

**COLUMBUS PROPERTY MANAGEMENT &  
DEVELOPMENT, INC.  
TENANT HANDBOOK & RULES**

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WELCOME

\_\_\_\_\_ (Tenant)

To your new home

at \_\_\_\_\_

We want to make your stay with us comfortable and enjoyable. We hope you will like your new surroundings and soon get acquainted with your neighbors.

The purpose of this handbook is to let you know about our Property and help you become familiar with your neighborhood.

You, as the Tenant, and we, as the employees of Agent for Landlord, have a responsibility to each other. Hopefully, by clarifying these responsibilities at the very beginning, we can better achieve our objective, to provide and maintain quality housing so that your community will always be a clean, safe, and respected addition to the neighborhood.

It is for these reasons this handbook has been prepared. WE SUGGEST THAT YOU KEEP IT FOR FUTURE USE WHILE YOU ARE A TENANT WITH US. Please take time to read through its pages and don't hesitate to stop by the Office if you have any questions.



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**SECTION I: INTRODUCTION**

**A. YOUR MANAGEMENT TEAM**

Your professional management team is discrete and efficient. Our entire staff is trained and skilled in their areas of responsibilities. We are constantly striving to provide you the best service possible.

If you are unhappy with a decision made by your Property Manager, you have the right to contact the Director of Property Management at (215) 557-8484. If you are still unhappy with the resolution of your issue, you may contact the Executive Director of Columbus Property Management at (215) 557-8484.

**B. OFFICE HOURS**

Hours for Office operations are from 8:30 AM until 5:00 PM, Monday through Friday. If the Office is to be closed during one of these working days, a notice will be placed in your building. These hours have been established to provide service during normal work periods. Please feel free to visit or call the Office regarding service requests, or to obtain assistance. The Office telephone number is (215) 557-8484. **THE OFFICE IS CLOSED ON WEEKENDS AND HOLIDAYS.**

We are concerned with doing the best job possible in serving you. **WE ASK THAT YOU RESPECT OUR TIME ALSO.** Please call after hours for emergency services only.

**EMERGENCY SERVICES ONLY call – (215)**

- No heat
- A plumbing leak or sewage stoppage which might damage personal belongings or apartment property.
- No electricity
- Any condition which might cause a fire.

Please consider our time when calling after normal working hours.



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**SECTION II: MOVE IN**

**A. PAYMENT OF RENT**

Rent is due and payable on or before the first day of each month. Please make check or money order payable to \_\_\_\_\_. No cash will be accepted in the office. There will be a late charge of \_\_\_\_\_ dollars (\$\_\_\_\_\_) (or, in the case of market tenants, a late fee of 10% of their monthly rent) placed on any account not paid by the fifth (5<sup>th</sup>) of any month. After 30 days late, we may start eviction proceedings.

If Tenant's check is returned by the bank, Tenant will pay as additional rent a fee equal to the fee charged Agent for Landlord by Agent for Landlord's bank. This non-sufficient fund fee may change or increase during the term of Tenant's Lease if the bank's charges change. It is a breach of Tenant's Lease to make a rental payment by a personal check which is not covered by available funds. If Tenant gives Agent for Landlord two (2) or more bad checks (checks which are returned for insufficient funds or as a result of a stop payment order) within a consecutive twelve (12) month period, it is a breach of Tenant's Lease. At that time, Agent for Landlord may file an action seeking a money judgment and/or possession of your unit for this breach of the Lease.

If you plan on going away for period of time, arrangements for rental payments should be made in advance. Even if you are not at home, your rent is still due on the first day of the month. You can give us your rent check anytime before the 1<sup>st</sup> of each month.

**B. SECURITY DEPOSIT**

Agent Initial:

\_\_\_\_\_

Your security deposit is not rent, but a deposit to ensure the fulfillment of the lease conditions and as a contingency against any damages to the apartment. The security deposit shall not be applied to your last month's rent.

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

If all lease obligations are fulfilled in accordance with its terms, only charges for damages (excluding normal wear and tear) will be deducted from any security deposit. The following are the conditions for return of any security deposit:

Tenant must pay losses or damages which exceed the security deposit. Tenant may not use the security deposit to pay the rent for the Leased Unit. Agent for Landlord may keep the security deposit if Tenant fails to make rental payments or if



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Tenant leaves before the end of the Lease Term.

Agent for Landlord will deposit the security deposit at FirstTrust Savings Bank.

Tenant must vacate the Leased Unit and give Tenant's new address to Agent for Landlord in writing before Tenant is eligible for return of the security deposit.

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

Tenant must return all keys to the Agent for Landlord and leave a forwarding address when vacating the Leased Unit. Failure to return **ALL** keys upon vacancy will result in a charge of \$45 to be deducted from Tenant's security deposit.

You must give us thirty (30) days written notice and meet any other termination requirements included in your lease.

After you have removed all of your personal belongings from the apartment, including anything in your storage bin, if applicable, the property manager will inspect the apartment & bin and complete an inspection form. It will be indicated on this form what will be the items, if any, for which you will be charged. You must be present at the time of the inspection in order to dispute any damages charged to your Security Deposit fund.

You must give the Agent for Landlord a valid forwarding address.

You are not considered officially vacated until all the keys and entrance card/s have been returned to your Property Manager. Rent will continue to be charged until such time as you have vacated completely. Once keys have been returned to your Property Manager or Tenant has been evicted, all items remaining in the unit will be disposed of. Any personal property left in the Leased Unit after Tenant has vacated or has been evicted is considered abandoned. Agent for Landlord may dispose of this property in any manner without notice to Tenant. Tenant must pay Agent for Landlord's cost of disposal of Tenant's property.

**C. INSPECTION REPORTS**

Just prior to your move-in, you will inspect your new apartment and complete and sign a move-in inspection form. The manager will view any deficiencies noted by you and sign the inspection sheet. You will be provided with a copy of this form. It will then be used in the move-out inspection to avoid unnecessary misunderstandings.



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**D. OCCUPANCY**

Only those persons named on your Lease Agreement are permitted to occupy your apartment.

Guests: If you plan to have guest(s) in your apartment for any length of time you must advise your Property Manager by identifying the person(s). Over-night guests may visit for up to two (2) weeks within a three-month period. If your guests own a vehicle, the license number should be given to your Property Manager so that we are aware that the vehicle belongs to a guest.

Any guests staying for more than two (2) weeks or 14 nights within a 3-month period will be considered a violation of your lease. This policy will be enforced by Agent for Landlord. Termination of your lease could be a consideration.

**E. LEASE**

The lease is a binding contract obligating both parties to the terms and conditions listed. On the day set for your lease signing, which should be just prior to move-in, you will receive a copy of your lease. Please read it through completely and ask the Property Manager about anything you do not understand.

Each tenant is required to recertify annually per Paragraph 31 of the Lease Agreement and their rent adjusted appropriately, if applicable.

**F. TENANT INSURANCE**

The owner/Agent for Landlord of the building where you reside is not insured for your personal property. We strongly recommend that you contact an insurance agent to obtain details concerning Apartment Renters' Insurance or Household Goods and Liability Insurance or other similar parties that cover your personal belongings against theft, vandalism, fire, burglary and certain water damage as well as personal liability. Our insurance does not cover personal belongings or liability. Anyone entering into a pet agreement must have rental insurance.

Regardless of anything stated in your Lease Agreement, Tenant releases Agent for Landlord from any injury, loss or damage to personal property or persons from any cause.



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**G. UTILITIES**

Tenant will pay for all utilities as indicated in Tenant's lease. Tenant agrees to place the indicated utilities in the name of Tenant within ten (10) days of the date of this lease and agrees to pay all bills when due. Tenant's failure to maintain active utility as stated in the Lease Agreement will be considered a breach of the Lease Agreement and may result in termination of the Lease Agreement.

Agent Initial: \_\_\_\_\_  
Agent for Landlord is not responsible for any inconvenience or loss caused by interruption of any utilities services for any reason or circumstance.

Tenant Initial: \_\_\_\_\_  
Agent for Landlord has provided \_\_\_\_ air conditioning units.

**H. TENANT INFORMATION**

At the time you sign your lease, and from time to time during your tenancy, you will be asked to complete certain forms, which supply information about you and your family. These include, but are not limited to, emergency information, auto information, etc. All of this information is for your benefit and will be kept confidential in your file. It is NOT optional, but is required. Failure to promptly submit all requested information constitutes violation of the lease.

**SECTION III: GENERAL POLICIES**

**A. CHANGES INSIDE THE LEASED UNIT**

Tenant may not install or change electric lights, pipes, wires, radiators or other fixtures unless Tenant has first obtained written consent of Agent for Landlord.

Tenant may not ruin or damage the walls, ceilings, floors and/or woodwork by driving nails, tacks or screws.

Tenant may not install any non-slip or self-adhesive appliqués to the surface of the tub, tiles or mirrors of the unit.

**B. DAMAGES**

Whenever damage is caused by carelessness, misuse, or neglect on the part of the Tenant, his/her family or visitors, the Tenant is responsible for the



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charges to repair those damages. Payment of all charges MUST be paid within 30 days of date of billing. Failure to pay these charges within 30 days will constitute a lease violation.

Tenant has been provided with a list of the most frequently occurring damages caused by tenants and the costs of repairing those damages.

**C. KEYS AND LOCKS**

We supply a key to the building, apartment door, and to the mailbox. All keys are to be returned to your Property Manager upon vacating the premises. Tenants are not permitted to alter any lock or install a new or additional lock. Please be sure, when leaving your apartment, to take your key with you at all times. All requests for lock changes must be submitted to your Property Manager.

An additional set of keys or replacement of lost keys will result in a charge of \$10. If a lock change is required, the charge could be between \$60 - \$125, depending on the number of locks that need to be changed.

**D. CHILDREN**

Tenants are responsible for the conduct of their children and/or guest's children.

Please do not leave children's toys on the sidewalks, in front of the apartment door, in the laundry rooms or any other part of the common areas of the property. Strewn toys can be a potential hazard to others safety, are unattractive and an inconvenience to neighbors.

Due to the competitive and aggressive nature of some children, any injury or confrontations are not the responsibility of the management.

Children are not permitted to run or play in the halls, stairs, elevators or entranceways or any other common areas. No recreational facility may be used by children unless accompanied by a Tenant.



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**E. ATTENDANTS; LIVE-IN AIDES**

You are responsible for the actions of your attendants and/or Live-In Aides, please make sure they follow all the rules and regulations outlined in your lease and this handbook.

**F. DISTURBANCES**

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

In the interest of good neighbor relations, radios, televisions, stereos and musical instruments should never be played so loud as to be heard by other Tenants at anytime during the day. This will be considered a violation of your lease. 1<sup>st</sup> offense a verbal warning will be issued, 2<sup>nd</sup> violation a written warning will be issued, 3<sup>rd</sup> violation, eviction proceeding will start.

No loud disturbance of any kind between the hours of 10:30 PM & 8:30 AM will be tolerated. If management receives 3 verifiable complaints, this will be considered a violation of your lease. 1<sup>st</sup> offense a verbal warning will be issued, 2<sup>nd</sup> violation a written warning will be issued, 3<sup>rd</sup> violation, eviction proceeding will start.

Social and friendly gathering of tenants and guests are welcomed provided that such gatherings do not become boisterous, obscene or generally objectionable to other Tenants. Noticeable drunkenness will not be tolerated. Tenants are entirely responsible for the conduct of their guests in the apartments or outside in the common areas. Guests must be accompanied by a Tenant at all times when they are on the property. Tenants should advise their guests that disturbing the peaceful and quiet enjoyment of the building will not be allowed and may result in serious consequences for you, the Tenant, under the terms in your lease.

A Tenant shall not use or permit the use of his/her apartment for any illegal or improper purpose, which might disturb other Tenants as well as adversely affect the integrity of the building.

**G. ODORS**

Poisonous or offensive odors are not allowed. Please properly ventilate your unit when strong odors are present.



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### H. PETS

Pets are permitted under the following conditions:

1. Tenant owned pet before Agent for Landlord began providing property management services to the property; or
2. Has a medical certification from a licensed physician

**Permitted Pets** – Tenants are permitted one (1) common household pet in their residence. The term “common household pet” refers to a domesticated animal such as a dog or cat, bird, rodent (including a rabbit), turtle or fish that is traditionally kept in the home for pleasure rather than commercial purposes. Does NOT include reptiles (except turtles). The common household pet must not exceed 20 pounds, fully-grown. In the case of fish, no tanks larger than one with a 10-gallon capacity are permitted. All pets must be a non-aggressive breed or variety. Dogs such as pit bulls and mastiffs are NOT permitted in the premises.

**Registration** – Pet Owners must register their pets with their property manager before the pet is brought on the premises and must update the registration annually. Registration must include the following:

1. Certificate of inoculation
2. Information sufficient to identify the pet and to demonstrate that it is a common household pet; and name, address, and phone number of at least one responsible party who will care for pet if owner dies or is unable to provide care.
3. Proof of appropriate State and Local Licenses
4. Evidence of pet being spayed/neutered

**Inoculation** – Pets need to be inoculated in accordance with state and local law. Evidence of inoculation must be presented at registration.

**Pet Care Standards** – In order to protect the property premises and health, safety, and welfare of tenants, employees, and the public the following standards are mandatory:

1. All pets must be spayed/neutered – All dogs and cats must be spayed or neutered, and evidence of this procedure must be presented at registration.



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2. Pet owners are required to control any noise and/or odor which may result from their pet.
3. Pet owners must comply with state/local licensing requirements.
4. Pets not owned by a tenant may not be kept on the property.
5. Pets may not be left unattended in common areas of the property.
6. All animals must be house broken. Tenant shall be responsible for immediate cleaning, if necessary to remove animal feces/urination. The inside of the unit must be kept free of animal odors, and maintained in a clean and sanitary manner.
7. Agent For Landlord's representative, shall have the right to pick up an unleashed animal and/or report it to the proper authorities. Agent For Landlord may impose reasonable charges for picking up and/or keeping an unleashed animal.
8. The animal shall not be tied to any fixed object outside the dwelling unit, including patio areas, walkways, stairs, stairwells, parking lots, grassy areas, landscaped areas, within the common areas, amenities areas such as laundry rooms, or any other part of the property.
9. The animal must be fed and watered inside the dwelling unit, and material such as dog/cat food or water may not be left outside the dwelling unit at any time.
10. Tenant shall not permit the animal to defecate/urinate anywhere on the property, unless designated, and must take the animal off the property for that purpose. If animal defecation/urination occurs anywhere on the property, Tenant shall be responsible for immediate removal of waste and repair of damages. Tenant shall notify management immediately of such incident so that repairs, residual cleaning, or replacement can be made promptly.
11. Notwithstanding any provision herein, Tenant shall comply with local ordinances regarding animal defecation/urination. It is Tenant's responsibility to be aware of such local ordinances.
12. No more than one animal will be permitted to share any unit. If a Tenant desires to substitute another animal, Tenant must register the animal as outlined above. Tenant will not permit any other animal or pet, whether the property of another Tenant or of a guest, entry to his/her apartment except in the case of an assistance or seeing-eye guide dog, properly trained and certified as such, required for the use of a visually handicapped person and accompanying that person.
13. Tenant agrees to have consideration for the rights of others, including allergies, fears, and frailness, and will not keep the animal, any longer than necessary in the affected Tenant's presence.



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**Pet Restraint** – All pets must be restrained and under the control of a responsible individual while on the common areas of the property.

**Disposal of Pet Waste** – All removable pet waste must be removed and properly disposed of by the owner.

**Refundable Deposit** – a \$150 pet deposit is required, with \$50 due when the pet is brought onto the property. Over the course of the one-year lease, the remaining \$100 will be paid out in \$10 per month installments. The unused portion of the pet deposit will be returned to the tenant within a reasonable amount of time after the tenant moves from the unit or no longer owns or keeps a pet in the unit.

**Failure to comply with the pet rule will result in being out of compliance with your lease and could result in lease termination.**

**I. BICYCLES, OTHER VEHICLES AND LARGE ARTICLES**

Fire regulations prohibit parking of motorcycles or mini-bikes on walkways or in apartments. Such vehicles must be parked in regular parking spaces. These vehicles must be registered, licensed and in operating condition or they will be towed away at the owner's expense.

Bicycles may not be stored on the walkways, lawns, laundry rooms or in common areas of the property.

Tenant may not take any baby carriages, bicycles or other large articles into any public area except as needed to enter or leave the building.

**J. PARKING VEHICLES**

1. Tenant may not park any truck, trailer or broken motor vehicle in the parking areas of the building.
2. Tenant may not park in any area marked "No Parking".
3. Use of the parking lot is at Tenant's own risk.
4. Tenant must own any vehicle(s) he or she parks in the parking lot.
5. Tenant's vehicle(s) must bear current inspection sticker and registration.
6. Tenant will make sure that his or her vehicle is in good working order and is in operable condition at all times.



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7. Tenant may not repair, wash or polish vehicles on the premises (other than changing a flat tire). Tenant may not leave a vehicle unattended while on a jack.

Commercial vehicles, recreational vehicles, boats or trucks larger than a standard pick-up truck are not allowed to park on the property.

**K. TRASH DISPOSAL**

For your convenience, trash dumpsters may be located on the property. Trash bags should never be placed in the hallway or any other place on the grounds. Trash must be deposited in designated containers only. Anyone not following this procedure will be charged for any cleanup cost incurred. Please follow all recycling regulations.

For those properties where the City of Philadelphia has regular weekly trash pick-up, Tenant is responsible for placing trash on the sidewalk for curbside pickup. Trash may not be placed on the sidewalk any earlier than 7:00 p.m. the night before scheduled curbside pickup. Tenant is responsible for any violation fees that may be charged by the City of Philadelphia for violation of this policy.

**L. APPLIANCES**

Tenant may not replace any appliances in the Leased Unit. Tenant may not install any new appliances without first getting written permission of Agent for Landlord. (Examples of appliances are air-conditioners, freezers, washers, dryers and dishwashers.)

Tenant is not permitted to have laundry equipment of any kind in the Leased Unit.

Tenant may have the use of appliances included in the Leased Unit, however, Agent for Landlord accepts no responsibility for their maintenance or continued performance (stove is an exception).



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**M. SOLICITING**

Most Tenants would prefer not to be annoyed by someone trying to promote or sell door-to-door. Solicitation or promotion of any type is not permitted within the property unless approved by Agent for Landlord.

Tenants are requested to notify the Agent for Landlord immediately when/if solicitors come to your door.

**N. LAUNDRY EQUIPMENT**

Please be considerate of your fellow tenants when using the laundry facilities. Do not leave your laundry sitting unattended when the washers and/or dryers go off at the end of their cycles. As you are aware, some days and times are more popular for doing laundry, and tenants sometimes have to wait their turn for the machines. Please clean your lint from the dryers after you use them! Your cooperation in this matter will keep your neighbor's wait to a minimum. Please do NOT use machines before 7:00 AM and after 9 PM.

Agent for Landlord is not responsible for theft of unattended items and any lost or damaged items.

**O. COMMUNITY APPEARANCE**

Since this apartment community is your home, we ask that you treat it in that way. We are proud of our community and want and need your pride in the apartment community as well. In this way, it will be an attractive and safe place in which to live and to entertain your guests. We ask that you abide by the following policies to maintain an attractive community, a safe environment and for the protection of the property.

1. Drinking of alcoholic beverages in common areas is strictly prohibited.
2. Window coverings may be provided by management such as blinds.
3. Tenant may not hang anything from the windows or window sills.
4. Tenant may not install any type of window air conditioner in any room of the Leased Unit. Tenant is responsible for any damage to the window as a result of any air conditioner installation unless **approved AND installed** by Agent for Landlord.
5. Mops, brooms, rags or other clutter are unsightly at your door and may not be stored in this area.



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6. No sign, advertisement, notice or other lettering may be exhibited, described, painted or affixed on any part of the outside or inside of the apartment community, including the elevators, without prior written permission from the Agent for Landlord.
7. Tenant may not install any type of TV cable service (unless the Leased Unit is cable-ready) and/or satellite equipment in the Leased Unit without prior WRITTEN approval from Agent for Landlord. Agent for Landlord is not responsible to install any jacks required for cable television or telephone other than that provided in the Leased Unit. Tenant is responsible for any damage to the Leased Unit as a result of the installation of any jacks.
8. No radio or television aerial or wires may be erected in or about any part of the property.
9. Tenant may not place or hang anything over the railings of the balconies or porches.
10. Tenant may not store anything on the balconies or porches except the usual porch furniture.
11. Tenant may not use the balconies or porches for parties or for entertaining guests.
12. Tenant may not operate any type of grilling/cooking appliance (gas grill, charcoal grill) on the balconies or porches.
13. You should not allow anything whatsoever to fall from the windows or doors of the apartment nor should you sweep or throw from your apartment any dirt or other substances on the walkways, lawn or hallways.
14. Trees and shrubbery are a vital and valuable part of the community and you will be liable for damages or any mutilation or defacing for which you, your family or guests are responsible.
15. Littering is a major cause of property deterioration. We ask that Tenants not permit their family and guests to throw paper, cigarette butts, beer or soda cans, etc. at random around the property including emptying car ashtrays on the parking lot.
16. Blinds and screens are easily torn, bent and broken through misuse. For outside appearances they must be replaced immediately. If damaged by misuse, Tenant will be charged replacement costs.
17. Absolutely nothing may be stored by tenants in any part of the basement, stairwells or hallways.
18. No smoking in common areas: halls, stairs elevator, laundry area etc.
19. Cigarettes butts, trash or other debris should not be discarded in the stairwells



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20. Any expense incurred by the management as a result of mistreatment of the apartment or common areas or landscaping will be assessed against the Tenant/s who are/is responsible.

21. Absolutely NO SMOKING anywhere except your own apartment unit.

**P. CONDITION OF LEASED UNIT; REPAIR OF DAMAGE**

Agent for Landlord is not responsible for any inconvenience or loss caused by necessary repairs to the Leased Unit.

Tenant will notify Agent for Landlord promptly if the building is destroyed or damaged. It is Agent for Landlord's decision whether the building is partially or completely unlivable. If the damage is to an extent that the Leased Unit is partly or completely unlivable, Tenant may:

- a. immediately move out within 24 hours, and make a reasonable attempt to notify Agent for Landlord that the lease is ended. This Lease will end as of the date of moving out;
- b. if continued occupancy is permitted by the applicable Philadelphia law or code, continue to occupy that part of the Leased Unit still usable, in which case Tenant's rent will be reduced proportionately by the part of the premises lost by the damage, until the damage is repaired.

If the Lease is ended Agent for Landlord will return all prepaid rent plus the security deposit. Agent for Landlord will calculate the amount of prepaid rent as of the date of the destruction or damage.

Tenant is responsible for his or her own negligence and the negligence of his or her guests, family or others they allow in or on the premises.

**Q. AGENT FOR LANDLORD'S REMEDIES**

Tenant must pay Agent for Landlord's costs of enforcing this Lease including legal fees, whether or not suit is begun, as additional rent.



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**R. MISCELLANEOUS**

No equipment/appliances of any kind may be removed from any part of the buildings. All equipment/appliances must be permanently retained in its original location.

Tenant is responsible for all damages caused by moving large or heavy items.

Tenant must have prior written approval from Agent for Landlord to remove furniture, furnishings or other large items from the building. Tenant must give Agent for Landlord at least 24 hours notice before moving any furniture or other large items from the building. Tenant must move furniture or other large items in or out of the building between the hours of 9:00 a.m. and 4:00 p.m.

Unless Agent for Landlord gives advance written consent in each and every instance, Tenants may not change entry door locks, install machinery, refrigeration, heating devices, air conditioning apparatus or use any other illumination other than electric lights, or use or permit to be brought into the premises any of the above. No flammable oils or fluids such as gasoline, kerosene, etc. benzene or other explosives, which are deemed hazardous to life, limb or property are permitted.

The Agent for Landlord shall not be responsible for packages left in halls, at apartments doors, or any other place on the premises, or for any article left with any employee, or for any personal property placed in the laundry room.

Tenant must carpet at least 85% of the floor area of the Leased Unit.

Upon termination of tenancy the apartment shall be left clean and broom swept or the Tenant/family will be charged for cleaning.

All apartments must be kept in a clean condition so that the health and welfare of the Tenants may not be in danger. Agent for Landlord reserves the right to make periodic inspections and to recommend eviction of persistent violators of health and safety rules.

Tenants shall not install or operate, in the apartment, washers, dryers or dishwashers of any type unless prior approval from Agent for Landlord is granted in writing.

Waterbeds are not permitted.



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No firecrackers or other fireworks are permitted on the property.

Grilling/cooking appliance (gas grill, charcoal grill) are not permitted.

**S. TENANT COMPLAINTS**

All complaints should be directed to the appropriate Property Manager in writing.

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

Once the complaint has been received by the Property Manager proper consideration will be given to the matter by the appropriate authority.

Generally speaking, most complaints can be easily resolved by the Agent for Landlord through already existing policies and procedures.

Tenant will be notified, either verbally or in writing, by the Property Manager of the resolution of the complaint.

If Tenant believes that his/her complaint was not handled satisfactorily, Tenant should direct a written complaint to the Director of Property Management. Director of Property Management will notify tenant, either verbally or in writing, of the resolution of the complaint.

If Tenant believes that his/her complaint was not handled satisfactorily, Tenant should direct a written complaint to the Executive Director. The Executive Director will notify tenant, either verbally or in writing, of the resolution of the complaint.

**T. ACCESS**

Agent for Landlord and anyone allowed by Agent for Landlord may enter the Leased Unit after first notifying Tenant 24 hours in advance. If there is an emergency, Agent for Landlord may enter the Leased Unit without giving Tenant advance notice. If tenant has received notice that Agent for Landlord will be entering the leased unit, Tenant must cage or remove any permitted pet.

Tenant waives the right to 24 hours notice if Agent for Landlord is responding to a request for repairs. Agent for Landlord will notify Tenant (through the use of hang tags at unit) of its entry to the Leased Unit and the reason access was required within 24 hours after Agent for Landlord enters the Leased Unit.



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If Tenant makes a repair request, Tenant must shut off any alarm system in the Leased Unit. Agent for Landlord is not responsible for alarm fees if the alarm is set off when Agent for Landlord enters the Leased Unit after Tenant has made a repair request.

Tenants with permitted pets must schedule maintenance repairs/requests with the Maintenance Department at \_\_\_\_\_. Agent for Landlord is not responsible for any pet that escapes the leased unit as a result of Agent for Landlord's accessing the leased unit, whether for inspection or maintenance repair.

**U. SMOKE DETECTORS**

Installed smoke detectors in the leased premises:

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

1. Agent for Landlord acknowledges that Tenant has been instructed by Agent for Landlord on procedures needed to test the smoke detectors in the Leased Unit and in the building of which the Leased Unit is a part of.
2. Tenant acknowledges that Tenant fully understands how to test the smoke detectors.
3. Tenant promises to test monthly or more frequently, as recommended by the manufacturer, all smoke detectors in and on the leased premises.

Tenant agrees to notify the Agent for Landlord immediately if any smoke detector is found not working for any reason. Tenant may not, under any circumstances, disconnect or remove any installed smoke detector. Tenant agrees to pay for and keep fresh batteries in each smoke detector in the leased premises.

Tenant agrees to pay any loss or damage incurred by the Agent for Landlord that results from Tenant's failure to comply with any part of this Section U. Smoke Detectors.

Tenant will notify Agent for Landlord if the smoke detector is beyond the reasonable reach of Tenant. Upon such notification, Agent for Landlord will replace the batteries.



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**V. GENERAL**

The purpose of these policies is to allow each Tenant to enjoy his/her apartment and the entire community and to better ensure the safety of Tenants and the appearance of the community. As Tenants in an apartment community, you necessarily assume certain responsibilities, which go along with the many benefits of the apartment lifestyle. Basically, these are common rules of etiquette designed to make the community more enjoyable for all Tenants. Continual violation of the terms of the lease and these policies may result in the termination of your lease.

Displays of public drunkenness anywhere on the property is strictly prohibited. The consumption of alcoholic beverages in common areas of the property and displays of public drunkenness are both grounds for termination of your lease. Alcoholic beverages may be enjoyed in your apartment only if you are over 21 years of age. Giving alcohol to anyone under 21 years of age is illegal and will be grounds for termination of your lease.

Anyone, including tenants and/or family members and guests, found with illegal drugs or using illegal drugs will have their lease terminated immediately.

**4) SECTION IV: SECURITY AND SAFETY**

**A) YOUR SECURITY**

Adequate protection of you and your property is of great concern to you and Agent for Landlord. Be sure to make use of any locks and other security devices provided to ensure that "uninvited person's" cannot gain access. Close and lock your door at all times. Be suspicious of unexpected deliveries of flowers or telegrams. These are some of the tricks used by professionals to gain entry into a building or apartment.

Although we install industry approved lock systems, most security devices can be overridden by professionals. The best security is the individual concern of each Tenant for the safety of himself/herself and his/her neighbor. Report "suspicious" persons to the Office or call the police. Ask for identification if anyone not known to you claims to be an employee.

For your safety, Agent for Landlord keeps its building doors locked at all times. Please be advised that under no circumstance should the building doors be



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stopped from closing automatically through the use of objects such as blocks, carpets or removal of door hardware, etc. This is a safety and security necessity and we ask that all Tenants abide by this rule.

Office personnel are not permitted to give out Tenant's apartment numbers or telephone numbers to anyone. Please be sure your guests have this information.

It is advisable to notify the Post Office and all other routine delivery people when you plan to be away for an extended period of time. The Post Office can hold your mail and other packages until you return. A growing pile of newspapers lets too many people know you are absent.

Keep all windows closed to prevent rain damage to draperies, carpeting, etc.

Check all electrical appliances to be certain that they are unplugged or off.

An economical timer connected to a light and/or radio will often deter a potential intruder.

Always advise the Office if you will be away for an extended period of time. Please leave a written notice stating the date of your departure, the date of your expected return, and a phone number where you can be reached or a phone number of a family member we can contact in case of an unexpected emergency.

Before leaving, cupboards should be checked for unwrapped foodstuff. The garbage and trash should be emptied.

Leave a check to cover your rent if payment date comes during your vacation. Your rent is due on the first of each month, whether you are here or away. Rent must be received by the Office no later than the 5<sup>th</sup> of each month.

### **B) FIRE PRECAUTION**

Tenant may not do anything that increases the risk of fire in the building.

The following are some helpful tips for practicing fire prevention:

1. Store all items safely.
2. Empty waste and trash containers daily.
3. Dispose of newspapers, magazines and grocery bags regularly.



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4. Never store personal property in heater/hot water heater closet.
5. Store all matches in tightly closed metal containers.
6. Clean grease and spilled food daily from cooking range and oven.
7. Keep curtains, towels, potholders, etc., away from cooking range top.
8. Store cooking grease containers away from range.
9. Never wear flimsy clothing or plastic aprons when cooking.
10. Never use combustible cleaning products or solvents indoors.
11. Have plenty of ashtrays for smokers to use.
12. Never empty ashtrays in wastebaskets until the ash has been soaked.
13. Always keep household equipment clean and in good repair.
14. Have worn and frayed electrical cords replaced immediately.
15. Avoid overloading electric wiring circuits.
16. Use an asbestos pad under toasters, grills, and other appliances.
17. The best way to stop a fire is to prevent it before it starts. Please report any fires to the Fire Department and to the Office immediately. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents is prohibited.

**FIRE EMERGENCY PROCEDURES**

1. Should the fire alarm sound; it is of vital importance for all Tenants of COLUMBUS PROPERTY MANAGEMENT to respond.
  
2. Please note that in case of a fire emergency DO NOT use the elevators. Also, when you have exited the building do not block driveway street or sidewalk areas around the building. In the event of a fire at your building, emergency vehicles will need complete access these areas.

**SECTION V: SERVICE**

**A. SERVICE REQUEST PROCEDURE**

Agent Initial: \_\_\_\_\_  
\_\_\_\_\_

Tenant Initial: \_\_\_\_\_  
\_\_\_\_\_

You may request service by phoning the Maintenance Department at \_\_\_\_\_ . This number may be used 24 hours a day. We request that your name, address, telephone number and the explanation of the needed service be clear and as complete as possible. This will help us provide better service and ensure that we fully understand the request. Our goal is to satisfy your request as soon as possible. Before making a request, we ask that you carefully read the appropriate pages of this handbook relating to maintenance



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because they outline a few simple checks which you make to ensure that the service call is necessary.

In case of an emergency, please telephone the Maintenance Department at the number above immediately. If the emergency occurs after the office is closed, the answering service will take a message and contact an employee of Columbus Property Management. Examples of items which are considered an emergency are:

- (1) No heat in the winter. Heat is required to be provided no earlier than October 15 and no later than April 15.
- (2) A plumbing leak or sewage stoppage, which might damage personal belongings or apartment property.
- (3) No electricity.
- (4) Any condition which might cause a fire.

We ask that you be considerate of our staff during their off hours and only call upon them for service in an emergency situation. Loss of keys or lockouts are not considered an emergency and will not generate an emergency service request. Tenant is responsible for contacting a locksmith if not during normal office hours and is responsible for any costs incurred.

In the event that you are not home when Maintenance enters your apartment for repairs, they will leave a hangtag to let you know they were there.

We sincerely hope that our service request procedure will provide fast, courteous and efficient service. If you have any questions regarding our service request policy, please contact your Property Manager.

**B) PEST CONTROL**

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

We hire a pest control company for all the exterminating needs of Columbus Property Management. Our goal is to provide this service to you on a monthly basis. All apartments will be treated at their scheduled times. NO one is exempt from this service. Your scheduled treatment time is \_\_\_\_\_.

If you should notice ants, silverfish, roaches, etc. please advise the Maintenance Department immediately. It is easier to control such pests when first seen than after they begin to multiply.



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Agent Initial:

\_\_\_\_\_

Failure to allow access to your unit for extermination services could result in lease compliance issues, which will affect your housing, up to and including Lease termination.

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

Tenants occupying a single-family dwelling (a house) are responsible for the pest control (roaches, ants, mice etc.) of their residence. Agent for Landlord has no responsibility to provide pest control services to these tenants.

**C) SNOW REMOVAL**

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

After significant amount of snowfall (2" or more) the parking lot will be plowed. Removal of snow from sidewalks will be done after the snowfall has stopped, or when it becomes apparent that snowfall will be heavy. De-icing of sidewalks will be done as needed after the snow has been removed. Please under no circumstance are Tenants allowed to shovel the sidewalks. This is the responsibility of the Maintenance Staff.

**D) COMMODES**

Agent Initial:

\_\_\_\_\_

Tenant Initial:

\_\_\_\_\_

\_\_\_\_\_

The sewer system is sufficient to handle all normal drainage. The following items will result in chargeable damage: paper towels, facial tissue, disposable diapers, sanitary napkins, disposable tampons, etc. These and similar items must not be flushed. Never store items on top of the commode tank. Care should be taken to avoid dropping foreign objects i.e., deodorant cans, combs, action figures etc. into the commode. Pouring grease into the sinks or toilet is forbidden.

All grease should be disposed of with garbage in the proper container. Damage caused by negligence will be charged to the Tenant. Should your commode overflow, immediately lift the cover off the tank, reach inside and push the flapper firmly in place into the hole on the bottom of the tank. Then call the Office for service. Water supply to your tank can be turned off by turning the handle located under the tank in a clockwise direction. Stoppage repairs caused by you will be charged to you.

**E) PLUMBING LEAKS**

At your move-in inspection, you should have been told of the location of the water shut-off valves to each of your plumbing fixtures. If you discover a water leak under one of your fixtures, turn the valves under the fixture clockwise to shut them off, and notify the Maintenance Department.



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Report a service request if the caulked areas around the bathtub; tile and showers are badly chipped, broken or cracked. Water seepage can cause severe damage to your apartment as well as your neighbor.

**F) ELECTRICITY**

During your original move-in inspection you should have been told of the location of the circuit breaker box in your apartment. If the lights go out, check the circuit breaker box. A tripped breaker must be tripped to the OFF position then back to the ON position. However, only attempt to reset the breaker once before calling the Office.

**G) LIGHT BULBS**

All lights are fully bulbed when you move in and replacement will be the Tenant's responsibility. You will be charged for missing or burned out light bulbs upon move-out.

Tenant will notify Agent for Landlord if the light bulbs are beyond the reasonable reach of Tenant. Upon such notification, Agent for Landlord will replace the light bulbs.

**H) HEATING/AIR CONDITIONING**

All Columbus Property Management apartments are equipped with heat and air conditioning.

If you should have any trouble concerning the control of the temperature in your apartment, please contact the Maintenance Department.

**I) REDECORATING**

Your apartment has been cleaned and repainted prior to move-in. It is painted a neutral color. Do not change the paint colors in your apartment. Use your own decorating ideas to offset the neutral color. Alterations will not be permitted.

Different types of walls require different types of picture hangers. We prefer the slanting nail type hangers which are readily available in most hardware departments. The use of stick-on or past-on type picture hangers is strictly forbidden due to the excessive damage caused by the adhesive.



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If you have any questions regarding items that are difficult to hang, consult the Maintenance Department. Mirror tiles, contact paper, wallpaper, etc., with adhesive backing are not permitted to be applied to wall, floor, cabinet, or other surfaces.

**J) FLOOR CARE**

The care and maintenance of the floors in your apartment is your responsibility. The floor should be vacuumed and mopped frequently. Please exercise caution when cleaning your tile floor. Floors can be washed with water and a mild detergent.

Beverage and food spots can be removed by using cold water.

**K) COUNTER TOPS**

The counter tops in your kitchen are of high-grade laminate. While a very durable surface, this laminate is not impervious to severe heat and staining. Substances that may leave stains should be wiped off immediately and hot pads should be utilized as required to protect the surface. Do not cut items with a sharp knife on your counter top. Burns, knife cuts, etc. will be repaired but the cost will be charged to the Tenant.

**L) RANGE HOODS**

Washable aluminum air filters are installed in all range hoods. It is the Tenant's responsibility to wash these filters periodically to insure that the filter is kept clean and sanitary. Simply remove the filter from the range hood and soak it in water and a good degreasing dish soap or other suitable detergent. When all the grease is loosened from the filter, rinse it in clean water and allow to air dry before re-installing.

**M) WATER SUPPLY**

Water is to be supplied to you at all times. If the water is not hot, please report it to the Maintenance Department immediately. If there are any leaking water pipes, dripping faucets or continually running toilet tanks, please report it to management and we will have it repaired. There will be no charge unless the damage was caused by you. These are chargeable to the Tenant. We may



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provide a laundry area for your convenience. Please do not waste water by leaving faucets open for any unreasonable length of time.

**SECTION VI: APPLIANCES**

**A) GENERAL**

In case your appliance does not operate, first check the circuit breaker to see if it has tripped. Then, if possible, check the electrical cord to ensure that it is firmly plugged into the wall if possible. If these appear to be in order, refer to the appropriate section of this handbook. If the problem is still not resolved, contact the Office.

The Property Manager will acquaint you with the operation of the heating and air conditioning system and all appliances (range, refrigerator, etc.) during the move-in inspection, which should take place immediately after lease signing and just prior to your move-in. Please ensure that they explain the operation of any appliance or piece of equipment with which you are not familiar.

**B) RANGE**

Remove and clean the top burner pans with a glass or tile cleaner each time they are used. This will eliminate grease build-up. When they become spotted with burned on grease or food, use a scouring pad to remove all burned on residue. Regularly clean the oven with a glass or tile cleaner.

This will eliminate burned on food. When it becomes necessary to clean the oven, use a good oven cleaner and use according to directions. Never use any sharp instrument to clean the oven. Hood vent filters should be removed and cleaned monthly in hot soapy water. Clean the range hood itself with a glass or tile cleaner (non-abrasive) to keep the outside free of grease or soil of any kind. Any failures should be reported to the Office immediately.

It is strongly suggested that you do not use aluminum foil to line the burner pans. It may come in contact with the element causing an electrical short. This may burn out the element. Lining the oven and racks with foil will not allow proper circulation of heat and also may come in contact with the element causing a short. You will be charged for the replacement of elements burned out in this way.



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**C) REFRIGERATORS**

The outside of the refrigerator can be kept clean by using a glass or tile cleaner (non-abrasive). The inside can be kept fresh smelling by using baking soda and water to wipe down the inside after defrosting. Any failures should be reported to the Office immediately.

Tenant will be responsible for any food spoilage due to the malfunction of the refrigerator or electrical service. Tenant will be responsible for damages to the refrigerator caused by leaving food in the refrigerator at the time of move out.

**D) SMOKE DETECTORS**

Each apartment is supplied with a Smoke and Fire Detector, wired into the electric current. Your smoke and fire detector is a sophisticated electronic instrument, which constantly monitors the air for both visible and invisible particles of combustion, thus providing you the earliest type of detection. Your smoke detector is tied into the alarms of the building. It is meant to warn you that something is wrong. Immediately look for an obvious reason. The smoke detector will automatically reset itself when the problem has been corrected and smoke has had time to clear.

**SECTION VII: ENERGY CONSERVATION**

**A) GENERAL**

Energy conservation results in lower utility bills, which benefit both you and the Owner regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals.

**THE FOLLOWING ARE SOME SIMPLE STEPS THAT YOU CAN TAKE TO CONSERVE ENERGY.**

**a) WATER**

1. Notify the Office immediately when you note a leaky faucet, plumbing leaks or running commode. A leaky faucet dripping one drop per second can waste as much as 650 gallons of water in one year.
2. Do not run hot water longer than absolutely necessary.



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**b) HEATING AND AIR CONDITIONING**

1. Adjusting shades and drapes can act as insulation during the winter, keep them open and let the sunlight warm the air and cut the heat system's load. On summer days, close the shades or drapes on the sunny side of the apartment to cut incoming heat.
2. Appliances give off heat that the cooling system has to counteract. So during the hottest time of the day, minimize their use.
3. After bathing, keep the door closed and turn on the exhaust fan to remove the moisture to prevent it from circulating throughout the apartment.
4. If you leave your apartment for a day or more, set the thermostat at 85 degrees in summer and 60 degrees in winter.
5. Never have heat or air conditioning on while doors and windows are open. Management will consider this a violation of your lease.
6. In nice weather, turn off heat or air conditioning and open windows.
7. Report broken or cracked windows to the Office immediately.
8. Do not block air outlets or returns baseboard, and radiators with furniture or curtains.
9. Close doors and shut off heating supply to rooms that are seldom used.

**c) KITCHEN**

1. When cooking on the range, a vent fan will exhaust heated air and relieve the burden on the cooling system.
2. The range will cook more efficiently if you match the diameter of pots and pans to the heating elements to prevent heat from escaping into the air.
3. A refrigerator operates more economically when filled to capacity but not when overloaded.
4. Do not set your refrigerator to run colder than necessary. We recommend between a 3 and 4 setting.



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5. Oven heat will not circulate efficiently so don't use the oven to quickly heat your kitchen. It will also damage the appliance. Plus this is a violation of your lease.
6. Less heat escapes with covered pots and pans, which allows you to use lower heat settings.
7. Always make sure that your range is turned off after use. Don't leave the stove burners on longer than absolutely necessary.
8. Whether cooked in the oven, broiled or on top of the range, frozen foods will use less energy if they are removed from the freezer and thawed in the refrigerator compartment first.
9. Small appliances (such as electric skillets, toasters, crock pots, etc.) are an economical way to prepare small meals since they use less electricity than the electric range. But be certain that they are unplugged when not in use.

**d) LAUNDRY**

1. Do more wash with cold and warm water cycles to save energy since the major cost item in washing clothes is hot water usage. Use cold water detergents.
2. Both washer and dryer operate more economically if used with a full load, BUT NOT OVERLOADED.
3. To avoid heating up a hand iron several times a day or week, iron large amounts of clothes at one time. Each warm-up consumes energy.

**e) MISCELLANEOUS**

1. When no one is watching TV or listening to the radio or stereo for a period of time, turn them off to conserve electricity.



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2. Turn off lights when not needed for a period of time, both in own unit and Community Rooms. A 40-watt bulb burned for 10 hours uses 4640 BTU's. When high wattage light bulbs burn out, replace with lower wattage bulbs.
3. Don't use electric appliances longer than necessary, and be sure to turn off appliances when not in use.
4. Call the Office if you have any questions or if you have some ideas on further energy conservation. They will be appreciated.

**SECTION VIII: AMENITIES**

**A) GENERAL**

The common areas include the laundry room, lobby, and other areas, both indoors and outdoors. These facilities are for the use of ALL Tenants. They are NOT for the exclusive use of any particular person or group.

**B) LAUNDRY FACILITIES**

There may be a laundry room conveniently located in your building. This facility is for the Tenant's use ONLY. These machines are maintained by a commercial company which does major repairs, and/or our Maintenance Staff who do minor repairs. If any of the machines are not working properly, please notify our Office immediately and identify the machine and we will contact the company.

Use of the laundry facilities is at your own risk and discretion should be taken when using the machines for synthetic fabrics and other delicate items.

Although the machines are for commercial use, they are not sturdy enough for washing area rugs. Doing so will tear the boot inside the machine. You cannot dye fabrics in these machines. We cannot be responsible for any loss or damage caused by use of these appliances. Never leave clothes unattended. Remove clothing from the machines promptly. Always be sure the door is closed when you leave and the lights are turned off.

We want to make the use of the Laundry facility a pleasant experience for each of our Tenants. Keep the laundry areas neat and clean. Please remove the lint from the washer and dryer filters and throw it in the trash can provided, not onto the floor. Please take a moment to wipe any dust or spilled soap, etc., from the



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appliances or floor after you have finished your laundry, leaving it clean for the next person's use. Please place empty boxes, bottles, etc., in the trash container. These cans are not for trash from your apartment.

Management reserves the right to prohibit the use of the laundry room to any individual failing to comply with these regulations and precautions. Children are not allowed in the laundry room area unless supervised by an adult. If any damage is found to be caused by a Tenant or their family, that Tenant will be responsible for the costs.

Management reserves the right to prohibit anyone from using any or all of the common areas to persons engaging in the continual use of obscene language, disruptive behavior and/or destruction of the property.

**C) YOUR APARTMENT APPEARANCE**

During Apartment inspections if management observes that your apartment is not clean or is over-cluttered, we reserve the right to issue a 30 day notice to you regarding the unclean or unsafe condition. You will have 30 days from the receipt of a notice to clean or de-clutter your apartment. The notice will address each issue and corrective action management deems necessary to correct the issues observed.

Management will re-inspect you apartment after 30 calendar days. If the corrective actions were not carried out, management reserves the right to hire a professional company to correct the issues not corrected at the 30-day re-inspection. The cost of such services will be billed to you and will be due in two (2) equal installments payable at time of your next two rental payments. Should you not pay the installments, or complete cost of services as mentioned herein, this will be considered a violation of your lease.

TENANT:

COLUMBUS PROPERTY MANAGEMENT  
& DEVELOPMENT, INC.

By: \_\_\_\_\_  
Name:

By: \_\_\_\_\_

By: \_\_\_\_\_  
Adult Household Member

Date: \_\_\_\_\_

