

GLENWOOD COMMONS



HANDBOOK FOR CONDUCT AND HOUSE RULES

We appreciate you choosing Glenwood Commons for your housing needs. We are sure that you will find our facilities, campuses and the City of Rice Lake an enjoyable place to live and attend classes.

This booklet describes rules of conduct, policies, procedures, and provides valuable contact information. Please keep this booklet available for reference during your stay with us.

Glenwood Commons is a joint venture between-



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SPECIAL NOTES

Tenant Resources

Glenwood Commons has two Part-time employees available. A Property Caretaker and Maintenance Coordinator are an excellent resource for information about policies, procedures, cleaning products, and how best to clean the appliances and furniture in your apartment. If you need special assistance please go to the facility office or leave a message at 715-736-0077 and we will do our best to help you. Residential Advisors (RA) will also be assigned for each floor of the facility.

APARTMENT FEATURES

Furnishings (furnished apartments Only)

Each furnished apartment has two end tables, a coffee table, a sofa, two living room chairs, refrigerator, and four stools. In the bedroom there is a desk, dresser, chair, single bed frame, and mattress. You may not remove any items from the apartment. No storage space is provided outside the apartment.

Cable Service

Each bedroom and the common area has cable connection availability. If you are interested in cable service, please notify the Property Caretaker to make arrangements. A 30 day notification is required for connection and disconnection of service. The current monthly fee is \$20 per month with a separate \$10 connection and \$10 disconnection fee. You will be invoiced monthly for this service along with our rental fees. Glenwood Commons accepts no responsibility for service outages or issues that may arise between you and the service provider. If you are purchasing CATV Service from Glenwood Commons and you are experiencing a problem, please let your R.A. or Property Caretaker know and we will get it fixed as soon as possible.

Apartment Thermostat

Glenwood Commons is equipped with a geothermal heat pump system. We use this system to heat the building and are very proud of helping to reduce the impact we have on non-renewable energy sources. Most apartments have thermostats. The operation is simply to set your desired temperature and let our mechanical system do the rest. Please understand that turning the thermostat up and down as the weather changes will not yield immediate results due to the nature of the system.

RESIDENCE HALL FACILITIES & SERVICES

Laundry Room

The laundry facility is located on the Second and Third Floor of the facility. Each wash costs \$1.25. The dryers are \$1.00 each cycle. Please be courteous of other people and be sure to remove your clothes from the machines as soon as the wash/dry cycle is complete.

Conference & Study Area's

The conference room seats eight people. There is a conference room located on the 2nd and 3rd floor. In

addition there are 6 study area's provided at the center of the main floor hallways. Please use these area's as needed please clean up after each use. The furniture located in the common area's must remain in those areas at all times.

Pop & Snack Machines

Pop & Snack machines are located on the property for your convenience. Abuse of machines by attempting to get free product or taking money is strictly prohibited. Tipping the machine to correct a machine malfunction is not only dangerous to your safety but strictly prohibited. Continued abuse of the machines will cause tenants immediate eviction and well as the removal of the machines. Tenants caught damaging machines will be held responsible for any costs.

Mail & Package Deliveries

Mail is sorted & Delivered on a daily basis (excluding Sunday's & Observed Holiday's) and will be ready for pick up in the afternoon hours. Please ask anyone sending you mail to complete your address as follows:

Your Name
Glenwood Commons [apartment & room #]
320 W South Street
Rice Lake, WI 54868

Staff is not authorized to open mail boxes for you. If you have lost your key, please contact the Property Caretaker to order a replacement. There is a charge to replace lost keys. Please agree on a place in your suite to keep the mail box key to allow all roommates access to the mailbox.

Common Area Furniture

Chairs, Tables, & any Furniture provided for facility use must stay in the common areas of the facility at all times. They are not to be brought into you rooms or living spaces under any circumstances.

Vandalism

Vandalism is not a joke, funny, or cute. This causes damage to the building you live in, reflects poorly on all other people living in your building & increases costs to fix damages. Persons caught damaging or vandalizing the building interior/exterior will be prosecuted to the fullest extent of the law.

Door Codes

Building and apartment entry codes are not to be given to anyone. The code is meant for your protection by preventing access to the building by unwanted persons. If a visitor enters a code belonging to a resident, the resident will be charged a \$15.00 code change fee for each occurrence/person caught entering the building with a door code.

Security Camera's and Other Safety

A security Camera system is in place to monitor the building 24 hours per day. This will help law enforcement, school officials, and management, maintain as safe living environment as well as provide evidence to authorities if there are illegal activities. Any Tampering with Security, safety, and fire equipment will be punished to the extent allowable by law.

Elevator

The elevator in the building is provided for your convenience. Trying to over load the elevator with furniture, people or any other items is not only prohibited but can cause damage to the elevator or personal injury to yourself or others.

RESIDENCE HOUSE RULES

Courtesy Hours

All residents are entitled to have a reasonable expectation to sleep, study, and otherwise peacefully enjoy their residence. If the activities or behavior of another resident is disturbing you, we strongly encourage you to take the initiative and discuss the problem directly with the resident first. If the problem continues, please ask for help from one of our employees. Quiet hours are in effect from 10:00 p.m. to 8:00 a.m. This means that loud music, loud voices etc. or any other boisterous behavior will not be allowed during these hours. You must also respect other student rights to peace and quiet the other hours of the day.

Cleanliness

Cleanliness is an important part of everyday life. Apartments are subject to random inspection to ensure proper cleanliness. Please keep your space neat and clean at all times. This is not only to keep roommates and visitors happy but helps ward against pest infestation (see fine structure on page 15). Shower curtains must also be washed on a bi-weekly basis by tenants.

Bathroom & Resident Cleaning

Cleanliness is a part of everyday tasks. You should take some time with your roommates and decide on a schedule so things are cleaned on a regular basis. It is extremely important that the bathroom(s) in each apartment are cleaned at least once week. Cleaning includes: mopping floor, cleaning; mirror, bathroom sink, bathroom counter top, toilet, shower, sweeping and disinfecting. Regular apartment cleaning is the responsibility of each resident. Shower Curtains must be washed as needed. (see list of charges for failure to comply)

Garbage/Trash & Recycling

It is the responsibility of residents to empty their own garbage and recyclables. The complex has a dumpster and recycling area located in the south-west corner of the parking lot for your use. No large items or electronics are allowed in the dumpster. Please break down any boxes to allow room for other people to dispose of items.

Trash Disposal

Trash is to be placed in tied plastic bags and disposed of in the receptacles provided. Communities participating in local recycling programs are to refer to the rules and regulations regarding proper handling of recyclables provided by the city or refuse company. Tenants are required to adhere to all recycling requirements. Any penalties or costs to the Owner due to failure to observe established regulations will be charged to the responsible parties. Hazardous wastes such as batteries, oil, etc. cannot be legally disposed of in trash receptacles at the property and should be disposed of at the appropriate recycling centers.

Repairs and Maintenance

Each apartment will be inspected at least quarterly for the purposes of preventative maintenance and to review compliance with terms of the Lease and House Rules. Landlord reserves the right to do inspections more often if landlord believes there is a violation of House Rules occurring within that apartment. Requests for repairs are to be made in writing by emailing Westcap@wcap.org or in writing addressed to Joan Hutton; P.O. Box 308; or by calling 1-800-606-9227 x1239. Completed Maintenance Requests will be handled as soon a staff availability allows, or immediately in the case of an emergency.

Emergency Repair Requests

An emergency repair is defined as a repair that requires immediate maintenance attention: repeated calls to emergency contacts for reasons other than the seven emergencies listed below will result in a \$20.00 per instant Fine.

- a. No heat (between October and April)**
- b. No electrical at all in the apartment.**
- c. No water or gushing water from a leak.**
- d. Roof leak.**
- e. Sewer Back up.**
- f. Inoperable refrigerator.**
- g. Inoperable Stove (all four burners and Oven)**

Emergency repair requests should be called in on the 24 hour emergency hot line (715-265-4271). Other repair requests will be considered routine and will be completed during normal business hours. Repairs needed or services required for faucets, sinks, drains, toilets, light fixtures, stove refrigerator, etc., can be reported on-line at westcap.org by filling out a maintenance request. If no response is given by the site manager or maintenance personnel within reasonable amount of time. Call 715-265-4271 ext. 1239

Smoke Detector's and Fire Extinguishers

Smoke detector alarms and Fire Extinguishers have been installed as required by law. Any removal or deactivating of the alarms or other equipment is illegal as well as dangerous. Tenants must notify Management immediately in the event of any malfunction. Any penalties to the Owner as a result of the Tenants actions or failure to act in this regard will be charged to the tenant. Batteries are to be changed by the tenant every 6 months at the same time as the time change in April and October.

**In case of FIRE, NATURAL DISASTER, OR MEDICAL EMERGENCY,
CALL THE FIRE OF POLICE DEPARTMENT - 911**

Hall Security

In order to make Glenwood Commons a safe and secure living environment, All doors are locked and require your personal entry code to access the apartment. For your protection; **DO NOT** give your security code to anyone or cause the doors to remain open for any length of time.

Safety and security is a community responsibility. Please contact us if you become aware of any matter that might compromise building safety and security. If persons are caught with codes that are not living in the facility, the resident who the code belongs too will be fined as well as be required to pay a \$15.00 reprogramming fee to change the security code.

No Weapons, tobacco, or illegal drugs are allowed in the facility. Weapons are considered any item that is designed to propel a projectile by use of air or other means. This includes the possession and use of air soft guns, nerf darts, paintball guns etc.)

Non-Smoking Facility

Glenwood Commons is a **non-smoking facility**. Smoking is prohibited in your suites as well as all hallways or any other common area. Please smoke outside at least 25 feet away from the entrances. This rule is in effect 24 hours a day including times of inclement weather.

Window Screens

Screens are in place for your safety as well as to keep pests out of your dorms. Screens should not be removed for any reason.

Alcohol Use

Please remember that possession or use of alcohol under the age of 21 is a crime. If you are over the age of 21 it is your right to have alcohol within your dorm room. However use of alcohol in any of the common area's or grounds of our building is strictly prohibited. Empty alcohol bottles are not allowed in any common areas where tenants are underage.

Insurance

Glenwood Commons is not responsible for damage to personal property or possessions under any circumstances. We highly recommend that you purchase and maintain renter insurance. This can be an invaluable resource in the event of a catastrophe and resulting damage to your personal property, or the Glenwood Commons property.

General Occupancy Rules:

- 1) The Tenant agrees to provide the Management their current telephone number, listed or unlisted within 7 days of connection or number change.
- 2) The Tenant is responsible for advising Management of any planned or unplanned absence of more than one-week duration.
- 3) Overnight Visitors are not allowed. The suites are designed for four individual students. All Visitors are not allowed in the building past 10:00 p.m.
- 4) Notices of Tenants intent to vacate must be delivered in writing no less than 30 days in advance. Such notices must be received on or before the first of the month, and can be delivered to the site office. 30-day notices may only be tendered 30 days prior to the end of the Tenants lease term or earlier.
- 5) All leases are 9, or 12 month contracts. Only by prior written consent of the Owner can the lease be for a lesser amount of time. Tenants requesting an early cancellation of their lease must request a "Request of Lease Cancellation form" and will be held financially responsible for the unit until the unit has been re-rented. Tenant must give at least a 60-day lease cancellation notice. (notice must be received at the 1st of the month; with 60-day notice to run till the end of the following month)
- 6) No children are allowed to play in the common areas of the buildings. This includes hallways, stairs and laundry rooms.
- 7) Babysitting services cannot be performed in the building. If children are present they must be accompanied by a non-resident adult at all times.
- 8) Apartments and associated facilities are intended for the use of the Tenants for residency purposes only. No Tenant may operate any business from the premises, which would cause a burden on the apartment community's facilities or a disruption in the peaceful enjoyment of the other tenants. Including but not limited to, performing routine child-care services for non-resident children. The addition of children from outside the property overcrowds the facility. A Tenant may not perform baby-sitting services for the children of friends or relatives who do not live at the property. This does not prohibit the occasional care for relatives' or friends' children.

- 9) Tenants shall not obstruct or block in any manner the doorways, entries, halls, stairways or sidewalks, nor use the same for any purpose other than entry and exit to and from their respective apartments. A 48 inch wide space must be maintained at all times when passing between rooms and in hallways.
- 10) No Candles, incense, or any other product and/or appliance designed to burn with an open flame or using heat to warm fragrance are allowed. This is not only a safety issue but also a fire hazard, and is strictly prohibited.
- 11) Tenants shall not allow spikes, hooks, nails, screws, tacks or other objects to be driven into walls, ceilings, doors, or woodwork without the prior written consent of the Owner or Management Agent/Caretaker, We recommend the use of 3-M Tack Strips or similar that can be adhered and removed easily. No painting or wall papering are allowed.
- 12) No outside clotheslines may be installed, nor clothes dried outside balconies or patios.
- 13) Barbeque grills, which are a fire hazard, cannot be allowed on balconies Grills must be kept at least ten feet from the building while in use to avoid heat damage to the building & must be returned to storage immediately after use and the grill has had enough time to cool down. Tenant will be held responsible for all damages.
- 14) Tenants occupying apartments furnished with drapes or blinds may use their own drapes. Drapes hung by Tenant must be white-backed. In order to avoid damage to wall surfaces, any additional drapery hardware installed by a tenant must remain at the end of tenancy. Any damages to walls due to drapery hardware will be charged to the Tenant.
- 15) Plastic may be placed over the interior window as long as it is the shrink seal type and is attached only on the plastic surface of the window and install according to directions. Any damage to the window from the installation of the plastic is the responsibility of the Tenant. No doorways may have plastic installed over them at any time.
- 16) If there is required significant rehabilitation or renovation needed; or the apartment becomes uninhabitable, Management reserves the right to relocate the household and substitute an equivalent apartment for the remainder of the lease term or until unit is habitable.

Pets

This complex **does not allow pets (Including visiting pets)**. Persons with substantiated disabilities may request permission for a “support pet”. In making such a request, the individual must substantiate their disability and establish how s a “support pet” will assist in their ability to utilize their residence. Furthermore, authorized “support pets” must be individually trained and work for the benefit of the tenant with the disability. Management reserves the right to ask for the removal of a “support pet” and/or evict a tenant if the following rules are not complied. This rule does not include such examples as seeing eye dogs etc that are required by visitors to safely navigate the building. Any “helper” animals owner must be prepared to present documentation upon request.

Criminal Activity

- 1) Criminal activity by the Tenant, any member of the household, a guest or other person under the Tenants control or consent is cause for termination of tenancy.

- 2) Any criminal activity that threatens the health, safety or right to peaceful enjoyment of their residents.
- 3) Any criminal activity that threatens the health, safety or right to peaceful enjoyment of their residences by persons residing in the immediate vicinity of the premises.
- 4) Any drug-related activity on or near the premises. “Drug-related activity” includes both drug use and drug trafficking.
- 5) Further, Management may terminate the lease due to Tenant’s involvement in the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance. Whether Applicant has been convicted of the illegal manufacture or distribution of a controlled substance; and No dwelling shall be made available to an individual whose tenancy would constitute a direct threat to the health or safety of other individuals or whose tenancy would result in substantial physical damage to the property of others.
- 6) Actions of the Tenant or Tenant’s guests, which result in adverse publicity for the apartment community or adversely affect the livability of the community, shall be grounds for termination of tenancy. Activities must be conducted in and about the building in a manner so as not to interfere with the rights, comforts or conveniences of your neighbors. Loud boisterous conduct anywhere on the property that disturbs the comfort of others is prohibited.

Tenant Prohibited Items (without prior written approval):

- a. Waterbeds are not permitted.
- b. Antennas – No ham or citizens band radio antennas can be installed on the premises.
- c. Amplified or percussion instruments of any kind (e.g. guitars, karaoke machines, drum sets)
- d. TV/Satellite Dish – The TV system is via cable. No individual antenna(s) or dishes are allowed.
- e. Flammable articles – No flammable articles such as gasoline, kerosene, welding equipment, torches, candles, incense, or propane heaters shall be used or stored on the premises.

Falsification of Information

Falsification on any leasing document is grounds for termination of tenancy. This may include but is not limited to; falsification of personal information, or non disclosure of student status.

Snow Removal

Tenants are required to move their vehicles to allow the removal of the snow in roadway and parking areas no later 8:00 AM. Tenant cooperation is needed in moving vehicles for snow removal. Tenant will be responsible for snow in and around area not cleared if vehicle was not moved. Snow not cleared, will constitute a violation notice and tenant will be charged if hired labor has to remove the snow.

No trailers, boats, or anything other than personal vehicles are to be parked or stored in the parking areas or on the property unless it is kept in a rented garage. Violations will be towed away at the Tenants expense.

Inoperable or unlicensed vehicles are not allowed in the parking areas and will be towed away at the Tenants expense.

Management reserves the right to make changes to these rules and add such rules as may be necessary for the property administration, safety, care and cleanliness of these premises and in the best interests of the Tenants. Management will provide written notice of changes in rules at least thirty-days (30) prior to the effective date.

Vehicles and Parking

All vehicles owned and operated by Tenants in the complex must be registered with Management. Any vehicle change must be reported to management within 24 hours of change.

No Tenant may use the premises to dismantle, do automobile repair, or change the oil. No storage of an unused, unlicensed, or inoperable car can be permitted due to shortage of parking spaces.

No trailers, boats, campers, four-wheelers, or any other recreation items meant to be pulled behind a vehicle are allowed on the property with the exception of required equipment to move-in and move-out of the facility during designated times.

Parking spaces are intended for Tenants use only. Only 1 operable & licensed vehicle per adult household member will be allowed per unit. All spaces are unassigned except for those spaces for Accessibility Units. Visitors will park in designated visitor parking areas, where provided, otherwise on the city street.

Absolutely no parking or driving is allowed on the grass areas.

PAYMENT of RENT & FEES

Payment of Rent & Fees

Rent and utility fee is due the 1st day of the month. Tenant and payee will receive a copy of the monthly invoice. Rent payment can be mailed to: West CAP, 525 2nd Street, PO Box 308, Glenwood City, WI 54013, att: Glenwood Commons.

Fees in Addition to Rent:

- 1) Any check returned by bank for Non-Sufficient Funds will be considered non-payment of rent and assessed late charges accordingly. NSF checks must be replaced with a money order within 24 hours of notification. The replacement payment must include an amount of the original check plus a \$35.00 NSF collection charge and all applicable late charges per # 2 below After two NSF incident's, Tenant will be required to pay rent by money order only.
- 2) Households not paying rent by the first day of each month will be deemed as "late". "Late Rents" not received on or before the fifth by 5:00 PM will be assessed a \$50.00.
- 3) A \$15.00 charge will be made for replacement of each lost key during tenancy. Recurring lockouts service calls will be charged at \$20.00. Due to the nature of the touch-pad entry system, it is not recommended that you call a locksmith for lock-outs. Please call 715-265-4271 for the "on call" person.) Tenant agrees to obtain whatever insurance tenant deems necessary to protect all Tenants personal possessions. The Owner is not responsible for any property of the Tenant including loss or damages to vehicles. Waterbeds or other water filled furniture are not allowed as a water leak can cause major damage to a multi-story complex.
- 5) Should a legal action result in a judgment in favor of the owner, legal fees and court costs can be collected from the Tenant pursuant to a Court Order under State Statutes. West Cap as well as affiliates contract with various collection agencies. Accounts 30-day's past due or do not have acceptable payment arrangements will be referred to collections for further action.

- 6) Any household activating a false fire alarm at a pull station will be fined \$100.00 or the fire department false alarm fee. Tampering with fire safety equipment such as fire extinguishers, smoke alarms, etc. is a criminal offense and will not be tolerated. This includes the removal of the fire extinguisher from its designated location. Please report any abuse to management.
- 8) Tenant shall pay within 30-days of billing for repairs and other expenses incurred by Owner (including loss of rent) required as a result of any negligent acts of Tenant, Tenants family, or guests.

MOVING OUT

Checkout Procedure

Residents must be present to checkout of their rooms. It's important that you and your roommates work together on cleaning the apartment. Since you and your roommates will likely checkout at different times, **please work together to make sure the common areas are clean and ready for inspection at the earliest date scheduled for checkout by a roommate.** Please review pages 11—14 carefully.

Checkout by Appointment

This option allows residents to schedule a specific time for a twenty-minute inspection by an Employee. This allows the resident to monitor the Employee who is conducting the inspection and later dispute any charges assessed for cleaning and/or damages if necessary.

Residents must schedule an appointment with the Property Caretaker at least 48 hours prior to departure. You may request an appointment by calling 715-736-0077. (management reserves the right to change or alter appointments due to the unavailability of staff etc. We will do our best to accommodate the appointment whenever possible.)

You must have all your belongings removed from your room and all the common areas must be cleaned and ready for inspection at the time of your checkout. If the Tenant leaves any personal property on the premises after vacating, The Management shall have the right to dispose of such property without liability 30-days after the Tenant vacates. All checkouts must be complete by the posted deadline, and the room key must be returned to the Resident Assistant when checkout is completed. Residents who have not cancelled their appointment at least 24 hours ahead of the time selected or are not ready to checkout at their selected time will be charged a \$25.00 late inspection fee.

Preparing for Move Out

When you decide it is time to move-out; first you must check your lease contract to ensure that your lease is ready to expire. You must then give 30-days notice in writing to a staff member, you will be given a list of responsibilities that must be completed prior to your move-out date.

Upon departure, the Tenant shall be responsible for leaving the apartment thoroughly cleaned and in good repair. If any of the following tasks are performed by hired labor, the resulting charges shall be deducted from the Tenants security deposit: cleaning floors, cleaning of walls, refrigerator, range, sink, bathroom area's, removal of articles left in the apartment, cost of storing items left behind, repair damage to finished surfaces of walls, doors, and appliances, and removal of trash. See attached schedule of charges and hourly rates.

Cleaning Checklist

This checklist states your responsibilities in the unit prior to vacating. All tenants will receive this list when they give the resident manager their 30-day notice to vacate. In order for you to receive a refund of your security deposit, you must be sure that each of the following items is taken care of.

KITCHEN:

- Refrigerator is to be pulled out and walls, cabinet and floor is to be cleaned. Wash out interior of refrigerator and freezer, and then wipe them dry. Clean the drip tray below the unit, also the top, front and sides of the refrigerator. Do not shut off the refrigerator. Turn to the lowest setting and close door.
- Range top and sides and walls around the range must be cleaned. Also, burner rings, drip pans, and surface below burner, over racks, and broiling pans are thoroughly cleaned. Clean stove hood outside and underneath, the fan screen, and light shield with soapy water.
- Cabinets wiped out with soapy water and dried. Vacuum off top off upper cabinets.
- Garbage disposals should be cleaned by grinding 6 ice cubes and then follow with baking soda as directed on the box. (if applicable)

BATHROOM:

- Clean with a non-abrasive disinfectant the tub and walls (make sure all rings are removed), sink, and toilet inside and out. Clean the outside of bath fan, mirrors, vanity top and inside and outside of medicine cabinet. Make sure that pipes below the cabinets and all cabinet areas are wiped clean with disinfectant.
- Use proper drain cleaner in tub and sink drains.

ALL ROOMS:

- Wash walls and ceilings after sweeping down cobwebs. **CHECK WITH MANAGER TO VERIFY YOUR UNIT HAS WASHABLE PAINTED SURFACES.**
- All baseboard heaters are blown out and vacuumed, then wiped off
- Wipe off curtain rods and/or blinds, plug and light plates, woodwork, and doors on both sides.
- Remove and wash all windows, vacuum screens, and tracks and replace windows.
- Wash all light globes and fixtures and smoke detector covers.
- Wipe off all closet shelves.
- Scrub floors not carpeted. Vacuum all carpeting including the closets and stairways.
- All light fixtures are completely furnished with working bulbs that do not exceed the manufacturer’s recommended wattage.
- Large items placed at dumpster sight at time of move-out that require an extra pick-up will be tenant chargeable expenses.
- Tenants are responsible for their utilities through the end of their 30-day notice.

NOTE: Tenants may correct items needing repair or replacement. For example, torn screens, broken glass, charred reflector pans, If tenant does not repair or replace items prior to vacating, they will be charged through their security deposit.

Fee & Fines

If any Rules are broken contained within this handbook you will be subject to the fines/fee schedules listed.

Electronic Code Change Fee	1st offense	\$15.00
“ “ “	2nd Offense	\$25.00

“ “ “ 3rd offense Eviction

Underage Drinking, possession of alcohol by underage individual, Illegal Drug use or possession:

1st offense	\$50.00 + Verbal Warning
2nd offense	\$100.00 + D.O.J. Class, letter of Apology, and written warning
3rd offense	Eviction

Violation of quiet hours	1st offense	\$15.00 Fine Verbal Warning
	2nd Offense	\$25.00 Fine Written Warning
	3rd offense	Eviction

Damage to property or contents of building

1st offense	Written warning + cost to repair/replace Damaged items
2nd offense	Immediate Eviction

Apartment Cited for housekeeping	1st offense	\$15.00 fine per resident 24 hour warning & Re-inspection
	2nd offense	\$30.00 fine per resident Cleaned by professional cleaning service at tenants expense
	3rd offense	Eviction of all tenants

Bedroom cited for housekeeping	1st offense	\$25.00 fine 24 hour warning & re-inspection
	2nd offense	\$50.00 fine Cleaning will be performed by professional cleaning service at tenant's expense.
	3rd Offense	Immediate eviction.

REPAIR AND REPLACEMENT PRICES

If the tenant is responsible for any of the following items that need to be repaired or replaced, beyond normal wear and tear, during or after tenancy, the following schedule of charges will apply. Where actual costs are higher than the amounts listed below, the invoiced amount will be charged. This list is not intended to be all-inclusive. Expenses not listed below will be billed as invoiced.

CARPENTRY

Screen replacement	\$20.00
Screen and frame replacement	\$50.00
Interior/exterior door repair/replacement	as invoiced

LOCKS, KEYS, MAILBOXES

Lock replacement due to non-returned keys	\$55.00 each*
Door keys – picked up at the office	\$5.00 each*
Replace mailbox lock	\$20.00

ELECTRICAL

Outlet & switch plate covers	\$2.00**
Light bulbs	\$2.00**
Smoke detector	\$40.00 each*
Light fixture repair/ replacement	as invoiced

FURNISHINGS

Burns, tears, stains and holes in carpeting, walls, fixtures and countertops	\$20.00 each
Replacement and/or repair cleaning of curtains, blinds or shades	as invoiced
Damaged tile flooring (per scratch, dent or chip)	\$20.00 each
Excessive nail holes in walls (more than 5 per wall)	\$2.00/hole
Damage to appliances (per scratch, dent, chip or burn marks)	\$10.00 each
Nail or screw holes in doors or trim	\$10.00 each
Replace burner pans	\$3.00 each*

PLUMBING

Toilet seat	\$20.00**
Towel bar (metal)	\$10.00*
Sink strainer/stopper	\$5.00 each
Disinfecting bathroom	\$35.00
Fee to wash Shower Curtain if not done by tenants	\$15.00
Strip and wax kitchen & bathroom floors	\$135.00 – \$150.00

Other damage assessments and charges will be noted and invoiced on the move-out inspection report and/or attachments.

LABOR CHARGES

General cleaning	\$20.00/hour
General maintenance	\$20.00/hour
Painting	
Dorm room only	\$175.00
Paint Common Area (split between all roommates)	\$500.00
Strip/rewax tile due to excessive damage	
Dorm Room Only	\$150.00
Common Area (split between all roommates)	\$200.00

* includes labor associated with restocking item

** includes labor associated with restocking item and installation

Acknowledgement of Receipt & Review

Tenant HANDBOOK FOR CONDUCT AND HOUSE RULES

I (Print Name) _____ certify that I/We have received and reviewed the Handbook for Conduct and House Rules.

I/We understand the information provided in this document and have had the opportunity to ask questions and have those questions answered prior to move in.

Tenant Signature

Date

West CAP Authorized Signature

Date

Please tear this off and send back to West CAP for our tenant records. Thank You.