	433-4100
UPS	800-782-7892
US Post Office	574-4436
Voter Registration	433-2150

## **POLICIES AND PROCEDURES**

Policies and Procedures are made for your protection, to assist you in avoiding unnecessary charges and penalties, and to continue to make your property an attractive and comfortable community in which to live.

### **PAYING RENT**

During office hours you may pay rent at 1941 Sunchase Drive, inside the clubhouse. After hours, you may drop your payment in the drop slot at the north end of the mailroom. If paying rent, please send in advance to:

Sunchase Apartments  
1941 Sunchase Drive  
Harrisonburg, Va. 22801

**Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1<sup>st</sup> day of each month for that month** (i.e. January rent is due on January 1.) A late fee of **\$40.00** is automatically charged on the 6<sup>th</sup> of the month. Please remember to allow extra time for holiday and weekend mail delivery.

**The first month's rent is due by the lease start date.** For example, if your lease starts July 15<sup>th</sup>, your first month's pro-rata rent is due to the office by July 15<sup>th</sup>.

If your move-in date falls within the last five days of the month, pro-rated rent for the month you are moving in and an additional balance of the next month is due on the date you move to Sunchase.

**Please write your building number, apartment letter and bedroom number on your payment. No cash or post-dated checks will be accepted. Personal checks will not be accepted for payments received after the 10<sup>th</sup> of the month if payment is for that current month, a money order or cashier's check must be submitted. Any partial payments to your Sunchase balance will be accepted with reservation.**

Checks returned by the bank for non-payment will not be deposited a second time. A notice that your check has been returned will be mailed from Sunchase upon notification from our bank. In addition to a returned check fee, late fees will be applied in accordance with your lease. Your account will be considered delinquent until all rent and fees have been collected.

## **EMERGENCY SERVICE**

We provide emergency service for the situations listed below. Please call 442-4810 to report the problem. Emergencies can be classified into one of three options:

### **OPTION 1:**

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted right away:

Total loss of electrical power (you should also contact HEC)

Loss of heat

Burst plumbing or flowing water

Sewer back up

Heavy rainwater leak

Security problems (broken lock, broken glass, broken doors, burned out exterior lights)

Anything that resents a serious threat to persons or property

### **OPTION 2:**

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. ( If a call comes in on a Sunday- Thursday night Sunchase maintenance will handle it during normal weekday hours.) In case of the following, Sunchase maintenance should be contacted as soon as possible:

Loss of hot water

Inoperable refrigerator

Inoperable range

Clogged commode (residents are asked to plunge first)

Stopped-up sink

Stopped-up tub

Loss of A/C-response will be at the discretion of management

### **OPTION 3:**

Non-Emergencies: Non-emergencies will be repaired by Sunchase maintenance during normal weekday business hours. Non-emergencies include but are not limited to the following:

Inoperable dishwasher

Inoperable disposal

Inoperable washer/dryer

Inoperable microwave

## **MAINTENANCE AND MANAGEMENT ENTRY**

The Sunchase Maintenance and Management Staff, as well as contracted employees, have the right to enter apartments for inspections, repairs and cleaning. Notice will not always be provided; however they will always knock first and announce upon entry. Keep this in mind if one or more of your roommates has turned in their keys and moved out, our "turnover" staff will begin preparing the vacant bedroom(s) for the incoming resident(s). The Common Area will be assessed for damages at the time any one or more of the roommates lease ends.

## **CONDUCT AND NOISE COMPLAINTS**

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors. (See Section 21 of your lease, "Quiet Enjoyment/Use of Premises".)

Most noise complaints result from boisterous behavior or loud stereo systems. Noise of this nature travels very easily. If you encounter noise problems, we ask that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound travels.

There is a noise ordinance in the City of Harrisonburg. We will provide a copy of the Harrisonburg Noise and Alcohol Ordinance upon request. Please contact the local police if you are experiencing a serious problem after hours. Also notify management the following business day with the apartment number of the offending resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possibly eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who might enter Sunchase whether such actions are known by you or not. All costs incurred by the Landlord to repair any damage including but not limited to any leased space, common areas, exterior of the building, other rooms in your apartment, etc. as a result of a party or gathering, or the actions of your guests whether invited or not will be your responsibility.

## **SMOKE DETECTORS**

You are responsible for making sure that your smoke detector stays in good working condition during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is equipped with a back-up battery. If a back-up battery should fail during your occupancy, please notify your property manager immediately.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically to assure it is working properly. This is for your own safety and that of your neighbors in the unlikely event of a fire.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the Sunchase maintenance for replacement of the battery. We appreciate your cooperation.

**FIRE ALARMS:** In the event of a fire pull the fire alarms located in the breezeways of each building. **This alarm does not automatically call the fire department** so you will need to call 911.

### **LOCKOUT SERVICE**

In the event that you are locked out of your apartment:

**During business hours**, a key may be borrowed from the office. This key may be used free of charge but must be returned by the close of business that day. Failure to return this key within the allotted time can result in the replacement of the lock and you will be charged for the cost of the re-key (minimum \$60).

**After business hours**, please call 442-4810. A Sunchase representative will respond to your call as soon as possible. A minimum fee of **\$65.00** will be charged to your account for this lockout service. Only residents on the lease may obtain a key and must provide identification. Attempting to gain entry by other means is prohibited.

**When a change of residents occurs, the front door locks will be changed for that apartment.** This is done each time someone moves out of an apartment for the safety of current and new residents. Typically a notice will be placed on the apartment door one business day before the locks will actually be changed, and residents should come to the Sunchase office to obtain their new key. Proper identification will be required for security purposes. Most locks will be changed in the summer, as this is our heaviest turnover period. As stated in the lease, residents must notify management if taking a vacation or leaving town for more than seven days. **Important: If you know that someone will be moving out while you are out of town, and it is likely that you will be returning after locks have been changed AND after office hours, please contact the office prior to your return to make arrangements for obtaining your new key.**

### **PETS**

**Management reserves the right to approve or deny approval to any resident's request to house a pet. Due to individual living preferences it is important that you discuss your plans to obtain a pet with your roommates in advance. The general pet guidelines are as follows:**

**A maximum of two (2) pets are allowed per apartment on a first come first served basis. All residents in the apartment must sign a Roommate Approval/Objection Form, and you must obtain the Landlord's approval by signing a pet addendum, prior to obtaining a pet. We require a Pet Addendum for dogs, cats, and rabbits.**

Certain breeds of dogs are NOT permitted on the Sunchase premises: German Shepherd, Pitt Bull, Rottweiler, Chow-Chow, Doberman, or Wolf Hybrids.

We do not require a pet addendum for fish, birds, hamsters, gerbils, or guinea pigs; however, the Roommate Approval/Objection Form is required before you bring these animals onto Sunchase property. All of these types of animals must be housed in a pet specific container (i.e. cage). Furthermore, residents understand that they are responsible for any damage caused by any animal whether approved by management or not.

Fish tanks are allowed but cannot exceed a total volume of 20 gallons.

In signing a Pet Addendum (required for dogs, cats and rabbits), resident must agree to the following:

- Resident agrees to pay Landlord an additional fee of \$20.00 PER MONTH due with rent for the privilege of keeping domestic pets on the premises. This fee does not cover the cost to repair any damages caused by the pet. The fee will not be refunded to the resident at any time.
- No more than 2 pets are allowed in any apartment.
- No aggressive-breed dogs or puppies that are under 1 year of age are allowed at Sunchase (such as Rottweilers, Pitbulls, Dobermans etc.) Management reserves the right to turn away animals based on behavior.
- Resident agrees to pay Landlord a one-time fee of \$50.00 at the signing of this lease addendum.
- Resident agrees to pay a security deposit of \$100.00 FOR EACH PET kept on the premises.
- Resident agrees to take full and complete responsibility for the behavior and actions of his/her pet.
- Resident agrees to promptly comply with the policies and procedures herein set forth and such amendments thereto as Landlord may deem necessary or appropriate.
- In the event the Resident violates any of the policies and procedures, Resident must remove the pet within 21 days of the written notice from Landlord or the lease will be terminated nine days after the 21 day time period ends.
- Resident (Owner) shall comply with all state and local regulations as to licensing, inoculation, etc.
- Dogs shall not be permitted outside the premises except when attended by the Resident on a leash.
- Noise or barking shall not be permitted and such noise or barking shall constitute a justifiable complaint as stated in the original above Lease Agreement.
- Same apartment letter roommate agreement or objection submitted in writing to the Landlord will be considered valid under the original above Lease Agreement and the domestic pet shall be removed from the premises upon receipt of five (5) day written notice from Landlord if roommates object.
- Cleanup of dog feces is the Resident's (Owner's) responsibility. Failure to clean up after one's pet may result in a charge of \$50.00 per incident and billed to the Resident (Owner) account.
- Pets are required to wear identification tags at all times, on which the owner's name and phone number/address should be listed.
- Illegal pets (not registered through the office) will result in a \$100 fine to the resident and the resident must then pay the fees/deposit as stated, sign the Pet Addendum or remove the pet from the premises.
- A photograph of the pet must be submitted to management.
- The following pets are not allowed: any kind of reptile, ferrets.
- Pets are not permitted in the clubhouse, fitness center, business center, or pool.

## TRASH

A trash compactor near the entrance at Sunchase Drive is provided for the disposal of trash. Additional dumpsters are located on Chase Court and beside building 1948. Garbage is to be removed from your apartment twice a week to prevent health hazards. Costs incurred in Landlord removing trash not placed in the proper receptacles will be charged to the resident. The charge for trash removal is \$25.00 per bag to the apartment responsible. Any trash items found in the breezeways or anywhere on the property will be charged accordingly to the residents.

Sunchase has provided each apartment a recycling bin. Currently recycling is picked up on Wednesdays throughout the community. The recycling bins should be kept inside your apartment except for pick up days. There is a \$16.00 charge to replace any recycling bin.

## PARKING & VEHICLES

Each Sunchase resident will receive one parking sticker for his/her registered vehicle. To obtain a parking sticker each resident must provide a valid driver's license and a vehicle registration to the management office. The parking is not guaranteed and is available on a first-come, first-serve basis. Sunchase does provide a limited number of guest spaces. The guest lot is located at the north side of the clubhouse and extends around toward the main entrance. The guest spots are accordingly labeled.

**Any vehicle parked illegally, even with a sticker, can be towed at any time without notice to the vehicle owner's expense.** Unfortunately towing is necessary to keep fire and traffic lanes clear.

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing may not remain on the property for more than 72 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning. We ask that you do not wash or repair your vehicles in the parking area. Please note, we do not allow R.V's or trailers to be parked on our property.

A temporary parking pass is available to residents in the event they have a temporary vehicle or for a visiting parent or guarantor. All other guests must park in a guest spot. These passes are available in the management office during office hours or in the clubhouse until midnight and are good for one week. A vehicle registration and ID are required to obtain a temporary pass.

**SUNCHASE WILL NOT REIMBURSE FOR TOWING.**

## BICYCLES, MOTORCYCLES

Bicycles should not be improperly stored on Sunchase property. Bike racks are provided throughout the property for bike storage, otherwise, residents should store their bikes in the utility room of their apartment. At no time can they be stored on the apartment landings or attached to a railing of any part of the building. The City and State Fire Codes prohibit the

placing of bicycles, motorcycles and trash at entrances or on steps or landings of buildings. Mopeds and motorcycles are prohibited inside apartments.

### UTILITIES

Electricity must be connected in your name from the day the lease begins and must remain connected throughout the lease period. Plan for this in advance of your lease start date by contacting Harrisonburg Electric Commission. One resident per apartment must take responsibility for the electric bill. Any electrical service which is not covered under your service account during the lease term will be billed to you by Sunchase to recover our costs for electric service, including connection fees. Administrative fees to cover the cost of processing will also be added.

*We strongly suggest that you keep service in your name for 5 days after move out so that any work attributable to you (i.e. cleaning, floor work, etc.) can be done without the cost of reconnection. In the event that work is completed after your move-out, then any subsequent power bills will be applied to your security deposit return.*

**Telephone, computer and cable lines** inside the apartment are neither maintained nor altered by Sunchase. Contact your provider for any questions or problems. **Alterations or additions such as phone jacks may be installed only with your property manager's approval.**

### APPLIANCES, PLUMBING & WALLS

Apartments are equipped with a washer and dryer, dishwasher, microwave, range, refrigerator and appropriate locks. No other major appliance or other equipment may be installed in any apartment home without written permission of the Landlord.

You are responsible and will be charged for any misuse or abuse of the appliances, furniture and equipment in the apartment.

**Shower Stalls/Tubs:** Do not clean with any abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you will keep your bathroom as ventilated as possible.

**Toilets and Drains:** Please use a plunger to try to clear a clogged toilet. After making this attempt, call 442-4810 for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains. There may be a charge for removal of any foreign objects as well as any resulting damages.

**Walls:** When hanging anything on the walls please use nails and screws only. Double-sided tape, poster putty and glue are strictly prohibited.

## LEASE TAKEOVERS, SUBLEASES AND TRANSFERS

Listed below, you will find the options available to you for vacating your apartment early. Because of your personal liability and our obligation to act in accordance with the Fair Housing Laws, no advertisement for lease-takeovers, re-rents, or sublets and no agreement to take over a lease or sublet is to be done without permission from Management.

### Lease Takeover (current lease or renewal for next year)

A lease takeover will be signed when any permanent change in residents is needed. A new lease must be signed by the incoming applicant and they are required to pay an application fee, a new security deposit and a new restoration fee. The new lease must have the same monthly rent and ending date as the original lease. The apartment must be vacated and prepared for the new resident, unless the new resident agrees to take the apartment "As-Is". The original lessee must vacate the premises no later than noon five business days prior to the start of the new lease to allow time for the room to be prepared. The security deposit, (less damages), will be returned to the original resident.

The original resident is required to find the new person to takeover the lease and pay the required takeover fee. The new applicant must undergo the application and approval process. Keys from the current resident will not be accepted by the office until the applicant is approved. A Lease Takeover Agreement must be signed by the original resident and the takeover fee paid before a new resident will be allowed to begin the application process to take possession of the apartment. If the resident has signed an agreement for lease takeover with Sunchase, there is a fee equivalent to one month's rent. Rent payment obligations under the terms of the lease remain in force until a new applicant is approved, lease is signed and the new applicant takes possession of the apartment.

### Re-rent (New lease, lease has not begun)

A re-rental agreement will be signed when an applicant has applied and been approved to move into an apartment, but wants to break their contract **prior** to their move-in date. The original applicant is required to find the new person to re-rent their apartment. No paperwork is done or money paid until a new applicant has applied and has been approved by management according to the Sunchase rental criteria. A new lease will be signed by the new person, and they are required to pay an application fee, a new security deposit, and a new restoration fee. The new applicant will sign a lease for the same move-in and move-out dates as the original lease; however, they will be required to pay the current market rent on the apartment. The fee is equivalent to \$100.

### **Sublease**

A Sublease will be signed for anyone wishing to vacate his/her apartment short-term. The original resident remains obligated to the terms of the lease agreement until the termination of the original lease.

When a resident wishes to sublease their apartment, they must bring the prospective subtenant to the office and a Sublease Agreement will be signed by both parties. The subtenant is required to complete an application and will be subject to approval by management. A fee of \$50 is due at the time of signing the sublease agreement.

## **Transfers**

A transfer will be done in any situation in which the current resident wants to move from one room to another, whether within the same apartment or to an entirely new apartment in Sunchase. Transfer approval is at the discretion of management.

A current resident wishing to move to another room/apartment, will be required to pay a transfer fee of \$100 and a new lease agreement must be signed. A new deposit and restoration fee will be required at the time the transfer is requested.

A future resident (pre-leased) can move to an available room at no additional cost.

A resident wishing to transfer to a room available through “lease-takeover” or “re-rent” must first find a new, qualified applicant to take over their current lease and pay a lease-takeover fee (see “Lease-Takeover” for appropriate fee). Once a qualified applicant has been approved, the resident must sign a new lease for the new room and pay a new deposit and restoration fee. In a pre-lease situation the deposit and restoration fee will be transferred.

## **SAFETY AND SERVICES**

The entire apartment should be kept free of trash and debris, including all doorways, hallways, furnace closets, utility rooms, balconies, entry landings and stairways. No dangerous or flammable fluids should be kept inside the apartment and especially not stored in any furnace closet. Storage items should be placed at least 3 feet from furnaces and hot water heaters. The balconies and porches are to be kept neat and orderly at all times. Conventional patio furniture and plants are allowed on the balcony. Unsightly furniture, kegs, trash, laundry, towels, blankets, clothes etc., are not to be stored on the balcony or left in the breezeways or property common areas. **Residents are not allowed to have any type of grill at their apartment.** Railings on landings, balconies and porches must never be climbed over, loosened or removed by anyone.

Broken windows or doors will be replaced immediately by Sunchase, but at your expense. In most cases breakage is due to abuse, neglect or carelessness on the part of the residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not enter the apartment through the screened windows and sliding glass doors. Damaged screens look like easy access to your apartment to people driving or walking by. It is your responsibility to report them promptly to 442-4800. Please do not run any wires across any doorway or any floor.

**Window Safety:** In June 2000, U.S. Consumer Product Safety Commission released safety guidelines to help prevent falls from windows. Sunchase Apartments supports window safety, and has taken the following precautions to assist residents in preventing window falls.

Window screens are not designed or intended to protect from falls. Therefore, **window stops will be installed on all windows upon the resident's request** which will allow residents to restrict the window opening. It is reported that persons 10 years old and younger are most susceptible to accidental falls from windows. Please **keep furniture away from windows** to discourage anyone from climbing near windows.

**Window guards are also available for installation at the resident's request and expense.** Window guards screw into the sides of a window frame and have bars set 4" or less apart.

It is the resident's responsibility to notify management of any window problems or if window stops need to be replaced. Please contact us at (540) 442-4800 if you have any questions or concerns about window stops, window safety or additional window protection.

**Exterminating:** If you would like to have your apartment exterminated at any time during the year, please call 442-4800. We provide preventive pest control throughout the year.

### SNOW

When there is a forecast for snow, please park your vehicle a few inches back from the curb to facilitate plowing and to prevent damage to your vehicle as sidewalks are cleared. Residents are responsible for clearing snow away from their individual vehicles. During heavy storms management may have a limited number of snow shovels for your convenience at the Leasing Office. As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.

### ALTERATIONS

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs or redecoration of any kind to the premises without the prior written consent of the management. Sunchase does not intend to unreasonably withhold consent, but will require you to return the premises to the original condition at the end of your lease term. No signs, lights or antenna wires may be installed on the exterior premises or in the windows.

### SECURITY DEPOSIT RETURN

Please review carefully the condition report that is given to you upon move-in. This list may itemize permanent defects in the apartment that will not be repaired or considered your responsibility at move-out. When you move in, you are also given the opportunity to add to this list as part of your permanent file.

The guidelines, which are presented in this handbook, represent your responsibilities during your lease agreement and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these guidelines. Management reserves the right to assess the quality of the work you have done or contracted professionally at move out; and deductions may occur as a result of poor cleaning or other work performed by the resident.

**You must provide a forwarding address before we can issue your security deposit refund.**

We strive to return your entire deposit without deductions and want you to understand the type of repairs that you may be deducted from your deposit or applied to your account.

These damages include, but are not limited to:

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks etc.
2. Missing or damaged screens.
3. Damage to doors, windows, and screen doors.
4. Carpet stains, rips, burns and tears or replacement.
5. Stains, cuts, scratches, rips, tears, missing cushions or broken parts to furniture or mattresses. Please note that mattress covers are available in the office for a small fee.
6. Missing furniture from this list:

Common areas:

1 Loveseat 1 End Table 1 Coffee Table  
5 sets of cushions  
1 Sofa 1 Dining Table 4 Dining table chairs

Each bedroom:

1 Chest with Drawers 1 Head board 1 Box spring  
1 Night Stand 1 mattress & bed frame  
1 Desk 1 desk rocker chair

7. No keys returned.

### **CONDITION REPORTS**

Please carefully review your condition report that will be given to you upon move-in. The condition report must be completed within five days after your move in date and returned to the Sunchase Office or it will not be accepted.

### **VACATING GUIDELINES**

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property and furniture. All keys, including front door lock, bedroom

door lock, mailbox and exercise room keys, must be returned to the Sunchase Leasing Office at 1941 Sunchase Drive.

Before the moving day arrives, remember to notify the following:

- Sunchase Management office of forwarding address
- Post Office to fill out a mail forwarding form
- All magazine and newspaper publishers
- Insurance company
- Utility providers
- Bank
- Employer

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include but are not limited to parking, use of the swimming pool and clubhouse, and right of entry into the apartment. The landlord may assume that the condition of the apartment at that time is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by Noon of the Lease termination date, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for replacing the keys will become the resident's responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your property manager for more specific details of this procedure.

Before departure, the Resident shall turn over to the Landlord the premises, all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. All furniture must be returned to the designated room and location outlined on the preceding page. Resident may request to be present at the time the landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines that follow this section of the Handbook.

### **CLEANING GUIDELINES**

**Management reserves the right to assess the quality of the work you have done, or contracted professionally, at move-out; and deductions may occur as a result of poor cleaning or other work performed by the resident for move-out.**

It is the resident's responsibility to leave the apartment "broom clean". That means all surfaces are wiped and swept clean. The non-refundable restoration fee pays for the following:

- Steam clean carpets (not to include spot removal or excessive damage)
- Touch up painting
- Clean appliances (not to include scrubbing, scraping of food or spills)
- Clean kitchen cabinets & countertops
- Light cleaning of vinyl flooring in hallway, kitchen and bathroom
- Clean bathroom fixtures and countertops
- Three light bulb replacements
- Clean mini-blinds and windows
- Sweep clean balcony
- Clean washer/dryer
- Clean shelving in closets, cabinets, etc.

The nonrefundable restoration fee will not cover the cost for excessive cleaning, repairing pet damage, wall damage, damage to carpets, floors or mattresses, removing trash, debris or personal items and repairing or replacing damaged fixtures including but not limited to mini-blinds, window screens, doors, faucets, sinks, lights, cabinets, tile, countertops and railings. **Any excessive cleaning and/or damage will be deducted from the remaining deposit on hand.**

We have outlined for you the charges that may be deducted from your security deposit if repairs are necessary. We hope that this information will be helpful to you. The items listed below are not all-inclusive and prices are subject to change.

### REPAIR

General maintenance: \$25/hour plus materials (\$25 minimum)  
Dry wall repairs: \$25/hour plus materials (\$25 minimum)

### REPLACEMENT

Screens: \$25/hour plus materials (\$25 minimum)  
Glass windows/doors: \$25/hour plus materials (\$25 minimum)  
Interior doors: \$125 plus labor

### UTILITY SERVICES

Harrisonburg Electric Commission: \$40 plus cost of bill