



RESIDENT MANUAL

We would like to welcome you to the **Wessex** Community. We sincerely hope that you make your apartment your home and have many fond memories during your stay. We will do our part to make your home as comfortable as possible and to maintain a good business and personal relationship with you. The intent of this manual is not to establish needless rules and regulations, but rather to avoid the possibility of misunderstanding at a later date.

STAFF

Property Manager: Adrianna Harris

Assistant Manager: Myah Lanteri

Lead Maintenance Technician: Spencer Clemens

Leasing Specialist: Natalie Stull

Maintenance Technician: Sam (Samuel) Chapman

Maintenance Technician: Connor Patterson

UTILITIES

Gas & Electricity

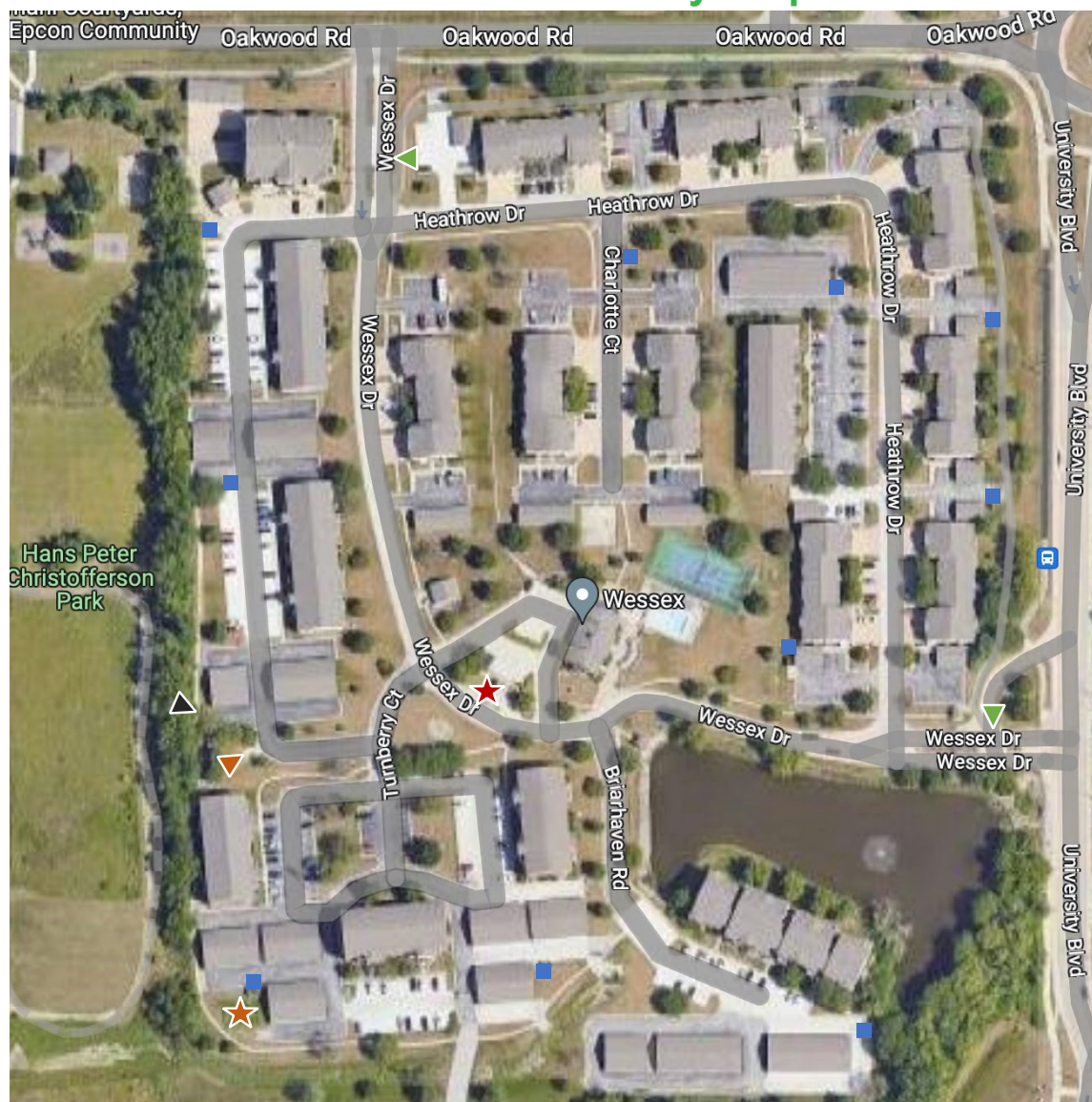
Alliant 1-800-255-4268

High Speed Internet

ICS Advanced Technologies (515) 268-4000 or (877)504-7618 Email - www.ic-llc.net

*Please Note: ICS is the internet provider. If any issues (not reported by Wessex, please contact ICS for further diagnosis).

Wessex Community Map



- TRASH RECEPTACLES
- ★ RENT DROP BOX
- ★ COMMUNITY GARDEN
- ▲ SE ENTRANCE GATE/NORTH ENTRANCE GATE
- ▲ PICNIC AREA
- ▲ CAR PORT/WASH STATION

Please refer to the section titled **Entry Gate** for instructions on how to enter each gate.

MOVING IN

- 1.** Have utilities transferred to your name. Service should start on the first day of the lease and extend through the last day of the lease.
- 2.** Have mail forwarded to your new address.
- 3.** No pets are allowed in the units. Cats are permitted only with written permission from the Landlord.
- 4.** All vehicles in the lots must be licensed and operable. Any car not operable, will be subject to towing at the owner's expense. Washing of vehicles is limited to Vehicle Washing Area. Under no circumstances are any vehicles to be driven on the lawns. Boats, campers, trailers, or vehicles not used for daily transportation should be stored either in garages or in the gated parking area designated for these items. Park in designated areas only! Parking in front of common garage areas, driveways, etc...is prohibited. Violators will be subject to towing at the owner's expense.
- 5.** Make sure to fill out the Move-In Inspection form and return it to the office within one (1) week. We will schedule any repairs needed directly from the inspection form.
- 6.** Provide a copy of your Renters Insurance Policy which states your new address at Wessex.

POOL GUIDELINES

The pool and pool area at Wessex are solely for the use of enjoyment of Wessex residents.

1. The pool will be open from 7:00 a.m. until 8:00 p.m. (Monday – Thursday) and 7:00 a.m. until 9:30 p.m. (Friday – Sunday). Radios or stereo equipment must be kept at a volume that will not disturb others not in the pool deck area.
2. The pool may be closed at any time due to weather or other conditions.
3. The pool will not be open when the temperature falls below 70 degrees or if it is raining.

WHO MAY USE THE POOL

1. Residents of **Wessex** who have a valid lease agreement may use the pool.
2. **Wessex** residents must accompany no more than two guests (per visit).
3. Residents under 14 years of age must be accompanied at all times by a parent or guardian.
4. The pool may not be reserved for private parties.

RESTRICTIONS

1. Running and rough play is prohibited in pool area.
2. Proper swim attire must be worn.
3. Glass containers of any kind are prohibited in the pool area. Each member is responsible for cleanup of personal litter. **Wessex** will not be liable for any personal property left in the pool area.
4. Smoking is not permitted in the pool area.
5. Animals are not permitted in the pool area.
6. Small floatation devices are permitted, however, must be plastic. Foam flotation devices are not permitted in the pool area.

RESPONSIBILITY

1. **Wessex residents and guests are expected to conduct themselves in a manner which will not disturb or be of nuisance to others.**
2. **Wessex** residents will be held responsible for any willful destruction of the property in the swimming pool area caused by them, their dependents, and/or their guests.
3. Life rings and ropes are for emergency use only.

WESSEX CLUBHOUSE RULES

The clubhouse at **Wessex** is solely for the business and social use and enjoyment of **Wessex** residents. Any **Wessex** resident (18 years of age and older) may obtain use of the clubhouse by a reservation made with the **Wessex** Manager. Reservations will be accepted on a first-come basis.

You can make a reservation via the Ames Wessex website at: www.ameswessex.com, under **Current Residents - Book the Clubhouse**. Reservations cannot be made any more than 3-months in advance, only 1 major holiday will be allowed per resident/per year and multiple bookings within a week will not be allowed.

Reservations are limited to the use of the clubhouse and kitchen and do **NOT** include the offices, reception area, fitness facility and pool. No more than 25 people per resident, per household (applicable to only the household that booked the reservation).

When a reservation is made for the clubhouse, it is to be indicated for what length of time the clubhouse will be needed. Keys are to be returned to management by no later than two hours after or when rented during evening/weekend hours, 10AM the day after the function.

The clubhouse is to always remain locked. A key to the clubhouse will be issued to members obtaining reservations for the use of the facilities. At the time this key is issued, The resident assumes full responsibility for the clubhouse and its furnishings for the duration of the reservation.

Persons under 14 years of age must be accompanied by the adult host or hostess while in the clubhouse.

Guests are permitted when accompanied by **Wessex** residents.

Animals are not allowed in the clubhouse.

We strongly enforce a **NO SMOKING** policy in the clubhouse.

It is to be understood that the resident obtaining a reservation for the clubhouse must be the person sponsoring the function and that person will be held responsible for the guests' actions. Willful destruction of property in the clubhouse caused by residents, their dependents, and/or their guests will result in the revocation of the privilege to use the clubhouse. Any damages will be billed to the resident.

Prior to taking possession of the clubhouse, the resident is required to sign a Temporary License Agreement. Each member reserving the clubhouse is responsible for the cleanup of the clubhouse and its appliances and for the removal of trash from the premises. All cleanup and trash removal must be completed at the time the key is returned. The clubhouse will be inspected after each use. If residents fail to clean the clubhouse satisfactorily, management will order the cleanup with all costs charged to the resident.

FITNESS CENTER & STEAM ROOM RULES

Residents may use the facility. **NO** visitors allowed unless accompanied by a resident. Anyone using the facility is using it at their own risk and assumes all and complete responsibility to any injury or loss that may be suffered as a result of such use.

All equipment and facilities must be used according to their instructions.
No smoking or alcoholic beverages allowed.

Proper attire must be worn at all times. This includes bringing another set of shoes to exercise. Outside shoes are **NOT** to be worn in the fitness area

No equipment shall be removed from the facility.

Please keep the fitness center SAFE and CLEAN. All equipment used MUST be wiped down after each use.

No clothing, towels or personal articles are to be left in the facility.

***When in use of the Fitness Center and Pool (when in-season), please park in the most Southern lots of the Clubhouse Parking Lot. Keep Northern Lot open.**

AMENITIES

Wessex is pleased to offer a unique concept to apartment living. The following outlines all the amenities our community has to offer:

- 3 acre private lake
- Walking/Jogging trail
- Picnic and grill area
- Tennis & Basketball Courts
- Car Wash Area
- Heated swimming pool (when in-season)
- Steam Room/Spa-Open 24 hours a day
- 24 hour Fitness Center
- Executive Business Center-Equipped with fax, copy machine, computer and printer
- Community Room/Clubhouse-Can be reserved for social gatherings, big screen television and full kitchen
- Gated entries
- Limited access to apartment buildings

LEASE AND LEGAL RESPONSIBILITY

1. Upon acceptance of all applications for residency, the deposit will be collected as the security deposit. However, if no verifiable rental history or credit history is available, the resident will be required to increase the deposit to an amount equal to two (2) month's rent or add a co-signor to the lease. All applications are subject to investigation of credit, character and reputation. If however, the application is denied, **Wessex** will refund the full deposit.
2. All residents in each unit must be signed on the lease and be pre-approved by **Wessex** management.
3. Deposit will be refunded within 30 days after the lease expiration date with satisfaction of all rent and other charges.

4. Rent is due and payable on the 1st of each month.
5. Our preferred method of payment is by the online tenant portal, if you do not have an account set up please contact the office. Otherwise you may pay by check.
 - a. Make sure the address is on the check
 - b. Make checks payable to:
Wessex
3022 **Wessex** Drive Ames, Iowa 50014
 - c. A \$30 late fee will be assessed if rent is not paid in full by the 3rd of the month, plus \$10 for each additional day that the rent remains unpaid. The total late charge for any one month will not exceed \$50.
 - d. Please put rent checks into the rent drop box outside if the office is not open. Refer to the map on page 3 for the location of the rent drop box.
6. Insufficient fund checks are considered a default in rent. An automatic \$30.00 NSF service charge is assessed. If more than 2 NSF checks are received, you will be required to pay your with Certified Funds only.
7. 2 Payment Arrangements for rent are allowed per lease term. Payment Arrangements MUST be requested no later than the 1st of the month for it to be approved.
8. Residents should inform **Wessex** staff if they will be gone for extended periods of time (2 weeks). During your absence, do not set the thermostat below 65 degrees or shut off the electricity.
9. Any alterations of the lease must be approved by the **Wessex** management.
10. Roommate Change Fee-\$75 subject to **Wessex's** approval of new roommate. Outgoing resident will be charged \$75 for preparing and changing all records. (Each person signing the lease shall be jointly and individually responsible for entire rent and performance of lease).
11. ASSIGNMENT OF LIABILITY. Tenant may assign the liability of the apartment subject to Landlord's notification of such assignment request and approval of new resident. At no point of time shall an attempt of assignment and/or advertising for an assignment of



liability be conducted without notification and approval from Landlord. Any assignment, sublease, or any other transfer of Tenant's liability under this lease is at Landlord's sole and absolute discretion.

12. No pets are allowed without prior written approval from **Wessex**. Pet-sitting is prohibited. Upon 1st violation, resident is subject to a \$100 fine for any unapproved pet seen in the unity. Upon 2nd violation, resident shall be subject to eviction.
13. Wessex requires all residents to obtain tenant liability insurance of at least \$100,000. If you do not provide proof of insurance you will automatically be enrolled in Appfolio insurance at the rate of \$10.50/month.
14. Residents shall not use the premises in the active conduct of any trade or business. Uses such as childcare (on a regular basis), mail order businesses or other such uses tend to disturb the peaceful enjoyment of the premises by the other residents and are prohibited.
15. The unit address will not be used for purposes of advertising: nor will peddling, soliciting or distribution of any type of products or services be allowed on the premises without the written consent of **Wessex**.
16. Resident and any other person on the premises with his consent, including but not limited to members of the family and guests, shall not engage in activity, including drug related criminal activity, on the property premises. Premises for purposes of this rule includes not only the rental unity but all other property comprising the apartment community, including common areas and streets.
17. **Wessex** may charge \$60.00 per trip to open locked doors. The charge for the replacement of any key is \$25.00
18. Upon notification of vacating your apartment the landlord or agent may show premises to parties wishing to lease or purchase the property Monday through Sunday 9:00 a.m. – 6:00 p.m.

APARTMENT MAINTENANCE

1. Residents are responsible for cleaning and maintaining their apartments at all times, including proper removal of trash.
2. Disposable diapers, feminine products, large quantities of toilet paper, etc. should never be flushed down the toilet.
3. Heavy acid drain cleaners may damage drain pipes – DO NOT USE DRAIN-O.
4. Residents are responsible for proper care of all major appliances.
5. When running the dishwasher, take care not to allow silverware and cooking utensils to get caught in the bottom. Use dishwasher soap only!
6. Run plenty of water while using the garbage disposal.
7. If your garbage disposal doesn't work:
 - i. Turn the wall switch off.
 - ii. Find the red reset button on the bottom or side of the tank and push!
 - iii. Use the disposal key and insert into the hole at the bottom of the disposal tank and turn. Remove the key and push the reset button.
 - iv. After turning off the unit, check the inside of the unit for bottlecaps, coins, silverware, dishcloths, sponges, etc. and remove them.
 - v. If these suggestions don't help, call for general maintenance.

Residents will be responsible for the cost of repairing disposals, unless due to a defect in the equipment. A service call will be billed to the resident if any foreign objects have jammed the unit. The following items should not be put down the disposal:

Fats and greases

Bones

Fibrous food waste (celery, banana or potato peels and onions)

Non-food waste items

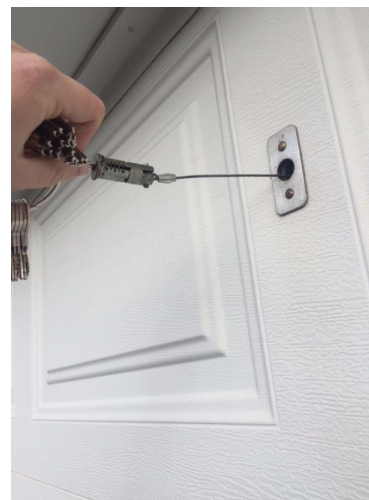
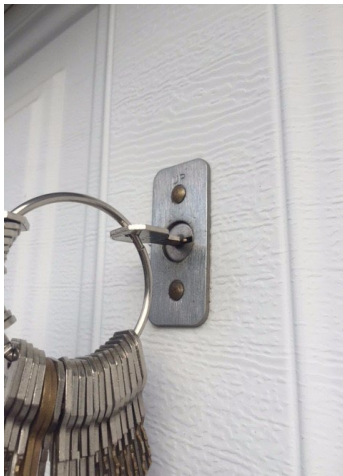
Large quantities of anything should not be put down the disposal

Service calls on repairs resulting from the resident neglect, carelessness, or abuse will be charged to the resident.

8. Sewer back-up. If you live on the bottom floor:
 - a. If sewer backs up into the kitchen sink, tell all units directly above you not to run the dishwasher or any water in the kitchen sink. Call the office immediately 515-292-0376 daytime and after hours.
 - b. If sewer backs up into the floor drain, immediately call for maintenance. Then notify all residents of the building not to run dishwasher, kitchen or any bath water
9. Toilet Overflow: Each unit should purchase their own plunger for unclogging the stool. You will be charged for maintenance when routine plunging is needed.
 - a. Turn off the water to the toilet (the valve is located behind the stool and needs to be turned clockwise). Plunge the toilet several times.
 - b. Turn the water back on to see that the water is running properly. If your stool continuously plugs, call for maintenance during the normal hours.
 - c. If water overflowed, please make sure you wipe the floor immediately to prevent leaking into the ceiling below you.
10. Abrasive cleaners such as Comet, Ajax, etc. should not be used to clean fiberglass showers. A fiberglass cleaner or non-abrasive cleaner is recommended.
11. Painting the apartment is prohibited. If there are any alterations you would like done, contact the office.
12. Residents are responsible for replacing their own light bulbs, furnace filters and smoke detector batteries (please make sure not to exceed the recommended wattage) and thermostat batteries.
13. You are asked to promptly report all leaking water, electrical or mechanical malfunctions observed in the unit.
14. Your carpets were clean when you moved in and you are required to leave them in the same condition less normal wear and tear. A receipt for carpet cleaning using the extraction method, shown at the time of your move-out inspection, would meet that

obligation. Obvious spots, odors, stains, oily substances, rips and tears, and the like which are caused by the tenant(s) are not considered ordinary wear and tear. Failure to have carpets “clean” by your move-out inspection date may result in delays in occupancy for the new tenants moving in. You will be liable for damages directly resulting from delays in getting the carpets cleaned.

15. If your garage door will not open by remote and you must leave immediately please follow the instructions below:
 - a. Inset your garage key in the lock in the outside top center of your garage door.
 - b. Turn the key and pull the lock out.
 - c. Pull the cord attached to your lock to unlock the garage door.
 - d. You will now be able to manually lift up the garage door.
 - e. Report a work order to Wessex so we can program you a new remote.



EMERGENCY MAINTENANCE

Wessex offers on-site maintenance assistance during normal business hours. Any emergencies during normal business hours should be reported through the Leasing Office.

Our Team works hard to respond to all maintenance requests in a timely manner, but emergencies after-hours warrant an immediate help. An emergency entails:

- No heat during the Winter (under 68 degrees)
- No A/C during the Summer (over 70 degrees)
- No hot water
- Drains backing-up and causing extreme water leakage
- No power (excludes power outages)
- Locked out of unit, building or community (there will be a charge to the resident if locked-out on their own accord)
- Toilet is not working (only if one toilet in residence)

All After-Hours emergencies must go through our call center to properly dispatch maintenance personnel. Please contact 515.292.0376 and follow the prompts for the after-hours service. DO NOT call the emergency service during normal business hours when office staff are on-site. If staff does not answer, please leave a message and maintenance will be dispatched immediately.

PARKING

Wessex offers open parking throughout the entire community for residents and guests. The only reserved parking space for residents is their single-car detached garage and/or their single-car attached garage (luxury condo building has different parking specifications).

Secured Apartment Buildings: First come, first serve parking. The parking spaces directly in front of the building should be reserved for residents. Guests should utilize open parking else where if building offers adjacent parking nearby and/or utilize the parking in front of the Clubhouse/Leasing Office. Handicap Accessible parking and/or medically reserved parking spaces should not be occupied by anyone other than residents who require that space.

Townhouse Buildings: All parking spaces in front of the building are for the 1-bedroom townhouse residents, in addition to the detached garage. All 2-bedroom townhouse residents have their garages and parking to the side of the garages (parking should not take place in the driveway of the attached garages). ALL guests should be parking in these adjacent spaces as well, not in front of the building.

The parking spaces in front of the building are limited. If there are multiple vehicles to a household, additional vehicles should not be parked in front of the building but to the adjacent parking lots.

(Contin.....next page)

Please ensure you and your guests are having common courtesy to your neighbors and parking in the designated areas shown below:

TOWNHOUSE LAYOUT 1



TOWNHOUSE LAYOUT 2



SPEEDING



Wessex Apartments is a private community, housing various residents who enjoy the outdoor sidewalks and walking paths. Because of such, we enforce a safety speed limit of 15MPH through-out the community. These speed limit signs can be found through-out various locations. Please ensure that you are having common courtesy to your neighbors who enjoy our community and adhere to the posted speed limit signs. Residents who are found to continuously speed through-out the complex will be subject to further action from Wessex Apartments.

ENTRY GATE

Please refer to the map on **page 3** for location of the gates.

The gate system for **Wessex** consists of 1) Directory of residents 2) Call boxes with keypads 3) Key Fob Reader

At the SE gate your key fob will open the gate. The SE Gate is Open Monday – Friday 7:00am to 6:00pm and closed all other times. All visitors should enter through the SE gate. At the North gate, only your fob will open the gate. The North Gate is always closed. At the clubhouse, the Key Fob will allow entry to the north door (exercise room) & the swimming pool.

SECURITY DOORS OF APARTMENT BUILDINGS

The security door system consists of 1) The Main Source of entry is the Key Fob “readers” at each entry door 2) Four Digit pre-assigned Dial Code for guests (**see below under ‘Visitors’ for direction on Dial Codes**) 4) Emergency Building Key (only to be used by residents when power outage or failure of Key Fob). It is imperative to lock the door after entry to ensure building remains secure.

VISITORS

Each resident will be assigned a Dial Code #. This number is for your visitors to use to gain entry to the complex when the gates are closed as well as all secured entrance buildings (if applicable).

We suggest that a visitor know your Dial Code # prior to their visit. When a visitor arrives at the gate (or building), they can use the key pad buttons to scroll through names until they find the resident they came to visit or can press the green phone button, followed by your four-digit Dial Code. When a guest uses your Dial code it will ring to your phone automatically, and once connected, the resident is to press the number “9” on their phone keypad to allow entry if desired. The system will immediately disconnect the call once entry is granted.

Since the system uses phone lines to operate, it is suggested that residents have the call waiting feature to eliminate visitor’s prolonged waiting. We also suggest that you save the number 515.815.5409 as this is the number used by the SE gate when visitors are attempting to gain access.

OPERATION

First names and telephone numbers are not displayed or are accessible at the directories; only first initial, last name and dial code.

