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# **RULES OF OCCUPANCY**

**Property Management Concepts, Ltd.**

**525 Main Street**

**La Crosse, WI 54601**

**(608) 782-9680**

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## **24 HOUR EMERGENCY NUMBERS:**

**1800-886-3078**

**Only the following emergencies will be handled on a 24 hour basis:**

**\*No heat in winter**

**\*No hot water**

**\*Major plumbing or sewer stoppage**

**\*No electricity**

**\*Any condition which may cause a fire**

**\*Leakage of gas**

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## **LOCKOUTS**

For security reasons, our associates are instructed NOT to respond to service requests for lockouts. We strongly encourage all residents to have an extra key in the event of being locked out. See "keys and locks" for more information.

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## **INTRODUCTION**

Our goal is to provide quality housing to each of our residents and to contribute in a positive manner to his or her lifestyle.

It is with this thought in mind that this information folder has been prepared.

These rules are made a part of your lease and therefore must be observed in the same manner as the terms of your lease agreement.

## **MANAGEMENT OFFICE**

Please feel free to visit or call for service requests or to obtain assistance. For best service it is important to schedule an appointment with your property manager during normal business hours.

Our employees are concerned with doing the best possible job in serving you. However, they also enjoy their time with their families. Please consider their time when calling after normal working hours. Non-emergency service after hours will result in a service charge to residents.

## **PAYMENT OF RENT**

Payment must be in the form of check or money order. For security reasons our staff is instructed not to accept cash. Please be sure your address is on your check or money order. Please note that rent is always due on the first of the month. Even if you moved in during a later time in a month, your rent was prorated so that future rent payments will always be due on the first. If you would like to pay online, with a credit card, please go to our web site: [agreatapartment.com](http://agreatapartment.com).

## **SECURITY DEPOSIT**

Your security deposit is not rent but a deposit to ensure the fulfillment of lease conditions. The security deposit IS NOT intended to be your last month's rent. If you fulfill your lease according to its terms, only charges for damages, excluding normal wear and tear will be deducted from your security deposit. Following are the conditions for return of security deposits: (Note, there is a checklist enclosed which you may use in preparing for your move-out.)

\* You must fulfill the terms and conditions of your lease and not owe the landlord any money.

\* You must give us twenty-eight (28) days written notice from the end of your rent period by completing the appropriate form enclosed with the booklet. For example; if you are moving out at the end of September-a 30 day month- we must receive notice no later than the 2nd of September. If we receive notice any later than that, you will be responsible for the full month's rent for October.

\* The apartment must be left clean with no damage beyond normal wear and tear.

\* After you have removed all of your belongings from the apartment, both you and a management representative should inspect the apartment and complete the inspection report, which should be signed by both you and the management representative.

The management will clearly indicate on this form the items, if any for which you will be charged. If you wish to be present for the move out inspection you must make an appointment. The power must be left on at the time of the move out inspection so that all appliances can be tested. If this is not done, you will be charged the power company charge to restore power.

\* You must give our office a valid forwarding address.

\* You are not considered officially vacated until all keys are turned in to the office. We suggest you obtain a receipt.

### **MOVE-IN INSPECTION**

Just prior to your move-in, you must inspect the unit. To facilitate this inspection and to establish a record of the condition of the unit upon your move-in, a Statement of Unit Condition form must be completed by you. You will be provided with a copy of the completed form. It can then be utilized for the move-out inspection, at which time you should also be present. This "before and after" inspection can save unnecessary misunderstandings in the future.

If you fail to fill out the statement of unit condition or fail to return it to the management office within seven (7) days, it will be assumed that you found the unit to be in perfect condition.

## **RESIDENT INSURANCE**

We strongly recommend that you contact an insurance agent to obtain details concerning apartment renter's insurance or household goods and liability insurance or other similar policies to cover your personal belongings against vandalism, fire, burglary, certain water damage, as well as personal liability. **Our insurance does not cover your personal belongings or your liability.** If you have a waterbed, you must provide a certificate of insurance and you are liable for all damages caused in any way by use of the waterbed, including damage to the building and to other units and other residents personal belongings.

## **KEYS AND LOCKS**

We supply a key to the unit and if possible, a key to the mailbox. Some mailbox keys are supplied by the post office. All keys are to be returned to our office upon vacating. Residents are not permitted to alter any lock or install a new lock or knocker or other attachment on the door. Please be sure when leaving your unit to take your door key with you at all times. If you are locked out management is under no obligation to provide you with extra keys to unlock your door. After hours, our personnel are not permitted to respond to calls for lock outs. If you are locked out, you will need to contact a locksmith to gain entry to your unit. All associated costs are at your expense, including the cost of re-keying to our master keys if applicable. If all keys are not returned during your move-out a charge for re keying all locks will be assessed to you and may be deducted from your security deposit.

## **CHILDREN**

Residents are responsible for the conduct of their children and their guests children. Please do not leave bicycles, toys, tricycles or other items on the sidewalks, stairways or in hallways. Outdoor play must be supervised at all times by the resident or a responsible adult. Play is not permitted in any area that could be considered unsafe for children.

## ANIMALS

Any animals found on the premises without written permission and authorization may be impounded by the authorities. Pets are only permitted under special circumstances, and permission must be in writing.

## GENERAL REPAIRS

If a general repair is necessary within your unit or about the property, please report it promptly to the property manager. The request must be in writing and include permission to enter. It is our desire to quickly repair any items that are our responsibility. Please note minor repairs such as: replacement of bulbs, fuses, washers, other minor items are your responsibility. Any repair which is caused by resident abuse or neglect will be the responsibility of the resident. Even if a repair is the responsibility of management, it must be reported to management who will perform the necessary repairs. **Do not contact any contractors other than the management agent.**

## MACHINERY, EQUIPMENT AND APPLIANCES

No equipment may be removed from any part of the building. All equipment must be permanently retained in its original location.

Residents must not install or operate in the apartment any machinery, refrigeration, or heating devices or air conditioning apparatus or use any illumination other than electric lights or use or permit to be brought into the premises or the building any flammable oils or fluids such as: gasoline, kerosene, naphtha, benzene, or other explosives which are deemed hazardous to life, limb or property. Such action not only violates these rules but also violates the state fire code.

Residents must not install washers and dryers in their units unless hookups are provided and they are in working condition. If an operating fireplace is present, you may use it at your own absolute risk and expense. Any fireplace related damage caused to the unit will be construed to be the expense of the resident.

Please be sure that all doors to your residence and garage and outbuildings are kept properly closed and locked at all times. When exiting a building which has a storm door, please grasp it firmly. We will not be responsible for damage caused by wind for failure to properly close or handle a storm door.

## **DISTURBANCES**

Residents are entirely responsible for the conduct of their guests in the units or outside in the common areas. Stereos, radios and televisions are to be kept at a minimum noise level so that neighbors are not disturbed. Nothing may be done in or about the property which will interfere with the rights, comfort or convenience of other residents of the property or the community in general. Some types of disturbances are police matters and will be handled accordingly. If actions of tenant result in fine to the landlord, cost will be charged to the resident.

## **BARBECUES AND GRILLING**

Follow all safety measures when using outside grills. Grills can only be used on ground level patio areas. We do not permit grilling on front lawns, driveways, parking lots etc. Please observe all fire codes when using outside grills.

## **LAWN CARE AND SNOW REMOVAL**

Check your lease to see if these services are provided. If your lease indicates that these services are provided, it is only to a limited extent. Snow removal is provided to clear walks from door to street and the parking lots. You are responsible to remove snow from your front and back entry areas. Please cooperate in our snow removal efforts by removing your car from the parking lot by 10:00 am on mornings in which snow falls.

You are subject to fines from the city, as well as violation of these rules if snow is not removed within 24 hours, and if lawns are allowed to grow beyond a reasonable height.

## **AUTOMOBILES AND OTHER VEHICLES**

Parking is available to **RESIDENTS ONLY** on a first come, first served basis. Please park in a manner that allows other cars easy access in and out. Do not double park. Park only in designated areas as other areas have been reserved to provide adequate fire lanes or to facilitate trash or snow removal. Unlicensed vehicles are not allowed on the property. Residents should not perform any repairs on their cars in the parking area. We do not have sufficient space to accommodate boats, motorcycles or recreational vehicles, and parking such vehicles is strictly prohibited. A maximum of two vehicles are permitted per rental unit.

## **COMMUNITY APPEARANCE**

Our Unique Property Collection contains properties in many areas representing every type of neighborhood. It is impossible to provide appearance rules that are applicable to each property. We require that residents use common sense, and follow a good neighbor policy. This means that you would keep the appearance of the property consistent with those of your neighbors. In all cases, lawns must be kept neatly trimmed, snow must be property shoveled. Personal belongings should not be left outside and window coverings should be attractive.

If you rent at a condominium property, you must be informed of, and strictly comply with the rules of the condominium association. If any condominium association rules conflict with these rules, the condominium rules apply.

Window coverings must be attractive from the outside. Sheets, vinyl, paper, foil and other unattractive coverings are prohibited. Mops, brooms, and other household items must be stored inside and may not be left on patios or by the front door. Front lawns must be kept free of all personal belongings and debris. Children are not permitted to play in any area that could be considered dangerous, or in halls of common areas. These areas must be kept free of all toys, furniture and personal property. If you wish to have flowers or plants, they must be kept in containers, and close to patios or doorsteps. Do not plant anything in the ground.

No playground equipment is permitted unless specifically authorized in writing by your property manager. Fences, swimming and wading pools are also prohibited. Sunbathing is permitted only in designated areas, and sunbathers must be tastefully attired.

## **TRASH REMOVAL**

All trash must be placed in the appropriate dumpster or trash can. Residents must supply their own trash containers unless dumpsters are provided.

The city and state codes control collection of trash, and disposal is subject to their rules. These rules change from time to time, and it is your responsibility to be informed of and comply with the rules. Recycling is encouraged.

Items considered "white goods" (appliances etc.) are subject to an additional collection charge. Please contact us or the city if you wish to dispose of such goods for a current definition, fees and disposal instructions.

## **DISPUTE RESOLUTION**

We make every effort to make your rental experience enjoyable. We realize, however, that issues will arise on occasion in which all parties may not be satisfied with the outcome.

Many times the property manager must make decisions which are determined to be in the best interest of the property owners and other residents.

If, for any reason, you feel that one of our associates has treated you unfairly, we ask that you first try to resolve the issue with your property manager. If you are unsuccessful, you may ask the issue be reviewed under our dispute resolution system. A written request must be made using the appropriate form. A supervisor will try to resolve the issue with you within a few days. Your property manager can provide you with the appropriate form, and instructions for proceeding.