

RESIDENT HANDBOOK

“We Care About You”

*Terrace hill
Apartment homes*

Professionally Managed By:

GRANITE CITY REAL ESTATE

**58 - 10TH AVE SOUTH
WAITE PARK, MN 56387
(320) 253-0003**

WELCOME!	3
STAFF	4
IMPORTANT PHONE #'S	4
YOUR NEW HOME	5
LEASE	6
OCCUPANCY	6
MOVE-IN INSPECTION REPORTS	6
KEYS AND LOCKS	7
RENTER'S INSURANCE	7
PETS	7
PROPERTY APPEARANCE	7
TOYS/MISCELLANEOUS ITEMS	8
RESIDENT AND GUEST BEHAVIOR	9
DISTURBANCES	9
TRASH REMOVAL	9
VEHICLES, PARKING LOTS & GARAGES	10
SNOW REMOVAL POLICY	10
CARE OF UNIT	11
LIGHT BULBS	11
VINYL FLOORS AND CARPETING	11
COUNTER TOPS	11
SINKS/COMMODE/TUB-SHOWER	11
DECORATING	12
APPLIANCES	12
GENERAL	12
RANGE/STOVE	12
DISHWASHER (IF APPLICABLE)	12
SERVICE REQUEST PROCEDURE	13
TRANSFER POLICIES	13
COMMUNITY ROOM/CLUB ROOM	14
FITNESS CENTER	14
ROOMMATES	14
RELEASE OF ROOMMATE LIABILITY	15
ADDING ADDITIONAL INDIVIDUALS TO LEASE	15
TERMINATION OF LEASE	15
PROPER NOTICE	15
SECURITY DEPOSIT	16

VACATING THE PREMISES	16
VACATING PRIOR TO THE END OF YOUR LEASE.....	17
SAFETY	18
SMOKE DETECTORS	18
BARBEQUE GRILLS	18
DOOR TO DOOR SOLICITATION.....	18
USE OF RESIDENCE FOR BUSINESS PURPOSES.....	18
FLAMMABLE MATERIALS	19
TORNADO PROCEDURE.....	19
EMERGENCY PROCEDURES FIRE.....	19
RIGHT TO ENTRY	20
ENERGY CONSERVATION.....	20
APPEALS.....	20
SUMMARY OF CONTENTS.....	21
NOTICE OF INTENTION TO VACATE	21

WELCOME!

Granite City Real Estate welcomes you to Terrace Hill Apartments, your new home and neighborhood. We are committed to ensuring that your stay with us is as comfortable and enjoyable as possible. We hope that you will enjoy your new apartment home in a safe, clean and comfortable environment.

Pleasant living depends largely upon cooperation and understanding by you and your neighbors. Consideration of your neighbors and their consideration of you will make your living here a good experience. In order for you to understand more clearly your responsibility as a resident, we are providing this handbook which explains what to expect from the Management and Maintenance Staff, and what the Management and Maintenance Staff may expect from you.

The purpose of this handbook is to familiarize you with your new apartment home and surroundings, to help you understand more clearly your responsibilities as a resident, and to define what you may expect from the management. We ask that you please read the handbook carefully and keep it handy for easy reference when you are in doubt about regulations.

Please feel free to call on us if we can be of service to you.

**** GRANITE CITY REAL ESTATE IS THE OWNERS AUTHORIZED AGENT TO ACCEPT SERVICES OF PROCESS AND DEMANDS ****

****GRANITE CITY REAL ESTATE IS A FAIR HOUSING PROVIDER AND PROVIDES EQUAL HOUSING OPPORTUNITY****

STAFF

For your information, the present management staff is as follows:

IMPORTANT PHONE #'S

Granite City Real Estate
Management Company (320) 253-0003

Sharon Johnson
Resident Manager (763) 576-1161

Sara McClintock
Assistant Manager..... (763) 576-1161

Shawn Johnson
Property Manager (320) 253-0003

Leon Heinen
Property Manager (320) 253-0003

Police Department
Emergency Dial 911

Fire Department
Emergency Dial 911

Ambulance Dial 911

Minnesota Poison Control Center (800) 222-1222

Utility Services are provided by the following:

Phone Qwest
Electric Connexus Energy
Gas CenterPoint Energy
Cable TV Comcast
Internet Comcast or Qwest

YOUR NEW HOME

**Your new address is: 14320 Dysprosium Street Northwest Apt # _____
 Ramsey, MN 55303**

When is rent due and where to pay:

Your rent is \$ _____ and is due on the first day of each month. After the 5th day of the month there is a **\$6%** service fee assessment on the unpaid balance. The assessment is payable with your rent. Pay your rent on time and avoid the penalty. NSF fee on all returned checks is **\$30.00**.

The rent as stated above is the rent stated on your initial lease and may be subject to change upon lease expiration date.

How to pay:

Please make check or money order **payable to TERRACE HILL APARTMENTS** with your Building and Apartment in the bottom left corner.

****If someone else is paying your rent don't forget to include your name, building and apt. number on your payment.**

Where:

Drop off in the on-site rent drop box. Or send to one address below.

Management Office

Granite City Real Estate
58 – 10th Ave S
Waite Park, MN 56387

or mail to:
PO Box 647
Waite Park, MN 56387

Hours are: 8:00 a.m. – 4:30 p.m. Monday – Friday

****PLEASE DO NO SMOKE IN COMMON AREAS****

LEASE

All residents occupying the apartment home must be on the lease. A lease is a written agreement between the owner and the resident which indicates the duties and responsibilities of both parties. Basically, the owner is expected to fulfill the resident's need for housing, so long as the resident complies with all the terms of the lease. Remember, your lease is a legal document. On the day you sign your lease, you will receive a copy. After reading your lease thoroughly, if you have questions, please contact the Resident Manager.

OCCUPANCY

Your apartment is rented only to the individuals listed on your lease. You may not allow anyone to live with you, unless an acceptable agreement is made with Management. You may have guests overnight, but if they stay with you more than two nights during any one week period of time, you must notify and receive approval from management. Allowing persons other than those listed on your lease to live with you is prohibited and is a violation of your lease.

If at any time your Resident Manager suspects individuals other than those listed on the lease are residing with you, Management may require proof of other residency (current lease, a utility bill, etc.) by the person in question or prohibit such individual(s) from visiting the premises.

MOVE-IN INSPECTION REPORTS

Management will inspect your dwelling prior to you moving in and again with you at your official scheduled check-in. All defects will be noted on your move-in check sheet and placed in your file. This report will be used for comparison upon your vacating the apartment to determine any damages beyond normal wear and tear during your

occupancy. It will be necessary for you to sign the form which indicates your agreement as to the condition of the apartment upon your move-in.

KEYS AND LOCKS

We will supply the keys to your apartment, the building entry, storage unit (if applicable), mailbox, garage and/or garage door opener. All keys and garage door openers are to be returned to the Resident Manager upon vacating the apartment. Be very careful that these keys are not lost or misplaced. No one other than the individuals listed on the lease are to be in possession of the keys to your residence or the keys and garage door openers for the entry into your apartment home. If additional keys are necessary approval must be obtained from Management and a criminal background check will be completed (at the resident's expense) prior to the keys being released. Unauthorized possession of a key is a violation of your lease. Residents are not permitted to alter any lock or install a new lock or other attachments on the door. Damages will be charged back to the resident should this occur. If you lose one of your keys, a duplicate may be purchased from the Resident Manager for \$25.00. If locked out more than twice in a year, a \$20.00 service charge will be assessed for each additional occurrence.

RENTER'S INSURANCE

The property insurance does not cover personal belongings or liability. We strongly recommend Renter's Insurance. It is necessary that you contact an insurance agent to obtain details concerning renter's insurance of household goods and liability insurance or a similar policy to cover your personal belongings against vandalism, fire, burglary, and water damage, as well as personal liability. Proof of renter's insurance is required prior to the installation or assembly of the following items:

- Waterbeds (A current copy of a waterbed endorsement policy must be to submit to Management prior to written consent being given)
- Fish Tanks

PETS

No Pets of any kind are allowed on the property. **THIS INCLUDES, BUT IS NOT LIMITED TO , DOGS, CATS, SNAKES, HAMSTERS, GERMILS, RATS, MICE, IGUANAS, OR ANY OTHER ANIMAL OR REPTILE.** No poisonous or dangerous pets are allowed (snakes, spiders, etc.). This applies to residents and their guests. Management understands the companionship offered by pets, but the welfare of the entire apartment building must be considered. **THIS RULE IS STRICTLY ENFORCED.**

PROPERTY APPEARANCE

The complex is your home. We ask that you treat it in that manner. Please abide by the following policies to help maintain an attractive and safe environment.

- 1) The lawn areas should be kept clear of furniture, bicycles, toys, and other personal property.
- 2) No radio, television, satellite dishes, or CB aerials or wires should be erected in or about the complex by any resident without prior approval from management.
- 3) Trees and shrubbery are a vital and valuable part of the landscaping. You will be liable for damages or mutilation for which you, your family members, or your guests have caused.
- 4) All entrance and exit doors are to be kept closed at all times to prevent any possible fire and/or wind damage, and to maintain building access.
- 5) No garbage (bagged or otherwise) is to be left outside your apartment or garage.
- 6) **Smoking is prohibited in all common areas.** Residents and their guests who smoke must extinguish all smoking materials and place them in a fire safe container before entering the building and before exiting an apartment.
- 7) Please do not litter. Pop cans/bottles, candy/gum wrappers, food containers, etc. should be properly disposed of and not left lying on the property grounds.
- 8) Window coverings should be attractive. Sheets, blankets, etc. are not acceptable window coverings.
- 9) All seasonal decorative items must be removed (i.e., Christmas lights) within a reasonable amount of time. You will receive a written notice from the Resident Manager and a five-day time period to remove any items exceeding what is considered reasonable.

TOYS/MISCELLANEOUS ITEMS

Strewn toys and miscellaneous items are a potential hazard to the safety of all persons, are unattractive, and an inconvenience to neighbors. Management is not responsible for any lost, stolen, or broken toys/items. Toys and items left on the grounds after 9 p.m. and picked up by the Resident Manager will be placed in a locked storage area. Toys or items may be retrieved by contacting the Resident Manager.

For the safety of all residents and for the general appearance of the property the following guidelines must be adhered to:

- 1) Items used for pleasure, including but not limited to bicycles, tricycles, roller blades, skates, skate boards, etc. may not be left on sidewalks, in driveways or parking areas, grass or entry areas to apartments, at any time.
- 2) Miscellaneous items such as sandbox toys, children's cars, trucks, dolls, etc., are to be used in the tot lot or picnic area only. (If one is provided).
- 3) Sidewalk chalk is not permitted.
- 4) Bicycles, tricycles, roller blades, scooters, and skate boards are prohibited on the sidewalks.

RESIDENT AND GUEST BEHAVIOR

Residents are responsible for the conduct of their household members and their guest's behavior. For the safety and well-being of all residents, we recommend that minors be closely supervised. No one is allowed to play or eat in the hallways, stairways, laundry rooms, or garages. Additionally, please ensure that all members of the household are aware of the policies regarding bike riding, toys, and all general safety rules. It is also your responsibility to advise visitors of the location of guest parking areas as well as enforcing their adherence to all rules, regulations, and guidelines as outlined in this handbook and lease.

DISTURBANCES

Social and friendly gathering of residents and their guests are welcomed, provided that such gatherings do not become boisterous, obscene, or generally objectionable to the other residents. Noticeable drunkenness will not be tolerated. Residents are entirely responsible for the conduct of their guests, whether inside apartments, in common areas, or on the property grounds. Stereos, radios and televisions are to be kept at minimum levels so that neighbors are not disturbed. Nothing should be done in or about the building and/or grounds which will interfere with the rights, comfort, or convenience of the other residents. The hours between 10:00 p.m. – 8 a.m., the building must be quiet, no loud parties, noise or disturbances will be tolerated.

TRASH REMOVAL

Place all trash in plastic bags or other secure containers. Plastic bags are to be tied to prevent papers and other items from falling out, to keep the trash areas neat and relatively odor-free. All trash must be placed inside the containers provided by the refuse company. If garbage is found outside the refuse dumpster and it is identified as belonging to your apartment, you will be given a warning and/or charged for clean-up.

Please make sure no lighted or smoking materials are put in the refuse receptacle as fire could result.

Hazardous materials may not be placed in any trash dumpster for disposal. The refuse company will charge a contamination fee for the entire load of trash which will then be billed back to the resident. All items such as drained oil, batteries, antifreeze, tires, etc. must be disposed of at a proper recycling facility.

All boxes must be broken down prior to disposal.

Disposal of large items, such as furniture and appliances, is **strictly prohibited**. You will be charged for any additional disposal fees incurred by the management.

VEHICLES, PARKING LOTS & GARAGES

Garage stalls are to contain resident vehicles only unless otherwise approved by management. Garage doors are to be kept closed at all times when not in use. Garage stall may contain one operational vehicle. Garage stalls shall be free of debris at all times. Do not attach any type of storage shelves to the walls of the garage without prior consent from management.

All vehicle license plates, makes and models are to be registered with the Resident Manager. All vehicles must be in operational condition and used on a regular basis. Vehicles found on the premises, which are not road legal, in junk condition including, but not limited to, flat tires, broken windows, bare wheels, on blocks, disabled, or with expired license plates will be towed at the owner's expense. Cardboard or other absorbent material should be placed under any vehicle that is leaking oil or other engine fluid that causes permanent damage to garage floors, driveways or parking lots.

No recreational vehicles (i.e., water crafts, campers, snowmobiles, motor homes, jet skis, and motor bikes, trailers etc.) may be stored or parked anywhere on the grounds or in the garage. Snowmobiles are not allowed to be driven anywhere on the grounds. Commercial vehicles are prohibited (i.e., tow truck, dump trucks, etc.).

Residents or their guests shall not perform repairs on any vehicles such as oil changes, engine repairs, etc., in the parking area or garage.

Driving or parking on the lawn, in the fire lanes, designated handicap stalls, or sidewalks is strictly prohibited. Violators will be towed at the owner's expense and could be fined.

License plate number of any motor vehicle operating in an unsafe manner or violating the speed limit should be turned into the Resident Manager for appropriate action.

SNOW REMOVAL POLICY

Our snow removal policy is to open all the parking areas by 8:00 a.m. and clear the lots within 24 hours of a snowfall of 2" or more. Please move all vehicles out of the parking lots by 8:00 a.m. following a snow of 2" or more.

You must move your vehicle(s) from the parking lot by the time snowplows come to clear the lot. Failure to do so will result in **THE VEHICLE(S) BEING TOWED AT THE OWNER'S EXPENSE.** Management will not reimburse towing fees. Since we do not want to have your vehicle(s) towed, we look forward to your cooperation in this matter.

Disabled vehicles and dead batteries are frequent during the cold winter months. Unfortunately, these vehicles cannot be left in the parking lot.

Sorry! Our staff is not equipped or trained in the vehicle mechanic's field and cannot offer assistance to you in the repair of your vehicle or jumping of dead batteries. We strongly suggest you contact a reputable garage for repairs.

CARE OF UNIT

LIGHT BULBS

Replacement of burned out light bulbs will be the resident's responsibility, including appliance light bulbs. You will be charged for missing or burned out light bulbs upon your move-out. The maximum wattage is 60 watts.

VINYL FLOORS AND CARPETING

Floors should be cleaned on a regular basis by using a mild detergent. Do not use strong soaps or powders. Small area rugs with rubber backings designed for use in kitchens and baths may discolor the vinyl flooring and are prohibited. The use of roller blades on the vinyl areas and carpeted areas of your apartment is strictly prohibited as it may result in damage to the vinyl surface and carpet and subsequent damage charges assessed to the resident. Care and Maintenance of the carpet in your unit is your responsibility. Please vacuum the carpet frequently. Beverage and food spots should be cleaned immediately. Please use coasters under legs of heavy furniture.

COUNTER TOPS

The counter tops in your kitchen are made of a very durable substance. However, severe heat will cause damage to the counter top. Substances that may leave stains should be wiped off promptly and hot pads should be utilized to protect the surface. Cutting boards should be used when cutting or slicing to prevent damage to counter tops.

SINKS/COMMUNE/TUB-SHOWER

The sewer system is designed to handle normal usage. Drain stoppers or baskets are provided for sinks and tubs. Missing or broken drain stoppers or baskets should be reported immediately for replacement.

Pouring grease into sinks or stools is prohibited. The following items must never be flushed: paper towels, facial tissues, disposable diapers, sanitary napkins, disposable tampons, food etc.

Sink and tub drains should be cleaned of hair on a regular basis to avoid water drainage problems.

Plumbing repairs necessitated due to resident's negligence (obstructions caused by hair build up, dropped objects, food, etc.) will be charged to the resident.

DECORATING

All requests for painting, wallpapering or other similar improvements must be approved. Even with approval, additional charges may be assessed to the resident at move-out if repainting, wallpaper stripping, or other repairs are necessary. Please do not use adhesive hooks for hanging purposes. Rather, use small nails or tacks. All improvements and alterations must receive advance written approval.

APPLIANCES

GENERAL

In the event any of the appliances in your apartment quit working, first check the circuit breaker to see if it has been tripped. If you cannot solve the problem contact the Resident Manager. Any damages to appliances, flooring, etc. which is due to resident neglect will be billed to the resident. **Unnecessary maintenance calls (such as using after hours emergency phone line for non-emergency items or calling in items that do not need repair) will be billed back to residents. Management will not be financially responsible if residents call an outside repair company themselves.**

RANGE/STOVE

Clean the top burner pans on a regular basis to eliminate grease build-up. Never use sharp instruments to clean the oven. Hood vent filters should be removed and cleaned monthly in hot soapy water. Report any problems immediately.

DISHWASHER (IF APPLICABLE)

Dishes should be scraped clean of food and rinsed prior to loading in the dishwasher. Overcrowding of dishes, cups, glasses and silverware prevents proper water circulation and may result in less than satisfactory results. Avoid covering the center hole in the lower rack for maximum efficiency. Use dishwasher detergent products only. You will

save on your electricity bill by running your dishwasher only when there is a full load. Report any leaks or other problems to the Resident Manager.

SERVICE REQUEST PROCEDURE

If and when they are needed non-emergency repairs or problems in your apartment, please submit a repair request in writing to the Resident Manager. If our repair people are unable to perform the required work, arrangements for repairs will be made and you will be notified. Contact the Resident Manager immediately if you notice any of the following:

- No heat in the winter
- Plumbing leaks
- No electricity
- Any condition that might cause a fire
- Natural gas odor

Our maintenance and repair programs are designed to provide prompt, courteous, and efficient service. If the repair is not completed within five business days, please notify the Resident Manager. You are responsible for any damages to your apartment that is caused by you or your guests. You will be required to pay for the repair of any damages at the time of repair. **Unnecessary maintenance calls (such as using after hours emergency phone line for non-emergency items or calling in items that do not need repair) will be billed back to residents. Management will not be financially responsible if residents call an outside repair company themselves.**

TRANSFER POLICIES

When you are considering a transfer, you must consider the following items:

1. You must make a written request for transfer and submit it no less than 45 days before the requested transfer date.
2. You may have to wait until the type of apartment you want to transfer to is available.
3. Only residents in good standing will be allowed to transfer. If all residents are not transferring, a release of liability will need to be signed by all concerned parties prior to approval of transfer.
4. There is a transfer fee of \$300.00 (in guaranteed funds only) that must be paid prior to the transfer to cover the internal costs involved. A new deposit is required prior to the transfer on the new apartment.
5. You will be required to fill out a new application to update your information and for us to approve prior to any agreement. There will not be a charge for

this application, unless you are asking to transfer to a different property or are having someone join you that have not been previously approved. You would need to pay the fees and go through the entire process as a new applicant in this case.

6. A pre-inspection will be done by a representative of Management to determine the condition of the apartment and your housekeeping habits prior to approval of a transfer.
7. If approved, your transfer fee and the deposit for the new apartment must be paid. The deposit from the old apartment will be reconciled after you have checked out and will be returned to you. If there is a balance due on the old apartment after the deposit is finalized, this balance due must be paid within 14 days.
8. A new lease agreement and addendums must be completed and signed by all parties prior to receiving keys for the new apartment.

COMMUNITY ROOM/CLUB ROOM

The community room and club room may be reserved **ONLY** by current resident of Terrace Hill Apartments. Reservations can be made with the community manager and are taken on a first come first serve basis and must be made in person. No phone reservations accepted. A user fee deposit will be charged, however, if the room is cleaned and no damage exists, the deposit will be refunded. Please see the community manager for application and details.

FITNESS CENTER

THE FITNESS CENTER HOURS ARE BETWEEN 6:00 AM TO 10:00 PM (THIS FITNESS CENTER IS NOT DESIGNED FOR CHILDREN.)

- 1) Only Terrace Hill residents may use the Fitness Center.
- 2) Persons under (16) must be accompanied by a parent or legal guardian.
- 3) No food or beverages (other than water) allowed in the Fitness Center.
- 4) No glass of any kind allowed.
- 5) Use equipment at your own risk. Terrace Hill Apartments nor Management assumes no liability for injuries or accidents which may occur. Use common sense when using equipment.
- 6) Wipe down equipment after using.
- 7) Report any problems with equipment to the Community Manager.

ROOMMATES

RELEASE OF ROOMMATE LIABILITY

If you wish to remove an adult from the lease, you must complete a Release of Liability form obtained from your Resident Manager or Granite City Real Estate office. All roommates must sign for it to be eligible. The release of liability form must be signed in the presence of a Granite City Real Estate representative.

ADDING ADDITIONAL INDIVIDUALS TO LEASE

If any of your roommates move out and you want to have someone else move in with you, that person must fill out a rental application and screening forms and be approved by the office prior to moving in. There is a \$35.00 nonrefundable application fee for the new roommate. There is also a nonrefundable processing fee of \$150.00 to make this change in your current lease. After approval of a new roommate, all parties will be required to sign a new lease agreement.

TERMINATION OF LEASE

PROPER NOTICE

If you wish to move out of your apartment, your lease agreement requires that you provide management with a two full calendar month written notice. This notice must be given on or before the first day of the month, two full months prior to vacating. (This means two (2) full calendar months, regardless of the number of days in the month.) Any notice received after the first day of the month will constitute a two full months notice to begin at the next consecutive month.

If resident and/or management fail to give a written notice as a specified above, the lease reverts to a month to month lease. When the lease is month to month, management and the resident may terminate the lease only by giving the other party written notice equal to the notice period as stated above.

If you have plans to move out but they are not definite, let management know you are considering moving. This will be most helpful and will in no way jeopardize your occupancy.

Be sure to leave your apartment home clean (you will receive a cleaning checklist when you give your vacate notice), pay all rent and other charges due, and turn in your keys and garage door opener (if applies) to the Resident Manager. We will make a final inspection of your apartment before your deposit will be refunded.

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 unit. The security deposit will not be applied to your last month's rent. If you fulfill your lease according to its terms, only charges for damages, excluding normal wear and tear, will be deducted from your security deposit. The conditions for the return of your security deposit are as follows:

- 1) You must fulfill the terms and conditions of your lease and not owe the complex any money.
- 2) You must give **a two full calendar months** (60 days) written notice to the on-site management office or Granite City's Main office on or before the first day of the month. Any notice received after the first day of the month will constitute a sixty (60) day notice to begin at the next consecutive month. Residents can request a form from the Resident Manager, or you can use the one in the back of the handbook to give notice.
- 3) Your apartment home must be left clean with no damage beyond normal wear and tear.
- 4) After you have removed all of your belongings from the apartment, a management representative will complete the move-out inspection report; the management representative will clearly indicate on this form the items, if any, for which you will be charged.
- 5) You must give the office a valid forwarding address. Additionally, it is your responsibility to notify the utility companies and the local post office to cancel/change services.
- 6) You are not considered officially vacated until all keys are turned into the office. All keys and the garage door openers (if applies) must be returned and the apartment vacant by 12:00 noon on the last day of the month, unless lease states otherwise.
- 7) Security Deposit will be returned within 21 days after the date you vacated.

VACATING THE PREMISES

Residents need to schedule their move-out inspection with the Resident Manager 15 days prior to their intended vacate date. If you do not set this appointment with the Resident Manager, it will be scheduled on the first-come/ first-served basis by the Resident

Manager. Vacates must be scheduled and completed no later than noon on the last day of the month in which you intend to vacate.

Prior to your vacate date, you will receive from the Resident Manager a letter detailing the vacate process. If you do not receive this letter, please contact the Resident Manager, as the letter will explain in detail the procedure that will take place when you vacate your apartment.

Subsequent to your moving date, you will need to file a change of address with the local Post Office.

At the time of your scheduled move-out inspection your apartment must be empty of all items and all cleaning complete. The Resident Manager will inspect the apartment with you and note any defects on your move-in/move-out apartment condition form. It will be requested that you sign this form at the close of the inspection. This document will be used to determine the disposition of your security deposit.

All keys and garage door openers in your possession must be turned in at the time of your move-out. A forwarding address must be provided to the Resident Manager to ensure the prompt receipt of your security deposit refund and year end Certificate of Rent Paid

VACATING PRIOR TO THE END OF YOUR LEASE

You are responsible for rent through your lease ending date, with a proper notice. If you must vacate prior to the ending date of your lease, you must give a notice stating the date you will be vacating with a request to re-rent your apartment. Upon receiving this notice, we will acknowledge it. The more time we have will increase the chance that we will be able to re-rent the apartment and relieve you of your responsibility of rent.

However, even with the notice you will be responsible for rent through 1) the lease ending date or, 2) until the apartment is re-rented. This means even if you are no longer living in the apartment, you will have a pay rent timely until it is re-rented or the lease expires. Failure to pay the rent you owe could result in legal action at your expense. Please re-read your lease and all addendums to fully understand your responsibilities.

If we are able to re-rent your apartment, there will be a re-rent fee of \$200.00 to cover costs of advertising and time spent on showing the apartment to prospective residents. This amount is not negotiable. If we re-rent the apartment during the month that you have already paid your rent on, you will be reimbursed for any prorated rent collected from the new resident.

Do be aware, that if we have apartments available similar to your apartment where no one is responsible, we will be obligated to rent those apartments first.

It is often in your best interest to help find a qualified replacement. If you find someone who is interested, direct them to your Site Manager or our Leasing Office to begin the

application process. Remember, you cannot move anyone into your apartment without PRIOR written permission from Management.

SAFETY

Adequate protection of you and your property begins with your own actions. Close and lock your doors at all times. Common area doors are kept closed to ensure the safety of you and your neighbors, as well as the building. To interfere with these controlled access measures by placing any item to keep a common door from closing is a violation of your lease.

In the event all members of your family are to be away any length of time, you are requested to notify your Resident Manager, leaving an address and phone number where you may be reached in a case of an emergency.

NOTE: The Resident Manager is not responsible for care of your apartment or property during your absence. We encourage you to make your own provisions. Please contact the Post Office to hold or forward your mail until you return.

SMOKE DETECTORS

Smoke detectors are provided in each apartment for your fire protection. In the event your smoke detector is beeping or sounding and there is NO smoke or fire present, report the malfunctioning detector to your Resident Manager immediately. DO NOT DISCONNECT YOUR SMOKE DETECTOR.

BARBEQUE GRILLS

Personal gas grills, charcoal grills and lighter fluid can not be stored in the apartments, in the garage or on the patios. Regular gas grills are allowed but must be used at least 15 feet away from the buildings. NO GRILLING ALLOWED ON DECKS OR PATIO.

DOOR TO DOOR SOLICITATION

Door-to-door solicitation is not permitted within the apartment community. No flyers, brochures, etc. can be distributed in building or parking lots.

USE OF RESIDENCE FOR BUSINESS PURPOSES

Your apartment is a place of residency, not a place of business. Using the apartment to conduct any type of regular (full or part time) business is strictly prohibited. This includes day care, beauty shop, etc.

FLAMMABLE MATERIALS

Residents will not use or permit to be brought onto the premises any flammable oils or fluids such as kerosene, lighter fluid, fireworks or other explosives such as LP gas cylinders which are deemed hazardous to life, limb or property.

TORNADO PROCEDURE

The main floor of the apartment building is most likely the safest place for you and your family to seek shelter in the event of a tornado. Remain inside, away from all outside doors and windows (do not open any windows), until you are positive the storm has passed and it is safe for you to return to your apartment. It is recommended that you keep a flashlight and battery operated radio handy for weather emergencies.

EMERGENCY PROCEDURES FIRE

All fire alarms are a signal of a possible fire. Please follow these guidelines.

- 1) Feel your door and if it is not hot, it is probably safe to open your door, but do so carefully, checking for dense smoke and heat. Before you leave your apartment: **CLOSE YOUR WINDOWS, CLOSE THE DOOR BEHIND YOU, AND DO NOT RETURN FOR ANY REASON.** If you must go through smoke to reach a safe exit, stay close to the floor and filter your breathing with a wet cloth.
- 2) **PULL THE FIRE ALARM NEAREST YOUR APARTMENT.**
- 3) Leave through the nearest exit door and move away from the building to a pre-arranged meeting place.
- 4) **CALL THE FIRE DEPARTMENT TO REPORT THE FIRE** from the nearest telephone in a safe location.
- 5) When you are at your safe location, check to see that everybody is out and report anyone unaccounted for to the firefighters.
- 6) Notify your Resident Manager of the fire as soon as possible.

IF YOUR DOOR IS HOT, DO NOT OPEN IT-it is unsafe to enter the hall. If you are physically unable to leave, take the following steps until help comes to you:

- 7) Place a wet towel or rug at the bottom of your door to keep the smoke from seeping into your apartment. **DO NOT LOCK THE DOOR.**
- 8) If you live on the ground floor, exit through your patio door and close the door behind you. If you live on an upper floor, exit onto your deck and close the door behind you. Remain there until help arrives.

RIGHT TO ENTRY

Management reserves the right to enter your apartment or garage during reasonable hours to inspect the apartment, check or repair equipment, and in case of an emergency to protect property. This right to entry is reserved whether or not you or any members of your family are at home.

Whenever possible, you will receive a 24 hour advance notice of entry from the Resident Manager. You will be left a note indicating the reason for entry if the Resident Manager or authorized repair person enters your apartment when you are not at home.

ENERGY CONSERVATION

Energy conservation results in lower utility bills which benefit both you and the owner, regardless of who directly pays the utilities. Please be energy conscious at all times.

During the winter months, it is important that you keep your thermostat set **NO LOWER** than at the comfort range (60 degrees). This keeps the water flowing through the pipes and helps prevent freeze-ups. Make sure the heat register flap is open. Do not obstruct heat registers with furniture, boxes, etc.

Check and keep all windows closed. Report any freeze-ups or heat problems immediately to the Resident Manager. Damages caused by negligence will be charged back to the resident.

APPEALS

The management staff will handle any rental related questions that you may experience. However, if a situation should arise where you feel you were not fairly treated by the management staff, please contact by mail:

Property Manager
Granite City Real Estate
58-10th Ave South

SUMMARY OF CONTENTS

These rules and suggestions are not designed to restrict you in your new apartment home, but rather familiarize you with those items, and allow you to be informed from time to time. We cannot hope to cover everything in this booklet and numerous questions will undoubtedly arise. We reserve the right, therefore, to add to or change the rules, instructions, and suggestions contained herein.

ONCE AGAIN, THANK YOU FOR CHOOSING TERRACE HILL APARTMENT HOMES AS YOUR NEW HOME. WE HOPE YOU ENJOY YOUR STAY.

NOTICE OF INTENTION TO VACATE

DATE: _____

PROPERTY NAME: TERRACE HILL APARTMENT HOMES

APARTMENT UNIT: # _____

HOME PHONE: _____ **WORK PHONE:** _____

You are hereby advised that the undersigned will vacate the apartment listed above on or before **NOON ON THE LAST DAY OF** _____, 20____

The date given is a definite vacating date, and you are hereby authorized to show the apartment to prospective residents if you so desire. I understand that the giving of this notice does not relieve me of any liability that I may have under my present rental agreement, and that I must give full two months notice on or before the first day of the month, two full months prior to vacating. **ALL** leaseholders **MUST** sign.

NAME(S)

FORWARDING ADDRESS

Resident Signature

Resident Signature

Resident Signature

Resident Signature

Reason for vacating _____
