

TENANT HANDBOOK

FOR LEASES DATED: **2026-2027**

- This handbook is hereby incorporated as a part of your lease.
- Everyone is expected to follow the Rules and Regulations Handbook, as well as any additional published rules that Management deems necessary to ensure the safety and well-being of all tenants.
- Please read and keep for future reference.
- This handbook is also available on our website bmmapartments.com.
- All leases are Joint & Several (all persons on a signed lease are responsible for rents, damages)
- Apartments are assigned on a first-come, first-served basis with apartment holds for only 24 hours.
- Signed leases are legal binding. Options if you cannot fulfill your lease:
 - The other leased tenants on the lease sign an amended lease in our office, agreeing to pay your portion of the rent. This frees you of your lease obligations, however, you will forfeit your security deposit.
 - You and the other leased tenants find a unanimously agreed upon replacement (sublessor), however, you forfeit your security deposit.
 - *A sublessor is someone who has not already made contact with Brooklyn Heights, Melrose on Fourth, and Millennium Apartments. This person must meet all the requirements by Management.*
- **Completed Lease Guarantees are required of all tenants.**
 - Each Tenant's Lease Guarantee must be completed, notarized, and returned before move-in. The preferred lease guarantor is a parent. If you are unable to obtain a parent to

be your Lease Guarantor, management *can* approve an alternative person. If you cannot provide an acceptable Lease Guarantee before lease beginning date, an additional \$750 NON-refundable deposit is due prior to move-in.

- A Security Deposit is due for all leases signed. (Amounts vary based on current advertised specials.)
 - Your security deposit secures your lease.
 - Rental Applications must be completed
 - No application fees or credit checks are done.
 - Application can be filled out at lease signing.
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1. Move In-Policies

- a. Keys will only be provided after:
 - i. The security deposit and first and last months' rents have been paid.
 - ii. All paperwork is completed for the entire unit.
 - iii. All Lease Guarantees have been signed and notarized
OR \$750 "NO Lease Guarantee Deposit" (non-refundable) has been paid.
- b. Financial Aid students must adhere to the regulations (see section 4f for details).
- c. Keys will be issued no earlier than your lease beginning date.
- d. You will need to pick up your Move-In Check List when you receive your keys.
 - i. Move-In Check Lists must be filled out and returned to our office within three (3) days of your move-in date.
 - ii. Move-In Check Lists are a record of what might be wrong with your apartment when you move-in.
 - iii. Move-In Check Lists should be a detailed listing of any and all existing problems.
 - iv. Move-In Check Lists record problems so that you will not be charged for damages that existed before you took occupancy.
 - v. Any Move-In Check List turned in after the three (3) day time limit will be put into your file, but may not be accounted for at the end of your lease.

2. Security Deposits

- e. Security deposits are NOT rent money.
- f. Security deposits are used towards any cleaning, painting, damage charges, repair or replacement costs, any unpaid fees or fines, and to return the apartment to the exact condition it was in at move in. Any carpet or furniture cleaning performed must be provided by a licensed and insured professional with receipt delivered to our office upon key return in order to have fees waived.
- g. Only after all charges are paid does any of the remainder of the security deposit absolve any unpaid rents.
- h. A security deposit report/refund will be returned within 30 days of lease ending date.
- i. Security Deposits will be IMMEDIATELY FORFEITED if:
 - i. Unauthorized animals have been found in your unit
 - ii. You sublease your apartment without going through our office to do so
 - iii. You do not follow through with your lease for any reason
- j. If your security deposit has been forfeited, any cleaning/damage charges must be paid within 30 days.
- k. All outstanding balances must be paid within 30 days of receipt of Security Deposit Report.
 - i. Any balances not paid within 30 days will be turned over to our attorney or our collection agency, and accrue 2% interest monthly plus court costs and attorney fees per your lease.

- l. We will withhold the entire amount of the total security deposit from a unit until all balances have been paid in full. Leases are joint and several, which holds ALL parties responsible for charges, unless otherwise noted on lease.
- m. Security deposit checks will be returned to the address on the Lease Guarantee Form. It is your responsibility to notify us if there has been a change of address. If you fail to notify us of a change of address and we have to re-issue a check, you will be charged the stop payment fee from the bank.
- n. If you have not received your security deposit report/refund within 45 days from your lease ending date, notify our office.

3. Rents

- a. Rents are due each month according to your lease agreement.
- b. Rents must be paid on time to avoid late fees (see section 4d).
- c. We accept checks, money orders, and credit and debit cards (see section 4a-c).
- d. Make sure your unit number and phone number are on all checks submitted.

4. Paying Rent and Other Charges

- a. Payments can be made with a debit or credit card or with a checking account and routing number through the Appfolio Tenant Portal (fees apply), or on rentpaymnet.com. The office can give you more information regarding initial login.
- b. Checks should be made payable to BMM Apartments and can be
 - i. Mailed to our office: **BMM Apartments 950 4th Street, Charleston, IL, 61920**
 - ii. Dropped off to our office during posted office hours
 - iii. Dropped in the drop box located at the office 24 hours a day/7 days a week.
- c. Rent can also be paid with a debit or credit card in the office.
- d. Late Fees
 - i. There is a 5-day grace period for monthly rent. On the 6th day, a 10% late fee will be applied to your account (10% of the monthly rental amount).
 - ii. Recurring late fees of 10% of the total unpaid ledger will be added the 15th of each month, and every 15 days after until paid in full.
 - iii. Late fees are charged to the tenant(s) who pays late, but the entire unit is responsible for timely payments.
 - iv. Any unpaid late fees will be deducted from the security deposit at the end of the lease term.
 - v. Late fees are applied to all NSF & returned checks along with a NSF charge.
 - vi. Returned Check Charges

All checks returned from the bank for any reason will be charged \$35.00. Checks can be returned for insufficient funds, NSF, account closed or having the wrong amount written on checks.

f. Financial Aid Refunds / Scholarships / Awards

- i. You must request and complete the FAID Policy and Payment Agreement prior to rent deferment. If you are approved for deferment by the BMM Apartments office, an approval email will be sent to you. All rents and other charges are due until approval is given.
- ii. Brooklyn, Melrose, and Millennium Apartments will defer your monthly rent payments until you receive your financial aid provided that:
 - 1. You have paid your security deposit and required rents for move-in, completed all required rent deferment paperwork, and received approval from the BMM Apartments office.
 - 2. You have provide documentation proving financial assistance prior to the first monthly rent installment due date.
 - 3. You have not exceeded the allowed (2) financial aid deferments per lease (Fall & Spring)
 - 4. You agree to pay the deferred rental amounts and future rent amounts for that semester within 3 business days of receiving your financial aid disbursement. Failure to make payment in full within (3) days of disbursement will result in late fees being assessed on your account.
- iii. Late fees will be waived up to the disbursement date if all of the above and any other requirements as stated on the FAID Policy and Payment Agreement are met, and approval is given.

5. Past Due Rent

- a. If we do not receive your rent by the end of the grace period, we will issue a 5 Day Rent Demand and contact your Lease Guarantor.
- b. If the full amount due is not paid, we will file in court a Notice to Evict, where the total rent for the lease will become due.

6. Keys and Locks

- a. An apartment & bedroom key will be issued to each tenant in the unit.
- b. A mailbox key will be issued to one tenant per unit.
- c. Tenants are not permitted to alter locks, duplicate keys, install new locks or other attachments on any door, or give your key to anyone not on the lease for your assigned apartment without prior written consent from management.
- d. There is a lost bedroom, recreation room, and entry door key charge of \$25, and a lost mailbox key charge of \$15.
- e. If you are locked out, there will be a \$75 charge for maintenance/management to let you in your apartment (see section 8b for more details) outside of office hours.

7. Utilities

- a. Fiber optic W i-Fi, general parking, and trash pickup are included.
- b. Electricity
 - i. Electric service is the responsibility of the tenant at Brooklyn Heights, Melrose Apartments, and Millennium Apartments. You **MUST** set up electric service prior to moving in or your electricity may not be on. Contact **Ameren at (888) 789-2477 or visit Ameren.com to set up service.**
 - ii. All tenants are responsible for continuous electric service throughout the term of the lease. It must not be interrupted for any reason. You will be fined per day that the electricity is not in your name.
 - iii. **When using the furnace, it is important to keep the temperature at a setting of 60 degrees Fahrenheit or above, even if the unit is uninhabited!** Utility cutoff from a tenant's apartment is a HAZARDOUS ACT and will, as per your lease, be tenant's responsibility to pay for any damages that result from utility service being disconnected for any reason. This includes turning off the furnace during any period of time in which apartment is uninhabited such as weekends, holiday breaks, etc.
 - iv. Any unpaid balance due to the electric company after lease expiration will be deducted from the security deposit and noted on the Security Deposit Report.
- c. Water
 - i. Water service is the responsibility of the tenant at Brooklyn Heights, Melrose Apartments, and Millennium Apartments. You **MUST** set up water service prior to moving in or your water may not be on. Contact **the City of Charleston Water Department at 217-345-8430 or charlestonillinois.org to set up service.**
- d. All tenants are responsible for continuous water service throughout the term of the lease. It must not be interrupted for any reason. You will be fined per day that the water is not in your name.
- e. Any unpaid balance due to the water company after lease expiration will be deducted from the security deposit and noted on the Security Deposit Report.

8. Maintenance

- a. Non-Emergency Maintenance Issues
 - i. Enter a Maintenance Request via the Appfolio tenant portal. Complete each field with as much detail as possible.
 - ii. Contact the office by phone or email. Return phone calls and email replies during office hours of Monday – Friday 8:30-5.
 - iii. After contacting us to let us know the problem, we will handle the problem as soon as possible. In order to handle problems as efficiently as possible, we will not be able to call and let you know when maintenance will be there unless you have arranged that with management.
 - iv. You could be charged a minimum \$45 maintenance fee for items serviced that the tenant is at fault for (e.g. clogged toilet, clogged disposal, etc.)
You will **NOT** be charged for items that need repair at no fault of the tenant (e.g. A/C, hot water heater, etc.)

b. Emergency Maintenance Issues

i. Call the Emergency Maintenance Number (217) 345-2414 Ext 5

1. Leave a message if no one answers, and someone will call you back shortly.

ii. The following are deemed as emergencies:

1. Fire. **Always** call 911 first to report a fire, and then call the emergency maintenance number.
2. Flooding or serious water leakage.
3. Power failure.
4. Lockouts **outside** of office hours.
 - a. If someone is available to let you in, a \$ 75 charge will be applied to your account and due immediately. If not you will need to call a locksmith or wait until the following day.
 - b. Do not break the doors, windows, window screens or damage any other property to gain access to your unit. You will be immediately charged for repair of any damages you create by attempting to gain access to your apartment.
5. You will be fined for misuse of the Emergency Maintenance Line (e.g. calling for a non-emergency issue, etc.)

9. General Maintenance Instructions

a. General Care of Your Apartment:

- i. Management requires you to maintain a safe, sanitary, damage-free apartment. When decorating, use small nails. Do not use adhesive tape hangers, large nail holes or make excessive holes in the walls. Mirror tile, contact paper, etc., with adhesive backing ARE NOT PERMITTED to be applied to walls, doors, ceilings, floor surfaces or cabinets. If you choose to do so, you will be charged for drywall repair and painting. Interior painting may **ONLY** be done by maintenance/management. Under no circumstances are tenants allowed to paint their apartment. Do not make any alterations in the apartment without prior written consent from management.
- ii. Countertop Care: Hot pans should not be placed directly on countertops. Always use hot pads under pans. Always use a cutting board when cutting anything with a knife.
- iii. Refrigerator: Wipe out with cleaning products when spills occur and also on an occasional basis to prevent odor buildup. Check temperature setting dials if unit is not cold enough or is too cold. Allow 24 hours to regulate when new setting is used or if unit has been off. Do not overfill freezer area. All refrigerators are to be completely cleaned out, unit closed, and left running. Please lower cold setting to the highest setting in order to save energy. (The less cold it runs, the less energy it uses). NEVER move the refrigerator to clean behind or under it. Use a bleach based cleaner during move-out cleaning, this will prevent the refrigerator from growing mold and mildew. If the refrigerator bulb burns out, replace with appliance bulb only. A regular bulb can explode.
- iv. Dishwasher: Wipe off any soap buildup on door seal, as this can cause leakage. NEVER use regular dish soap in unit – ONLY automatic dishwasher detergent. You will be charged a minimum of \$45 for a maintenance call when a dishwasher leaks due to using regular dish soap instead of the correct type. Plastic items do not always dry thoroughly; this does not mean the unit is not working properly.
- v. Stove/Oven: Wipe out chrome drip pans after each use of the burners. Keep oven spills wiped up and clean the oven every few months (or more often with regular use). Be sure to follow oven cleaner directions when cleaning. DO NOT use abrasive cleaners or scouring powders in oven. Clean exhaust hoods above stoves from time to time.
- vi. Light Bulbs: If the outside building lights are out, please contact our office. Tenants replace all light bulbs inside the apartment with the exception of vaulted ceiling lights and/or fluorescent bulbs in Melrose laundry rooms, as Melrose replaces those.
- vii. Garbage Disposal: Be sure to turn water on to a medium/high flow BEFORE turning on the disposal. With water running, turn the switch on, scrape food waste into the opening, taking care not to put any utensils, hands or fingers into opening. Run unit for at least 30-60 seconds after food is ground and flushed through the trap and drain. It is recommended that hot water not be used for disposal. Cold water allows any fat to stay solid in order to be flushed easier in the unit. Continue to let water run until you shut unit off and unit comes to a complete stop. Baking soda may be poured

inside the unit from time to time to keep odors from building up. NEVER put drain cleaner, glass, metal, bones, grease, cornhusks, seeds, or pits into the unit. NEVER put hands or fingers into the unit if it jams. There is a red reset button under the unit that you can push if your unit is not starting. If this does not start the unit, call for maintenance. You will be charged \$45 if maintenance finds a foreign object such as glass, metal, fish rocks, coins, washcloths, etc. to be the problem.

- viii. Bathroom: Nothing but human waste and toilet paper should be put into the toilet. Less expensive toilet paper dissolves quicker. Tampon and tampon casings that claim to be flushable should NOT be flushed. Do not put paper towels, napkins, sanitary napkins or wet wipes down the stool. In case of slow flushing or a clog, please buy and use a plunger. A maintenance fee is \$45 for a service call to unclog stool. Keep toilet lid closed when not in use, to avoid dropping things into it. If toilet will not quit running, lift tank lid and be sure flapper in tank has shut down; if not, put it down or try lightly jiggling the handle to allow it to fall. **Always call maintenance at once if the stool tank continues to run.** In the meantime, turn the water off at the base of the toilet between uses. Do NOT put a hot flat iron/curling iron on vanity top. Take proper precautions against burning vanity top with a hot flat iron/curling iron.
- ix. Furnace/Water Heater: Keep furnace/water heater area clean and free from dust buildup. **Do not use your furnace/hot water heater closet for storage.** If items are found, they will be removed. NEVER store combustibles in this area. Check furnace filter every month to see if it needs replaced. In the event your filter needs replaced, call our office for a free filter. This helps to keep the unit running properly. **Keep the thermostat set NO LOWER than 60 degrees Fahrenheit to help prevent pipes from freezing and other damages.**
- x. Miscellaneous: DO NOT allow food or trash to sit out inside or outside your apartment. This attracts bugs, mice, dogs, cats and stains our decking forever. If you have external bug problems around your patio, buying bug spray and spraying the perimeter can help. If it is not remedied, please call our office.
- xi. If you have internal bugs please call our office immediately.

10. Parking

- a. Tenants will be issued the number of parking permits allowed on the lease along with 1 visitor pass to keep in the apartment for the lease term per lease agreement (page 1 of lease). Additional temporary visitor passes can be picked up in the office in advance of your guest arriving.
- b. All tenants parked in the parking lots must have the **current year's** parking permit displayed on the inside lower passenger side at all times.
- c. All visitors parked in the parking lots must have a visitor pass visibly placed on their rear-view mirror. Visitors of Brooklyn Height or Melrose should park in the overflow parking lot at the corner of 4th and Polk, and visitors of Millennium should park on the farthest north parking area north of the building.
- d. Parking is primarily intended for tenants, not their guests. If there are no parking spaces available, tenants have the right to ask for guests to move their cars.
- e. Replacement parking passes (tenant or visitor) can be replaced at a cost of \$10. **VISITOR PASSES DUE WITH KEYS at the end of the lease, or the REPLACEMENT FEE \$10 will apply.**

11. Towing

- a. Towing is necessary to provide our tenants with a place to park.
- b. The company that monitors the parking lots is **Auto Tech of Arcola, 216 S Chestnut St Arcola IL 61910,**

217-268-3161

- c. Towing takes place 24 hours a day/7 days a week at the vehicle owner's expense.
- d. A vehicle can and will be towed from the parking lots if
 - i. It is parked in the lot without the current school year's parking pass, or visitor pass.
 - ii. It is an inoperable vehicle and has not moved for more than 10 days.
 - iii. It is parked inappropriately; for example, crossways or taking up 2 spots.
- iii. It is a vehicle with a stolen/fraudulent parking permit.

Do not contact the office if you or your guest has been towed. Towed vehicles are the responsibility of the owner. There will be no exceptions made. Towing fees are paid to the towing company. Towing is a necessary service to provide tenants accessible parking. BMM Apartments does not profit monetarily from towing.

12. Insurance

- a. BMM Apartments provides insurance coverage for the building for fire, wind, water, liability and contents owned by Brooklyn Heights, Melrose on Fourth, and Millennium.
- b. This insurance does NOT cover personal property of tenants.
- c. It is highly recommended that tenants purchase renter's insurance from an insurance company of their choosing. It is also possible that tenants may already be covered by their parents' home owner's insurance policy.
- d. Vehicles parked in the parking lots are at your own risk. Melrose on Fourth, Brooklyn Heights, and Millennium's insurance does not cover any vehicle damage while parked on our premises.

13. Trash Removal

- a. There are dumpsters provided for tenant use, and are located at each BMM premises.
- b. At no time is there to be trash, cigarette butts or litter of any kind on the decks, landings, stairways, entryways, exits or outside apartment doors. Each tenant is responsible for keeping the premises clean. Fines will be issued to any tenant who does not properly dispose of garbage/trash. Tenants will also be fined if their guest(s) does not properly dispose of garbage/trash.
- c. Trash is an unsightly problem. If there is a trash mess found outside several apartments, the entire side of that building will be fined unless the offending apartment takes responsibility for the trash. Fines will be issued for any garbage/trash not properly disposed of.
- d. Bags of trash will not be tolerated to be left in front of the apartment doors, dropped and/or placed at the bottom of the stairs to be picked up later. You will be fined \$50 per bag of trash AND/OR item not properly disposed of. Fines will increase with every fine issued to the same apartment.
- e. NEVER drag trash bags on decking to dumpsters or leave organic material (pumpkins, etc.) to rot/decay on the deck/patio. This stains our decks and fines will apply.

14. Grease Disposal

- a. Grease and/or oil of any kind should never be put into any drains of any sort ever! All grease must be disposed of in a container, allowed to solidify, and taken to the dumpster.
- b. Grease stains our decking forever. You will be charged any and all repairs/replacement costs for any decking stained by grease.
- c. Do not drag trash on decking to dumpsters. Often times, grease will stain the decking. Fines will apply.
- d. NEVER DUMP GREASE INTO THE ROCKS, YARD, OR OFF YOUR PATIO. A \$1,000 FINE will be applied. ANY GREASE DAMAGES WITHIN OR OUTSIDE UNIT, TENANT HOLDS FULL FINANCIAL RESPONSIBILITY FOR CLEAN UP, REPAIR, AND/OR REPLACEMENT!

15. Security

- a. Security cameras are installed throughout the exterior and common areas of the BMM properties .
 - i. Any person found tampering with or causing damages to the surveillance cameras will be fined up to \$2,000; plus costs for the damage and labor to replace the damaged property. Eviction and/or prosecution may also follow based on the severity of the situation.
 - ii. If you need our office to run video for you, you must have filed a police report for the incident first.

16. Smoke Detectors/Fire Extinguishers

- a. The apartments are equipped with smoke detectors in compliance with state laws.
- b. If any malfunction or problem should arise, please notify our office at once. BMM Apartments will provide batteries should they need replaced during your lease term.
- c. Under no circumstances are tenants to disconnect or tamper with any smoke detector. If your apartment is found to have a smoke detector taken down, covered up, disconnected or tampered with in any way, you will be fined up to \$100, plus any additional incurred charges (maintenance charges, fire department charges, etc.) for each smoke detector that is ineffective due to tenant(s) fault.
- d. Fire extinguishers are provided at each apartment. They are located under the kitchen sink. Please contact our office if your unit does not have a fire extinguisher.
 - i. If extinguishers are used for anything other than their intended use, tenants will be responsible for the recharging/replacement of the extinguisher and any maintenance issues or damage the inappropriate use might have caused.

17. Door/Windows/Walls

- a. No signs are allowed on entry doors or hanging from windows.
- b. Tenants are not allowed to make permanent changes to doors or windows such as screws or other attachments.
- c. Windows may be covered with curtains. The curtain rods should be installed on the drywall, NOT the trim.
- d. Tenants are allowed to hang lightweight pictures and like items using small paneling nails.
 - i. Depending on the amount of small nail holes, you may be charged for minor drywall repairs at the end of the lease if there are many small nail holes to repair.

- ii. Do not attempt to spackle (fill in) your holes in your wall upon leaving. Often times that creates more paint expense and possible re- texturing, depending on size of spackled area.

18. Furniture

- a. The apartment comes fully furnished with a couch, loveseat, (2) end tables, (1) coffee table, dining area seating, full size bed & dresser for each person.
- b. All furniture will remain inside the apartment
 - i. Any furniture removed by the tenants without consent of management will be considered stolen property.
 - ii. You will be charged for damaged or stolen property.

19. Illegal Drugs and/or Other Illegal Activities

- a. BMM Apartments may immediately evict the apartment/tenants upon finding any illegal drug(s), drug paraphernalia, or any other illegal activities.
- b. At this time the remainder of rents immediately becomes due when eviction is filed.

20. Utility Boxes and Air Conditioner Units

- a. Any person found to be tampering with utility boxes and/or A/C units will be fined accordingly.

21. Kegs

- a. No kegs or keg parties are allowed at any time.
- b. A fine of \$1,000 will be imposed if a keg is found at a unit.

22. Pets

- a. Any unauthorized animals, of any type, found in any unit or on premise for any length of time will result in a fine of no less than \$200.
- b. Fines increase per incidences of animals found.
- c. Security deposits will be forfeited, and required replenished on tenant ledger in full within 10 days.
- d. Any/all damages caused by pet(s) will be billed to the tenant, payable upon demand.
- e. One authorized pet per tenant is allowed per apartment. The pet must be under 25 pounds at full growth. The tenant and owner of the pet will be entirely responsible for the behavior of the pet and any pet related incidents. A charge of \$50 per month will be added to the owner/tenant's account and is due by the first of each month. Additional charges may apply.
- f. Prior to moving in, bringing the animal on the property, and with each lease renewal, the tenant must provide the following
 - i. Request and complete the Pet Addendum to the Lease Agreement
 - ii. All required documents including current veterinarian records with both the animal and owner information (animal name, vaccinations, breed, weight, and the tenant's name and contact information).
 - iii. Current picture of the animal.
 - iv. Any additional fees will be due immediately.

23. Smoking

- a. **All apartments and interior of buildings are non-smoking!**
- b. If once vacated, the apartment has an odor of smoke, there will be a minimum clean-up fee of \$1,000.
- c. If the security deposit is not enough for the clean-up fee, it must be paid within 30 days of receiving the security deposit report.

24. Grills

- a. ONLY electric grills will be permitted on tenant's balconies.
- b. No gas or charcoal grills are allowed at any time, inside or outside the building.
- c. Any gas or charcoal grill found will be disposed of immediately. A fine will be imposed accordingly.
- d. There are charcoal grills provided on-site for tenant's use. Please clean up after yourself after use. Please report to management if the grills are unusable.
- e. SEE GREASE DISPOSAL #14

25. Bicycles

- a. Bicycles are not allowed in the apartment units at any time.
- b. Please use the bike racks provided on the premises.
- c. Bicycles left in or on the property (or attached to the bike racks) after the lease has expired, will be considered abandoned and disposed of.

25. Railings/Balconies:

- a. Management reserves the right to approve or deny any patio hangings of signs, banners, sports memorabilia, flags, lights, or related materials.
- b. No climbing on roofs, balconies, decks or railings. A \$1,000 fine will be imposed.

c. No sitting on balcony railings or jumping from balcony railings or decks. A \$1,000 fine will be imposed.

26. Number of People Allowed in Apartment

- a. No more than 10 visitors allowed in an apartment at one time.
- b. No more than 10 people allowed on balconies at any one time.
- c. Small gatherings should be kept inside your apartment. Do not loiter on the stairs, outside, parking lots, hallways or the decks.

27. Visitors/Guests

- a. Visitors/guests are only allowed to stay a maximum of 2 weeks during the term of the lease.
- b. You will be held responsible for your visitors/guests and their behavior.
 - i. ANY damages they create will be your responsibility.
 - ii. Your apartment will be billed for any disorderly conduct or damages on behalf of your visitors/guests unless we are able to collect it from the responsible party.

28. Noise Restrictions

- a. Respect your neighbors with appropriate conduct at all times.
- b. No televisions, music or other activity should be so loud at any time that would disturb your neighbors or disrupt someone from sleeping. "Quiet Time" is 10 p.m. through 8 a.m.; meaning courtesy to your neighbors who may be resting/studying.
- c. Be considerate when someone makes contact with you requesting that you turn down the volume.
- d. Please report noise violations to our office, of which are held confidentially. Fines are issued for repeat noise violators.

29. Conduct/Lease Violations

J&D Tujunga, LLC and 324 Leatrice, LLC reserves the right to take any and all appropriate actions in accordance with the lease agreement. This should be used as a general guideline. If any tenant or guest of a tenant breaks any of the rules and/or regulations the Lessor has the right to evict the unit as a whole or any portion thereof, as the Lessor deems necessary. However, Lessor may choose to impose a fine to the unit or tenant instead of invoking the right to evict. Fines will be issued according to the offense, number of offenses to the unit/tenant, degree of the offense and manner of the unit's/tenant's attitude toward the fine. **a. RESULTING IN IMMEDIATE EVICTION OR LARGE FINE:**

- i. Climbing on balconies, roofs, and railings.
- ii. Resale of alcohol or charging a fee of any kind to participate in a party.
- iii. Arrest & conviction of possession or sale of illegal drugs or drug paraphernalia.
- iv. Possession of any weapons, bombs, bomb-making materials or firearms (even if the Tenant has a Conceal Carry Permit)
- v. Battery (Fighting): Anyone that without legal justification commits battery upon anyone on our premises shall be immediately evicted. This is not in any way intended to prevent anyone from legally defending themselves when someone is attempting/committing bodily harm to them. **b. MAJOR VIOLATION: Resulting in a fine assessed to the unit.**
 - i. Police action taken against any unit/person – i.e. underage drinking, disturbance, etc.
 - ii. Knowingly breaking glass anywhere on the premises.
 - iii. Knowingly damaging property.
- iv. Failure to comply with direction given by management, security officer, or any Apartment Agent. Disrespect towards management will not be tolerated.
- v. Gathering of people outside/inside or around your apartment that results in noise problems, trash, or disruption of any sorts. **c. VIOLATION: Resulting in a fine assessed to the unit.**
 - i. Any conduct that disturbs/interrupts the sleep of other residents.
 - ii. Any conduct that in itself would alarm and disturb a reasonable person.
 - iii. Any animals of any type found in any unit or on premise. Fines increase per incidences.

30. Recreation Room Rules

- a. Do not misuse the equipment. No one under 18 is allowed to use the equipment.
- b. Notify the office if the equipment is not in proper working condition
- c. Do not wear street clothes in the sauna; only CLEAN, proper swimwear. No nudity.
- d. Do not use the equipment while under the influence of alcohol or other substances.

- e. No food, gum, drinks, tobacco allowed in or around the equipment.
- f. No glass, soap, lotion, or other material that might be hazardous in or around the sauna.
- g. Do not use the equipment if you have a health condition such as heart problems, high blood pressure, diabetes, or you are pregnant, etc. h. Notify the office if anyone suspicious or not a tenant is using the equipment.
- j. No spitting, spouting, splashing, urinating, defecating in or around the sauna.
- k. Always close up the sauna after use. Clean up any material, etc. Leave it better than you found it.
- l. Any damages caused by tenants or guests will be the responsibility of the tenant.
- m. **Use at your own risk. BMM Apartments is not responsible for accidents, injury, or death.**

31.Exercise Equipment Rules

- a. Do not misuse equipment. No one under 18 is allowed to use the equipment.
- b. Notify the office if any piece of equipment is not in proper working condition.
 - a. Notify the office if anyone suspicious or not a tenant is using the equipment.
- c. Any damages caused by tenants or guests will be the responsibility of the tenant.
- d. **Use at your own risk. BMM Apartments is not responsible for accidents, injury, or death.**

32.Move-Out Procedures

- a. Upon expiration of your lease, you must vacate your unit before or on the lease ending date.
- b. You must return your keys upon lease expiration.
 - i. Keys must be returned to our office by lease ending date (however, you need to vacate on the lease ending date).
 - ii. We recommend dropping them off at the office during office hours or in our drop box 24 hours a day/7 days a week in an envelope with your name, apartment number and bedroom number clearly labeled.
 - iii. We highly recommend NOT returning your keys through the mail. If there is no alternative to mailing them, you must send them in a padded, secure envelope. Keys can easily cut through the envelope if not packaged properly. The tenant will be responsible for keys that are lost in the mail.
 - iv. You will be charged \$25 for an unreturned bedroom, entry door, or recreational room key and \$15 for an unreturned mail key.
- c. You must remove all items from the unit and clean the unit to the standards set forth in the handbook (see section 33).
- d. If your unit requires a walk through prior to moving out due to damages, you must contact to make arrangements with a week's notice. This is not a standard practice.

33.Move-Out Cleaning Procedures

- a. Kitchen:
 - i. Light fixtures: Clean as needed, replace bulbs if needed, put back up.
 - ii. Cabinets & Drawers: Clean insides and exteriors. Dust top of cabinets.
 - iii. Counters: Wipe them off and scrub stains where needed.
 - iv. Sink: Wipe out and scrub areas where needed, especially around faucet.
 - v. Dishwasher: Remove all food or other pieces from strainer in back. Scrub any stains, clean the seal at the bottom and clean the white interior lining and the front of the dishwasher. Just regularly running the dishwasher will NOT clean it.
 - vi. Oven: Clean interior with oven cleaner, clean oven racks as best as possible, clean out bottom drawer. Clean surface, lift surface up and clean under there. Also replace the drip pans if needed (Wal-Mart). **DO NOT** pull stove out and clean underneath.
 - vii. Refrigerator: Clean the exterior thoroughly. Clean inside, taking out all shelves and crisper drawers in the lower part. Lift up tray in freezer and clean underneath, **DO NOT** pull out fridge and clean underneath. Dust top of refrigerator. When finished, **DO NOT SHUT OFF OR UNPLUG!**
 - viii. Vent: (in hallway of first bedroom, covering furnace filter) Take off its hinges, clean and put back.
 - ix. Barstools: Wipe the surfaces of them, especially the legs.
 - x. Floors: Sweep & mop. Scrub where necessary.
 - xi. Misc.: Wipe down doors, wire shelving in closets, corners of walls (up high too for spider webs), baseboards, vents, faceplates & outlet covers.
- b. Living Room:

- i. Ceiling Fan: Dust blades and rest of fan. Wipe the light fixtures around the bulbs so that they are free of dust, replace bulbs if needed.
- ii. Tables: Clean end tables & coffee table. Don't forget about dusting the legs. iii. Couch & Loveseat: Vacuum under cushions and rest of couch as needed. iv. Windows: Clean glass and white part surrounding it, clean or replace mini blinds.
- v. Deck: Clean all white parts of door with a Magic Eraser and Windex the glass. Sweep deck.
- vi. Floor: Vacuum room and edges of entire room.
- vii. Misc.: Wipe down baseboards, corners of walls (up high too for spider webs) vents, faceplates & outlet covers. c. Bedrooms:
 - i. Windows: Clean glass and white part surrounding it, clean or replace mini blinds.
 - ii. Dresser: Dust top off and clean inside and outside of drawers. iii. Ceiling Fan: Dust blades and rest of fan and wipe the fixtures around the bulbs so that they are free of dust, replace bulbs if needed. iv. Floor: Vacuum room and edges of entire room.
 - v. Misc.: Wipe down doors, corners of walls (up high too for spider webs), wire shelving in closets, baseboards, vents, faceplates & outlet covers. d. Bathrooms:
 - i. Tub: Scrub entire bathtub removing all soap scum and dirt until gone, wipe down all other areas. Remove and dispose of shower curtain & rod, otherwise there may be a charge to dispose of them for you.
 - ii. Toilet: Scrub bowl, clean the entire exterior. iii. Vanity: Clean mirror, scrub sink and vanity area. Clean inside and exterior of cabinets and drawers. iv. Light Fixtures: Clean fixtures so that they are free of dust. Replace vanity bulbs if needed.
 - v. Floor: Sweep & Mop. Scrub as needed.
 - vi. Misc.: Wipe down towel & toilet paper bars, baseboards, doors, faceplates & outlet covers. e. Laundry Room:
 - i. Surfaces: Wipe off all surfaces of Washer & Dryer. **DO NOT** move washer & dryer to clean underneath or behind it. Sweep and mop floor. f. Furnace Room:
 - i. Wipe off all surfaces. Sweep and mop floor ii. Never allow water to drip into buckets or pool on flooring. Call in a service order immediately!
- g. Misc.
 - i. Remove all belongings, trash, etc. (\$50 fee per bag/item not removed by tenant) ii. Replace all light bulbs that are out and mini blinds that are extremely dirty. There are charges for all bulbs and blinds that BMM replaces.
 - iii. Leave cable boxes and routers that came with the apartment IN the apartment. These are the property of Consolidated Communications. If taken or removed from the apartment, they will be considered stolen and charges will apply.

CHARGE LIST

GENERAL

Cleaning	\$30/hr
Full Paint	\$200/room
Drywall Repairs	Materials + Labor
Carpet	Materials + Labor
Tile	Materials + Labor
Lights	Materials + Labor

KITCHEN

Oven	\$700
Dents	\$30 each
Drip Pans	\$10 each
Oven Parts	Materials + Labor
Refrigerator	\$900 approx.
Refrigerator Dents	\$30 each
Refrigerator Parts	Materials + Labor
Dishwasher	\$350
Kitchen Sink Damage	\$150
Sink Faucet	\$100
Barstools	\$150
Countertop	Materials + Labor
Cabinets	Materials + Labor
Cabinet Drawers	\$75
Cabinet Doors	\$75
Pantry Shelves	\$30 each

BEDROOM

Dresser	\$150
Closet Shelves	\$30 each
Mattress	\$200
Box Spring	\$200
Bed Frame	\$100
Blinds	\$30 each

BATHROOM

Tub Repair	\$200 approx.
Shower Head	\$50
Shower Faucet	\$100
Toilet	\$400
Toilet Seat	\$50
Towel Bar	\$30
Towel Ring	\$30
Toilet Paper Holder	\$30

LAUNDRY

Washer	\$500
Dryer	\$500

MISC.

Faceplate/Outlet Covers	\$5
Window	\$250 min.
Sash Only	\$150
Screen	\$40
Entry Door	\$300
Door Jamb	\$150
Interior Door	\$150
Interior Door Jamb	\$125
Garbage Disposal	\$100
Disposal Repair	\$30

LIVING ROOM

Couch/Loveseat	\$400-500
Set	Market Price
Coffee Table	\$125
End Table	\$75 each
Cushion Repair	\$50 each
Entry Door Repair	\$200 min.
Patio Door	\$500
Furniture Repair	Materials + Labor
Barstool Repair	Materials + Labor
Trash Removal	\$50/bag or trip

Market Price = Cost to replace with comparable quality, including shipping and labor.

TENANT CHARGE SCHEDULE

Standard charges are subject to change. Materials + Labor indicates actual replacement cost plus labor.

Carpet Cleaning

Item	Charge
1 Bedroom Apartment	\$100.00
2 Bedroom Apartment	\$120.00
2 Bedroom Deep Clean + Enzyme	\$150.00
3 Bedroom Apartment	\$140.00
Bedroom Only	\$60.00
Couch	\$60.00
Loveseat	\$40.00
Mattress	\$40.00
Spot Removal	\$55.00
Ozone Cleaning	\$75.00

Labor & Service Calls

Item	Charge
Labor	\$50.00/hr
Tenant Damage Service Call (1st Hour)	\$45.00
Additional Labor	\$50.00/hr
Large Light Bulb	\$5.00
Small Light Bulb	\$2.00
After Hours Lockout	\$75.00

Keys & Lockouts

Item	Charge
Lost Bedroom Key	\$25.00
Lost Recreation Room Key	\$25.00
Lost Entry Door Key	\$25.00
Lost Mailbox Key	\$15.00
After Hours Apartment Lockout	\$75.00

Notes

- Tenant-caused maintenance calls are billed \$45.00 for the first hour and \$50.00 per hour thereafter.
- Charges marked 'Materials + Labor' are billed at the actual replacement cost plus labor.