

# Welcome. . . . .

We would like to welcome you to our community and your new home! We will make every effort possible to make your stay with us enjoyable and comfortable.

We appreciate the opportunity to serve you. Good quality living in a community setting like ours depends largely on cooperation, respect, and consideration from neighbor to neighbor. Your new home was built especially with you in mind!

This handbook is an addendum to your lease agreement. Please read it very carefully and keep it available for easy reference. Kent Housing, Inc. is the property Management Company for your building.

# KENT HOUSING MANAGEMENT

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**IMPORTANT NOTICE!**

**TO ENSURE A SMOOTH MOVE IN WE SUGGEST THAT YOU CALL EXCEL ENERGY APPROXIMATELY 1-2 WEEKS PRIOR TO MOVE IN. PLEASE CALL 1-800-895-4999. THIS WILL ENSURE THAT THE ACCOUNT IS IN THE PROPER TENANT NAME AND CREDITED PROPERLY WHEN RECEIVING YOUR PAYMENTS. THANK YOU.**

**RENT:**

Your rent is due on the first day of each month. It is delinquent on the second. If your rent has not been received in our office (or paid online) by 5:00 p.m. on the 5<sup>th</sup>, an 8% late rent service charge is added (**regardless of date of postmark, or whether the 5<sup>th</sup> is on a holiday or weekend**). If you know there will be a problem paying your rent on time, it is your responsibility to notify Kent Housing prior to the first of the month. We do not accept credit cards within our office. However, you can access your Appfolio rental portal and pay using a card on that platform. Please note that Appfolio does charge you a convenience fee to use a debit or credit card. If you choose the “e-check” method, using your bank account number and bank routing number, there is no additional fee. You can always pay in the office using a paper check or cash. A money order or cash must cover NSF checks within 24 hours of notice. There is a \$35.00 charge for all returned checks that must be paid regardless of the reason your check was returned. If the NSF check occurs after the 5<sup>th</sup>, an 8% late rent service charge fee must also be added to the \$35.00 NSF charge.

**CHECK IN:**

Keys may be picked up at the Kent Housing office on the first day of your lease period unless you receive other information by mail concerning your check in from Kent Housing. Your deposit, contract fee, first and last month (or last two months with no co-signer) and parking (if applicable) will need to be paid in order to receive keys for your unit. If your account is not current, keys will not be issued to you, and you will be unable to occupy your unit until your account is current. **KEYS ARE ISSUED TO RESIDENTS ONLY. WE DO NOT ISSUE TO KEYS TO FRIENDS, ETC.**

**LEASE AND OCCUPANCY:**

You are responsible for the rent of your apartment through the end of your lease agreement. If you should have to break your lease, please refer to your lease agreement for subleasing information. If a situation like this should arise, please let us know as soon as possible so we can try to help you out. Please be advised that should anyone in the apartment choose to sublet their unit, the cleanliness of the common areas (i.e., kitchen, dining area, living room, hallway and bathroom areas) are the responsibility of **ALL** residents, not just the person who is moving out. This is to ensure the new residents moving into the unit the same cleanliness as if everyone were moving in at once.

Your apartment home is to be occupied by only those individuals listed on the lease agreements. Management does not accept applicants or guests of residents with a criminal record. You cannot allow anyone to live with you or occupy empty rooms without management approval. Your unit can not be used for storage of property for anyone other than the residents. The apartment must comply with all fire and safety codes with respect to storage and occupancy. If any of your roommates move out and you have someone else to move in with you, that individual must fill out an application and lease agreement prior to moving in. You may have overnight guests, but if their visit exceeds two nights you must notify Kent Housing. Failure to do so constitutes apartment fraud and a breach of your lease. During Homecoming week, only one overnight guest per resident is allowed.

### **SECURITY DEPOSIT:**

Residents' failure to pay security deposit does not release Resident from apartment lease obligation. Your security deposit is to ensure the fulfillment of the lease agreement and to cover any damages to the apartment caused by you beyond normal wear and tear. Your deposit cannot be applied to the rent at any time. The following are conditions that must be met before the return of the deposit:

1. Your account must be paid in full.
2. The apartment must be left clean and with no damage beyond normal wear and tear.
3. You must leave a valid forwarding address for the return of your deposit.
4. Your keys must be turned in to the Kent Housing office by noon on your lease ending date. Failure to turn in keys by the last day of the month in which your lease ends will result in the forfeiture of your entire deposit.
5. Your carpets will be professionally steam cleaned and the charge will be deducted from your deposit.

Deposits will be mailed to your forwarding address no later than 21 days from the end date on your lease. Refunds cannot be picked up from the office.

### **INSPECTION REPORTS:**

Immediately after you move in, inspect your apartment for damages (e.g., hooks in ceiling, bent/torn screens, any holes or damage to woodwork or doors, water-stained curtains, bent blinds, stains in carpet, or burned-out light bulbs) and record them on your Move-In Inspection report. Damages listed on your check-in sheet will not be charged to you upon vacating. Please return your Inspection report to the Kent Housing office within 7 days of your move in. If the Move-In Inspection report is not returned in a timely manner, you will be responsible for all existing conditions and damages at time of move-out.

### **VACATING YOUR APARTMENT:**

Kent Housing will inspect each unit only once per lease ending date. Be sure to leave your unit clean (you will receive a cleaning checklist during the last month of your lease). At the time your unit is checked out, all residents with leases ending must have vacated and all keys turned into the office by noon on the lease ending date. **Those who fail to turn in keys on time will be charged for an improper checkout. A fee of \$200.00 per day per resident is charged for an improper check out. It is your responsibility to notify the electric, phone, and cables companies of your departure and have them stop your service.**

### **RIGHT OF ENTRY:**

The management reserves the right to enter your apartment at reasonable hours to inspect the apartment, make repairs, or in the case of an emergency. This applies whether you are at home or not. We expect full cooperation from all residents and will do our best to give you advance notification and limit any inconvenience this might cause. Residents will be informed of any work to be done as soon as the information is available. If you plan to be gone for an extended period of time, please notify Kent Housing.

### **RENTERS INSURANCE:**

Management is not responsible to you or your guests for any loss, damage, or injury to individuals or personal property. Renters insurance and liability insurance are available from most insurance agencies. Most policies have a small annual fee that can provide you with adequate coverage.

### **NOISE DISTURBANCES:**

Social and friendly gatherings of residents and their guests are welcome, provided that such gatherings do not become boisterous, obscene, or disturb the RIGHTS of other residents. Alcohol consumption anywhere on Kent Housing property other than inside an apartment is prohibited. Noticeable intoxication will not be tolerated. Residents are responsible for the conduct and any ensuing consequences of anyone who comes to the property through their association and includes activities in their apartment and all common areas. This applies whether or not they were invited to the property. If there are costs for damages, staff time, cleaning or repairs caused by you or these guests, your account will be charged. Remember that we want to guarantee the rights of other residents to peace and quiet. **Stereos, radios, and televisions are to be kept at minimum levels so that the rights of your neighbors are not disturbed.**

### **Parties:**

Kent Housing has a **zero-tolerance policy** when it comes to parties/kegs/disturbances or any illegal activity within our managed properties. Please be advised that it is not necessary for the St. Cloud Police to be summoned in order for you to be assessed a penalty pursuant to Paragraph #5 of your Lease Agreement. Additionally, you may be assessed a penalty under this section if the Kent Housing Security Personnel has reason to stop in your apartment (it is not necessary that a call be placed to our answering service in order for the security personnel to stop and assess such a lease infraction). A disturbance penalty is not excused on the basis of prior notice to neighboring apartments of your party/activity. If you have questions regarding this policy, please contact our office. Kent Housing will strictly enforce all penalties. Any violation of the St. Cloud City Noise Ordinance shall serve as grounds for immediate eviction.

### **OPENING APARTMENT DOORS:**

If you are locked out of your apartment or bedroom door, we offer a lock out service from 8:00 a.m. to 10:00 p.m., Monday through Friday for a \$40.00 charge, **payable at the time the door is unlocked**. Weekends and Holidays will be covered during the 8:00 a.m. to 10:00 p.m. time period. However, Kent Housing will have limited coverage for weekends and holidays and wait time could be up to four hours. The \$40.00 charge applies for weekends and holidays, as well. If you are locked out during Kent Housing office hours, you may simply come into the office and get a spare key for no charge.

If you are locked out of your apartment outside our covered service hours, you may contact a locksmith (e.g. Central Locksmith at 320-253-1039), **at your expense**, or wait until the Kent Housing covered service time. A representative from Kent Housing will not respond if you call for this service outside the 8:00 a.m. to 10:00 p.m. covered service time.

### **SMOKING:**

By order of the State Fire Marshall, smoking is allowed in your apartment only. There is to be no smoking in the halls, stairs, entries, grounds, etc. Please make sure that cigarette/cigar butts and ashes are disposed of properly and not tossed aside. Residents will be responsible for any and all painting expenses in the event the apartment is affected by smoking within the unit. Carpet burns will be billed to the responsible resident(s).

### **HOOKAH USE:**

Hookah use is not prohibited by Kent Housing, Inc. However, **all hookah damages will be charged to the residents.**

## **BUILDING FIRE ALARMS:**

If the building fire alarm is activated due to activities from your apartment, you will be charged. Tampering with Fire Alarms is a misdemeanor.

## **BARBECUE:**

Please be considerate of others when barbecuing. We do not want ashes dumped on the lawn; make sure the coals are completely out before disposing. The grills must be 15-20 feet from the buildings. Do not barbecue from your apartment windows or use your apartment windows as an exit. Screens must be kept in place in the windows at all times. Residents shall not use or be permitted to bring onto the premises or into the building any flammable oils or fluids, such as gasoline, kerosene, or other explosives which are deemed hazardous to life or property. No storage of barbecue grills, starting fluid or coals in apartment units or hallways.

## **KEYS AND LOCKS:**

Residents may not alter, replace, or add locks to any door without having management's written approval. Upon vacating the apartment, all locks must be left intact, and all keys turned over to the management. The charge for a lost key is between \$50-\$100. Broken keys returned to the office will be replaced at no charge.

## **PETS:**

**No dogs, cats, or other animals of any kind shall be kept on the premises. This rule will be strictly enforced.** THE CHARGE FOR ANY VIOLATION IS A MINIMUM OF \$500.00 PER ANIMAL PLUS ANY DAMAGES, REGARDLESS OF TIME ANIMAL IS IN THE BUILDING. NO EXCUSES.

## **UTILITIES:**

Set your thermostat between 68 and 70 degrees. Keep windows closed during heating season (including the inside storm). Make certain that the flaps on the baseboard heaters are up at all times and keep all furniture at least 2 inches away from baseboard heat. There will be a \$50.00 fine for open windows during the heating season, in addition to payment for extra heat expense.

## **LEAVING FOR A PERIOD OF TIME:**

Residents are responsible for closing windows, turning off electrical appliances not in use (coffee makers, computers, etc.), and locking entrance doors when leaving for a period of time, thus avoiding possible theft or weather damage. Additionally, please make sure all water faucets are turned off and garbage or perishable items disposed of properly. During the heating season please do not turn the thermostat below 65 degrees.

## **CHRISTMAS:**

For the holiday season use artificial trees ONLY! Natural trees dry out and create a fire hazard. When hanging Christmas lights on the walls for decoration you should only have them on for short periods of time or they may burn the paint. Any damage done to walls or ceilings by light strings will result in a painting charge to the resident(s).

## **TORNADO PROCEDURE:**

In the event of a tornado, go to the hallways on the first floor. Stay away from all outside windows and doors until the all clear is sounded.

## **LAUNDRY FACILITIES:**

The laundry facilities are open 24 hours. If any of the machines are not working properly, please contact Kent Housing and identify which machine is not working. We cannot be responsible for any loss or damage caused by use of the appliances. Remove clothing from the machines promptly. Keep the laundry areas neat and clean at all times. Please discard all lint and dryer sheets in the trashcans provided. Cleaning lint filters at each use will allow machines to work more efficiently. **Tampering with the coin slots to obtain a free wash will result in a \$200.00 charge for theft of services.**

**APARTMENT/COMPLEX APPEARANCE:**

The apartment complex is your home. We ask that you help us maintain an attractive and safe environment.

**WALLS:**

Use only small nails or T-headed pins in hanging decorations on the walls. No nails or screws of any kind are to be driven into the woodwork. Any damage done to walls by excessive candle use or attachment of string lights will result in a painting charge to resident(s). Avoid using adhesive hangers or tape on the walls and woodwork. Usage of these can result in damage at your expense. Do not attempt to patch nail holes. Improper patching of holes to wall will result in a repair charge.

**CEILINGS:**

**Do not attach anything (hooks, flags, posters) to the ceilings or woodwork.** The cost of repairs and redoing the texture is very time consuming and expensive and will be charged to your account. Any damage done to ceilings by excessive candle use or attachment of string lights will result in a painting charge to resident(s).

**DOORS:**

Do not put nails or screws in any doors. You may hang an appropriate decoration alongside of the door in the sheet rock, but not on the door itself. Bi-fold doors may come off the track, or may not slide smoothly, or your lock or doorknob may not work easily, contact the office and we will adjust.

**RECREATIONAL BOARD/TABLES:**

Dart Boards, foose ball tables, beer pong games, and other related alcohol related recreational game/boards are not permitted. A charge up to \$100.00 will be assessed to the apartment. Games which create excessive noise and/or physical activity are not allowed.

**ENTRANCES:**

The sidewalks, entrances, passages, public halls, stairways, landings, corridors, and vestibules shall not be obstructed or used for any purpose other than entering and exiting the building or apartment. No colored bulbs of any kind are to be used in building entrances to replace clear or white light bulbs. Windows are not to be used for exiting your apartment unless an emergency situation arises.

**ENTRY DOORS:**

Do not block or prop the entry doors open. To fully utilize the security system, please keep the doors closed at all times. Your apartment door must also remain closed. This is a city fire code.

**POSTING NOTICES:**

Do not post signs or notices in the front or side entrances of the apartment buildings.

**SOLICITING:**

Door to door soliciting is not permitted within the apartment complex.

**SIGNS:**

No sign, signal, illumination, television, radio or hi-fi aerial antenna or wiring, or other equipment shall be affixed or exposed on or at any window, door, or on any other part of the building or apartment. Satellite dish installations are permitted provided there is proper retrofit/installation. Any damage caused will be the responsibility of the resident(s).

**CLOTHES LINES:**

Do not install clothesline or hang clothes to dry on the railings or curtain rods at any time. This takes away from the neat appearance of the building and damages the curtain rods.

**MISCELLANEOUS:**

No hot plates or auxiliary heaters are allowed. If your apartment/room is not warm, call Kent Housing. A/C units used in the efficiency rooms or houses will be charged an additional \$50.00 summer usage fee per month. **Absolutely no**

**additional appliances allowed in the efficiency rooms, including cooking appliances and space heaters.** Sofas & chairs are not allowed on any of the lawns at apartment buildings or houses which Kent Housing owns or manages.

**SATELLITE DISHES:**

Residents may have satellite dishes provided there is proper retrofit/installation. Cable entry to the unit must not cause damage to the building or windows. Any damage caused will be the responsibility of the resident(s).

**LOFTS:**

Residents shall not build or bring in lofts that attach to the walls of your bedroom or apartment.

**BUILDING HALLS:**

Door mats, boots, etc. should not be left in the hallways or common areas of the building. Please be considerate of your neighbors. If you make a mess in the halls, entryways, or common areas, clean up after yourself. Garbage must be disposed of in the dumpsters. **Any garbage found in the halls or parking lot will result in a charge of \$25.00 per bag and will be the responsibility of ALL residents of the unit.**

**BICYCLES:**

Bicycles are allowed in the apartments or buildings provided there is no damage to the walls of the corridors from dirt or black marks from the tires. Bicycles are not to be left in hallways.

**APARTMENT ENTRY DOOR:**

Residents will be held responsible for any damage done to the entry door to their apartment and all screens to the apartment. Windows are not to be used for entering or exiting the apartment.

**COUNTER TOPS:**

The counter tops in your kitchen are made of a very durable substance; however, severe heat will cause damage to the countertop. Substances that may leave stains should be wiped off promptly and hot pads should be utilized to protect the surface. Do not cut items with a sharp knife directly on the countertop. Chips and permanent marks on the countertop will be repaired at the residents' expense.

**WINDOWS:**

Do not use sharp objects to remove ice buildup on windows due to condensation. Resident(s) will be responsible for any and all broken windows as a result of any attempt to chip ice from windows or frames. Windows are not to be used for exiting your apartment unless an emergency situation arises. Additionally, we do not allow sheets, blankets, towels or other materials to be hung in the windows, other than properly installed and hung curtains.

**GARBAGE:**

Garbage and unwanted items should be placed in dumpsters located outside the building. **Do not place any furniture in the dumpsters.** There will be a \$200.00 fee for furniture left in or by the dumpster.

**MAINTENANCE REQUESTS & REPAIRS:**

We strive very hard to provide you with the "same day" service on maintenance repairs. In order to better serve you we would like to ask your cooperation when reporting a work request. **Report your work request as soon as the problem is noticed.** Small problems can become large ones. Be specific when reporting work requests. Here is a list of common maintenance repairs that can sometimes be solved by the resident.

1. Plumbing - The sewer system is sufficient to handle all normal drainage. Our maintenance personnel will solve mechanical problems; however, each resident must use their own household plunger to free a clogged toilet. If your toilet overflows, there is a water shut off valve below the water tank. Residents are responsible to pay for all repairs made necessary by their neglect or carelessness. This includes clogged toilets and dishwashers. Showers and bath bays must be cleaned weekly; "The Works" is a good product for this. Toilets must be cleaned weekly. Do not put anything but toilet paper down stools. The following items must never be flushed and will result in chargeable damage: paper towels, facial tissues, disposable diapers, sanitary napkins, disposable tampons, etc. Pouring grease into sinks or toilets is forbidden. Do not use abrasives for cleaning fixtures.
2. Drains - All clogged or slow-moving drains should be reported. Do not attempt to free them yourselves by adding commercial products. These products harm the pipes and can make the problem worse.
3. Light Bulbs - Light bulb replacement (including appliance bulbs) is the sole responsibility of each resident.

**CARE OF APPLIANCES:**



**Refrigerator:**

1. In order to keep it cooling properly, defrost your freezer when the frost builds to about ½ inch thick.
2. Do not remove frost with a sharp instrument, as it will puncture the freezer lining. The cost for repairs will be charged to the resident.
3. Before you begin cleaning, turn the temperature control knob to OFF and return to desired control number when defrosting is done.
4. Food compartment can be washed with warm water and baking soda.

**Ranges:**

1. Be sure to turn off all controls before cleaning.
2. Do not spill oven cleaner on the metal trim, heating elements or the oven and broiler elements. Damage will be caused with contact of these cleaning materials.
3. Clean the oven's exterior, interior, and under the drip pans regularly (some range tops will lift up for cleaning).
4. Take out the filter in your range hood and run it through the dishwasher occasionally to keep it grease free.

**Air Conditioners**

1. Always set the fan to run on high. It will run more efficiently.
2. Keep the vent closed, EXCEPT if you are running the fan ONLY.
3. NEVER set the temperature setting higher than #6-8. It will freeze up on the higher settings.
4. In weather over 80 degrees, air conditioners will have to run 24 hours a day to maintain a cool temperature. If you don't want it to be as cool when you are gone, turn down the thermostat a little and turn it back up to #6-8 when you get home.

**Dishwashers**

1. Always remove all food waste from the dishes prior to putting them in the dishwasher.
2. Use proper dishwasher detergents in the correct amount or there will be complications resulting in costly repairs.
3. Regular use of the product Jet Dry helps to minimize spotting.

**AUTOMOBILES AND PARKING AREAS:****Garage doors must be closed at all times.**

1. **All spaces marked or unmarked are reserved.** If you do not pay for a spot within the lot, do not park in the lot. You must park in your assigned space. If someone is in your space you will need to park on the street and call ALL CARE TOWING (253-5203) 24 hours a day. You will need to meet them at your parking space and show them your drivers license or college ID before they will remove the car. Parking in another space may cause an inconvenience to other residents and you may be towed.
2. No double parking or parking behind garage doors.
3. You must keep your garage clean and free from grease, oil and flammable materials at all times.
4. No oil changing or garage work is allowed in the lot or in the garages.
5. No abandoned or junked vehicles are allowed in the lots (this includes all vehicles that are not currently licensed).
6. Please do not park any trailers, including boat trailers, in the parking lots without permission of Kent Housing.
7. Parking is not allowed in the Fire Lanes (which include the front of the buildings), in front of any dumpster or any of the No Parking zones. Vehicles parked in these areas will be towed at owner's expense.
8. Residents are never allowed to drive vehicles on the lawns for moving in or out, or for any other reason.
9. Residents are responsible for damage to parking lot surface due to vehicle oil, grease, and anti-freeze leaks.
10. If you park a motorcycle, please place a board under the kickstand so that the tar is not damaged. Resident will be responsible for tar damage and repair.
11. During snow removal season, all residents are expected to move their vehicles from the parking lots according to the schedule provided by the Kent Housing office. Residents who fail to move their vehicle during this time will either be charged a \$50.00 snow removal charge, or their car may be towed from the lot at their expense. Failing to move your car, for whatever reason, increases the risk of accidents, limits the ability to remove all snow from the lot, and makes the removal job that much more difficult.

Remember that no one is exempt from vandalism whether parked in a garage space or in the parking lots. Please keep your car doors locked at all times and do not keep any valuables in your car. Kent Housing is not responsible for any damage to vehicles. Report all vandalism to the police promptly.

## PHONE NUMBERS:

We have listed important numbers for you to keep handy in case you are in need of assistance.

**Kent Housing.....(320) 252-5500 - - - 24 hrs a day/7days a week**

**Police Department.....(320) 251-1200 - - - Emergency 911**

**Fire Department.....(320) 251-3473 - - - Emergency 911**

**Ambulance.....(320) 251-8505 - - - Emergency 911**

**Xcel Energy.....(800)895-4999**

**Charter Communications.....(800) 581-0081**

[www.kenthousing.com](http://www.kenthousing.com)

## Handbook Addendum for Efficiency Residents

Common Area Kitchen – **The kitchen area is available for use by all residents of the building and** all residents are responsible for the condition/cleanliness of the kitchen area.

- Garbage must be removed from the kitchen area after each use for health reasons.
- Please be considerate of other residents and clean up the kitchen area after each use.
- Do not leave the kitchen area while cooking items on the stovetop or in the oven.
- In the event the kitchen area is not kept clean, Kent Housing will hire a professional cleaning staff and all costs incurred will be split between ALL residents.

**A/C Units** – Residents may install window air conditioning units in the efficiency units. There is an additional \$50.00 per month charge during the months a unit is installed. Please notify the office if you wish to install a unit. A/C units installed must be done so as not to compromise the security of the building.

**Windows** – Windows are not to be left open during the heating season. If your room is too warm, adjust your thermostat. If you believe your thermostat is not working, please contact the Kent Housing office and we will send our maintenance person to repair it. Residents are responsible for any damages from windows being left open. Residents leaving windows open will be subject to a lease infraction of \$50.00 per occurrence. Additionally, windows are not to be covered by sheets, towels, blankets, plastic or any other material. Kent Housing provides hung blinds. Only properly installed and hung curtains may be used.

**Building Hallways** - Door mats, boots, etc. should not be left in hallways or common areas of the building for safety reasons. Garbage should be placed in the dumpster. Any garbage found in the halls or parking lot will result in a charge of \$25.00 per bag to the resident responsible.

**Bicycles** – Bicycles are allowed in the units provided there is no damage to the walls of the corridors from dirt or black marks from the tires. Bicycles are not to be left in the hallways. Any bicycles found in hallways will be removed by Kent Housing staff.

**Adjoining Bathrooms** – All residents share bathrooms with the residents in adjoining rooms. Both residents are responsible for the cleanliness of the bathroom area at the time either resident moves out or sublets their unit. **Any cleaning necessary will be charged to both residents sharing the bathroom area.**

**Occupancy and Use** – No person other than those listed on the lease may occupy the efficiency unit without the written approval of management. Guests are permitted for no more than two nights and must be registered at the Kent Housing office. Absolutely no space heaters or other auxiliary heaters allowed in the room. Your unit must also comply with all fire and safety codes with regard to storage and occupancy.

**Doors** – The door of your unit is equipped with a spring hinge in accordance with the fire code. Unfortunately, this also means that your door has the ability to slam shut if not closed carefully. Please be considerate of other residents in the building when coming and going from your unit in order to keep the noise of the door slamming shut to a minimum.

**Cooking** – All cooking is to be done in the kitchen provided on the main floor of the efficiency building. **Absolutely no cooking should be done within the living-space room.** No additional appliances, including but not limited to, hotplates, air-fryers, insta-pots, or other cooking appliances are allowed in the rooms.