Hidden Acres

**of Lafayette LLC**

POLICIES

AND

PROCEDURES

MANUAL

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**1. MOVE-IN CHECK LIST**

THIS IS A 2 PAGE SHEET USED TO IDENTIFY CONDITIONS THAT EXIST IN THE APARTMENT WHEN TENANT HAS FIRST MOVED IN. IT IS USED TO PREVENT TENANT FROM BEING HELD RESPONSIBLE FOR DAMAGES NOT CAUSED BY THEM AT TIME OF MOVE OUT. THIS SHOULD BE COMPLETED AS SOON AS POSSIBLE AFTER MOVE IN. LANDLORD KEEPS WHITE COPY WHILE TENANT KEEPS THE Pink COPY. THIS FORM IS NOT DESIGNED TO BE USED TO DENOTE APPLIANCES OR SIMILAR ITEMS THAT NEED TO BE REPAIRED. THOSE ITEMS SHOULD BE REPORTED TO LANDLORD SEPARATELY IN THE FORM OF A WORK ORDER.

**2. PAYMENT OF RENT**

RENT PAYMENTS ARE DUE ON THE 1ST OF EACH MONTH AND DELINQUENT AFTER THE 5TH. A $15.00 LATE FEE IS APPLICABLE WHEN RENT IS NOT RECEIVED BY THE 5TH. AN ADDITIONAL $1.00 PER DAY IS APPLIED TO BALANCES NOT PAID IN FULL AFTER THE 6TH. PARTIAL PAYMENTS ARE CONSIDERED AS RENTS NOT PAID IN FULL. IF TENANT CANNOT MAKE FULL PAYMENT BY THE 5TH THEY ARE REQUIRED TO CONTACT LANDLORD BEFORE THE 5TH TO MAKE ARRANGEMENTS THAT ARE ACCEPTABLE TO LANDLORD. ALL LATE FEES WILL APPLY EVEN THOUGH TENANT HAS CALLED TO MAKE ARRANGEMENTS. FAILURE TO CALL IN ADVANCE MAY RESULT IN LANDLORD SERVING TENANT WITH AN EVICTION NOTICE. (SEE EVICTION NOTICE) THE BEST WAY TO MINIMIZE THE DILEMMA OF LATE RENT PAYMENTS IS TO KEEP IN CLOSE COMMUNICATION WITH LANDLORD. LANDLORD WILL RECORD REVISED DATES OF PROPOSED RENT PAYMENTS. SHOULD TENANT MISS THESE DATES, THEY ARE TO CONTACT LANDLORD AGAIN FOR FURTHER ARRANGEMENTS.

PAYMENTS REVERSED FOR ANY REASON WILL RESULT IN A $20 SERVICE CHARGE. A SECOND OCCURRENCE WILL REQUIRE THAT A REPLACEMENTPAYMENT BE IN CASH.

**2A. HOW CAN RENT BE PAID?**

1. Online at ha.managebuilding.com
2. Automatic draft by Landlord
3. In person during normal office hours 8 AM to 6 PM (call for an appointment)
4. Buildium App on a smart phone or computer

**3. EVICTION NOTICE**

LANDLORD MAY SERVE AN EVICTION NOTICE FOR NON-PAYMENT OF RENT AT ANY TIME AFTER THE RENT IS NOT PAID IN FULL BY THE 5TH.. SHOULD LANDLORD SERVE TENANTS WITH AN EVICTION NOTICE FOR NON-PAYMENT OF RENT MORE THAN ONCE IN A 12 MONTH PERIOD TENANT SHALL BE CHARGED AN ADDITIONAL $25.00 REINSTATEMENT FEE TO COVER THE EXTRA COST OF DELIVERING EVICTION NOTICES. KEEP IN MIND THAT LANDLORD HAS THE RIGHT NOT TO RESCIND AN EVICTION NOTICE AT ANY TIME. TENANTS SHOULD CALL IN ADVANCE TO DETERMINE IF LANDLORD WILL VOID THE EVICTION NOTICE AND ALLOW TENANTS TO CONTINUE ON LEASE.

**4. SERVICE CALLS TO LANDLORD**

ALL NON-EMERGENCY CALLS FOR REPAIRS SHOULD BE DIRECTED TO OUR OFFICE AS FOLLOWS: 1. DURING NORMAL BUSINESS HOURS (MONDAY-FRIDAY - 8 AM TO 4:30 PM). OR 2. Via our website AT gpl.managebuilding.com or 3. Via voice mail .THE EXCEPTION WOULD BE EMERGENCY CALLS OR THOSE WHICH CANNOT WAIT TILL NORMAL BUSINESS HOURS. AT THOSE TIMES WHEN TENANTS CANNOT REACH LANDLORD DURING OFFICE HOURS NOR AT HOME AFTER HOURS THEY MAY TRY TO REACH OUR DESIGNATED MAINTENANCE PEOPLE DIRECT. LANDLORD WILL THEN LOG CALLS ON COMPUTER FOR FOLLOW-UP AND FOR PERMANENT RECORDS. TENANTS ARE ENCOURAGED TO CALL BACK WHEN THOSE ITEMS ARE NOT TAKEN CARE OF WITHIN THE EXPECTED TIME. LANDLORD WILL ASSUME THAT WHEN TENANT MAKES A SERVICE CALL THEY WILL ALLOW MAINTENANCE PEOPLE INTO THE RESIDENCE WITHOUT THE NECESSITY OF TENANT BEING HOME. IF THIS IS NOT ACCEPTABLE TO TENANTS THEY WILL NEED TO NOTIFY LANDLORD EACH TIME THEY MAKE A SERVICE CALL AND ARRANGE FOR A TIME FOR THE REPAIR TO BE PERFORMED. TENANTS SHOULD REALIZE THAT THIS WILL CAUSE SERIOUS DELAYS IN THE TIME IT TAKES TO COMPLETE THE REPAIRS.

**A. COMMODE PROBLEMS**

**1. COMMODE NOT FLUSHING**

MOST OF THE TIME WHEN A COMMODE DOES NOT FLUSH PROPERLY, THE CAUSE IS DUE TO AN OBJECT ACCIDENTLY DEPOSITED BY A TENANT. TENANTS SHOULD ATTEMPT 1ST TO USE A PLUNGER OR “SNAKE” TO DISLODGE AND UNSTOP THE COMMODE. IF UNABLE TO DO SO TENANTS SHOULD PLACE A SERVICE CALL TO LANDLORD. HOWEVER, LANDLORD MAY PASS THE MAINTENANCE CALL CHARGES ON TO TENANTS UNLESS IT IS DETERMINED THAT THERE IS A DEFECT IN THE OPERATION OF THE PLUMBING.

**2. COMMODE KEEPS RUNNING**

THIS IS CAUSED BY CONSTANT WEAR AND TEAR OF MOVING PARTS IN THE WATER HOLDING TANK OF THE COMMODE. OFTEN IT IS A CHAIN OR FLAPPER THAT NEEDS ADJUSTMENT OR REPLACEMENT. TENANTS ARE WELCOME TO TRY TO “FIX” THESE ITEMS. IF NOT A SERVICE CALL SHOULD BE MADE FOR SUCH REPAIR. IN MOST CASES THIS IS NOT THE FAULT OF THE TENANT AND THEREFORE TENANT WILL NOT BE RESPONSIBLE FOR SERVICE CALL CHARGES.

**B. DISPOSAL PROBLEMS**

TENANTS SHOULD 1ST CHECK THE RESET BUTTON UNDER THE DISPOSAL UNDER THEIR KITCHEN SINK. THIS BUTTON MAY NEED TO BE RESET AFTER A DISPOSAL HAS BEEN JAMMED AND THEN UN-JAMMED. THIS IS TO PREVENT THE DISPOSAL FROM BURNING UP WHEN IT IS JAMMED. IF THE DISPOSAL IS JAMMED, TENANT MAY CONTACT OFFICE TO PLACE A SERVICE CALL OR TO RECEIVE INSTRUCTIONS ON HOW TO POSSIBLY UN-JAM THE UNIT. AS IN THE FLUSHING OF A COMMODE MAINTENANCE HAS FOUND THAT MOST DISPOSALS JAM AS A RESULT OF ITEMS PUT IN THEM BY TENANTS. LANDLORD MAY FIND IT NECESSARY TO PASS THE SERVICE CALL CHARGES ON TO THE TENANT. WE RECOMMEND THAT YOU ALLOW THE WATER AND DISPOSAL TO RUN FOR AT LEAST 30 SECONDS AFTER FOOD IS FINISHED GRINDING.

**C. AIR CONDITIONING REPIARS AND FILTERS**

THESE CALLS ARE GIVEN THE HIGHEST PRIORITY BY LANDLORD DUE TO THE CLIMATE IN LAFAYETTE. IN MOST CASES THE UNITS CAN BE REPAIRED WITHIN 24 HOURS. IN RARE CASES WHERE MAJOR REPAIRS ARE NEEDED IT MAY TAKE AS LONG AS 2-3 DAYS. AIR CONDITIONING WORK IS OFTEN DONE BY SERVICE PEOPLE AFTER HOURS. FOR THIS REASON WE ENCOURAGE YOU TO NOTIFY US AS SOON AS A PROBLEM IS DETECTED BY CALLING THE AFTER HOURS NUMBERS OR JIMMY’S CELL PHONE.

A/C FILTERS NEED TO BE REPLACED BY TENANT ON A REGULAR BASIS. WE KEEP A SUPPLY OF MOST FILTERS AT OUR STANFORD PLACE LOCATION AND IF WE HAVE YOUR SIZE IN STOCK YOU ARE WELCOME TO PICK IT UP FROM US. OTHERWISE, TENANT IS RESPONSIBLE FOR BUYING AND REPLACING THE APPROPRIATE FILTER AS NEEDED. IF TENANT HAS A “WASHABLE” FILTER, THAT FILTER SHOULD BE CLEANED AND REPLACED ON UNIT AS NEEDED. LANLORD WILL REPLACE THAT TYPE OF FILTER WHEN IT WEARS OUT. THE EXPENSE OF AN AIR CONDITIONING SERVICE CALL THAT RESULTS FROM A DIRTY FILTER WILL BE PASSED ON TO TENANT.

**5. TRASH COLLECTION PROCEDURES**

ALL HOUSEHOLD TRASH SHOULD BE COLLECTED IN LARGE STANDARD PLASTIC TRASH BAGS FOR DELIVERY TO THE DUMPSTER. TRASH BAGS SHOULD NEVER BE LEFT ON PORCHES OR ANYWHERE OUTSIDE OF THE RESIDENCE. IF THE DUMPSTER IS FULL YOU SHOULD KEEP THE BAG INSIDE UNTIL DUMPSTER IS NO LONGER FULL. THIS PREVENTS ANIMALS FROM GETTING INTO TRASH. IT IS VERY IMPORTANT TO PLACE BAGS CLEARLY IN THE DUMPSTER. DO NOT LAY ITEMS ON TOP OF DUMPSTER OR ALONG THE SIDE. THE TRASH MEN WILL NOT PICK UP THESE ITEMS. FAILURE TO COMPLY WITH THIS COULD RESULT IN A CHARGE PASSED ON TO TENANT. REMEMBER, YOUR TRASH IS GENERALLY IDENTIFIABLE.

**6. PET POLICY**

WE HAVE A VERY STRICT PET POLICY THAT MUST BE ADHERED TO AT ALL TIMES. NO MORE THAN **ONE** PET IS ALLOWED IN ANY APARTMENT. ONLY ONE **SMALL (less than 20 lbs.)** DOG OR ONE CAT IS PERMITTED. ANY OTHER PETS SUCH AS BIRDS, FISH, ETC. MUST BE APPROVED BY THE LANDLORD AND MAY OR MAY NOT BE SUBJECT TO THE PET DEPOSIT. THE APPROPRIATE PET FEE MUST BE REMITTED TO THE LANDLORD BEFORE A PET CAN BE BROUGHT INTO THE RESIDENCE. **ALL PET DEPOSITS ARE NON-REFUNDABLE**.

IF A PET IS ACQUIRED AFTER YOU HAVE MOVED IN, YOU MUST CONTACT THE LANDLORD IMMEDIATELY FOR PRIOR APPROVAL. ALL OF OUR SERVICE PEOPLE ARE INSTRUCTED TO BE ON THE LOOKOUT FOR VIOLATIONS OF THE PET POLICY. ANY SUCH VIOLATION CAN RESULT IN A TERMINATION OF YOUR LEASE.

**7. NOISE OR OTHER DISTURBANCES**

BECAUSE AN APARTMENT BUILDING HAS CLOSE QUARTERS, IT IS VERY IMPORTANT THAT EVERYONE BE CONSIDERATE OF THEIR NEIGHBORS. SPECIAL ATTENTION SHOULD BE PAID TO MUSIC OR TELEVISION AFTER 10 PM. SHOUTING, RUNNING, OR SLAMMING OF DOORS IS UNACCEPTABLE AT ANY TIME. PARTIES WITH FRIENDS AND FAMILIES SHOULD NOT INTRUDE UPON YOUR NEIGHBORS.

COMPLAINTS OF NOISE OR CALLS TO THE POLICE FOR DISTURBANCES WILL BE INVESTIGATED BY THE LANDLORD. FAILURE TO CURTAIL SUCH INCIDENTS WILL RESULT IN EVICTION.

**8. PEST CONTROL**

IF YOUR APARTMENT IS PROVIDED WITH PEST CONTROL THE ROUTINE SERVICES ARE PROVIDED TO THE EXTERIOR OF THE BUILDING. SHOULD THE TECHNICIAN NEED ACCESS TO THE INTERIOR THE PLACE MUST BE CLEAN AND ACCESSIBLE. PARTICULAR ATTENTION SHOULD BE PAID TO HOUSEKEEPING AT THIS TIME SO THAT MAXIMUM EFFECTIVENESS CAN BE ACHIEVED WITH THE PEST TREATMENT.

**9. REGISTERED RESIDENTS**

ONLY THOSE RESIDENTS REGISTERED WITH THE LANDLORD ARE ALLOWED TO LIVE IN THE RESIDENCE. ALL NEW RESIDENTS MUST BE APPROVED IN ADVANCE BY THE LANDLORD. A RESIDENT IS DEFINED TO BE ANYONE WHO SPENDS MORE THAN 10 NIGHTS PER MONTH IN THE RESIDENCE. PARENTS WHO SHARE MINIMAL CUSTODY OF CHILDREN SHOULD DECLARE THIS WITH THE LANDLORD. WE ARE PARTICULARLY CONCERNED WITH FRIENDS LOOKING FOR TEMPORARY RESIDENCE. PERMISION FOR THIS MUST BE GRANTED BY LANDLORD. VIOLATIONS OF THIS COULD RESULT IN EVICTION.

**10. PARKING AND EXTRA VEHICLES**

ALMOST ALL UNITS HAVE A MINIMUM OF 2 PARKING SPACES PER APARTMENT. IF YOU OR YOUR GUESTS REQUIRE MORE THAN 2 SPACES AT ANY ONE TIME, PLEASE PARK OUTSIDE THE DESIGNATED APARTMENT SPACES BUT NEVER ON THE LAWN OR GRASS AREA. THE LANDLORD MUST BE NOTIFIED OF EXTRA VEHICLES SUCH AS MOTORCYCLES. BOATS, TRAILERS AND MOTOR HOMES ARE STRICTLY PROHIBITED . IMMOVABLE OR NON-DRIVABLE VEHICLES, SUCH AS ENGINE NOT RUNNING OR FLAT TIRE, ETC., CANNOT BE KEPT ON THE PREMISES FOR MORE THAN 2 WEEKS. LARGE ITEMS SUCH AS TIRES AND WHEELS, CAMPER TOPS, OR OTHER SIMILAR ITEMS CANNOT BE STORED ON THE APARTMENT PREMISES.

**11. LOCKS AND KEYS**

YOUR DOOR LOCK HAS BEEN CHANGED FOR YOUR INITIAL OCCUPANCY. ALL DOOR LOCKS ARE MASTERED TO ALLOW ACCESS BY LANDLORD OR MAINTENANCE PEOPLE. LOCKS CANNOT BE ALTERED, CHANGED OR REKEYED BY TENANT. CONTACT LANDLOR IF YOU NEED TO HAVE YOUR LOCK CHANGED FOR SECURITY REASONS.

THE LANDLORD MAINTAINS A COPY OF EACH KEY IN OUR OFFICE. IN THE EVENT THAT YOU NEED TO BORROW A KEY, A **$5 DEPOSIT** MAY BE REQUIRED TO ENSURE THAT THIS IMPORTANT KEY IS RETURNED.

**12. HOUSEKEEPING**

AS A LANDLORD WE ARE CONCERNED ABOUT GOOD HOUSEKEEPING FOR A NUMBER OF REASONS INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

1. POOR HOUSEKEEPING OUTSIDE OF THE RESIDENCE IS AN EYESORE TO THE NEIGHBORS AND POTENTIAL NEW TENANTS AS WELL AS A POTENTIAL SAFETY HAZARD.

2. INSIDE THE RESIDENCE, AN OVERLOAD OF STORAGE BOXES OR FURNITURE CAN RESULT IN A FIRE HAZARD OR OTHER SAFETY HAZARDS, AS WELL AS ACTING AS A HAVEN FOR ROACHES & OTHER PESTS.

3. FOOD NOT PROPERLY DISPOSED OF CAN RESULT IN AN INCREASE IN ROACHES OR OTHER PESTS.

**4. WATER BEDS ARE PROHIBITED IN ANY UPSTAIRS UNITS.**

1. **BARBEQUEING IS NOT ALLOWED ON THE PORCH. PITS MAY BE STORED ON THE PORCH BUT MUST BE MOVED OUT IN THE YARD WHEN USED.**
2. **IGARETTE BUTTS MUST BE DISPOSED OF IN A PROPER CONTAINER. THEY SHOULD NEVER BE TRHOWN OUT IN THE YARD AND THE CONTAINER HOLDING THE BUTTS SHOULD BE EMPTYED AFTER EACH USE.**

**7. CHRISTMAS OR OTHER HOLIDAY DECORATIONS (OTHER THAN A DOOR WREATH) ARE NOT ALLOWED ON THE OUTSIDE OF THE APARTMENT.**

**OUR SERVICE PEOPLE ARE INSTRUCTED TO INFORM US OF ANY SERIOUS HOUSEKEEPING PROBLEMS THEY ENCOUNTER. WE RESERVE THE RIGHT TO CALL FOR AN INSPECTION AT ANY TIME. FAILURE TO COMPLY WITH THESE REQUIREMENTS CAN RESULT IN TERMINATION OF THE LEASE**.

**13. NOTICE OF MOVING**

AS STATED IN THE LEASE, 30 DAY NOTICE IS REQUIRED. PLEASE REFER TO THE “MOVE OUT INSTRUCTIONS DOCUMENT”AT THE BACK OF THIS MANUAL. TENANTS SHOULD RETURN KEYS OR LEAVE ON COUNTER PRIOR TO THE LAST REQUEST FOR FINAL INSPECTION. PLEASE CALL US FOR MORE EXACT DETAILS ON SETTING UP EXACT DATE AND TIME OF FINAL INSPECTION.

**Hidden Acres Properties**

**MOVE OUT INSTRUCTIONS**

In an effort to maximize the return of your deposit, we have noted several Do’s and Do Not’s listed below:

**DO**

1. Give landlord 30 days notice.
2. Pay the rent in full for the last calendar month in which the unit will be occupied.
3. Leave the electricity on until final inspection is completed and all items deemed the responsibilities of tenant are completed. (Landlord is not responsible for utility charges incurred as a result of performing duties tenant neglected to complete.)
4. Allow enough day(s) at the end of the month for landlord to complete any work that you should have done. (If not, the rent days will be deducted from your deposit.)
5. Make sure cleaning is done to the same standard it was when you moved in. All items below were done prior to you moving in so we are only asking you to leave it in the same condition.

**Items to Note particularly are**:

* Clean oven, shelves and vent-a-hood, especially the small screen that catches grease.
* Buy new stove pans from Home Depot to replace any that are stained.
* Mini-Blinds
* Return Air Grill including new A/C filter.
* Refrigerator (Please do not forget to pull the refrigerator out and clean the floor where it was standing.)
* Baseboards
* Bathroom - Clean the bathtub, toilet and lavatory
* Cabinets, Drawers and Shelves.
* Ceiling Fans
* Mop Floors
* Carpets – Carpets need to be shampooed.
* Smoking – If smoking has taken place in the apt. during your stay, you will want to do what is necessary to remove any smoke odors. In some cases, after heavy smokers have occupied an apt., we have had to either wash down all walls and cabinets or in some cases paint the entire apartment.

**DO NOT**

1. Wait until the last day of the month to clean and then call for final inspection.
2. Expect inspection to be at off business hours unless acceptable to landlord and agreed in advance.
3. Don’t forget to leave your keys. Simply place all your keys on the kitchen countertop.
4. Leave any items in or right outside the apartment. If you have stored or placed items on the side or back of building, it is your responsibility take them with you or throw out.
5. Place large items outside of the Dumpster. (You will be charged for items left outside dumpster because Waste Management will not pick up anything left outside the dumpster and we have to hire someone to haul it off.)
6. Expect deposit refund until all costs are determined.

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Obviously, there may be more things to take care of than those listed above. The above items are often overlooked.