

Carriage Gate, LLC

Rules and Regulations Handbook '10-'11

Thank you for selecting one of Carriage Gate's fine properties as your new home! The information contained in this Handbook is part of your Lease Agreement and needs to be reviewed carefully. As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a. The Virginia Residential Landlord and Tenant Act (VRLTA)
- b. The Lease signed with the Carriage Gate, LLC
- c. The Rules and Regulations governing your property as stated herein (Policies are subject to change. If change occurs, written notice will be delivered to you.)

Rules and Regulations are made for your protection, to assist you in avoiding charges and penalties, and to continue to make Carriage Gate's properties attractive and affordable. Put this Handbook Where You Can Find it! Before calling us, see if the answer to your question is in this handbook.

Table of Contents

Phone Numbers and Office Hours	PAGE 1
Rent	PAGE 2
Insurance	PAGE 2
Periodic Property Inspections	PAGE 2
Birdfeeders	PAGE 2
Firearms	PAGE 2
Grills	PAGE 2
Smoke Detectors	PAGE 2
Smoking	PAGE 2
Waterbeds	PAGE 2
Emergency Maintenance Service	PAGE 3
Conduct and Noise Complaints	PAGE 3
Guests	PAGE 3
Common Area Usage	PAGE 3
Vehicles, Motorcycles, & Bicycles	PAGE 3
Parking Policy	PAGE 4
Lock Out Service	PAGE 4
Utilities	PAGE 4
Trash Disposal	PAGE 4
Extermination	PAGE 5
Safety and Services	PAGE 5
Pets	PAGE 5
Alterations	PAGE 5
Condition Reports	PAGE 5
Window Coverings	PAGE 5
Snow	PAGE 5
Lease Renewals	PAGE 6
Lease Takeovers, Sublets, Substitutions, and Date Changes	PAGE 6
Security Deposit	PAGE 6
Vacating	PAGE 6
Housekeeping	PAGE 7
Cleaning Guidelines	PAGE 8

PHONE NUMBERS & OFFICE HOURS

Carriage Gate, LLC

315 Winding River Lane, Suite #201, Charlottesville, VA 22911

Office 434-531-4177 Fax 434-973-8081

info@carriagegate.com

www.carriagegate.com

Current hours of operation: Monday – Friday 10:00 a.m. to 4:00 p.m.

Office Hours are subject to change during holiday and slow business seasons.



RENT

Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.) Monthly bills will not be sent. Tenants agree to pay of Late Fee of **\$50.00** on rent received after the close of business on the 5th day of the month, REGARDLESS OF WEEKENDS, HOLIDAYS OR POSTMARKS. **Please note that ANY balance (i.e. fees, lock out fees, maintenance service fees, etc.) past due is considered Rent and will be subject to late fees.** Only **one check** will be accepted per rental unit. In the event that more than one check is received per rental unit, the checks will be returned to you for a single payment. If a partial payment is made, a late fee will automatically be assessed. Delays in rent payments will add late fee charges to your account. Only persons listed on the lease can make rent payments. **WE DO NOT ACCEPT CASH, CREDIT CARDS OR POST DATED CHECKS.**

CHECKS RETURNED BY THE BANK FOR INSUFFICIENT FUNDS WILL NOT BE REDEPOSITED. After two returned checks, you will be required to pay your monthly rental payments by certified check, cashier's check, or money order.

Checks returned for insufficient funds (including, without limitation, automatic or electronic payments) made on insufficient funds will result in the following charges, in addition to the late charges specified in the Lease: the face amount of the check or other draft and all other amounts recoverable by Landlord pursuant to this Lease or by law: (i) a reimbursement of bank charges for a bad check up to the amount of **\$50**; (ii) a bad check processing fee in the amount of **\$50**; and (iii) a civil recovery for a bad check in the amount of **\$250**. These charges will be included in the unlawful detainer summons or other civil action filed by Landlord.

DEFAULT OF RENTAL PAYMENT - If your rental payment is not paid in full by the 5th day of the month, in which it is due, be advised that this is your notice that your lease and rental agreement may be canceled. You will be responsible for all attorney and legal fees as well as any court and collection fees incurred in our efforts to collect the rent monies due. Any and all charges unpaid by the end of the month in which they are charged may be added as additional rent. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped. If your rental payments are late more than twice in a 12-month period, your lease agreement may not be renewed.

INSURANCE

It is **REQUIRED** that you have tenant's/renter's insurance and a copy of the declarations page of your policy is due within 30 days of taking occupancy. Please notify your insurance company that Carriage Gate, LLC is the owner and must be notified of any change in your policy status.

PERIODIC PROPERTY INSPECTIONS

Routine inspections of the condition of the property may be reformed on occasion. You will be given 24 hours notice prior to the inspection. You will be notified of any problems, and given 14 days to remedy them. Any breach not corrected will be addressed as per VRLTA.

BIRDFEEDERS

Birds have the potential to cause great harm to our buildings. Because of this potential damage, birdfeeders are strictly prohibited from being placed on, attached to, or hung on any building or tree on the property. Any birdfeeder be found on the property will be promptly removed by management.

FIREARMS

(Military and Law Enforcement personal are exempt)
Firearms are strictly prohibited.

GRILLS

Grills of any kind are strictly prohibited at Carriage Gate Apartments.
All other properties may use a grill if it's placed at least 10 feet from any building or structure.

SMOKE DETECTORS

We have checked to ensure that all smoke detectors are working when tenancy begins. If a smoke detector is found without a working battery or has otherwise been tampered with, the tenant(s) will be charged \$50.00, plus the cost of materials of putting it back in working order. If the 9-volt battery should fail during your occupancy, you are responsible for replacing that battery (an intermittent beeping means that the battery is running low).

Disabling or otherwise tampering with a smoke detector is against the law.

SMOKING

Smoking is strictly prohibited inside all rental units.

WATERBEDS

Waterbeds are strictly prohibited.

EMERGENCY & REGULAR MAINTENANCE SERVICE

AN EMERGENCY IS ANYTHING THAT IS CAUSING OR HAS THE POTENTIAL TO CAUSE DAMAGE OR HARM.

During regular business hours call 434-531-4177 or after hours call 434-972-7055 to report the emergency. After hours, should you need emergency service, your call will be answered by an answering service; be sure to provide them with your full name, a telephone number where you can be reached, your full address, and the nature of the emergency. **If the emergency involves a fire or similar emergency, please notify the proper authorities by dialing 911 BEFORE calling these numbers.**

Emergencies include, but are not limited to:

1. No electricity - Please call Dominion VA Power at (888) 667-3000 if the entire unit is without electricity.
2. Loss of heat if temperature is below 60 degrees.
3. Sewer back-ups.
4. Any kind of leak that cannot be controlled by turning off the water supply
5. Security problems such as broken locks, broken doors, glass, etc.
6. Any kind of electrical spark of the stove, electrical outlets, etc.

Non-emergencies: Must be *in writing* via e-mail, fax or by mailing to the Carriage Gate office. Maintenance requests serve as permission to enter the rental unit

Be specific about the problem, write clearly, legibly and include your daytime telephone number and full property address. If you are not contacted by a repair person within 72 hours (not including weekends or holidays) after reporting a problem, please notify Management during our office hours so the call can be reassigned.

You are responsible to stop further damage from occurring. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker servicing that appliance or area. Once we have been notified, we will make any necessary repairs within a reasonable time. **You will not be reimbursed for any unauthorized repairs you make.**

ANY AND ALL REQUESTS ARE SUBJECT TO A SERVICE FEE THAT WILL BE CHARGED TO YOU WITH THE EXCEPTION OF NORMAL WEAR AND TEAR. AS STATED IN THE "RENT" PORTION OF THIS HANDBOOK ALL FEES ARE CONSIDERED RENT AND WILL BE SUBJECT TO LATE FEES.

CONDUCT AND NOISE COMPLAINTS

Living in a community requires consideration of others, especially where noise is concerned. Tenants and their guests are expected to extend common courtesy to their neighbors. (Section 5A of your Lease.) If music or other sound can be heard outside the perimeter of the leased premises, it is considered too loud. Most noise problems are due to a lack of awareness of the problem, we suggest that personally contact your neighbor to solve the situation. As a last resort contact the Albemarle County Police Department 434-977-9041 for corrective action. We also ask that you notify Carriage Gate in writing with the building and unit number, and the details surrounding the complaint, including time and date. Please be advised that repeated noise complaints may result in corrective action and possible eviction.

GUESTS

All occupants residing in the premises must apply for tenancy or be registered on the Lease including children. Any person staying more than seven (7) days consecutively or fourteen (14) days in a calendar year will be considered tenants for the purposes under this Lease. All portions of this handbook and your Lease agreement apply to your guests. You are responsible for the actions and damages of your guests and any uninvited guests who may enter our property as a result of a party or gathering, whether you are aware of their actions or not. **All costs incurred by the Landlord as a result of a party or gathering will be your responsibility.**

COMMON AREA USAGE

The area surrounding your rental property is to be enjoyed, with consideration of your neighbors. Personal items left in the common areas will be removed and disposed of, without notice. Common areas must be kept free of litter such as cigarettes, animal waste, trash, bottles, clothing, etc.

VEHICLES, MOTORCYCLES, & BICYCLES

Park in marked spaces only; never park in fire lanes, traffic lanes, or next to mailboxes.

Towing is necessary to keep fire lanes, traffic lanes, next to mailboxes, lawns, sidewalks, or breezeways areas clear at all times. Washing or repair vehicles in the parking area is prohibited. Any vehicle that is in an unsightly state of disrepair, (i.e. flat tires, on supports, is inoperable or lacks proper state licensing or inspection) and remains on the property for more than 24 hours will be subject to towing at the owner's expense without warning.

Bicycles cannot be stored on the apartment landings or attached to a railing or any other part of the building. Bicycles improperly stored will be removed without notice. The City and State Fire Codes prohibit the placing of bicycles, motorcycles, trash, or other items at entrances or on steps or landings of buildings. Mopeds and motorcycles must be parked in the parking lot, within a marked space.

*****If towed contact Colliers Towing, 202 5th Street SW, Charlottesville, VA 22903 (434-295-4941).**

PARKING POLICY (Carriage Gate Apartments)

Carriage Gate tenants are assigned one clearly marked "RESERVED" parking space per apartment. All other parking is available on a first-come, first-serve basis. **One parking permit will be issued at move-in per apartment.**

If a parking permit is not returned at move-out a charge of \$30.00 will be assessed.

You are authorized to tow from your designated parking space only. We recommend that you contact Collier's Towing at (434) 295-4941 for towing, as they are familiar with the parking policies at Carriage Gate Apartments. Once the towing service arrives you **must** present your parking sticker and driver's license in order to have a vehicle towed from your reserved space.

Only Carriage Gate representatives, a Charlottesville/Albemarle Police Officer, or Charlottesville/Albemarle Fire Department officials are authorized to tow from unmarked parking spaces, driveways, or fire lanes.

*****If towed contact Colliers Towing, 202 5th Street SW, Charlottesville, VA 22903 (434-295-4941).**

LOCK OUT SERVICE/KEYS & LOCKS

If you are locked out of your unit during office hours, you may bring a picture ID to the office and check out a key until 5pm that day. Your name **MUST** be on the Lease in order to check a key out. Make sure your children are listed on the Lease as occupants.

Attempting to gain entry through windows or by other means is prohibited. Damage occurring as a result of entering through windows or any other means will be billed to the tenant.

After business hours, you will be responsible for contacting a locksmith to gain entry.

You *may not* re-key or replace the property locks. If we are unable to access a rental unit because the locks have been changed, you will be charged to have the locks match the master key system. All keys are to be returned to us upon vacating the premises. Failure to return a key upon vacating will result in a charge of \$25.00 per key. Alterations or replacement of locks, installation of additional locks, door knockers, mirrors or other attachments to the interior or exterior of doors is prohibited.

UTILITIES

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the entire Lease period. If Carriage Gate, LLC receives a bill for service for any utility during the course of your Lease Agreement, that bill will be paid and you will be charged a \$25.00 service charge in addition to the amount of the bill.

You must 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 your power is disconnected and there is billable work after your move-out, then any subsequent power bills will be applied to your account.

The property owner does not maintain telephone and cable lines inside the building. *Phone line maintenance insurance is available through the phone company is recommended.* Problems with phone or cable lines should be reported to your phone or cable provider. Alterations or additions must be approved in writing by management.

- **Electricity (REQUIRED)** Dominion Virginia Power, 1-888-667-3000 or online at www.dom.com.
Telephone/Internet Embarq – 1-888-723-8010 or online at www.embarq.com.
- **Cable/Internet** Comcast - 1-800-COMCAST (1-800-266-2278) or online at www.comcast.com.

REQUIRED FOR TOWN HOMES

- **Water** Albemarle County Service Authority (ACSA) www.acsanet.com (Customer Service); 434-977-4511
- **Gas** City of Charlottesville 434-970-3211

All phone and cable wires must be secured along the baseboard and/or doorjamb and cannot cross thresholds, traffic areas, hallways or any common area in the dwelling.

TRASH DISPOSAL

Carriage Gate Apartments Trash is collected every Monday and Thursday.

Laurel Park trash is collected every Tuesday morning. Dixon is the service provider and they provide Single Stream Recycling (no need to separate your recyclable from your trash, they do it for you).

Receptacles are for disposal of household trash only. Be sure to secure the receptacles each time you dispose of waste so that animals cannot get into them and do not sit trash outside of the receptacle. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. Do not leave trash bags or other debris outside the dwelling unit entrance. If it is necessary for us to remove trash, you will be billed. This includes cigarette butts, animal waste, and any other debris thrown from porches.

Charlottesville Refuse/Recycling Collection: 434-970-3830

Rivanna Solid Waste Authority: 434-977-2976

Salvation Army: 434-295-4058

EXTERMINATION

Carriage Gate provides extermination for roaches and termites only. The tenant is responsible for any other services needed. If you would like to have the unit exterminated for roaches, please call our office. Please notify our office if you know the point of entry for unwanted pests, and we will attempt to prevent future entry.

SAFETY AND SERVICES

Keep the entire property free of trash and debris, including all hallways, patios, utility closets, balconies, entry landings, and stairways. Do not keep dangerous or flammable fluids inside the dwelling unit at any time. Place all items at least 3 feet from hot water heaters and furnaces. Balconies and porches are to be kept neat and orderly at all times. Inappropriate furniture, kegs, trash, laundry, towels, blankets, clothes, etc. may not be stored on balconies or patios. Nothing is to be thrown from balconies or patios. If clean up is necessary you will be billed for the time and disposal fees. Do not loosen or climb on railings, balconies, or porches. Carriage gate will replace broken windows and doors, at your expense.

Tenants will be charge for missing or damaged screens. Please report damaged screens in writing to the office, as they look like easy access to the property. Replacing light bulbs is the responsibility of the tenant.

Should common area lights need replacing, please submit a request in writing via fax or e-mail.

PETS

HAVING A PET IN A RENTAL PROPERTY IS A PRIVILEGE AND MAY BE REVOKED AT ANY TIME WITHOUT TERMINATING YOUR LEASE AGREEMENT

Prior to obtaining your pet, you must receive permission from Carriage Gate via a pet addendum, which becomes part of your lease agreement. Any unregistered and/or illegal pets found on the premises will result in a fine of \$200.00 per pet, per month. The following pets are welcome at Carriage Gate: dogs*, cats, rabbits and ferrets (3 pet maximum). Always walk dogs away from the building, and clean up after your pet. You will be charged if maintenance has to clean up after your pets. **DOGS MUST ALWAYS BE LEASHED WHEN OUTSIDE AND MUST BE IN THE PRESENCE OF THEIR OWNER.** DO NOT chain, tie or contain pets on porches, patios or the common areas. Do not leave pets unattended inside for longer than 12 hours.

If you call in a request for maintenance service, be sure to remind us that you have a pet.

All pet approvals will be at the sole discretion of management.

ALTERATIONS

As a tenant, 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. No signs, lights, satellite dishes, or antenna wires can be attached to the building or in the windows. Carriage Gate, LLC will not reimburse the Tenant for the cost of any alterations made to the dwelling unit.

CONDITION REPORTS

Please carefully review your Condition Report, which will be given to you upon move-in. This list itemizes permanent defects that will not be repaired or billed to you since they existed prior to your taking occupancy. The Condition Report and any changes or additions to it must be completed and returned to our office within five (5) calendar days of your move-in date. This same report will be used for the move-out condition comparison when you vacate the premises. If this report is not returned, the leased property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. There are no exceptions to this procedure.

WINDOW COVERINGS

All windows and glass doors must be covered with white draperies or blinds. Do not remove or alter any blinds that are present when you take occupancy. Any removal or alteration may result in charges billed to the tenant.

SNOW

Tenants are responsible for clearing snow away from their individual vehicles. As conditions allow we will strive to clear parking lots and sidewalks of snow and ice. Please use caution whenever there is inclement weather.

LEASE RENEWALS

You will need to verify your intent to renew at least 60 days before your lease expiration date.

We appreciate long-term tenants and encourage renewals on a regular basis. We ask that you respond to us 60 days before your lease ends so that we remove your unit from our leasing boards. If you choose to vacate and have not given adequate notice \$200.00 will be automatically deducted from your security deposit.

LEASE-TAKEOVERS, SUBLETS, SUBSTITUTIONS AND LEASE DATE CHANGES

Tenants are prohibited from making advertisements or entering into agreements for lease-takeovers or sublets because of your personal liability and our obligation to act in accordance with The Fair Housing Laws.

Lease Takeovers, Lease Date Changes, and Subleases: Will be at the sole discretion of management.

Name Addition/Deletion: A fee of \$75.00 will be charged for any additions or deletions. Each tenant that is added to a lease must be approved through the application process.

SECURITY DEPOSIT RETURNS

All or part of the Security Deposit can be applied towards the payment of accrued Rent and the amount of any damages that have been suffered by Landlord, including but not limited to, physical damages, appropriate charges to Tenant not previously reimbursed to Landlord, and actual damages for breach of this Lease, including attorney's fees and costs. The Security Deposit will be applied to non-Rent items first, and then to any unpaid Rent.

Within forty-five (45) days after your lease expiration date and return of possession of the Dwelling Unit (you have let us know that you have vacated and we have received all of your keys) you will receive an itemized list of deductions from the Security Deposit, and refund, if any. If damages to the Dwelling Unit exceed the amount of the Security Deposit and require the services of a third-party contractor, you will receive written notice within a forty-five-day day period. If such notice is given, Carriage Gate, LLC will have an additional fifteen days to provide an itemization of the damages and the cost of repair.

If Tenant complies with all terms and conditions of the Lease and with the VRLTA, Carriage Gate, LLC will return the Security Deposit within forty-five (45) days after termination of the tenancy and return of possession of the Dwelling Unit to Landlord by Tenant.

We are only able to return a security deposit refund to **one person**. We will send the check to the first person to provide the forwarding address. In the event of any conflict or dispute, the check will be made out to all parties on the lease, and mailed to one address.

VACATING

You will need to verify your move-out date at least 60 days before your stated lease expiration date.

Upon termination of this Lease, all tenants shall completely vacate the premises, including the removal of all personal property and furniture before 12:00 NOON. All unit keys, mailbox keys, and garage door opener(s) must be returned. Upon notice from any tenant that the unit is no longer occupied, Carriage Gate will assume the right of possession, even if your lease has not ended.

Vacating the Dwelling Unit does not release you from your liability to continue to pay rent and/or to keep the utilities in your name and to pay for those utilities until your Lease expires.

If Carriage Gate, LLC receives a bill from any utility company for service during the course of your Lease Agreement, that bill will be paid and you will be charged a \$25.00 service charge in addition to the amount of the bill.

You must keep service in your name for 5 days after move out so that any work attributable to you (i.e. cleaning, patching holes, etc.) can be done without the cost of reconnection.

In the event that your power is disconnected and there is billable work after your move-out, then any subsequent power bills will be applied to your account, plus the \$25.00 service charge state above.

Once keys are returned, it will be assumed the condition that the Dwelling Unit is left in is the condition in which the Tenant intended to leave it. If all keys have not been returned by noon on the day of termination, the cost for re-keying doors will be charged to the Tenant. Tenants do not have the right to store personal property after the Lease ends. All costs to remove or dispose of abandoned trash and/or property once the Lease has ended will be charged to the Tenant. Before departure, Tenant shall turn over to Landlord the premises and all its fixtures and equipment in good condition, thoroughly cleaned and in sanitary condition, reasonable wear and tear excepted.

Inspections are made Monday through Friday, 9:30AM to 4:30PM.

Tenant shall prepare the premises for inspection according to the Cleaning Guidelines listed herein. Inspections will not be made on weekends or holidays. Inspections are made only after you have completely vacated and cleaned the premises, carpets professionally cleaned and dry (**receipt required, no exceptions**). Tenants may request to be present at the time of inspection to verify the condition of the premises. Inspections will occur within 72 hours of the day all the keys are returned to our office. If you do not want to be present or fail to show up at the scheduled time, our inspection report will be final and you will not be allowed re-entry.

Items to return upon vacating: Unit Keys, Mail Key(s), Parking Permit, Garage Door Opener(s)

HOUSEKEEPING

You will be charged for labor and materials if you misuse or abuse any appliance or other equipment in the dwelling unit.

Shower Stalls/Tubs: Do not clean with abrasive cleaners that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. You will be responsible if water flows into the floor level below your bathroom. Mold and mildew can be kept to a minimum if you regularly clean and keep your bathroom ventilated (turn the fan on). If you discover that the caulk or grout around your shower/tub is deteriorating, please submit a request in writing for this service.

Toilets and Drains: Use a plunger to try to clear a clogged toilet. If unsuccessful, you may submit a maintenance request. Do not flush paper towels, cotton swabs, tampons, condoms, diapers, or any other foreign object down drains. There will be a charge for removal of any foreign objects as well as any resulting damages. In the event that you report a clogged toilet, and maintenance is able to clear the clog by simply plunging the toilet, you will be billed a minimum fee of \$25.00.

Dishwashers: Check the bottom of the dishwasher after each use for items that may have fallen.

Stoves: Do not use oven cleaner on self-cleaning ovens. Stove-tops can be cleaned with soap and water.

Garbage Disposals: We strongly recommend that you avoid using the garbage disposal; this will conserve water, and prevent sewer backups. Garbage disposals are not for bones, greasy items, meat or any other coarse, fibrous material. If the motor buzzes, turn the switch off, press the "Reset" button located on the bottom of the unit - usually a small red or yellow button. If pressing the reset button does not remedy the issue, submit a maintenance request. Avoid disposal jams keeping inappropriate items out of the appliance. (Food disintegrates slower in water.)

Washer/Dryers: Tenants will be responsible for service, repairs, and any subsequent damage caused by tenant abuse or neglect. After each use of the dryer, you must clean the dryer lint screen. Tenants will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

Dryer Vents: At any time that you find your dryer vent detached please call the office at 434-531-4177.

Heat pumps: Set it and leave it. Do not set the thermostat at extremely high or low temperatures. If the equipment cools or heat too dramatically, it will "freeze up". Never adjust your system more than two (2) degrees at a time; once the system has achieved the adjusted temperature you may adjust it two additional degrees.

Light Bulbs - At move-in, all light fixtures will be equipped with the proper light bulbs. Tenants are required to replace burned out light bulbs. Upon move out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.

Walls - Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls. Pictures may be hung with small nails. Anything larger than the size of the top of a #2 pencil will result in a charge at move out.

Carpets - Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and keep the pile erect.

Vinyl Flooring - Vinyl should be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times per year. Do not use gas, benzene, naphtha, turpentine or waxes. Do not apply varnish, lacquer or shellac to the floor.

IF YOU HAVE SMOKED IN ANY RENTAL UNIT AT ANY TIME DURING YOUR TENANCY, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE WHICH MAY INCLUDE REPLACEMENT OF WINDOW BLINDS, DRAPERIES, LIGHT FIXTURES, AND CARPET.

WHEN YOU MOVE OUT, IF THERE IS ANY EVIDENCE OF ANIMALS, SMELL OR OTHERWISE, YOU WILL LOOSE THE ENTIRE PET DEPOSIT.
IF YOU HAVE NOT REGISTERED A PET AND WE FIND ANY EVIDENCE THAT AN ANIMAL HAS BEEN IN THE RENTAL UNIT, \$400 WILL BE DEDUCTED FROM YOUR SECURITY DEPOSIT.

WE RECOMMEND THAT YOU USE A PROFESSIONAL CLEANING SERVICE.

CLEANING GUIDELINES

Tenants are responsible for leaving the rental unit clean and sanitary. That means **ALL** surfaces are to be vacuumed and wiped clean. It is **NOT** considered normal wear & tear for a rental to be dirty.

*** It is either clean or it is dirty. ***

Running out of time is not an acceptable excuse for leaving a rental dirty. If you run out of time, the inspection will not be rescheduled. We realize the units are not brand-new, but we do expect them to be clean. Below is a checklist that will help you avoid fees at move-out.

	ALL debris, personal items, extra hangers, bulbs, boxes, cleaning supplies, toilet paper, shower curtains, soap, and trash must be removed.
	Balconies/Patios: sweep clean; scrub with bristle brush and soap/water solution for hard stains from pots or furniture
	Baseboards: vacuum, then wipe clean any dust or dirt
	Carpets: vacuum thoroughly removing all dirt, hair, and trash debris; Professionally steam clean (a receipt from a professional carpet steam cleaning company is required to avoid being charged, no exceptions).
	Ceiling Fan(s): wipe clean cobwebs and dust from all parts of the fan
	Closets: wipe down shelving, doors and knobs, clean out light fixtures, remove all hangers
	Dishwasher: wipe clean exterior including knobs and control panel; inside wipe clean any food or soap residue
	Door casings (wood around doors): wipe clean
	Door knobs/handles: wipe clean of fingerprints and dirt
	Doors: vacuum dust from both sides of every door; wipe clean of fingerprints and dirt
	Dryer Lint Trap: remove lint trap, clean all lint and soak in hot soapy water, rinse, dry completely, leave on top of dryer
	Exhaust Fans (in bathrooms): vacuum and wipe clean all dust and lint
	Fixtures (towel bars, toilet paper holders; shower heads, faucets): wipe clean to a shine
	HVAC Vents and Returns: vacuum and wipe clean of dust
	Kitchen Cabinets: remove shelf paper and liners; wipe clean exterior of all doors and drawer fronts; vacuum inside drawers, cabinets, and any shelving, then wipe clean; wipe clean all knobs and pulls (no food residue, dust, fingerprints, or grease should be present)
	Kitchen counters: wiped clean of dust and food particles paying special attention to corners
	Light fixtures (interior and exterior): remove globes to clean out dust and bugs; wipe down exposed bulbs, replace any bulbs that are not working
	Light switch plates: wipe clean (no fingerprints or dirt should remain)
	Microwave: wipe clean inside and out leaving no food residue; replace light where necessary
	Mini-blinds/installed window treatments: dust/vacuum
	Mirrors: wiped clean of smudges and streaks
	Oven/Stove: do not use chemicals on self-clean oven; wipe clean stove top with warm soapy water so that no food residue remains; wipe clean all knobs, exhaust fans, lights, burners, broiler drawer and pan, and control panels; replace light where necessary;
	Refrigerator: DO NOT UNPLUG OR TURN OFF; wipe clean outside including sides and top; wipe clean entire inside (top to bottom, side to side, all attachments, shelves, drawers, racks, moldings and door gasket); in the freezer raise ice maker lever and empty ice tray; keep temperature settings on normal
	Sinks including drains and faucets: wipe clean of stains and food and soap residue; all chrome (silver) fixtures cleaned to a shine
	Thermostat(s): DO NOT TURN OFF; do not set below 65 degrees or above 80 degrees Fahrenheit; wipe clean
	Toilets: wipe clean base, tank, bowl (entire toilet); clean top and bottom of toilet seat
	Tub/shower: cleaned of stains, rings, hair and soap residue; Shower door tracks cleaned of all mold and dirt; wipe clean chrome faucets and drains to a shine; scrub grout free of mildew and soap residue
	Vanities: vacuum interior (drawer and cabinets, then wipe clean of hair, dust, shampoo, toothpaste, etc.
	Vinyl floors: vacuum, then damp mop with warm water and mild soap
	Walls and Ceilings: remove nails/screws (including anchors); wipe clean (no fingerprints, smudges, grease); vacuum cobwebs from ceiling corners; DO NOT SPACKLE NAIL HOLES.
	Washer/Dryer: wipe clean exterior of the unit, knobs and selection panels, wipe clean any dirt inside; vacuum all lint and debris from hoses and spaces behind and in between machines, and the walls
	Windows: clean glass from the inside; open window to vacuum and wipe clean tracks
	Windowsills: vacuum, then wipe down with damp cloth soaked in water and soap solution or Clorox wipes

Vacuum and wipe down **ALL** surfaces including baseboards, molding, doors, door knobs, woodwork, trim, ceilings, etc.