

Policies and Guidelines

The following information will help acquaint you with our policies as well as offer you a few guidelines to follow in the event you experience a problem or an emergency while renting from us. It is important for you to review and be aware of this information.

Communication

“We can’t fix it if we don’t know it’s broken!” *Communication between the resident and management is of vital importance.* Please contact the office if you have any questions, complaints, maintenance request, etc. **BEFORE** they develop into major problems. All non emergency work-orders to be submitted through the website or emailed to the proper email address.



Go to www.studentsrenthere.com and push the button. Or you can email to workorders@studentsrenthere.com.

Emergencies

THE BELOW MENTIONED ITEMS ARE CONSIDERED TO BE EMERGENCY SITUATIONS THAT NEED TO BE REPORTED IMMEDIATELY AS OUTLINED:

FLOODING

- If the toilet is overflowing, turn the water off under the tank.
- If the kitchen or bathroom sink is leaking, turn the water off under the sink.
- If you live in a house the water mainline shutoff is near the street outside the unit in a city water box. Please shut the water off at the street if you do not have shutoff valves inside the home.
- **Call the office immediately.**

ELECTRICAL PROBLEMS

If the power is off in your residence, it is usually a general power failure. Also, make sure you have not overlooked payment of your electric bill.

To check the circuit breaker box, do the following:

- If a breaker is tripped, reset it on.
- If the breaker trips again, **wait ten minutes** and reset again.
- **If it trips a third time, please call the office immediately.**

Please note: Circuit breakers are safety devices...not light switches. By flipping the breaker on and off several times without a time delay, it will cause damage to the wiring and fuse box.

FIRE

- Call the Fire Department immediately!! **DIAL 911**
- If it poses a threat to surrounding units, notify residents.
- Contact management as soon as possible.

General Guidelines

Smoking

Smoking is strictly forbidden inside any and all residences. **NO SMOKING UNDER ANY CIRCUMSTANCES!**

Toilets

If your toilet is stopped up...*try your plunger first.* A simple plunging can solve most toilet problems. If you are in a one-bathroom unit and your toilet is stopped up beyond your ability to repair it then you have an emergency. If you have two bathrooms, it is less severe.

Refrigerator

If your refrigerator stops cooling during the night keep the doors closed and notify the office in the morning. Refrigerators will retain food for 24 hours provided the doors remain closed. **REMEMBER; never use sharp objects to remove ice or any other item from the freezer. THE LANDLORD WILL NOT BE RESPONSIBLE FOR FOOD SPOILAGE.**

Water Heater

If your water heater is leaking, call the office immediately if flood or water damage is occurring. If you have no hot water, check the breaker to see that it is on. If the breaker is not the problem, parts may be needed and are not obtainable during the night. Call the office number in the morning. The water in your water heater should remain hot overnight.

Air Conditioning and Heat Unit

If your air conditioning unit is not working properly **please shut it OFF** and call the office number. Continuing use, when you know it is not working properly will cause more problems and can result in permanent damage to your unit. Also, your air conditioner will not cool, as it should if you have your windows open! Your unit will heat better if you try to find a desirable thermostat setting and let it remain at that setting. If you have problems, call the office.

Garbage Disposal

- **If your disposal stops up...turn it off.**
- Press the reset button located on the unit (under the sink).
- Call the office number, if the above does not solve the problem.
- Always use cold water when operating the disposal, and always allow water to run for a short period of time after turning the unit off. This will clear the line and prevent odors. **NEVER turn the disposal on without first turning on the water. Leave the water running during operation of the disposal. DO NOT** place bones, corncobs, stringy vegetables, shrimp peels, etc., down the disposal. **Resident caused problems will be charged to the resident.**

Dishwasher

Your dishwasher not working is not considered an emergency, but please notify the office of the malfunction. Also, please rinse dishes under running water prior to placing them in the dishwasher so as to avoid food particles from jamming the dishwasher and not allowing the dishes to be properly cleaned. **Do not crowd dishes and ONLY USE DISHWASHER DETERGENTS. NEVER use bath**

soap, dish soap, or laundry detergents, as these will ruin the unit and cause flooding. Also, take care to avoid breaking dishes or glasses in the dishwasher. These broken pieces will jam the pump. **Any service required due to negligence will result in a service charge to the resident. If you live in a house, any dishwasher related problems are the responsibility of the tenant. The unit must be working when you check out at the end of the lease.**

Vacating and Clean Up

You must vacate the premises no later than your lease end date by 12:00 P.M. The house must be left in proper move-in condition as the property was given. The property must be cleaned and repaired to the landlord's standard, no exceptions. All cleaning and damages are the responsibility of the tenant.

Lock Outs

The landlord is not responsible in cases of lock out, and it may be necessary for you to call a locksmith. You may contact the office at 850-972-8439 and if we are available we will make every effort to let you into your unit. **ONLY those residents who have signed the lease will be given access to the rental unit. Be prepared to provide identification.**

Noise

Be considerate of your neighbors and keep stereo, TV, and radio volumes down. Party noises should be kept inside of the unit, and should be kept to a minimum. There should be no guests loitering in the hallways, as this may disturb other residents. If you have a noise complaint, please call the landlord's office number. If you feel comfortable speaking to the offender yourself, please do so.

Security and Safety

Please remember to close and lock windows and doors. Our office staff will not give your rental unit address or telephone number to anyone. Nobody, with the exception of office staff, maintenance staff, or vendors who perform routine services (pest control), will be given access to your unit.

Personal Property

Insurance covering personal property is the responsibility of the resident. Renters Insurance can be purchased from area insurance companies. Our insurance does not cover your personal belongings or personal liability.

Visitors

It is your responsibility to advise your visitors of any rules regarding noise, parking, etc. You will be held responsible for their actions while they are your guests on the rental property.

Motorcycles and Mini-Bikes

FIRE REGULATIONS prohibit the parking of motorcycles or mini-bikes on walkways, balconies, patios, or under stairwells.

Maintenance

Report maintenance to the office as needed. However, any maintenance item that is not considered an emergency or needing immediate attention can be placed in writing and included with your monthly rent payment to the landlord. Report all faucet leaks to the office as soon as possible. If your air conditioning and heat unit is not working properly, please try to report it to the office before noon. This allows us time to purchase parts, if needed. **Maintenance expenses caused by the resident will be charged to the resident.** Note: Maintenance requests will only be accepted from residents on the lease.

Pest Control

PLEASE DO NOT REFUSE THE PEST CONTROL SERVICE THAT IS PROVIDED FOR YOUR BENEFIT. This service is provided by the landlord and is for health and sanitary purposes. You can help us control any pest problem by keeping your residence clean and by not allowing trash and/or dirty dishes to accumulate.

A/C Filters

Every 30 days, management requires you to change the filters in your rental unit. Management will do periodic filter checks, only after knocking and announcing themselves. Replacing your filters each month will allow the heat and air unit to function more efficiently, thereby saving **you** on utility costs.

Windows – Doors

Windows and doors should be in good repair with all locks in working order at the time you move-in. Any damages occurring after move-in are the responsibilities of the resident and charges will be made accordingly. Any draperies or other window treatments must be white or lined in white so that only white may be seen from outside your rental unit, unless prior written consent by landlord. You cannot use foil, posters, garbage bags, etc. to cover windows or doors. No signs or other objects, which we deem to be unsightly, may be displayed in windows or elsewhere on premises. Only your mini-blinds should be visible from the outside of your unit. Any missing screens upon move-in should be reported immediately. You will be responsible for missing screens.

Mail Box Keys (Spirit Wind Apts)

You **MUST** request a new lock and key for your mailbox by calling the office if you lose your original but there is a charge. This may take a few days; so make this call as soon as possible.

Datios, Balconies, Walkways, Front & Back Yards

These should be kept free of trash, mops, pails, furniture, etc., and not used as a storage area. Please do not drape towels, rugs, clothing, etc., over railings. Walkways, stairs, and halls should be kept free of obstacles, per the Fire Marshall.

Grounds

Your help in keeping the grounds free of trash will be greatly appreciated. Dumpsters or city trash receptacles are provided and trash should be placed inside these containers.

Parking and Towing

Only passenger cars may be parked on the premises. No other vehicles (including motorcycles, trucks, boats, and boat trailers, campers, travel trailers, and motor homes,) may be parked on the premises without our prior written consent. All resident's vehicles may be required to have a parking sticker provided by us permanently affixed to the lower, front driver's side area of the windshield. Visitors may be required to park only in parking spaces marked for visitors, if no visitor parking spaces are available, visitors will be required to park offsite. Vehicles without parking stickers are assumed to be visitors and may be required to park in parking spaces marked for visitors, if no visitor parking spaces are available, visitors will be required to park offsite. You agree to remove and return your parking sticker to us at the expiration of your lease. All vehicles must be currently registered; in street operating condition; and must be parked only in the spaces provided for parking. No major repairs may be made to a vehicle on the premises. No vehicle may be parked in front of dumpsters, fire hydrants, so as to block other vehicles, on the grass, on curbs or outside the boundaries of a single designated parking space, or in entrances or exits. No more than one vehicle is allowed for each adult resident without our written consent. Any violations of the foregoing rules will subject the vehicle to being towed without notice at the vehicle owner's expense. We are not liable for any damages arising as a result of towing. You agree to indemnify and hold us harmless from any claims by your guests or invitees for the towing of their vehicles for violation of these rules; you agree to pay for said towing and other charges related thereto as additional rent to be paid immediately; and you acknowledge that it is your responsibility to advise your guests and invitees of the proper manner for the parking of their vehicles, and you further agree to determine in each case that they have complied with the rules. We impose additional parking regulations including limiting the number of vehicles which you or your guests may park on the premises, requiring the use of parking decals on vehicles, and/or assigning parking spaces.

Trash Dumpster (Spirit Wind Apts, Stadium Walk at Bellevue & Rivoli)

Tenants at 1714 Bellevue Way and 1716 Bellevue Way should use the trash dumpster located at the entrance to the driveway. The City of Tallahassee will empty this dumpster twice a week.

Policies In General

Move-in Condition and Security Equipment Inventory

You were provided with a move-in condition inventory form that should be completed, signed, and returned to the office within 10 days of your move-in date. If there are problems at the time you move-in that require our immediate attention, please do not hesitate to notify us. This form is for your protection with regard to your security deposit. It will provide us with information at move-out regarding the condition of your rental unit, thus eliminating any misunderstandings.

Leases

HANDBOOK SIGNATURE PAGE

I \ we have received our rental handbook and understand the provisions, rules and regulations stated throughout. I \ we also agree to follow the above-mentioned guidelines.

Signature

Signature

Signature

Signature

THIS FORM MUST BE TURNED IN Before you move in and within 24 hours of receiving keys!!

INSPECTION REPORT

Date: _____

Unit: _____

Area	Condition			
	Good	Move-In Poor	Move-Out Good	Poor
Yard/garden				
Driveway				
Patio/porch				
Exterior				
Entry light/bell				
Living room/Dining room/Halls				
Floors/carpets				
Walls/ceilings				
Doors/locks				
Fixtures/light				
Outlets/switches				
Other				
Bedrooms				
Floors/carpets				
Walls/ceilings				
Doors/locks				
Fixtures/light				
Outlets/switches				
Other				
Bathrooms				
Faucets				
Toilet				
Sink/Tub				
Floors/carpets				
Walls/ceiling				
Doors/locks				
Fixtures/lights				
Outlet/switches				
Other				
Kitchen				
Refrigerator				
Range				
Oven				
Dishwasher				
Sink/disposal				
Cabinets/counters				
Floors/carpets				
Walls/ceiling				
Doors/locks				
Fixtures/lights				
Outlet/switches				
Other				
Misc.				
Closets/pantry				
Garage				
Keys				
Other				

_____ Tenant

_____ Landlord

LEAD-BASED PAINT DISCLOSURE AND STATEMENT

Complete Section A for Sales Contracts and Section B for Leases.

A. Deposit Receipt and Contract for Sale and Purchase: This clause was incorporated into the Deposit Receipt between (SELLER) and (BUYER) concerning the residential Property built before 1978 and described as

"Every purchaser of any interest in residential real property on which a residential dwelling was built prior to 1978 is notified that such property may present exposure to lead from lead-based paint that may place young children at risk of developing lead poisoning. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Lead poisoning also poses a particular risk to pregnant women. The SELLER of any interest in residential real property is required to provide the BUYER with any information on lead-based paint hazards from risk assessments or inspection in the SELLER'S possession and notify the BUYER of any known lead-based paint hazards. A risk assessment or inspection for possible lead-based paint hazards is recommended prior to purchase."

BUYER has read and understands the above Lead Warning Statement and acknowledges receiving an Environmental Protection Agency lead hazard information pamphlet entitled "Protect Your Family From Lead in Your Home," as prescribed by the Administrator of the EPA under Section 406 of the Toxic Substances Control Act, prior to becoming obligated under this Contract. (Check whichever one of the following applies.)

BUYER has had a 10-day opportunity before signing the offer to conduct a risk assessment or inspection for the presence of lead-based paint hazards and finds the property to be satisfactory.

BUYER may, within 10 days from the effective date of the sales contract, conduct a risk assessment or inspection for the presence of lead-based paint hazards. If the results are unsatisfactory to BUYER, BUYER may cancel this Contract by written notice delivered to SELLER within 5 days from the date of the assessment or inspection.

SELLER knows of the presence of the following lead-based paint or lead-based paint hazards in the housing:

and has provided BUYER with any lead hazard evaluation report in SELLER'S possession.

BUYER Date SELLER Date

BUYER Date SELLER Date

B. Lease Agreement: This clause is incorporated into the Lease between (LANDLORD) and (TENANT) concerning the residential Property built before 1978 and described as

TENANT acknowledges receipt, before becoming obligated under a lease, of the Environmental Protection Agency (EPA) lead hazard information brochure entitled "Protect Your Family From Lead in Your Home." LANDLORD knows of the presence of the following lead-based paint or lead-based paint hazards in the housing:

and has provided TENANT with any lead hazard evaluation report in LANDLORD'S possession.

TENANT Date LANDLORD Date

TENANT Date LANDLORD Date

NOTIFICATION

If your unit has a washer/dryer/dishwasher, you must inspect it at the time of move in. You must report any damage within the first week of the start of your lease. After that time you will be responsible for any and all repairs, maintenance and/or replacement.

NO EXCEPTIONS!!!!

Signature

Signature

Signature

Signature

Mold Addendum

1. **MOLD AND MILDEW.** You acknowledge that it is necessary for you to maintain appropriate climate control, keep your dwelling unit clean, and take necessary measures to retard and prevent mold from accumulating in the dwelling unit. You agree to clean and dust the dwelling unit on a regular basis and to remove visible moisture accumulation on windows, window sills, walls, floors, ceilings and other surfaces as soon as reasonably possible. You agree not to block or cover any heating, ventilation or air-conditioning ducts. You also agree to report immediately in writing to us: (i) any evidence of a water leak or excessive moisture in the dwelling unit, common hallways, storage room, garage or other common area; (ii) any evidence of mold that cannot be removed with a common household cleaner; (iii) any failure or malfunction in heating, ventilation or air conditioning, and (iv) any inoperable doors or windows. You further agree that you shall be responsible for damage to the dwelling unit and your personal property as well as any injury to you and all occupants of the dwelling unit resulting from your failure to comply with the terms of this Mold Addendum.

2. **VIOLATION OF RULES.** If you or any occupant violates any rule or provision of this Mold Addendum (based upon our judgment) it shall be considered a material default under the terms of the Lease Contract. Upon written notice from us, you must immediately comply with all rules and provisions of this Mold Addendum. We also have all other rights and remedies set forth in the Lease Contract, including damages, eviction, and attorneys' fees to the extent allowed by law.

3. **LIABILITY FOR DAMAGES, INJURIES, CLEANING, ETC.** You and all tenants under the Lease contract are fully responsible and liable for the entire amount of all cleaning expenses incurred by us to remove mold from the dwelling unit as well as all damages to the dwelling unit caused by mold. We-not you-will arrange for these services. If a part or parts of the dwelling unit cannot be satisfactorily cleaned or repaired, you must pay for us to replace them completely. Payment for damages, repairs, cleaning, replacements, etc. are due immediately upon demand.

4. **GENERAL.** This Mold Addendum is considered part of the Lease Contract described above. In the event of any conflict between the terms of this Mold Addendum and the terms of the Lease Contract, the terms of this Mold Addendum shall control.

Each tenant who signed the Lease Contract must sign this Mold Addendum. Each tenant is jointly and severally liable for damages and all other obligations set forth in this Mold Addendum.

This is Mold Addendum is a legally binding contract. Read it carefully before signing.

You are entitled to receive an original of this Mold Addendum after it is fully signed. Keep it in a safe place.

X _____
Tenant Signature

X _____
Tenant Signature

X _____
Tenant Signature

X _____
Tenant Signature

Acknowledgement of viewing Virtual Assistant - Frequently Asked Questions

I/We have watched the frequently asked questions video - Virtual Assistant. I/We acknowledge that all of our questions have been answered and I/we have no further questions about any provisions of the lease or related signing materials.

X _____

X _____

X _____

X _____