



# MSC Resident Handbooks

## **Policies & Procedures Handbook** **2026-2027**

## **POLICIES AND PROCEDURES** **HANDBOOK**

Thank you for selecting a Management Services Corporation property as your new home! We are very pleased you will be living with us. We hope that the information provided here will be helpful to you as you enjoy your new surroundings. Please remember the policies contained in the manual are part of your Lease Agreement and should be reviewed carefully.

We welcome any questions you may have regarding this manual and ask that you direct questions or concerns to your Property Manager who is eager to serve you.

As a Resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a. The Virginia Residential Landlord Tenant Act
- b. The Lease signed with the management company
- c. The policies and regulations governing your property as stated herein (Policies are subject to change. If change occurs, written notice will be delivered to you.)

Policies and Regulations are made for your protection, to assist you in avoiding charges and penalties, and to continue to make your property attractive and comfortable.

**Si usted no entiende Inglés, entonces usted debe encontrar alguien para traducirle este documento para usted.**

**Muchas Gracias**

**EHO**

ALTERATIONS .....	5
APPLIANCES AND PLUMBING .....	5
ASBESTOS .....	7
BICYCLES, MOPEDS, MOTORCYCLES.....	8
CARBON MONOXIDE DETECTORS.....	8
COMMON AREA USAGE .....	8
CONDUCT AND NOISE COMPLAINTS .....	8
EMERGENCY MAINTENANCE SERVICE: 434-971-6811 .....	9
HARDWOOD FLOOR CARE .....	10
GRILLS.....	10
LEGAL LIABILITY INSURANCE .....	10
LEASE RENEWALS .....	11
LEASE-TAKEOVERS, SUBLETS and SUBSTITUTIONS.....	11
MADHOUSE .....	12
MAIL .....	14
MOVE IN CONDITION REPORTS .....	14
PETS .....	14
RENT .....	14
RENTERS INSURANCE.....	15
RESTORATION FEE CLEANING GUIDELINES .....	15
SAFETY AND SERVICES.....	16
SATELLITE DISHES .....	16
SECURITY DEPOSIT RETURNS.....	17
SMOKE DETECTORS.....	17
SNOW.....	18
TRASH DISPOSAL .....	18
UTILITIES.....	18
VACATING .....	19
VEHICLES .....	19
WATERBEDS.....	20
WINDOW COVERINGS.....	20
WINDOW SAFETY .....	20
LEAD BASED PAINT PAMPHLET .....	22
30 University Circle.....	33
101 West Park Drive.....	35
101 Westerly Avenue .....	38
104 Kent Terrace .....	40
105 Valley Road.....	43
111 Apple Tree Road .....	45
111 Harmon Street .....	48
132 Chancellor Street .....	50
507 16th Street, NW .....	52
508 16 <sup>th</sup> Street NW “The Honey House” .....	55
525 Ridge Street.....	58
606 Gillespie Avenue .....	62
629 Watson Ave .....	64
817 Cabell Avenue .....	67
821 Cabell Avenue .....	70

1109 Preston House.....	73
1621 Gordon “The Power House” .....	76
1701 Gordon Avenue .....	80
1802 Chelsea Drive .....	82
1821 Jefferson Park Avenue - “1821 JPA” .....	85
2011 Lewis Mountain Road .....	87
2101 JPA.....	90
2228 Center Avenue.....	93
4802 Deer Park Lane .....	96
4758 Deer Park Lane .....	101
4866 Deer Park Lane .....	105
Ash Tree Apartments & Townhomes .....	108
Brandywine.....	113
Burnet on Elliott .....	128
Cambridge House .....	131
Cambridge Square Apartments .....	133
Carrollton Terrace Apartments .....	136
Hemlock Lane.....	139
Lewis Mountain Road Duplex .....	142
Maupin Townhomes .....	144
Mosby Apartments.....	146
Nob Hill Apartments .....	148
Oxford Hill Apartments.....	151
Piedmont & Apple Tree.....	155
Preston Square Apartments.....	157
Rugby Apartments.....	162
Rugby McIntyre .....	166
Sunset Avenue .....	170
The Hudson .....	173
The 12 Twelve.....	177
The Californian.....	180
The Fred.....	182
The Pointe at 14 <sup>th</sup> Street .....	185
The Woods.....	188
Wellington Court .....	191
Wertland Apartments.....	195
WOODSLODGE COTTAGES .....	198

## OFFICE AND MAINTENANCE PHONE NUMBERS & OFFICE HOURS

### Management Services Corporation

Phone: 434-977-8203

Fax: 434-296-7763

E-mail: [msc@msc-rents.com](mailto:msc@msc-rents.com)

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

EHO

#### Physical Address:

780 Madison Avenue  
Charlottesville, VA 22903

#### Mailing Address:

P.O. Box 5186  
Charlottesville, VA 22905

**Management Office Hours are subject to change during peak and slow business seasons – please call ahead of time.**

*Our current hours of operation are:*

Monday – Friday 8:30 a.m. to 5:30 p.m.

Saturday 10:00 a.m. to 4:00 p.m.

Sunday 11:00 a.m. to 2:00 p.m. (June, July, August)

*Our office does close to observe specific holidays during the year such as, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving (and the day after), Christmas Eve, Christmas Day and New Year's Day. Please contact our office in advance of any major holiday to assure the office will be open. Emergency Maintenance service is always available.*

### Management Phone Numbers

Property Manager 434-977-2702

Marketing/Leasing 434-977-8203

MSC Maintenance 434-971-6811

Gas Emergency 434-980-9800

## ALTERATIONS

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs or redecoration of any kind to the premises without the prior written consent of the management. This includes painting your apartment. MSC does not intend to unreasonably withhold consent but may require you to return the premises to its original condition when the Lease term is completed. No signs, lights, satellite dishes, or antenna wires may be installed on the exterior premises or in the windows.

## APPLIANCES AND PLUMBING

No washer, dryer, portable dishwasher, locks, or other equipment may be installed in any MSC home without written permission of the Landlord.

You are responsible for any misuse or abuse of the appliances and equipment in the apartment.

Please keep all appliances and fixtures clean and in good order. Grease and food spills should be cleaned from the oven, stovetop, and apron underneath on a regular basis. Please report any malfunctions in any appliance. If you have questions regarding the operation of your appliances, please call our Maintenance Department at 434-971-6811.

**Air Conditioning:** If applicable, set the thermostat to “COOL” and “AUTOMATIC” at the desired temperature. Run your air conditioner for an adequate amount of time before reporting unit inefficiency. For increased efficiency and lower utility bills, set the thermostat no lower than 10 degrees below outside temperature.

**Shower Stalls/Tubs:** Do not clean with any abrasive cleaners that will scratch the surface of your tub surround walls. We recommend *Liquid Mr. Clean* or *Liquid Spic-n-Span*. Never use Bleach. Be advised that adhesives hooks may damage the shower walls and repairs if needed may be billable to you. Always close your shower curtain fully during use to prevent leakage and use a heavy bathmat on the floor. You will be responsible if water flows into the floor level below your bathroom. Mold and mildew can be kept to a minimum if you regularly clean and keep your bathroom ventilated. If you discover that the caulk or grout around your shower/tub is deteriorating, please contact our Maintenance Department.

**Toilets and Drains:** Please use a plunger to try to clear a clogged toilet. If this attempt is not successful, call for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers, or any foreign objects down drains. There may be a charge for removal of any foreign objects as well as any resulting damages. A plunger has been provided for you to use to attempt to clear a toilet clog prior to contacting the Maintenance department. In the event that you report a clogged toilet and the Maintenance department is able to clear the clog by simply plunging the toilet, you will be billed the cost. If your apartment does not have a plunger, please contact our Maintenance Department.

**Emergency Shut-offs and Switches:** These are located under toilets and in the furnace closet. Locate the handle under each toilet so that you can turn it off if there is ever a leak. In the furnace closet, a switch turns the heating off fully if you think that there is a serious problem with the unit. Always report any appliance or plumbing problems to our Maintenance Department.

**Washers and Dryers (where applicable):** If your apartment is equipped with a washing machine and dryer provided by the Landlord, the Landlord agrees to maintain the machines. It is the responsibility of the Resident to clean and maintain the drain and lint screens on their washer/dryer units. Residents with front load washers should clean the gasket regularly to prevent mildew. The Resident will be responsible for service, repairs, and any subsequent damage caused by Resident abuse or neglect. Resident(s) will also be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine. **If your apartment home has a front-loading washer, you must use only low sudsing detergent such as Tide HE or Wisk HE in powder or liquid form.** Repair needs should be reported to our Maintenance Department.

**Dryer Vents (where applicable):** At any time that you find your dryer vent detached please call the Maintenance Department and do not use the dryer until the vent base is reattached. Clean your lint screen often for the best performance and ALWAYS clean the lint screen after every use. Excessive lint is a fire hazard!

**Ice Makers (where applicable):** The lever on the icemaker determines if it makes ice or not. If the lever is pulled all the way up, it will not make ice. Please keep plastic bags away from the icemaker.

**Microwaves (where applicable):** Please follow the directions provided with your microwave. Please do not use steel wool to clean microwave doors.

**Dishwashers (where applicable):** Please follow the directions provided with your dishwasher. Use only dishwasher detergent in the machine, never hand soap or dish soap, as this will cause your dishwasher to not operate properly and may result in a flood. Do not put anything in the Jet Dry dispenser that is not a Jet Dry product, as this will cause your dishwasher to operate improperly.

**Garbage Disposals (where applicable):** Garbage disposals are for food waste disposal only. **Service required as a result of foreign objects in the disposal will be billed to the resident.** Heavy or fibrous food waste, such as cornhusks or cobs, seeds, onionskins, rice, and bones, should not be placed in the disposal. For proper operation, turn on cold water, let it flow a few seconds prior to turning on the disposal, and feed waste slowly into disposal. Let water continue to flow for several seconds after the disposal has completely cleared. In the event your disposal shuts off while in operation, turn the switch to “off” and attempt to reset the disposal by depressing the “reset” button that is typically located on the side or underside of the disposal unit. If resetting does not solve the problem, call the Maintenance Department for repair. **NEVER put your hands or fingers inside the disposal!**

**Furnace Closet/Hot Water Heater Closet:** Do not place any items in this closet. This space is designed to hold only your water heater and gas furnace. The potential for a fire hazard is great if items are stored in this area. You may be billed for the removal of items from this area.

**Energy Savers:** Keeping your blinds/draperies closed will help insulate your windows. Conserve water by promptly reporting running toilets, leaking faucets, faulty showerheads, etc. to the Maintenance Department at 434-971-6811. When the shower is in use, no water should come out of the tub spout at the same time. Contact the Maintenance Department if you notice this happening.

**Electricity outages:** If you experience a loss of power, check your breakers (if they are located in your apartment) before calling Dominion Energy or our Maintenance Department.

**Heat:** During cold winter months you must maintain your heat at no less than 55 degrees to prevent pipes from freezing and bursting. Residents are responsible for all damage associated with frozen pipes if they neglect to keep heat on as requested.

## **ASBESTOS**

The Federal Occupational Safety and Health Administration (OSHA) passed legislation (59 FR 40964 1910.1001) requiring Property Owners/Managers to disclose that certain building materials are presumed to contain asbestos. OSHA deems all thermal system insulation, sprayed or troweled on surfacing materials, and floor coverings installed prior to 1981 to be potential asbestos containing building materials.

This regulation was developed to heighten awareness among employees and contractors working

in buildings that may contain asbestos. Asbestos is only a hazard when fibers become airborne through excessive abrasion, impacting, or demolition. Though the regulation's primary function is to protect and inform workers who may potentially impact asbestos, a secondary purpose is to notify Residents about the presumed presence of asbestos in building materials.

As a residential structure built prior to 1981, all thermal system insulation, sprayed or troweled on surfacing materials, and floor coverings in your community and apartment are presumed to contain asbestos. This information has been provided to you so that you will not make alterations to the structure of your residence without the express written consent of Management Services Corporation.

### **BICYCLES, MOPEDS, MOTORCYCLES**

Bicycles must be stored inside your apartment or at designated bike racks. At no time can they be stored on the apartment landings, under any stairs or attached to any railing of any part of the building. If a bicycle is found attached to a railing or part of the building, it will be immediately removed, without notice. Bicycles of unsightly repair may be removed by management without prior notice to the owner. Management Services is not responsible for any damage or theft of any bicycle(s).

The City and State Fire Codes prohibit the placing of bicycles, motorcycles, and trash at entrances or on/under steps or landings of buildings. Mopeds and motorcycles can never be put inside apartments. They must be kept in the parking lot. Motorcycles should obtain a parking permit and should be parked in the same space as your vehicle (if you have one). This is extremely important on properties with limited parking. Some properties may have designated areas for mopeds. If possible we suggest you secure the rear tire with a chain and Ulock.

### **CARBON MONOXIDE DETECTORS**

You are responsible for maintaining your carbon monoxide detector (if applicable) during your occupancy of the premises. If you have gas heat or appliances a carbon monoxide detector will provide you with early warning of dangerous levels of carbon monoxide within your home. Most carbon monoxide detectors are installed on the wall and may need batteries replaced from time to time. If you hear an intermittent beep, it may be your carbon monoxide detector. You are responsible for replacing the batteries. Please contact our Facilities' Department if you feel your carbon monoxide detector is not working or if you are unsure of how to replace the batteries.

### **COMMON AREA USAGE**

The area surrounding your apartment including lawns, sidewalks, and any other free space inside the community are to be enjoyed with consideration of your neighbors. Personal items left in the common areas will be removed and disposed of without notice, at the expense of the Resident. These areas must be kept free of litter such as cigarettes, trash, bottles, etc. Please refer to policies particular to your property at the back of this manual.

### **CONDUCT AND NOISE COMPLAINTS**

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors. To avoid



noise from overcrowding, the maximum number of persons allowed in an apartment at any given time should not exceed 10 depending on the size of the dwelling.

Most noise complaints result from boisterous behavior, loud music and pets. If you encounter noise problems, we suggest that you first talk to your neighbors about the problem. Often Residents do not realize how clearly sound travels.

There is a noise ordinance in the City of Charlottesville and in some of the surrounding counties. We will provide a copy of the Charlottesville ordinance upon request. Please contact the local police if you are experiencing a serious problem after our regular office hours. Also notify your Property Manager the following business day with the apartment number of the offending Resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possible eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who may enter our property as a result of your party or gathering, whether you are aware of their actions or not. **All costs incurred by the Landlord as a result of a party or gathering will be your responsibility**, so plan your parties well and avoid large crowds which may get out of control.

### **EMERGENCY MAINTENANCE SERVICE: 434-971-6811**

We provide emergency maintenance service for our Residents according to the criteria below. Please call 434-971-6811 to report the problem.

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, MSC's after-hours technician should be contacted right away. Emergencies include, but are not limited to:

- Total loss of electrical power (Call Dominion VA Power first)
- Loss of heat
- Burst plumbing or flowing water
- Sewer back up
- Heavy rainwater leak
- Security problems (broken lock, broken glass, broken doors, burned-out exterior lights)
- Smell of gas (after calling MSC Facilities, call gas company at 434-293-9164)
- Anything with the potential to cause damage or harm
- Clogged commode if only one commode is in the apartment. (Resident please attempt to plunge before calling).

Semi-emergencies: Our technician will respond within 24 hours between Friday 5 p.m. and Sunday 5 p.m. (If a call comes in on a Sunday - Thursday night, MSC Maintenance will respond to the request during normal hours on weekdays.) In case of the following, MSC Maintenance should be contacted as soon as possible:

- Loss of hot water
- Inoperable refrigerator
- Inoperable range or pilot light
- Clogged commode (2 or more commodes; Residents, please plunge first)

- Stopped-up sink
- Stopped-up tub
- Loss of A/C (emergency response will be at the discretion of management)

Non-emergencies will be repaired by MSC Maintenance during normal weekday business hours. Non-emergencies include, but are not limited to the following:

- Inoperable dishwasher
- Inoperable garbage disposal
- Inoperable washer/dryer

## EXTERMINATION

MSC provides extermination services at many of our communities at no charge to our residents. At some communities, however, exterminating services are at the expense of the residents. If you would like to have your apartment exterminated at any time during the year, please call our Maintenance Department at 434-971-6811. We can tell you at that time if your community is covered or if the charges will be passed along to you.

Should you ever experience bites from fleas, bed bugs or any other insect, you must notify your Property Manager immediately. Left untreated, these types of insects can spread rapidly and therefore need immediate attention. You may be found accountable for all costs associated with treatment if proper notice is not given to your Property Manager. Your home will be considered bed bug free if you do not report a problem immediately after your lease begins.

## HARDWOOD FLOOR CARE

Residents of homes with hardwood floors are responsible for the care and upkeep of the hardwood floors. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. **DO NOT** put any type of wax product on these floors. **It is required by management that Residents cover at least 75% of their wood flooring with area rugs IN ALL apartments and homes.** This will help to reduce noise transference and to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to prevent scratching on the flooring. When vacating, please sweep and damp mop the hardwood floors, **DO NOT wax and buff.**

## GRILLS

Use of personal grills varies depending on the property. Please refer to the property specific policies at the back of this manual.

## LEGAL LIABILITY INSURANCE

Most properties require that Residents obtain \$100,000 in legal liability insurance to protect the property from accidents and damage. You will need to provide us with proof of coverage one month prior to your new or renewal lease start date, otherwise you may be enrolled in an insurance program through MSC. You may provide proof of coverage at any time to opt out of our program effective the following month.

## LOCK OUT SERVICE

During regular business hours, a key may be borrowed from our office in the MadHouse located at 780 Madison Avenue. This key may be used free of charge but must be returned by the end of business day on the day the key was borrowed. Failure to return this key can result in a charge and possible lock replacement costs.

After business hours, it is necessary to call Maintenance at 434-971-6811. You must provide a name, phone number and address when calling to request after-hours lockout service. A lockout service fee is incurred when the request is made for lockout service.

This service is provided to Residents as a convenience only. We want to assist you but we cannot guarantee that we will be able to give you access at all times. **Attempting to gain entry through windows or by other means is prohibited.** Damage occurring as a result of attempting to gain entry by windows or any other means will be billed to the Resident.

**Only Residents on the Lease may request lock out service. Positive identification will be required when MSC provides the key.**

For your safety it is important that you always secure all locks to your apartment. You should always carry all keys with you. MSC staff members are required to secure all locks when leaving your apartment. Please note that locks are not changed when there are name additions/deletions or renewals, subleases, etc. to the Lease Agreement. We are happy to provide this service upon the request of the Resident and at the Resident's expense.

## LEASE RENEWALS

We appreciate long-term Residents and encourage renewals. We will contact you well in advance of your Lease end date to determine if you will be staying in your apartment for an additional year. You will be asked to respond by a specified date for us to reserve your apartment and remove it from our availability. It is particularly important that we hear from you by the deadline provided, as demand for apartments in the University area is very high.

Should one resident renew and others decide to vacate, the security deposit remains with the renewing lease. There are no security deposit reimbursements when a lease renews. If you have further questions regarding the renewal process, please contact our leasing staff.

## LEASE-TAKEOVERS, SUBLETS and SUBSTITUTIONS

Because of your personal liability and our obligation to act in accordance with The Fair Housing Laws, no advertisement for Lease-takeovers or sublets and no agreement to take over a Lease or sublet are to be done without the expressed written permission of the Management.

**Lease Takeovers:** Residents cannot engage in re-rents or Lease-takeovers without prior written permission from the Landlord. Please contact the Leasing Office for the current policy details if you wish to pursue a Lease-takeover or re-rent.

**Subleases:** Subleases will be signed for anyone wishing to vacate the apartment for three months or less. Once the Sublease terms are determined, MSC will sign the necessary paperwork and complete the transaction to ensure that the new Resident has proper access to all of our services. Fees apply. Please contact the Leasing Office for the current policy details.

Any Resident found to have subleased his/her apartment without notifying MSC of a subtenant and completing the necessary paperwork will be charged a fee of \$250.00.

**Name Addition/Deletion:** Name additions and deletions are allowed during the lease term following policy and rental criteria. Fees may be incurred. Please discuss this process with a Leasing Associate.

## **MADHOUSE**

The clubhouse has four main areas: Clubroom with kitchen and gaming room, exercise room with tanning bed and business center. If you would like access to our clubhouse, you will be required to pay a one-time fee for access. Access will only be issued to current residents. All times listed below are subject to change based on seasonal needs. *Please be aware that all areas (including the parking lot) are under video surveillance 24 hours a day.*

### **GENERAL POLICIES FOR ALL AREAS:**

- MadHouse is for MSC Residents only.
- The entire building is a SMOKE FREE and ALCOHOL-FREE facility. Smoking is only permitted on the exterior of the building. Please extinguish all smoking cigarettes and cigars prior to entering the building in the ash cans provided. Anyone found smoking or consuming alcohol while inside the premises will lose his/her privilege to use the facility.
- Pets are not allowed in any part of the MadHouse.
- Please note that you are responsible for your actions and the actions of your guests whenever you are using the facility. Any damages caused by you or your guests (whether known to you or not) will be billed back to your rental account.
- From time to time the MadHouse may be rented for private functions during which time it will be closed. Please stop by or contact the MSC office should you wish to rent the clubroom for private events.
- Please be mindful of other people when using the TV or stereo equipment so as not to unreasonably disturb other guests.
- Use of the tanning bed requires a release of liability, which can be obtained in the Leasing Office. See Below
- Use of this facility is at your own risk.
- Parking is available for those using the building. Unauthorized vehicles can be towed from the parking lot at the owner's expense.

### **CLUBROOM AND GAME ROOM:**

- Unless rented for a private function, the clubroom along with the game room is open daily from 5:00 a.m. to 11:00 p.m. When our office is closed, there will be a clubhouse attendant on-site to monitor the activities and assist you with the equipment.
- To use the gaming equipment, you will need to bring an I.D. The game balls will be available

in the office or with the clubhouse attendant after hours.

- Please return the game balls when you are finished. Note that if you fail to return any equipment, you will be charged for the replacement cost.

## **FITNESS CENTER AND BUSINESS CENTER:**

For your convenience the exercise room and business center will generally be open each day from 5:00 a.m. to 11:00 p.m. We have a few policies set in place to help you maximize your enjoyment of these facilities.

### **FITNESS CENTER:**

- All participants will need to sign a release form to use the fitness center. Access to the clubhouse will be provided once the fee is paid and a form is signed.
- Please refrain from using glass containers.
- Limit your use on any one machine to 30 minutes.
- Report any malfunctioning equipment to the office or clubhouse attendant.
- We ask that you abide by any “out of service” signs and refrain from using the equipment until it’s repaired.
- When using the TV or stereo, be mindful of other guests in the facility.
- Please bring a towel with you and wipe down the machines when you are finished using them.
- Place all debris in the proper trash receptacles.

### **BUSINESS CENTER:**

- Please do not bring food or drinks into the business center.
- Paper will not be provided for the printer so please be sure to bring your own copy or printer paper.
- Remove all debris from the area when you are finished.
- Please be sure to bring a thumb drive with you to work from and save to. The hard drives should not be used to store your personal work.
- Alterations to the computers and printers are prohibited. This includes, but is not limited to: adding/re-routing cords, power supply, software, hardware, speakers, etc.
- If the printer is not working, please let the leasing office team know.

*Please note, that we have installed filters on our computers to prevent the use or viewing of pornographic or illicit websites. Any participant found searching or visiting such websites will have his/her privileges revoked.*

### **TANNING BOOTH:**

- All users of the tanning booth must sign a waiver form, please check in with the office team and or the clubhouse attendant.
- All tanning booth users must complete a card for each visit, please check in with the office team and or the clubhouse attendant.
- The tanning booth has a timer for a set amount of time (max of ten minutes).
- If you notice any bulbs out, please make sure to report this to the office team.

We are delighted to be able to offer such a unique and awesome place for our Residents to gather. We hope that you will enjoy your time at the MADHOUSE!

## **MAIL**

Please refer to the Property Specific Policies at the back of this manual for mailbox locations.

The MSC office located in the Madhouse at 780 Madison Avenue will not accept packages or other mail for our Residents. Please make sure to hold your mail if you will be gone for an extended period. Also, when vacating your apartment, be sure to provide the Post Office with your forwarding address so that your mail will go to the correct location. MSC will not forward any mail to residents after they have vacated.

## **MOVE IN CONDITION REPORTS**

Please carefully review your Move In Condition Report, which will be provided when you move-in. This list itemizes permanent imperfections that will not be repaired or billed to you since they existed prior to your taking the apartment. Any changes or additions to the Condition Report must be completed and returned to our office in the MadHouse five (5) days after the date your lease contract begins.

## **PETS**

MSC has many pet friendly communities! Please contact our office for specific details by community. For the governing Rules and Regulations related to Pets, please see the Pet Addendum, which you will be asked to sign and to date in the event that you intend to have a pet in your apartment unit. You will be fined if we find an unregistered pet at your apartment.

## **RENT**

During office hours, you may pay rent at our office in the MadHouse located at 780 Madison Avenue. MSC is not able to accept cash payments. After office hours please use the night drop boxes. One is located next to the front doors of our office, and another is in the MadHouse parking lot near the entrance.

If mailing rent, please remit to: **MSC Accounting**  
**P.O. Box 5186**  
**Charlottesville, VA 22905**

For your convenience you may also pay online. Visit our website at [livewithmsc.com](http://livewithmsc.com) to access your resident portal for more details.

If you are looking for another way to make your rent payment automatically every month, we suggest you contact your banking institution to make those arrangements. Most banks now offer free online bill pay and you can set up an automatic payment to MSC for your rent. Be sure a memo or note is set up to include your apartment address or account number. Please keep in mind that your bank will be mailing us a physical check and payment is considered paid when received by our office. You

will need to make your request for automatic payments prior to the first of the month to ensure it is received on time.

**Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1<sup>st</sup> day of each month for that month** (i.e. January rent is due on January 1.) A late fee is automatically charged on the 6<sup>th</sup> of the month. Please allow extra time for holiday and weekend mail delivery. Please note that any balance (for example late fees, lock out fees, maintenance service fees, etc.) past due is considered rent and will be subject to late fees after the 6<sup>th</sup> of the month.

In accordance with the terms of the Lease Agreement, we suggest that payment be made with only one check. Only persons listed on the Lease can make rent payments. If paying by check, be sure to write your apartment address on the check. Please remember that parents and/or guardians are not allowed to make payment unless prior arrangements are made with your Property Manager.

ANY PAYMENT RETURNED FOR NON-PAYMENT WILL NOT BE RE-DEPOSITED. If a payment is declined, a processing fee and late fee will be applied to your account in accordance with the Lease. Your account will be considered delinquent until all rent and fees have been collected. You must submit a money order or cashier's check for payment for any declined payment. If two (2) payments are declined due to insufficient funds or banking problems you will be required to pay, from that point forward, by money order, or cashier's check.

Before dropping off or mailing your check, please make certain that the amount is written correctly, the check has been signed and your address is clearly written. These delays in payment will add late fees to your account as stated in your Lease.

We will make every effort to hold post-dated checks if they are made obvious (i.e. attach a sticky note to it, include note stating payment is post-dated, etc.). We cannot guarantee that a post-dated check will be held and assume no responsibility to credit any fees you may incur if a payment is not held.

## **RENTERS INSURANCE**

Did you know that your Landlord is not responsible for your personal belongings should a leak, fire or other damage occur in your home? It's true and accidents happen! If an equipment failure or an accident occurs and your personal property is damaged in any way, MSC is not responsible for replacing it or compensating you in any way. Renters Insurance is inexpensive! We strongly urge you to obtain Renters Insurance.

## **RESTORATION FEE CLEANING GUIDELINES**

Within 24 hours of moving into the apartment, MSC recommends that you inspect your apartment to assure Cleaning Guidelines have been met.

It is your responsibility to leave the apartment "broom clean". That means all surfaces are wiped and swept clean. The non-refundable Restoration fee pays for the following:

Steam clean carpets (not to include spot removal or excessive damage)  
Wax & buff hardwood floors (where applicable)  
Clean appliances  
Clean kitchen cabinets & countertops  
Light cleaning of vinyl flooring in hallway, kitchen and bathroom  
Clean bathroom fixtures and countertops  
Clean mini-blinds and windows  
Sweep clean balcony  
Clean washer/dryer (where applicable)  
Clean shelving in closets, cabinets, etc.

The nonrefundable Restoration Fee will not cover the cost incurred by the Landlord for excessive cleaning of the apartment and or the carpets and floors, repairing pet damage, repairing wall damage, painting walls back to the original color, removing trash, debris or personal items, repairing and/or replacing fixtures including but not limited to, mini-blinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railings. Any excessive cleaning and/or damage will be deducted from the remaining deposit on hand or billed in excess.

### **SAFETY AND SERVICES**

The entire apartment should be kept free of trash and debris, including all hallways, patios, furnace closets, balconies, entry landings, and stairways.

No dangerous or flammable fluids are to be kept inside the apartment at any time.

Where applicable, stored items should be placed at least 3 feet from furnaces and hot water heaters.

The balconies and porches are to be kept neat and orderly at all times. Conventional patio furniture, bicycles, and plants are allowed on the balcony. Inappropriate furniture, kegs, trash, laundry, towels, blankets, clothes, etc. may not be stored on the balcony. In addition, nothing is to be thrown from your balcony at any time. If clean-up is necessary below your balcony, you will be billed for the time and disposal fees.

No more than 6 people are permitted on balconies at one time. Railings, balconies, and porches must **never** be climbed over or loosened by anyone. Such action could result in serious injury or death.

Broken windows and doors will be replaced immediately by MSC, at the Residents expense. If screens are torn or pulled from the building, Residents are charged for the cost of repair or replacement. Do not try to enter the apartment through the screened windows and balcony doors. Damaged screens look like easy access to your apartment to people driving or walking by. Please report them promptly to Maintenance at 434-971-6811.

Replacing interior and exterior apartment light bulbs is the responsibility of the Resident. Should you notice any common area lights that need replacing, please call the Maintenance Department at 434-971-6811.

### **SATELLITE DISHES**



Before installation you must contact your Property Manager to review the restrictions and sign the appropriate addendum to your Lease Agreement.

## **SECURITY DEPOSIT RETURNS**

Please review carefully your Move In Condition Report, which was given to you upon move-in. This list may itemize permanent imperfections in the apartment that will not be repaired or considered your responsibility at move-out.

The guidelines that are presented in this manual represent your responsibilities during your Lease Agreement and at move-out. Deductions from your security deposit will unfortunately result if you fail to meet these requirements.

**Management reserves the right to assess the quality of the work you have done, or contracted professionally, at move-out; and deductions may occur as a result of poor cleaning or other work performed by the Resident for move-out.**

Pursuant to the Virginia Resident Landlord and Tenant Act, the security deposit will be issued by one check payable to all Residents if a forwarding address is provided. Therefore, it is the responsibility of the Residents to provide us with a forwarding address of the person that will distribute the funds appropriately between roommates.

Deductions will be made for damage existing at the time of move-out. These damages include, but are not limited to:

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks, etc.
2. Painting walls back to the original color.
3. Missing or damaged screens or blinds.
4. Damage to doors and windows.
5. Carpet stains, rips, and tears.
6. Damage to hardwood floors.
7. Additional/Excessive cleaning.

## **SMOKE DETECTORS**

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Upon move-in, you are provided with a certification stating that your alarm has been tested and is in good working order. Most of our properties' smoke detectors are equipped with a lithium 9-volt battery. Due to its long life, these batteries are more expensive than other 9-volt batteries. If the battery should fail during your occupancy, please immediately notify our Maintenance department.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery, which is approximately \$25.00. Please test your smoke detector periodically. This is for your own safety, and that of your neighbors, in the event of a fire.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the Maintenance department for replacement of the battery.

Finally, we understand that no one wants to be charged for repairs. If you have any questions regarding possible charges, please contact your Property Manager.

## SNOW

Residents are responsible for clearing snow away from their vehicles. As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.

## TRASH DISPOSAL

Some properties offer dumpsters or other containers for trash service. This service is provided **for disposal of household trash only**. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. Please do not sit trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. The City and State Fire Codes prohibit the placing of trash at entrances or on steps or landings of buildings. **The cost associated with the removal of any trash from your apartment entrance will be billed to the Resident.** This includes cigarette butts and any other debris thrown from porches. All items other than household trash should be disposed of at the Rivanna Solid Waste Authority, or other facilities at the expense and responsibility of the Resident. You might also consider donating items to the Salvation Army or other such charity organizations, or selling items to a second-hand or used furniture business.

Contact numbers include:

Rivanna Solid Waste Authority:	434-977-2970
Salvation Army:	434-295-4058
Charlottesville Refuse/Recycling Collection:	434-977-2976

Please refer to policies specific to your property at the back of this manual for trash collection information where you live.

## UTILITIES

**Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the entire Lease period.** Any electrical service, which is not covered under your service account during the Lease term may be billed to you by MSC to recover our costs for electric service to your apartment, including connection fees. **Unfortunately, if MSC pays an electric bill for service in your apartment due to the service not being connected in the Resident's name, you will be billed an additional \$50 for each bill received.**

**The property owner does not maintain telephone and cable lines inside the building and apartment.** MSC will assure a working cable jack is functional within a common area only. *Cable line Maintenance insurance, which should cover any or most repairs may be available and is highly recommended.* Problems with phone or cable lines should be reported to your phone or cable

provider. Alterations or additions may be installed only with your Property Manager's approval and at your expense.

**All phone and cable wires must be secured along the baseboard or doorjamb and cannot cross thresholds, traffic areas, hallways or any common area in the apartment.** Please contact your Property Manager should you have any questions about this matter.

Please refer to the property specific policies at the end of this handbook for more detail on the utilities at your community.

## VACATING

Upon termination of this Lease, all Residents shall completely vacate the premises, including the removal of all personal property and furniture at or before **12:00 NOON**. Resident shall turn over to the Landlord the premises and all its fixtures and equipment in good and substantial repair, reasonable wear and tear expected. Resident(s) may request to be present at the time the Landlord inspects the premises to verify the condition of the premises and its content. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines in this manual.

All keys, including knob lock, deadbolt, mailbox, laundry cards, and clubhouse key fobs, as applicable, must be returned to the Management Services Corporation office. Each Resident will be asked to sign a Key Return Form at the time keys are returned and will also be asked to indicate whether or not the apartment has been fully vacated. Upon notice from any Resident that the apartment is no longer occupied, Landlord will assume the right of possession.

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include, but are not limited to, parking, use of the swimming pool, use of the clubhouse and right of entry into the apartment. The Landlord may assume that the condition of the apartment at the time keys are returned is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by **NOON** of the termination date of your Lease Agreement, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for re-keying the apartment will become the Resident's responsibility.

No right of storage is given to Residents after the Lease Agreement ends, and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the Lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55.1-248 38.1. Please see your Property Manager for more specific details of this procedure.

## VEHICLES

Most of our properties require a permit to be displayed authorizing the vehicle to be parked in that property's parking lot. All MSC permits expire each year at the end of August.

Please drive carefully on the property. **Park in marked spaces only, never in fire or traffic lanes.** In order to obtain a parking permit, you must provide valid driver's license. Have your parking permit, if your property requires one, displayed clearly on your rear windshield at all times. If the sticker will not be visible through the rear window, it may be placed on the front windshield. Handwritten passes

are not acceptable, and your vehicle may be towed if you have a handwritten pass. If your permit is damaged or vehicle changed, bring your old permit to our office in the MadHouse located at 780 Madison Avenue for a substitute permit. **You must return your damaged sticker. If you do not you will be required to pay a sticker replacement fee of \$100.00.**

In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. **Any vehicle parked illegally, even with a permit, can be towed at any time, without notice, at your expense.** Towing will also occur if you are illegally parked at another MSC property. Your sticker authorizes use of your individual parking lot only. Do not park on lawns or sidewalks.

If towed, your vehicle may be recovered at:

**Collier's Towing Service  
1530 Viola Way  
Charlottesville, VA 22902  
434-295-4941**

Recovering your vehicle promptly will help keep your cost at a minimum.

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable, or lacks proper state licensing or inspection may not remain on the property for more than 24 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning. We ask that you do not wash or repair vehicles in the parking area.

Resident agrees that they will not charge any electric vehicle (EV) by running an extension cord from the dwelling unit or any electric outlet located on the premises.

**Refer to parking policies specific to your property at the back of this manual.**

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight of a waterbed, prior permission must be obtained from your Property Manager before a waterbed will be allowed on the premises. Proof of insurance is mandatory if permission is granted. Please refer to the policies particular to your property at the rear of this manual for additional information.

## **WINDOW COVERINGS**

All windows and glass doors must be covered with white or off-white lined draperies or blinds. Please check the cover page of your Lease to see what blinds, if any, your property supplies.

## **WINDOW SAFETY**

In June 2000, the U.S. Consumer Product Safety Commission released safety guidelines to help prevent falls from windows. Management Services Corporation supports window safety and has taken the following precautions to assist Residents in preventing window falls.

Window screens are not designed or intended to protect from falls. Therefore, **window stops will be installed on all windows upon the Residents request**, which will allow Residents to restrict the window opening. Please **keep furniture away from windows** to discourage anyone from climbing near windows.

**Window guards are also available for installation at the Residents request and expense.** Window guards screw into the sides of a window frame and have bars set 4" or less apart.

It is the Resident's responsibility to notify management of any window problems or if window stops need to be replaced. Please contact the Maintenance Department at 434-971-6811 if you have any questions or concerns about thumb locks, window safety or additional window protection.

We hope that the information provided in this Resident Handbook will help to make your residency with us more enjoyable. If you should ever need assistance, please feel free to contact your Property Manager or Marketing Associates.



**Enjoy your apartment!**

## **LEAD BASED PAINT PAMPHLET**

**If you live at one of the following properties, please review the Lead Based Paint Pamphlet below**


- 30 University Circle
- 101 West Park Drive
- 104 Kent Terrace
- 105 Valley Road
- 111 Apple Tree
- 111 Harmon Street
- 126-8 Turtle Creek
- 132 Chancellor Street
- 139 Valley Road
- 507 16<sup>th</sup> Street
- 508 16<sup>th</sup> Street "Honey House"
- 513 Rugby Road
- 600 Preston Place
- 606 Gillespie Avenue
- 817 Cabell Avenue
- 821 Cabell Avenue
- 1109 Preston House
- 1621 Gordon "The Power House"
- 1701 Gordon Avenue
- 1802 Chelsea Drive
- 1821 Jefferson Park Avenue
- 2011 Lewis Mountain Road
- 2013 & 2015 Lewis Mountain Road Duplex
- 2228 Center Avenue
- 4802 Deer Park Lane
- 4866 Deer Park Lane
- Apple Tree & Piedmont
- Ash Tree Apartments & Townhomes
- Cambridge House
- Cambridge Square Apartments
- Hemlock Lane
- Mosby Apartments
- Nob Hill Apartments
- Oxford Hill Apartments
- Preston Square Apartments
- Rugby Apartments
- Rugby McIntyre
- Sunset Avenue


- The Californian
- The Woods
- Wellington Court


# Protect Your Family From Lead in Your Home

**EPA** United States Environmental Protection Agency

 United States Consumer Product Safety Commission

 United States Department of Housing and Urban Development

March 2021

## Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

### Read this entire brochure to learn:

- How lead gets into the body
- How lead affects health
- What you can do to protect your family
- Where to go for more information

### Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint or lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

### If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



## Simple Steps to Protect Your Family from Lead Hazards

### If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at [epa.gov/lead](http://epa.gov/lead).
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy, low-fat foods high in iron, calcium, and vitamin C.
- Remove shoes or wipe soil off shoes before entering your house.

## Lead Gets into the Body in Many Ways

### Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

### Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



### Women of childbearing age should know that lead is dangerous to a developing fetus.

- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

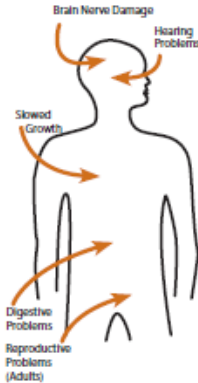


## Health Effects of Lead

**Lead affects the body in many ways.** It is important to know that even exposure to low levels of lead can severely harm children.

### In children, exposure to lead can cause:

- Nervous system and kidney damage
- Learning disabilities, attention-deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage



While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

### In adults, exposure to lead can cause:

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

## Check Your Family for Lead

**Get your children and home tested if you think your home has lead.**

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

**Your doctor can explain what the test results mean and if more testing will be needed.**

## Where Lead-Based Paint Is Found

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In general, the older your home or childcare facility, the more likely it has lead-based paint.<sup>1</sup>

**Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint.** In 1978, the federal government banned consumer uses of lead-containing paint.<sup>2</sup>

Learn how to determine if paint is lead-based paint on page 7.

### Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at [epa.gov/lead](https://www.epa.gov/lead).

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<sup>1</sup> "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm<sup>2</sup>), or more than 0.5% by weight.

<sup>2</sup> "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

## Identifying Lead-Based Paint and Lead-Based Paint Hazards

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**Deteriorated lead-based paint (peeling, chipping, chalking, cracking, or damaged paint)** is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

**Lead-based paint is usually not a hazard if it is in good condition** and if it is not on an impact or friction surface like a window.

**Lead dust** can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 10 micrograms per square foot (µg/ft<sup>2</sup>) and higher for floors, including carpeted floors
- 100 µg/ft<sup>2</sup> and higher for interior window sills

**Lead in soil** can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

**Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.**

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

## Checking Your Home for Lead

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You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
  - Portable x-ray fluorescence (XRF) machine
  - Lab tests of paint samples
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
  - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
  - Sample dust near painted surfaces and sample bare soil in the yard
  - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.



Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.

## Checking Your Home for Lead, continued

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In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit [epa.gov/lead](http://epa.gov/lead), or call **1-800-424-LEAD (5323)** for a list of contacts in your area.<sup>3</sup>

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<sup>3</sup> Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

## What You Can Do Now to Protect Your Family

If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron, and calcium, such as spinach and dairy products. Children with good diets absorb less lead.

## Reducing Lead Hazards

Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.



- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.

**Always use a certified contractor who is trained to address lead hazards safely.**

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement contractor. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

## Reducing Lead Hazards, continued

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If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 10 micrograms per square foot ( $\mu\text{g}/\text{ft}^2$ ) for floors, including carpeted floors
- 100  $\mu\text{g}/\text{ft}^2$  for interior windows sills
- 400  $\mu\text{g}/\text{ft}^2$  for window troughs

**Abatement is designed to permanently eliminate lead-based paint hazards.** However, lead dust can be reintroduced into an abated area.

- Use a HEPA vacuum on all furniture and other items returned to the area, to reduce the potential for reintroducing lead dust.
- Regularly clean floors, window sills, troughs, and other hard surfaces with a damp cloth or sponge and a general all-purpose cleaner.

Please see page 9 for more information on steps you can take to protect your home after the abatement. For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 15 and 16), [epa.gov/lead](http://epa.gov/lead), or call 1-800-424-LEAD.

## Renovating, Repairing or Painting a Home with Lead-Based Paint

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If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



**RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:**

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
  - Open-flame burning or torching
  - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment
  - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects, visit [epa.gov/getleadsafe](http://epa.gov/getleadsafe), or read *The Lead-Safe Certified Guide to Renovate Right*.



## Other Sources of Lead

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### Lead in Drinking Water

The most common sources of lead in drinking water are lead pipes, faucets, and fixtures.

Lead pipes are more likely to be found in older cities and homes built before 1986.

You can't smell or taste lead in drinking water.

To find out for certain if you have lead in drinking water, have your water tested.

Remember older homes with a private well can also have plumbing materials that contain lead.

### Important Steps You Can Take to Reduce Lead in Drinking Water

- Use only cold water for drinking, cooking and making baby formula. Remember, boiling water does not remove lead from water.
- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes.
- Regularly clean your faucet's screen (also known as an aerator).
- If you use a filter certified to remove lead, don't forget to read the directions to learn when to change the cartridge. Using a filter after it has expired can make it less effective at removing lead.

Contact your water company to determine if the pipe that connects your home to the water main (called a service line) is made from lead. Your area's water company can also provide information about the lead levels in your system's drinking water.

For more information about lead in drinking water, please contact EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have other questions about lead poisoning prevention, call 1-800 424-LEAD.\*

Call your local health department or water company to find out about testing your water, or visit [epa.gov/safewater](https://www.epa.gov/safewater) for EPA's lead in drinking water information. Some states or utilities offer programs to pay for water testing for residents. Contact your state or local water company to learn more.

\* Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

## Other Sources of Lead, continued

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- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.<sup>4</sup>
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon**," used to treat an upset stomach.

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<sup>4</sup> In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint. In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products.

## For More Information

### The National Lead Information Center

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at [epa.gov/lead](http://epa.gov/lead) and [hud.gov/lead](http://hud.gov/lead), or call **1-800-424-LEAD (5323)**.

### EPA's Safe Drinking Water Hotline

For information about lead in drinking water, call **1-800-426-4791**, or visit [epa.gov/safewater](http://epa.gov/safewater) for information about lead in drinking water.

### Consumer Product Safety Commission (CPSC) Hotline

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at [cpsc.gov](http://cpsc.gov) or [saferproducts.gov](http://saferproducts.gov).

### State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at [epa.gov/lead](http://epa.gov/lead), or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

## U. S. Environmental Protection Agency (EPA) Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

**Region 1** (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact  
U.S. EPA Region 1  
5 Post Office Square, Suite 100, OES 05-4  
Boston, MA 02109-3912  
(888) 372-7341

**Region 2** (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact  
U.S. EPA Region 2  
2890 Woodbridge Avenue  
Building 205, Mail Stop 225  
Edison, NJ 08837-3679  
(732) 906-6809

**Region 3** (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)

Regional Lead Contact  
U.S. EPA Region 3  
1650 Arch Street  
Philadelphia, PA 19103  
(215) 814-2088

**Region 4** (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact  
U.S. EPA Region 4  
AFC Tower, 12th Floor, Air, Pesticides & Toxics  
61 Forsyth Street, SW  
Atlanta, GA 30303  
(404) 562-8998

**Region 5** (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact  
U.S. EPA Region 5 (LL-17J)  
77 West Jackson Boulevard  
Chicago, IL 60604-3666  
(312) 353-3808

**Region 6** (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)

Regional Lead Contact  
U.S. EPA Region 6  
1445 Ross Avenue, 12th Floor  
Dallas, TX 75202-2733  
(214) 665-2704

**Region 7** (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact  
U.S. EPA Region 7  
11201 Renner Blvd.  
Lenexa, KS 66219  
(800) 223-0425

**Region 8** (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact  
U.S. EPA Region 8  
1595 Wynkoop St.  
Denver, CO 80202  
(303) 312-6966

**Region 9** (Arizona, California, Hawaii, Nevada)

Regional Lead Contact  
U.S. EPA Region 9 (CMD-4-2)  
75 Hawthorne Street  
San Francisco, CA 94105  
(415) 947-4280

**Region 10** (Alaska, Idaho, Oregon, Washington)

Regional Lead Contact  
U.S. EPA Region 10 (20-C04)  
Air and Toxics Enforcement Section  
1200 Sixth Avenue, Suite 155  
Seattle, WA 98101  
(206) 553-1200

## Consumer Product Safety Commission (CPSC)

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The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

### CPSC

4330 East West Highway  
Bethesda, MD 20814-4421  
1-800-638-2772  
[cpsc.gov](http://cpsc.gov) or [saferproducts.gov](http://saferproducts.gov)

## U. S. Department of Housing and Urban Development (HUD)

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HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Contact to Office of Lead Hazard Control and Healthy Homes for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

### HUD

451 Seventh Street, SW, Room 8236  
Washington, DC 20410-3000  
(202) 402-7698  
[hud.gov/lead](http://hud.gov/lead)

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U. S. EPA Washington DC 20460  
U. S. CPSC Bethesda MD 20814  
U. S. HUD Washington DC 20410

EPA-747-K-12-001  
March 2021

## IMPORTANT!

### Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).



## **30 University Circle**

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the apartment and are to be kept clean at all times.

### **FIREPLACE**

\*The fireplace in 30 University does not function and should not be used.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted at 30 University Circle. These items can be removed, without notice, at the Resident's expense.

### **HARDWOOD FLOOR CARE**

It is required by management that residents cover at least 75% of their wood flooring with area rugs IN ALL apartments and townhomes. This will help to reduce noise transference and to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to prevent scratching of the flooring.

Hardwood floors are to be dust mopped, vacuumed or swept as often as necessary. Walking on dusty or dirty floors will quickly damage the floors. Proper care of the hardwood floors is solely the responsibility of the residents. Damage caused by neglect of the hardwood floor will be billable to the tenants.

### **HVAC CLOSET**

The HVAC closet must be clear of debris in front of the space and in the interior of the space. No items are to be stored in the HVAC closet. Storing items in the HVAC closet can restrict the equipment's ability to function properly and the Resident could be held liable.

### **MADHOUSE & FITNESS CENTER ACCESS**

If you are interested in access to the MadHouse facilities, including the fitness center, please contact your Property Manager about the applicable fees for access.

### **NO SMOKING**

30 University Circle is a non-smoking community. In an effort to provide healthful, clean apartment

home for our current and future residents, we do not allow smoking within this home or outside. For more information, please refer to the Non-Smoking Addendum.

**PARKING**

Parking for 30 University Circle is limited to the driveway at the rear of the house. No parking is allowed on the lawn or sidewalks. Vehicles parked on the lawn or sidewalks are subject to towing at the vehicle owner’s expense and risk. Valid MSC parking sticker required. Please contact MSC Leasing with any questions.

**SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your driveway, sidewalks, and clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.

**TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Residents are responsible for providing trash cans with lids for City trash pickup. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$35 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by the City and must be tagged with the appropriate City sticker. City trash stickers are available at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

**UTILITIES**

All required utilities need to be set up in the resident’s name by the lease start date and must remain connected through the lease term.

Required:  
Electricity (Dominion Energy) 888-667-3000  
\*The basement unit “Apt. B” is separately metered from the main house. Therefore, there are two electric accounts for this property.

Optional:  
Telephone CenturyLink 800-201-4099  
Cable / Internet Comcast/Xfinity 888-266-2278

**WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

## **101 West Park Drive**

### **DECKS AND PATIOS**

The large deck on the front of the building and the adjacent picnic area are shared spaces. Please do your part to keep the common areas tidy for your neighbors. Our buildings and grounds team will visit regularly to blow away leaves and debris. Trash, pet food, kegs and other unsightly items are not permitted within the common areas.

### **FIREPLACES**

**(Unit #A only)**

**The fireplace in the A unit is currently not functional and cannot be used as a fireplace to burn wood.**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. Grills may be used so long as they are at least 10 feet from the building. These items can be removed, without notice, at the Resident's expense if not used in accordance to this policy.

### **HARDWOOD FLOOR CARE**

**It is required by management that residents cover at least 75% of their wood flooring with area rugs IN ALL apartments and townhomes.** This will help to reduce noise transference and to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to prevent scratching of the flooring.

Hardwood floors are to be dust mopped, vacuumed or swept as often as necessary. Walking on dusty or dirty floors will quickly damage the floors. Proper care of the hardwood floors is solely the responsibility of the residents. Damage caused by neglect of the hardwood floor will be billable to the tenants.

### **MAILBOXES**

Mailboxes for #B, #C, #D are located at the entrance of the shared parking lot. Mailbox for #A is located at the end of the private driveway.

### **PARKING**

Parking for residents occupying apartments B, C and D must utilize the parking area in front of the building. The resident of A has a private driveway and must use only that driveway. Sufficient parking is available to accommodate at least 2 vehicles per apartment home. We reserve the right to stripe and assign parking spaces during the lease term.

## SNOW

As snowy weather approaches, please remember that you are responsible for clearing snow from your vehicle. We will clear the parking lot and sidewalks.

## TRASH & RECYCLING

All trash must be removed from the house weekly and stored in the garbage cans provided with lids until collection. There are three trash containers available: Two in the shared parking lot for units B, C, & D. One in the private driveway for unit A. Trash is not to be stored outside at any time. Leaving trash outside could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Trash collection occurs on Friday mornings. Containers must be placed at the end of the driveway by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris are to be kept off the property at all times.

Three recycling bins are provided for recyclable materials only. Two are in the shared parking lot for units B, C, & D. One is in the upper private driveway for unit A. Please visit the Albemarle County Waste website at [www.countyrecycling.net](http://www.countyrecycling.net) for a list of acceptable recycling materials and guidelines. The recycling is picked up every other Friday.

## UTILITIES

Service for electricity must be set up in your name from the day the lease begins and must remain connected throughout the lease period. Any electrical service, which is not covered under your service account during the lease term, may be billed to you by Management Services Corporation to recover our costs for electric service to your cottage, including connection fees.

### Required:

Electricity (Dominion Virginia Power)	888-667-3000
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### Provided (Utility Fee):

Water/Sewer (Albemarle County Service Authority)	434-977-4511
Trash (County Waste)	434-296-6000

### Optional:

Telephone (Century Link)	434-974-6928
	866-304-6820
Cable/Internet (Xfinity)	888-266-2278

## VACATING

Upon termination of this Lease, all Residents shall completely vacate the premises, including the removal of all personal property and furniture on or before **12:00 noon**.

All keys, including door lock, mailbox, and deadbolt, as applicable, must be returned to the Management Services Corporation Business Office located at the MadHouse, 780 Madison Avenue, Charlottesville, VA 22903.

Each Resident will be asked to sign a Key Return Form at the time keys are returned and will also be asked to indicate that the cottage has been fully vacated. Upon notice from any resident that the cottage is no longer occupied, Landlord will assume the right of possession.

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include the right of entry into the cottage. The Landlord may assume that the condition of the cottage at the time keys are returned is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by **Noon** of the termination date of your Lease Agreement, and the cottage has been vacated, possession of the premises will return to the Landlord, and charges for re-keying the cottage will become the residents' responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your Property Manager for more specific details of this procedure.

Before departure, Resident shall turn over to the Landlord the premises and all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear accepted. Resident may request to be present at the time the Landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their cottage for inspection according to the Cleaning Guidelines in this manual.

### **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

### **WINDOW COVERINGS**

Blinds are provided for all windows. Residents may be billed for abuse or excessive wear and tear on blinds.

## **101 Westerly Avenue**

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the home and are to be kept clean at all times.

### **FIREPLACE**

The fireplace is decorative only. Please do not attempt to light a fire or use the fireplace for any purpose.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed, without notice, at the Resident's expense.

### **MADHOUSE & FITNESS CENTER ACCESS**

If you are interested in access to the MadHouse facilities, including the fitness center, please contact your Property Manager about the applicable fees for access.

### **PARKING / DRIVEWAY**

Parking is limited to the gravel parking area just next to the duplex which accommodates 3 vehicles. Free street parking is also available.

### **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your driveway and clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.

### **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Residents are responsible for providing trash cans with lids for City trash pickup. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by the City and must be tagged with the appropriate City sticker. Residents must purchase City trash stickers and they are available at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

## **WASHER & DRYER**

Each apartment home is equipped with a stackable washer and dryer unit. It is the responsibility of the Resident(s) to properly care for such machines. Use only low sudsing detergent such as Tide HE or Wisk HE in powder or liquid form. In order to get the best results always use a fabric softener. Repairs should be reported to our Maintenance Department at 434-971-6811. It is the responsibility of the Resident(s) to clean and maintain the drain and lint screens on their washer/dryer units. Cost incurred due to abuse or excessive wear and tear will be the responsibility of the resident(s). Please refer to the owner's manual for any questions or instructions you may have.

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

## **UTILITIES**

### **Required:**

Electricity (Dominion Virginia Power)	888-667-3000
Water and Gas (City of Charlottesville)	434-970-3211

### **Optional:**

Telephone (Century Link)	434-974-6928
	866-304-6820
Cable (Comcast)	888-266-2278

## **104 Kent Terrace**

### **AIR CONDITIONING**

All apartments are equipped with 1 window unit air-conditioning unit, typically in the living room, and maintained by the maintenance staff. MSC can provide you with an additional window unit at your request for a one-time fee of \$150.

### **BICYCLES**

Bicycles may be stored inside your apartment only. At no time can they be stored on the apartment landings or attached to a railing or any part of the building.

### **COMMON AREAS**

No items are to be kept or stored in common area hallways, laundry room, attic area, or exterior walkways. Any personal items will be discarded immediately and without warning.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HEATING**

The gas boiler is turned on annually around mid-October. Once the maintenance staff turns on the boiler and the radiator system is heated, it can take up to 2 days to cool down if turned off. Therefore, even though nights might be cool in September, it is impractical to ignite the heat when daytime temperatures might still reach into the eighties. Years of experience in boiler operation have proven to us that this schedule for starting and stopping the heating system is most practical and effective. The gas boiler is turned off annually in late April. The thermostats and temperature settings are controlled by the maintenance staff.

### **LAUNDRY**

The laundry room with washer and dryer is located in the storage room on the first floor for your convenience. The machines are coin operated and card operated.

In the event of a laundry machine malfunction, please either notify MSC Maintenance or call CSC Service Works at their toll-free number located on the machines to report the problem (1-877-264-6622) or submit request online via: <https://www.cscsw.com/request-service/> . You will need to provide the machine ID number (each machine has a 3 letter and 3 number decal).

Please be courteous and remove clothing from machines promptly when done, clean lint from dryers, and use waste receptacles. In order to prevent the possibility of theft, it is recommended that you DO NOT leave your clothes unattended. Management Services Corporation assumes no responsibility for lost or stolen clothes. Please DO NOT store any personal items, including detergent, in the laundry room. All personal items will be discarded without notice.



## **MAILBOXES**

The mailboxes are located in the first-floor hallway as you enter the building. Mailbox numbers correspond with the apartment number. Please keep this area clean and free of trash.

## **PARKING**

Because parking is at a premium around the University area, parking spaces may be leased on a first-come-first-serve basis.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website in order to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our residents' parking needs first, guest passes will not be given for any reason.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If your vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

## **SMOKING**

Smoking is NOT permitted inside the building, including common areas and apartments, at any time. You may smoke outside, however please be courteous of your neighbors and make sure all trash and cigarette butts are placed in the proper receptacles. You will be billed if it is necessary for our grounds crew to pick up cigarette butts from the yard area.

## **TRASH**

Garbage cans are provided for your disposal of trash. These cans are stored next to the building. Please put trash in the trashcan. If you find one trashcan is full, please use another one. Do not place trash outside of the trashcan on the ground, as animals will tear the bags and spread the

trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed accordingly.

## **PETS**

Currently, we offer a 1 pet maximum for this property for dogs and cats only. There are some restrictions. Please contact MSC Leasing for additional details regarding pets.

## **WINDOW COVERINGS**

Blinds are provided for all windows. Residents may be billed for excessive wear and tear on blinds.

## **UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

### **Required:**

Electricity (Dominion Energy)	888-667-3000
Gas for cooking (City of Charlottesville)	434-970-3211

### **Optional:**

Telephone (Century Link)	800-201-4099
Cable (Comcast/Xfinity)	888-266-2278

## **105 Valley Road**

### **DECKS AND PATIOS**

The following items may be kept on your front porch: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the home and are to be kept clean at all times.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed, without notice, at the Resident's expense.

### **MADHOUSE & FITNESS CENTER ACCESS**

If you are interested in access to the MadHouse facilities, including the fitness center, please contact your Property Manager about the applicable fees for access.

### **PARKING**

Parking is shared by all residents in both units. Please be considerate and do not block others in.

### **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your porches and for clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.

### **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Residents are responsible for providing trash cans with lids for City trash pickup and for obtaining trash stickers to dispose of trash. Trash stickers can be purchased at local grocery and convenient stores. Trash is not to be stored outside the house. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by the City and must be tagged with the appropriate City sticker. Residents must purchase City trash stickers and they are available at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

### **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

### **UTILITIES**

Utilities are paid by utility fee. Please refer to your lease cover page for the specific amounts.

Optional:

Telephone (Brightspeed)

877-355-4692

Internet/Cable (Xfinity)

800-934-6489

### **YARD MAINTENANCE**

Lawn care is provided by the landlord. Please keep the yard area tidy and discard debris.

## **111 Apple Tree Road**

There are several items that come with the home and residents will be charged the cost of repair and/or replacement if damaged or missing at move-out. These items include:

1. Microwave (countertop)
2. Dehumidifier (basement)
3. Built-in Bed Frame with Storage (bedroom)
4. Fence and gate (back yard)

### **ATTIC**

The attic is unavailable for storage. The attic fan operates by a switch on the wall in the hall and rotating the dial to the desired speed.

### **DEHUMIDIFIER**

The basement is equipped with a dehumidifier to reduce moisture and prevent mildew from developing. The dehumidifier self-drains into the sump pump and does need to be emptied. It is the responsibility of the Resident to operate the dehumidifier to control the moisture in the basement, especially during warm months. Please contact MSC at 434-977-2702 immediately if you experience high moisture levels in the home, equipment failure, or if you have questions regarding the operation of the dehumidifier.

### **FIREPLACE**

The fireplace is unavailable for use.

### **GRILLS**

Grills are permitted in the rear yard area. The use of a grill must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with area rugs. This will help protect the hardwood floors from wear and tear. It is also recommended that you use casters under all furniture to help avoid scratching the floors. If casters and area rugs are not used, you may be held liable for the costs of refinishing or otherwise repairing the floors.

### **HEATING & COOLING**

111 Apple Tree is equipped with a central heating and cooling system. A heat pump system

provides air conditioning, and natural gas for heat.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

All landscaping needs are provided.

### **MAILBOX**

The mailbox is located on the carport adjacent to the entry door.

### **NO SMOKING**

111 Apple Tree is a non-smoking house. Smoking is not permitted within the house. No cigarette butts should be strewn about the lawn or entrance ways. All cigarette butts must be fully extinguished before discarding in the proper receptacle.

### **PARKING**

Two (2) vehicles are permitted on the property. The carport can accommodate one (1) car and the driveway can accommodate one (1) vehicle. Residents are responsible for monitoring the driveway. Additional street parking is available on Apple Tree Road and no City Permit is required. Please do not park on the lawn.

### **SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalks, and parking area.

### **STORAGE**

There is ample storage space for Resident use located in the basement. Not included for Resident use of storage are the attic, a locked storage room in the basement and the shed in the back yard.

### **TRASH**

Trash collection is the responsibility of the resident. Options for trash service include:

City of Charlottesville: A trash can (with lid) and a separate recycle bin are provided. Residents purchase “trash stickers” which are put on the container each week when the trash is collected by

the City of Charlottesville. Trash stickers can be purchased at local grocery stores and mini marts. The City of Charlottesville collects trash each Tuesday and recycling is collected every other Tuesday. Trash containers must be on the street with the appropriate sticker to be collected. Please visit the city website at [www.charlottesville.gov/476/Trash](http://www.charlottesville.gov/476/Trash) for additional information regarding recycling, large item pick-up and where to purchase trash stickers.

Contact a local Trash Collection Service and pay a monthly fee. Many provide roll away containers. A contractor to consider may be:

GFL Environmental	434-296-6000
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**UTILITIES**

Required:	
Electricity (Dominion Virginia Power)	888-667-3000
Water/Sewer/Gas (City of Charlottesville)	434-970-3211
Trash (City of Charlottesville)	434-970-3211

Optional:	
GFL Environmental (2 <sup>nd</sup> Trash Option)	434-296-6000
Telephone/Internet (Brightspeed)	833-692-7773
Cable/Internet (Comcast/Xfinity)	866-203-0432

**WASHER/DRYER**

A washer/dryer is provided and will be the responsibility of the residents to properly care for the machines. Repairs should be reported to the MSC Facilities Department at 434-971-6811. It is the responsibility of the resident to clean and maintain the drain and lint screens on the washer/dryer. Costs incurred due to abuse or neglect will be the responsibility of the resident.

## **111 Harmon Street**

### **AIR CONDITIONING / DEHUMIDIFIER**

One air conditioning unit is provided in the dining room on the main floor of the A unit and one in the C unit. A portable air conditioning unit and dehumidifier is provided in the basement. Landlord is not responsible to provide, repair or replace any window air conditioning unit used or located elsewhere in the home.

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the home and are to be kept clean at all times.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed, without notice, at the Resident's expense.

### **MADHOUSE & FITNESS CENTER ACCESS**

If you are interested in access to the MadHouse facilities, including the fitness center, please contact your Property Manager about the applicable fees for access.

### **PARKING / DRIVEWAY**

Parking is available on a first come, first serve basis for all residents at 111 Harmon Street who have obtained a valid parking sticker. There are 4 spaces available in the driveway. Please do not park in the far-right space as it belongs to your neighbor. 6 additional spaces are available for street parking through the City of Charlottesville. City permits are valid September 1 – August 31 and cost only \$25. You will need to visit the City of Charlottesville Treasurers office located at 605 East Main Street to apply for a city permit. Students will need to provide a valid Driver's License, your UVA student ID, the vehicle registration for the car to be permitted and a copy of your Lease Agreement.

Guest Passes: We do provide 2 guest passes for visitors of our residents to borrow, not to exceed 3 days at a time. To request one, Residents are required to come to our office and sign one out with their phone number. If they are not returned within 3 days or lost, then the resident is responsible for the cost to replace, which is \$50.

### **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your driveway, sidewalk and clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.



## **TRASH**

Trash collection and recycling is provided and containers are on site for your use. All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

## **WASHER & DRYER**

A washer and dryer is provided for 111-A and 111-B. Please be sure to clean the dryer vent each time you remove your clothes from the dryer to reduce the risk of fire.

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

## **UTILITIES**

Residents of units A & B are required to set up Electric and Gas Service as well as Water/Sewer Service. Residents of unit C are required to set up Electric and Gas Service only. Unit C residents will be billed a monthly Utility Fee to cover their water usage and Residents of Unit A will receive a monthly water/sewer credit as their water is shared with Unit C.

### **Required:**

Electricity (Dominion Virginia Power)	888-667-3000
Water and Gas (City of Charlottesville)	434-970-3211

### **Optional:**

Telephone (Century Link)	434-974-6928
	866-304-6820
Cable (Comcast)	888-266-2278

## **132 Chancellor Street**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted at 132 Chancellor. These items can be removed, without notice, at the Resident's expense.

### **HARDWOOD FLOOR CARE**

It is required by management that Residents cover at least 75% of their wood flooring with area rugs IN ALL apartments and townhomes. This will help to reduce noise transference and to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to prevent scratching of the flooring.

Hardwood floors are to be dust mopped, vacuumed or swept as often as necessary. Walking on dusty or dirty floors will quickly damage the floors. Proper care of the hardwood floors is solely the responsibility of the residents. Damage caused by neglect of the hardwood floor will be billable to the tenants.

### **MAILBOXES**

Mailboxes are located at the street entrance of the building, near the main house front door of Apartment #2. No key is required.

### **PARKING**

Each unit at 132 Chancellor has assigned parking spaces that are designated in the following way: Unit #1 has 2 assigned spaces, Unit #2 has 6 assigned spaces, Unit #3 has 2 assigned spaces and units #4 & 5 have 3 assigned spaces each. All assigned spaces are numbered to correspond with the apartment unit # they are designated for. They are for the exclusive use of those Residents. In the event that an unauthorized vehicle is occupying your parking space, you are authorized to tow it from your designated parking space. Call Collier's Towing at 434-293-6433, as they are familiar with parking policies at MSC. Residents must obtain a valid parking sticker from our office in the Madhouse each year and pay an annual one-time fee, typically in August. As we strive to fulfill our residents' parking needs first, guest passes will not be given for any reason at 132 Chancellor. You may not let your guest park in your designated parking space. Any guest's car that is parked in the parking lot runs the risk of being towed. All residents must obtain a valid parking sticker from our leasing office in The MadHouse in order to park in the Chancellor parking lot, limit one sticker per resident. Not all apartments have enough assigned spots for each Resident living in that apartment.

Please drive carefully on the property. Park in marked spaces only, never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending

vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

### **TRASH**

Trash bins are located at the entrance to the property. Please put trash inside the trash bins. If you find that a bin is full, please use another one. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside of your apartment entrance. If it is necessary for us to remove the trash, your account will be billed. This includes cigarette butts and any other debris thrown off balconies.

### **UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

Required:

Electricity (Dominion Energy)	888-667-3000
Gas (City of Charlottesville)	434-970-3211
Water & Sewer (City of Charlottesville)	434-970-3211

Apt. #1: Resident responsible for water, gas (heat, cooking, hot water), electricity.

Apt. #2: Resident responsible for water, gas (cooking, hot water), electricity.

Apt. #3: Resident responsible for water, electricity. (no gas in Apt.)

Apt. #4 & #5: Resident responsible for water, gas (heat, cooking, hot water), electricity.

All units pay a trash fee.

Optional:

Telephone (CenturyLink)	800-201-4099
Cable/Internet (Comcast/Xfinity)	888-266-2278

### **WATERBEDS**

Because of the potential for extensive water damage as well as the enormous weight, waterbeds are not permitted.

## **507 16th Street, NW**

### **BICYCLES**

Bicycles may be stored inside your apartment or in a rented storage unit in the basement. At no time can they be stored on the apartment landings or attached to a railing or any part of the building.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

Residents with hardwood floors are responsible for the care and upkeep of the hardwood floors. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. DO NOT put any type of wax product on these floors. It is required by management that Residents cover at least 75% of their flooring with area rugs. This will help reduce noise transference and also to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. When vacating the apartment, please sweep and damp mop the hardwood floors, DO NOT wax and buff.

### **LAUNDRY**

Coin operated washers and dryers are located in the basement for your convenience. The access code to the basement door is 1980.

In the event of a laundry machine malfunction, please call CSC/Coinmach at their toll free number located on the machines to report the problem (1-877-264-6622). You will need to provide the license plate number for the machine (each machine has a 3 letter and 3 number decal).

Please be courteous and remove clothing from machines promptly when done, clean lint from dryers, and use waste receptacles. In order to prevent the possibility of theft, it is recommended that you DO NOT leave your clothes unattended. Management Services Corporation assumes no responsibility for lost or stolen clothes.

### **MAILBOXES**

The mailbox bank is located at the front entrance to the building. Mailbox numbers correspond with the apartment number. Please keep this area clean and free of trash.

## **MAINTENANCE**

Maintenance and grounds work at 507 16th Street is completed by MSC's Facilities Maintenance Department. If you are experiencing a maintenance problem, please report the concern to the Maintenance Department at 434-971-6811.

## **PARKING**

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website and sign up through the parking lottery. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our resident's parking needs first, guest passes will not be given for any reason.

Any vehicle that is double parked or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted and offending vehicles are subject to being towed at the owner's expense. No parking is allowed on the lawn or sidewalks. Vehicles parked on the lawn or sidewalks are subject to towing at the vehicle owner's expense and risk.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

## **STORAGE**

Storage bins are located in the basement. Residents may rent a storage bin for a monthly fee of \$15. Residents will need to provide a locking device for their individual storage unit. Items stored in unrented bins may be removed by Management without notice. Please contact your Property Manager at 434-977-2702 if you are interested in renting a storage bin.

## **TRASH**

All trash must be removed from the apartment weekly and stored in garbage cans with lids until collection. Trash and/or recycling are not to be stored outside of the apartment doors. Leaving either outside in the stairwell or landing could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. MSC Buildings and Grounds will remove trash containers from their enclosure and place them at the curb by 7:00 a.m. on the scheduled day of trash pick-up. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn or in the entryways at any time. All litter and debris are to be kept off the property at all times.

## **UTILITIES**

Service for electricity and gas must be set up in your name from the day the lease begins and must remain connected throughout the lease period.

Required:

Electricity (Dominion Virginia Power)	888-667-3000
Gas (City of Charlottesville)	434-970-3211

Optional:

Telephone (Century Link)	800-201-4099
Cable (Comcast)	888-266-2278

### **WINDOW COVERINGS**

Blinds are provided by 507 16th Street Apartments for all windows. Residents may be billed for abuse or excessive wear and tear on blinds.

## **508 16<sup>th</sup> Street NW “The Honey House”**

Welcome to 508 16<sup>th</sup> Street NW – also known as “The Honey House”. You have leased a truly unique home! The house you are living in was built during the early 1920’s and has great historical and architectural charm. Please keep in mind that this is not a new home and there may be some minor inconveniences due to its age.

We hope you truly enjoy The Honey House! The information below is specific to your home and will better inform you of the policies currently set. If you have any questions during your time with us, please do not hesitate to contact your Property Manager at 434-977-2702.

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the house and are always to be kept clean.

The deck on the second floor over the front porch has a load limit of 6. Do not have more than 6 people on this deck at the same time.

### **EXTERIOR UPKEEP**

Exterior yard maintenance is provided as part of your lease. Please keep the yard tidy at all times and immediately remove debris and trash.

### **FIREPLACES**

The fireplaces are decorative only and should not be used.

### **GRILLS**

The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. Do not use a grill on your rear porch as this is a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident’s expense.

## **KEYPAD ENTRY**

The home and annex units are equipped with keypads. When you move in you will be provided with a code that will work all keypads on the property. Should you ever notice a light flashing on any keypad please contact our Facilities Department right away so that we can replace the batteries. Please note you will also receive actual keys that work the keypads. Should the system ever fail use the keys provided. We suggest you always keep a key handy in case you should ever need it.

## **PARKING**

Two parking areas are available and provide a total of 10 parking spaces. 2 spaces are available in the main driveway located along 508 16<sup>th</sup> Street NW and 8 parking spaces are available at the rear of the property, which is accessible from 1500 Grady Avenue. All residents are eligible to receive a parking pass, which are required for parking in the driveway or parking area. Parking passes cost \$100 each and allow parking from August – August of each year. You must have a parking sticker to park in either area or vehicles are subject to towing. Residents are responsible for monitoring the parking areas and are encouraged to use Collier's Towing Service at 434-295-4941 to have unauthorized vehicles removed as they are familiar with our parking policies.

## **PASS DOWN – NAME CHANGE**

We are happy to accommodate residents moving in and out of the house and process name change agreements. Please note that a Pass Down agreement may be required, and that occupancy must always be maintained at 12.

## **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your porch areas, walks and driveway. Management will shovel the city sidewalk.

## **STORAGE**

Items should not be stored in areas/closets with heating/air conditioning units or water heaters. Management assumes no responsibility for items stored in these areas.

## **SPRINKLER SYSTEM**

The home is equipped with a sprinkler inspection. Never hang or touch the sprinkler heads. Doing so may activate them and flood the home.

## **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until



collection. Residents are responsible for providing trash cans with lids for City trash pickup. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by the City and must be tagged with the appropriate City sticker. City trash stickers are available at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

**WASHER/DRYER**

Your home is equipped with a washing machine and dryer. The landlord agrees to maintain the machines; however, the resident will be responsible for service, repairs and any subsequent damage caused by resident abuse or neglect. Prior to each use of the dryer, resident should clean the dryer lint screen. Resident should promptly report any leaks from the washing machine, hoses, or drains. Residents will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

**WINDOWS**

The Honey House has original windows and no replacement is planned at this time. Many have great charm, and some have manual cranks. We ask that you be patient and careful when operating the windows. Should you ever find a window broken, stuck or in need of repair please contact our Facilities Department.

**UTILITIES**

Service for electricity, gas, water, and sewer must be set up in your name from the day the lease begins and must remain connected throughout the lease period.

Required:

Electricity (Dominion Virginia Power)	888-667-3000
Gas (City of Charlottesville)	434-970-3211
Water/Sewer (City of Charlottesville)	434-970-3211
Trash Removal (City of Charlottesville)	434-970-3211

Optional:

Telephone	(Bright Speed)	877-355-4692
Internet/Cable	(Xfinity)	800-934-6489

## **525 Ridge Street**

### **APPLIANCES**

Each apartment is furnished with a full-size, front loading clothes washer and dryer. The washer is a high-efficiency appliance. Use only detergents marked "HE." Use of non-HE detergents will cause excessive suds and may result in overflowing. Any maintenance calls necessitated by using non-HE detergents may be billed to the resident.

Refrigerators, ranges and ovens, microwave ovens, and dishwashers are stainless steel. Do not clean with abrasive cleaners such as Comet or Soft Scrub. Residents have been supplied with 1 bottle of Cerama Bryte, which is the preferred product for cleaning and protecting the range top surface.

### **COUNTER TOPS**

Kitchen countertops are made of Quartz. Do not use any type of abrasive cleaner to clean them, such as Comet or Soft Scrub.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **HALLWAYS, STAIRWAYS, SHARED PATIOS, AND BALCONIES**

Hallways, stairways, and balconies are to be kept clear of trash and personal belongings at all times. Hanging items from the balcony railings is also not permitted.

Most balconies are narrow and may hold at the most two small chairs and one small table. They must be in a style that is appropriate for the building. Please check with the Property Manager before purchasing.

Some apartments have shared patios. We kindly ask that you keep personal belongings on your half of the shared patio. Please do not use your neighbor's chairs, tables and/or other items without permission.

Remember that you are living with other people and your activities may affect them. Please be conscious of noise created and the time of day, as people may be sitting down to dinner or sleeping. With shared patios never infringe on space other people expect to use. Cooperate, communicate and be considerate to keep peace with your neighbors.

When moving in, please be sure to use a hand-truck or similar moving equipment with pneumatic tires only. These tires are much softer than the hard rubber tires used on dollies or grocery carts.

### **HARDWOOD FLOOR CARE**

Bedrooms, living rooms, kitchens, and hallways are covered with a hardwood laminate floor.

There is a cork cushion and sound-absorbing underlayment on top of a gypcrete (concrete) floor. We expect there to be little, if any, sound transfer between apartments, but since 525 Ridge Street is a brand-new building, we reserve the right to require that residents on the second and third floors cover at least 75% of their hardwood laminate flooring with area rugs. This would reduce noise transference between apartments in the event this becomes a concern. It is also recommended that you use casters or felt pads under all furniture legs to help avoid any scratching of the flooring.

Do not apply any type of wax or polish to the hardwood floors. Damp mop only.

### **LIMITED ENTRY ACCESS SYSTEM**

525 Ridge Street is equipped with a limited access entry system which requires a key fob to enter the building and to enter individual apartments. Only Residents may possess a key fob which will be issued at the time of move-in. Residents are also provided with a physical key to access the building and individual apartments. The cost to replace a lost or missing key fob is \$50.00. The building also features the Icall system which allows users to grant access by taking action on their smart phone. Please be sure to register your mobile device with MSC in order to activate.

The Ridge Street door to the mail vestibule will be unlocked 24/7 per the requirement of the US Postal Service. Another access-controlled door to the building's interior is located just beyond the mail vestibule.

### **MAILBOXES**

Mailboxes are located in the lobby on the Ridge Street entrance to the building. Each resident will be issued a key to their apartment mailbox. Please contact your Property Manager at 434-977-2702 if you have questions regarding your specific mailbox.

### **MOVING TRUCKS/ VEHICLES**

Due to the building's low overhang at the parking lot entrance which limits overhead clearance, caution should be exercised at all times, particularly when moving in and out of the building.

### **PARKING**

525 Ridge Street offers a total of 35 covered parking spaces - enough for each of the 27 apartments to be granted one parking permit at no additional charge providing the resident owns a registered vehicle. An exception will be considered for residents with both a car & a moped as long as both vehicles are small enough to fit in the same space and both are registered. The 8 additional covered spaces will be available for lease on a first come, first served basis. All spaces will be available on a first come, first served basis and no spaces will be assigned.

There are 10 uncovered spaces just across from the garage entrance in the rear driveway. These spaces are open to residents and their guests but are also shared with the hotel next door. Additionally, on-street parking is available along Ridge Street with no neighborhood permit required.

In order to obtain an MSC parking permit, residents should visit our office at 780 Madison Avenue (MadHouse) and register their vehicle. Residents will need to obtain new permits each August when their current permit expires.

You may not park in the 525 Ridge Street parking garage without a valid parking sticker displayed on your vehicle that is visible from the outside of the vehicle. Do not place a sticker on a heavily tinted window – it must be visible. Vehicles without a 525 Ridge Street parking permit are subject to towing by Colliers Towing. In the event that an unauthorized vehicle is towed, it may be retrieved at 1530 Viola Way, Charlottesville, VA 22902. Collier's phone number is 434-295-4941.

Please drive carefully on the property and only park in the marked spaces and never in the fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a trash container or impeding the flow of traffic through the parking lot at any time is subject to towing without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

### **ARBORETUM**

525 Ridge offers an arboretum behind the building, available to residents and public use. The arboretum provides a walking path and some seating areas. If you bring your dog along, please ensure that you pick up behind them and properly dispose of waste.

### **NO SMOKING**

525 Ridge Street is a non-smoking community. In an effort to provide healthful, clean apartment homes for our current and future residents, we do not allow smoking within this community – neither indoors nor outdoors. For more information, please refer to the Non-Smoking Addendum.

### **REFRIGERATOR WATER FILTERS**

Some refrigerators at 525 Ridge have a water filter. The manufacturer recommends changing the filter periodically for the best experience. If a light comes on signaling its time to change the filter you have the option of taking care of this yourself or calling MSC Maintenance to do it for you. This would be a billable service call, however.

### **TRASH**

The trash dumpster (s) are located in the parking garage and are emptied once per week. Please do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. If you find the container is full, please contact your Property Manager at 434-977-2702. We also ask that you do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, the resident will be billed for the cost of removal.

## **UTILITIES**

There is a monthly Utility Fee at 525 Ridge Street. This fee covers water and sewer, and trash removal.

### **Required:**

Electricity (Dominion Virginia Power)	888-667-3000
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### **Optional:**

Telephone, Internet, and Cable (Century Link)	888-723-8010
Cable and Internet (Comcast)	888-266-2278
Internet (Ting)	434-984-8428

## **WINDOW TREATMENTS**

Residents may not install window treatments of any kind in their apartments, however custom window treatments have been provided. If additional treatments are desired, options may be available through Management for a one -time fee.

## **WIRING – USB, CABLE TV, INTERNET**

There is a USB charging outlet located in the kitchens. All bedrooms and living rooms are hard wired for cable and internet. Living rooms are prewired for wall mounted televisions. No wiring alterations may be made without written permission.

## **606 Gillespie Avenue**

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the home and are to be kept clean at all times.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed, without notice, at the Resident's expense.

### **MADHOUSE & FITNESS CENTER ACCESS**

If you are interested in access to the MadHouse facilities, including the fitness center, please contact your Property Manager about the applicable fees for access.

### **MAIL**

Mailboxes are located to the left of the parking area near the street. The top box is for outgoing mail. Mailbox keys are always very limited. Please do not lose your key. However, if do please contact our office for replacement. A fee may be charged if it's necessary to rekey the lock.

### **PARKING**

Parking is available in the gravel lot and accommodates one space per resident. Street parking is available for guests or overflow as needed. At this time no parking passes are required. However, management reserves the right to implement a parking pass program should the need be necessary.

### **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your porches and for clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.

### **TRASH**

All trash must be removed weekly and stored in garbage cans with lids until collection. Trash is not to be stored outside the house. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by GFL Waste weekly. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

## WATERBEDS

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

## UTILITIES

Water, sewer and *some* gas is paid by utility fee. Please refer to your lease cover page for the specific amounts.

<b>Apartment</b>	<b>W&amp;D?</b>	<b>Utl Fee:</b>	<b>UTL Fee Covers</b>	<b>Resident Responsibility</b>
#1 - 3BR	Y	\$95	Water/Sewer/Trash	Gas & Electricity
#2 - 1BR	N	\$50	Water/Sewer/Trash	Gas & Electricity
#3 - 1BR	Y	\$60	Water/Sewer/Trash	Gas Heat & Electricity
#4 - 1BR	Y	\$60	Range/Water/Sewer/T	Electricity
#5 - 1BR	N	\$50	Water/Sewer/Trash	<b>Gas Heat &amp; Electricity</b>
#6 - 1BR	Y	\$60	Water/Sewer/Trash	Electricity

### Required:

Electricity (Dominion Virginia Power)

888-667-3000

City of Charlottesville Utility Dept. – GAS (Unit #3 Only)

434-970-3211

### Optional:

Telephone (Century Link)

434-974-6928

866-304-6820

Cable (Comcast)

888-266-2278

## YARD MAINTENANCE

Lawn care is provided by the landlord. Please keep the yard area tidy and discard of debris.

## **629 Watson Ave**

### **ATTIC USE**

The attic area of 629 Watson is to be used for storage only. Under no circumstances is the attic to be used as a bedroom, as this is a Charlottesville housing code violation punishable by law. Residents agree to keep the attic free of trash and flammable or combustible materials such as cardboard, lint, loose paper, trash, dryer sheets, etc. There is a ladder onsite in the upstairs right bedroom to access the attic. Disposal of the ladder will result in the billing of a replacement.

### **FIREPLACES**

Using a fireplace can be a great addition to heating your home during the winter months. The property is equipped with an electric fireplace in the living room. Please ensure the fireplace is never on and unattended for an extended period of time. Please also ensure the fireplace is never running for more than 4 hours at a time.

### **PAINTING**

Permission is required if you wish to change any of the paint colors in the house. These are custom colors chosen by the owner and it would be very costly to return the walls to the original colors if they should be changed.

### **PARKING**

Parking for 629 Watson is limited to the driveway at the front of the house. No parking is allowed on the lawn or sidewalks. Vehicles parked on the lawn or sidewalks are subject to towing at the vehicle owner's expense and risk. Street Parking is available in front of the house and no city pass is required. This is not reserved exclusively for the resident 629 Watson.

### **.PATIO**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs, and other debris are not permitted at any time. Patios are considered part of the house and are to be kept clean at all times.

### **YARD MAINTENANCE**

Yard maintenance is provided for your convenience and includes mowing, pruning shrubs and leaf removal. Please do not leave any debris, furniture or trash in the yard or perform activity that may damage the turf. If you have a pet please clean up waste often. Please note there is a drain in the back yard. It's essential to keep this drain free of debris.

### **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your sidewalk, driveway and clearing your vehicles. The City of Charlottesville requires that city



sidewalks be cleared within 24 hours of a snow event. It is your responsibility to clear snow from the sidewalk along Marshall Street. Prepare ahead of time to avoid problems when the snow arrives.

**TRASH**

The City of Charlottesville collects trash on Wednesdays. A recycling and trash bin have been provided. All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling are collected by the City of Charlottesville. Trash stickers can be purchased at most local grocery stores, or an annual trash decal can be purchased at the City Treasurer’s Office Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day.

**UTILITIES**

Refer to lease cover page. If you experience any interruption in service, please contact the following utility companies:

Electricity (Dominion Virginia Power)	888-667-300/434- 970-3211
Water/Sewer (City of Charlottesville)	434-970-3211
Optional: (To be set up by Resident)	
Cable/Internet	Comcast 888-266-2278

**GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident’s expense.

**Air Conditioning/Heat**

629 Watson is equipped with an Ecobee Smart Thermostat. To utilize this, download the Ecobee mobile app and create an account. Follow the “add device” instructions to get your smart phone paired with the thermostat. The Ecobee handbook can be found using this link: <https://support.ecobee.com/s/articles/download-documents-included-with-your-ecobee-device>

For increased efficiency and lower utility bills, set the thermostat no lower than 10 degrees below outside temperature.

**Heat:** During cold winter months you must maintain your heat at no less than 55 degrees to prevent pipes from freezing and bursting. Residents are responsible for all damage associated with frozen pipes if they neglect to keep heat on as requested.

**MAIL**

There is a mailbox to the left of the front door for all mail. Please note it does not lock. The MSC office located in the Madhouse at 780 Madison Avenue will not accept packages or other mail for our Residents. Please make sure to hold your mail at the Post Office if you will be gone for an extended period. Also, when vacating your apartment, be sure to provide the Post Office with your forwarding address so that your mail will go to the correct location. MSC will not forward any mail to residents after they have vacated.

### **PETS**

Pets are allowed, please see our office for details. For the governing rules and regulations related to pets, please see the Pet Addendum, which you will be asked to sign and to date in the event that you intend to have a pet in your apartment unit. You will be fined if we find an unregistered pet at your apartment.

Additionally, residents are asked not to leave pets unattended in the yard for extended periods. Unsupervised animals can cause damage to the landscaping, and any necessary restoration or repair costs may be charged to the resident.

### **ALARM SYSTEM**

629 Watson is equipped with an alarm system. This can be activated through Xfinity/Comcast at your cost. Please contact Xfinity/Comcast directly to be advised on activation.

### **ENTRY DOOR KEY PAD**

The home is equipped with a keypad entry. If you would like a personal code set for your use please contact your Property Manager and they'll be happy to assist you in setting this up.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If casters and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **NO SMOKING**

No smoking is permitted within the house. No cigarette butts should be strewn about the lawn or entrance ways. All cigarette butts must be fully extinguished before discarding in the proper receptacle.

### **EXTERIOR WATER SPIGOT**

Disconnect the hose from the exterior spigot before the weather turns cold to prevent pipe bursts. Residents will be responsible for necessary repairs should they neglect to disconnect the water hose.

## **817 Cabell Avenue**

### **ATTIC USE**

Under no circumstances is the attic area to be used.

### **DEHUMIDIFIERS**

The basement apartment home, 817-B is equipped with a dehumidifier to reduce moisture and prevent mildew from developing. It is the responsibility of the Resident to maintain and operate the dehumidifier to control the moisture in the apartment. Please contact your Property Manager if you have questions regarding the operation of the dehumidifier.

### **FIREPLACE**

Apartment A has a wood-burning fireplace in the living room.

Using a fireplace can be a great addition to heating your apartment during the winter months. When using your fireplace, please adhere to the following guidelines:

- Wood stored inside your apartment must be in a container to avoid stains on the flooring.
- Wood may be stored on decks or porches (where applicable) if it is not stacked against the building, and it is underlain by a tarp.
- No trucks are allowed on any lawn to unload firewood.
- Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).
- Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.
- Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
- Place logs on the grate in the fireplace.
- When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
- Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
- Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.
- When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at 434-971-6811.

### **GRILLS**

Grills are permitted in the rear patio/yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice

at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If casters and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **HEATING & COOLING**

817 Cabell Avenue is equipped with a heating and air system for both apartments.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

All landscaping needs are provided.

### **MAILBOXES**

A mailbox is located near the front door.

### **NO SMOKING**

No smoking is permitted within the house. No cigarette butts should be strewn about the lawn or entrance ways. All cigarette butts must be fully extinguished before discarding in the proper receptacle.

### **PARKING**

The driveway can accommodate two (2) vehicles. Residents are responsible for monitoring the driveway. Additional street parking is available on Cabell Avenue and no City Permit is required.

### **SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalks, and parking area.

### **TRASH**

A trash tote and recycling bin is provided for each apartment. Please put trash IN the trashcan. Do not place trash outside of the trashcan on the ground, as animals/rodents will tear the bags and spread the trash. Please do not leave trash bags or other debris outside of your apartment

entrance. If it is necessary for us to remove the trash, your account will be billed.

A recycling bin is provided for recyclable materials only. Please visit the City of Charlottesville website at [www.charlottesville.org/recycling](http://www.charlottesville.org/recycling) for a list of acceptable recycling materials and guidelines.

Trash is picked up by the City of Charlottesville on Thursday.

**UTILITIES**

Provided (Utility Fee):	
Electricity (Dominion Virginia Power)	888-667-3000
Water/Sewer/Gas (City of Charlottesville)	434-970-3211
Trash (City of Charlottesville)	434-970-3211
Optional:	
Telephone/Internet (Brightspeed)	833-692-7773
Cable/Internet (Comcast/Xfinity)	866-203-0432

## **821 Cabell Avenue**

### **ATTIC USE**

Under no circumstances is the attic area to be used.

### **DEHUMIDIFIERS**

Apartments A and B are equipped with a dehumidifier to reduce moisture and prevent mildew from developing. It is the responsibility of the Resident to maintain and operate the dehumidifiers to control the moisture in the apartment. Please contact your Property Manager if you have questions regarding the operation of the dehumidifier.

### **FIREPLACE**

Apartment A has a fireplace in the living room.

Using a fireplace can be a great addition to heating your apartment during the winter months. When using your fireplace, please adhere to the following guidelines:

- Wood stored inside your apartment must be in a container to avoid stains on the flooring.
- Wood may be stored on decks or porches (where applicable) if it is not stacked against the building, and it is underlain by a tarp.
- No trucks are allowed on any lawn to unload firewood.
- Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).
- Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.
- Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
- Place logs on the grate in the fireplace.
- When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
- Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
- Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.
- When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at 434-971-6811.

### **GRILLS**

Grills are permitted in the rear patio/yard area. The use of grills must be strictly supervised.

Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and will also help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If casters and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **HEATING & COOLING**

821 Cabell Avenue is equipped with individual heating and cooling systems for each apartment. Apartment "A" has a split central system with gas forced air heating and electric AC. Apartment "B" has two through-the-wall heating/cooling combination systems run by electric only. Both apartments have thermostats to control the apartment temperature.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

All landscaping needs are provided.

### **MAILBOXES**

A mailbox is located near the front door.

### **NO SMOKING**

No smoking is permitted within the house. No cigarette butts should be strewn about the lawn or entrance ways. All cigarette butts must be fully extinguished before discarding in the proper receptacle.

## **PARKING**

The driveway can accommodate one vehicle. Residents are responsible for monitoring the driveway. Additional street parking is available on Cabell Avenue and no City Permit is required.

## **SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalks, and parking area.

## **TRASH**

A trash tote and recycling bin is provided for each apartment. Please put trash IN the trashcan. Do not place trash outside of the trashcan on the ground, as animals/rodents will tear the bags and spread the trash. Please do not leave trash bags or other debris outside of your apartment entrance. If it is necessary for MSC to remove the trash, your account will be billed.

A recycling bin is provided for recyclable materials only. Please visit the City of Charlottesville website at [www.charlottesville.org/recycling](http://www.charlottesville.org/recycling) for a list of acceptable recycling materials and guidelines.

Trash is picked up by the City of Charlottesville on Thursday.

## **UTILITIES**

Resident Responsible:

Electricity (Dominion Virginia Power)	888-667-3000
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Provided (Utility Fee):

Water/Sewer/Gas (City of Charlottesville)

Trash (City of Charlottesville)

Optional:

Telephone/Internet (Brightspeed)	833-692-7773
Cable/Internet (Comcast/Xfinity)	866-203-0432



## **1109 Preston House**

### **AIR CONDITIONING**

The house has four window air conditioner units. They are located in the living room and bedrooms.

### **APPLIANCES AND EQUIPMENT**

The house is equipped with a washing machine and a dryer provided by the Landlord. The Landlord agrees to maintain the machines; however, the Resident will be responsible for service, repairs, and any subsequent damage caused by Resident abuse or neglect. Prior to each use of the dryer, Resident should clean the dryer lint screen. Resident will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

### **BASEMENT USE**

Residents do not have access to the basement. Under no circumstances is the basement to be used for storage or as a bedroom, as this is a Charlottesville housing code violation punishable by law. The basement houses the furnace and water heater which is only accessible by MSC Facilities Maintenance and/or MSC personnel.

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs, and other debris are not permitted at any time. Patios are considered part of the apartment and are to be kept clean at all times. The front porch is carpeted and should be swept weekly to keep it clean.

### **PARKING**

Parking is limited to the driveway. No parking is allowed on the lawn. Vehicles parked on the lawn are subject to towing at the vehicle owner's expense and risk. You are responsible for monitoring your own driveway. Please make sure not to block or impede traffic to the neighbor's driveway – you will be towed if you block their entrance.

### **GRILLS**

Grills are permitted in the yard area. A barbeque pit is available in the rear of the yard for your use. You are required to keep it tidy and remove ashes that have cooled properly. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help

reduce noise transference between apartments and also help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If castors and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. No personal items such as tables, chairs, kegs, etc. are permitted in the lawn or stored around the perimeter of the house.

### **MAILBOXES**

A mailbox for 1109 Preston House is by the front door. No key is required.

### **POOL**

1109 Preston House Residents may use the pool at Cambridge Square Apartments, which is located directly behind the Preston Square property. The pool season is typically May through September. Management Services reserves the right to change these dates without prior notice. Please observe all signs with regard to pool opening, use and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his / her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

The pool rules include the following:

1. No alcohol or glassware.
2. No pets allowed.
3. Guest must be accompanied by a Resident. Limit 1 guest per Resident.
4. Use of pool will be at Resident's own risk.
5. No running or rough play.

**THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.**

**USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.**

## **SNOW**

MSC does not plow the road leading to 1109 Preston, as this land is owned by the City of Charlottesville.

## **TRASH**

1109 Preston House Residents are permitted to use the dumpsters provided for Preston Square Apartments. Please put trash IN the dumpster. If you find a dumpster is full, please use another one. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

## **UTILITIES**

### **Required:**

Electricity (Dominion Energy)	866-366-4357
Water/Sewer/Gas- (City of Charlottesville)	434-970-3211

### **Optional:**

Telephone (Century Link)	434-974-6928
Cable (Xfinity)	888-266-2278

## **1621 Gordon “The Power House”**

### **AIR CONDITIONERS**

One window Air Conditioning unit will be provided for each bedroom, and one window unit will be provided in the living/social room. These window units will be maintained by MSC.

### **BASEMENT/GARAGE USE**

The garage area of 1621 Gordon is to be used for storage only. Under no circumstances is the basement or garage to be used as a bedroom, as this is a Charlottesville housing code violation punishable by law. Residents agree to keep the basement free of trash and flammable or combustible materials such as cardboard, lint, loose papers, trash, dryer sheets, etc. This is extremely important since the furnace and water heater for the home are stored in the basement area.

### **DECKS AND PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs and other debris are not permitted at any time. Patios are considered part of the apartment and are always to be kept clean.

### **FIREPLACES**

Using a fireplace can be a great addition to heating your apartment during the winter months. When using your fireplace, please adhere to the following guidelines:

- Wood stored inside your apartment must be in a container to avoid stains on the flooring.
- Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.
- No trucks are allowed on any lawn to unload firewood.
- Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).
- Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.
- Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
- Place logs on the grate in the fireplace.
- When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
- Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
- Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.
- When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are

unsure of its operation, please contact our Maintenance Department at 434-971-6811.

## **GRILLS**

The use of charcoal grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense. Only gas grills are allowed. Gas grills must be stored in a location where they are not exposed to extreme heat/cold. Grills must be stored in a location that is not visible from the road.

## **PARKING**

Parking for 1621 Gordon is limited to the driveway at the rear of the house. No parking is allowed on the lawn or sidewalks. Vehicles parked on the lawn or sidewalks are subject to towing at the vehicle owner's expense and risk.

## **PASS DOWN – NAME CHANGE**

We are happy to accommodate residents moving in and out of the house and process name change agreements. Please note that a Pass Down agreement may be required, and that occupancy must always be maintained at 11.

## **POOL**

1621 Gordon Ave. residents may use the pool at Oxford Hill Apartments, which is located on Madison Ave. The pool season is typically May through September. Management Services Corporation reserves the right to change these dates without prior notice. Please observe all signs regarding pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his / her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

The pool rules include the following:

1. No alcohol or glassware.
2. No pets allowed.
3. Guest must be accompanied by a Resident. Limit 1 guest per Resident.
4. Use of pool will be at Resident's own risk.
5. No running or rough play.

**THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR**

TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.

USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

### SNOW

As snowy weather approaches, please remember that you are responsible for shoveling your driveway and clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.

### STORAGE

Items should not be stored in areas/closets with heating/air conditioning units or water heaters. Management assumes no responsibility for items stored in these areas.

### TRASH

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Residents are responsible for providing trash cans with lids for City trash pickup. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage & recycling are collected by the city and must be tagged with the appropriate City sticker. City trash stickers are available at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris are to be kept off the property at all times.

### UTILITIES

Service for electricity, gas, water, and sewer must be set up in your name from the day the lease begins and must remain connected throughout the lease period. When connecting electricity, service must be requested for **1621 Gordon Ave**, and **1621 Gordon Ave, 2**. Two electricity meters service the house.

#### Required:

Electricity (Dominion Energy)	866-366-4357
Gas (City of Charlottesville)	434-970-3211
Water/Sewer (City of Charlottesville)	434-970-3211
Trash Removal (City of Charlottesville)	434-970-3211

#### Optional:

Telephone	Century Link	434-974-6928
Cable/Internet	Xfinity	888-266-2278

## **WASHER/DRYER**

Your home is equipped with a washing machine and dryer. The landlord agrees to maintain the machines; however, the resident will be responsible for service, repairs and any subsequent damage caused by resident abuse or neglect. Prior to each use of the dryer, resident should clean the dryer lint screen. Resident should promptly report any leaks from the washing machine, hoses, or drains. Residents will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

## **1701 Gordon Avenue**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **HEATING**

Apartments A, B, & G are heated by a central boiler. The Accustat thermostat controlling the temperature is located in apt. A.

The boiler is usually started around October 15 and turned off in May. Once the maintenance staff turns on the boiler and the radiator system is heated, it can take up to 2 days to cool down when turned off. Therefore, even though nights might be cool in September, it is impractical to ignite the heat when daytime temperatures might still reach into the eighties. Years of experience in boiler operation have proven to us that this schedule for starting and stopping the heating system is most practical and effective. Apt. A also has supplemental electric baseboard heat that is not connected to the central boiler.

### **LAUNDRY**

We encourage you to use the laundry facility at Cambridge Square Apartments (in the 822 building), located on Madison Avenue across the street from the MadHouse. Operation of the machines is by debit, credit, and coin.

Please be courteous when using these facilities and remove your clothes from all machines as soon as the cycle is complete. After removing all clothes from the washing machines, please leave the washer door open to allow air to dry the door gasket. Remove all lint from dryers before and after each use and dispose of all lint and trash in the container provided. To prevent the possibility of theft it is recommended that you DO NOT leave your clothes unattended. MSC assumes no responsibility for lost or stolen items.

If you should notice that a machine is not operating properly, please contact CSC Serviceworks at <https://www.cscsw.com/request-service/> or by calling toll free at 877-264-6622. Please be sure to provide the machine identification number that is located on the front of the machine in your service request.

### **MAILBOXES**

Mailboxes are centrally located for all apartments on the parking lot side porch in between apartments A & B. No key is required.

### **PARKING**

Because parking is at a premium around the University area, parking spaces may be purchased on a first-come first-serve basis through our parking lottery for a monthly fee.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term



must visit our website to complete a parking addendum. All parking spaces will be reserved on a first-come first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

Each space in the parking lot is numbered. Residents will be responsible for monitoring their specific numbered parking space obtained in the lottery and will be authorized to tow from their designated space.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. To protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense. We do not offer guest passes at 1701 Gordon.

There is one space that is not numbered and used for MSC emergency services. This space must remain open at all times. Any vehicle parked in the unmarked space will be towed immediately, without warning, at the owner's expense, even with a valid parking sticker.

If your vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

## **SAFETY AND SERVICES**

Do not climb out onto the roof. Anyone seen on the roof, resident and/or guest, is subject to legal action for damage to the roof.

## **TRASH**

Garbage cans are provided for your disposal of trash. Please put trash IN the trashcan. If you find one trashcan is full, please use another one. Do not place trash outside of the trashcan on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

## **UTILITIES**

Required:

Electricity (Dominion Virginia Power)

866-366-4357

Optional:

Brightspeed (Telephone)

877-355-4692

Xfinity/Comcast (Cable)

800-934-6489

## **1802 Chelsea Drive**

### **APPLIANCES AND EQUIPMENT**

The house is equipped with a washing machine and a dryer provided by the Landlord. The Landlord agrees to maintain the machines; however, the Resident will be responsible for service, repairs, and any subsequent damage caused by Resident abuse or neglect. Prior to each use of the dryer, Resident should clean the dryer lint screen. The resident will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

### **ATTIC USE**

Under no circumstances is the attic area to be used.

### **DEHUMIDIFIERS and AIR CONDITIONING**

As a preventative measure, the home is also equipped with a dehumidifier in the crawl space of the basement. It will turn off and on as moisture levels rise in the basement causing slight noise. The dehumidifier will be serviced once a year by MSC technicians. Please contact MSC immediately with issues pertaining to high moisture levels.

There is also a portable dehumidifier in the basement unit to be used as needed by the Resident.

There is also a window air conditioner in the basement that must always stay on during warm months to help with moisture levels in the basement space.

If the basement space will be left unattended for more than 7 days during the summer months, please notify your Property Manager and we will check to make sure the equipment is working properly while you are away.

### **ELECTRICITY**

Electricity for the home is provided by Dominion Energy. Please note that the basement is separately metered from the remainder of the home, which will result in two separate bills for electricity. You must set up service with Dominion Virginia Power for your entire lease term. You may call 888-667-3000 or visit their website at [www.dom.com](http://www.dom.com) to set up service.

### **FIREPLACES**

Using a fireplace can be a great addition to heating your apartment during the winter months.

When using your fireplace, please adhere to the following guidelines:

Wood stored inside your apartment must be in a container to avoid stains on the flooring.

Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.

No trucks are allowed on any lawn to unload firewood.

Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).

Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.

Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.

Place logs on the grate in the fireplace.

When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.

Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.

Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.

When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact our Maintenance Department at 434-971-6811.

## **GRILLS**

Grills are permitted in the yard area. Residents are required to keep it tidy and remove ashes that have cooled properly. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

## **HEATING**

The home has a gas boiler system. The thermostat for the radiators is in the upstairs hallway. Please leave approximately 1" space between furniture and the radiators within all rooms.

## **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. No personal items such as tables, chairs, kegs, etc. are permitted in the lawn or stored around the perimeter of the house. The owner will provide maintenance of the lawn.

## **MAILBOXES**

The mailbox is located by the front door. No key is required.

## **PARKING**

Parking is limited in the driveway. It can accommodate 2 vehicles. Residents will be responsible for monitoring the driveway. Additional parking is available and is allowed only by obtaining a City parking permit for parking along Chelsea Drive only.

To legally park your vehicle along Chelsea Drive, you must obtain a city permit from the City of Charlottesville Treasurer's Office. The stickers become available from the City of Charlottesville on or around September 1st of each year. Costs to obtain a permit are determined by the City Council and subject to change annually.

Sticker allotments for 1802 Chelsea are determined by the City of Charlottesville Treasurer's Office

and are limited. There is no guarantee that all residents will be able to purchase a City parking permit. Failure to obtain a parking permit can result in you receiving parking tickets from the City. For additional information, please contact Management Services Corporation at 434-977-2702, or the City of Charlottesville Treasurer's Office at 434-970-3146.

### **PATIOS**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs, and other debris are not permitted at any time. Patios are considered part of the apartment and are to be kept clean at all times.

### **SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalk and parking area.

### **SUMP PUMP**

As a preventative maintenance measure there is a sump pump installed in the basement near the entry door. The sump pump will be serviced once a year by MSC technicians. There is an alarm installed on the pump that will sound if water rises, please call MSC Maintenance immediately at 434-971-6811 should this happen.

### **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Trash cans with lids for City trash pickup have been provided for your use. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$35 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by the City and must be tagged with the appropriate City sticker. City trash stickers are available for purchase at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. The Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times. Trash collection by the City of Charlottesville will be on Tuesdays.

### **UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

Required:

Electricity (Dominion Energy)	888-667-3000
Gas (City of Charlottesville)	434-970-3211
Water/Sewer (City of Charlottesville)	434-970-3211

Optional:

Telephone (CenturyLink)	800-201-4099
Cable / Internet (Comcast/Xfinity)	888-266-2278

## **1821 Jefferson Park Avenue - “1821 JPA”**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **LAUNDRY**

Coin operated washers and dryers are located on the parking lot side of the building and next to apartment #10 on the top level. Please keep the sliding glass door closed at all times.

In the event of a laundry machine malfunction, please call the toll free number located on the machines and report the problem.

Please be courteous and remove clothing from machines promptly when done, clean lint from dryers and use waste receptacles. In order to prevent the possibility of theft, it is recommended that you DO NOT leave your clothes unattended. Management Services Corporation assumes no responsibility for lost or stolen clothes.

### **MAILBOXES**

The mailbox bank is located on the lower level of the parking lot side of the building, next to apartment 15. Mailbox numbers correspond with the apartment number. Please keep this area clean and free of trash.

### **PARKING**

Each apartment at 1821 JPA has one assigned parking space that corresponds to the apartment number. In the event that an unauthorized vehicle is using your parking space, you are authorized to tow from your designated parking space. We recommend that you contact Collier's Towing at 434-293-6433 for towing, as they are familiar with parking policies at MSC. A resident or guest pass must be displayed for any vehicles parked in the unassigned spaces. Limited numbers of guest passes are available from the Leasing Office at 780 Madison Avenue. All 1821 Residents must obtain a valid parking sticker from our office in MadHouse each year in August.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted and offending vehicles are subject to being towed at the owner's expense.

Only a Management Services Corporation representative, Charlottesville Police Officer, or Charlottesville Fire Department official is authorized to tow from unmarked parking spaces, driveways, or fire lanes.

If your or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-

6433 or the Charlottesville Police Department to recover your vehicle.

## **TRASH**

A dumpster is provided for the disposal of all household trash. The dumpster is emptied once a week, typically on Tuesdays. Please put trash IN the dumpster. If you find the dumpster is full, please contact your Property Manager at 434-977-2702. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

## **UTILITIES**

### **Required:**

Electricity (Dominion Virginia Power)	888-667-3000
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### **Optional:**

Telephone (Century Link)	800-201-4099
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Cable (Comcast)	888-266-2278
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## **2011 Lewis Mountain Road**

### **BASEMENT/ATTIC USE**

The basement/attic area of 2011 Lewis Mountain Road is to be used for storage only. Under no circumstances is the basement or attic to be used as a bedroom, as this is a Charlottesville housing code violation punishable by law. Please do not store personal belongings in the attic as this is used for owner's storage only. Residents agree to keep the basement free of trash and flammable or combustible materials such as cardboard, lint, loose papers, trash, dryer sheets, etc. This is extremely important since the furnace and water heater for the home are stored in the basement area.

### **FIREPLACES**

Using a fireplace can be a great addition to heating your home during the winter months. When using your fireplace, please adhere to the following guidelines:

Wood stored inside your home must be in a container to avoid stains on the flooring.

Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.

No trucks are allowed on any lawn to unload firewood.

Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).

Grates and screens must always be used. Please contact your Property Manager if your home does not have this equipment.

Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.

Place logs on the grate in the fireplace.

When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.

Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.

Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside of your home.

When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at 434-971-6811.

### **GRILLS**

The use of charcoal grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense. Only gas grills are allowed.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and also help to protect the hardwood floors from

wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If castors and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **PAINTING**

Permission is required if you wish to change any of the paint colors in the house. These are custom colors chosen by the owner and it would be very costly to return the walls to the original colors if they should be changed.

### **PARKING**

Parking for 2011 Lewis Mountain Road is limited to the driveway at the side of the house. No parking is allowed on the lawn or sidewalks. Vehicles parked on the lawn or sidewalks are subject to towing at the vehicle owner's expense and risk. Parking is available in front of the house with the purchase of a City Parking permit, but this is not reserved exclusively for the residents of 2011 Lewis Mountain Road. A City permit can be purchased through The City of Charlottesville's Treasurer's Office.

### **PATIO**

The following items may be kept on your patio: conventional outdoor furniture, bicycles and plants. Trash, pet food, kegs, and other debris are not permitted at any time. Patios are considered part of the apartment and are to be kept clean at all times.

Landscape services including grass mowing, weed control, trimming of shrubs, leaf removal and gutter cleaning are provided by management.

### **SNOW**

As snowy weather approaches, please remember that you are responsible for shoveling your driveway and clearing your vehicles. Prepare ahead of time to avoid problems when the snow arrives.



## **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Trash is not to be stored outside the house for longer than one week. Leaving trash outside of the house could result in a \$25 fine per occurrence, or the cost to remove it, whichever is greater. Garbage and recycling is collected by the City and an annual trash decal has been placed on a trash can by the owner as part of your utility fee. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn at any time. Resident understands that should they fail to keep the yard clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris is to be kept off the property at all times.

## **UTILITIES**

### **Required:**

Electricity (Dominion Virginia Power)	888-667-3000
Gas (City of Charlottesville)	434-970-3211
Water/Sewer (City of Charlottesville)	434-970-3211
Trash/Recycling (City of Charlottesville)	434-970-3301

### **Optional: (To be set up by Resident)**

Telephone	Century Link	866-230-5230
Cable/Internet	Comcast	888-266-2278

## **WASHER/DRYER**

Your apartment is equipped with a washing machine and dryer. The landlord agrees to maintain the machines; however, the Resident will be responsible for service, repairs and any subsequent damage caused by resident abuse or neglect. Prior to each use of the dryer, resident should clean the dryer lint screen. Resident should promptly report any leaks from the washing machine, hoses, or drains. Residents will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

## **2101 JPA**

### **BICYCLES**

A bicycle rack will be provided for tenants only. Bicycles are NOT to be affixed to property handrails or stored in closets, on decks or balconies, in entrance corridors or inside the apartment.

### **EXTERIOR APPURTENANCE**

Signs, posters, banners, etc. are not allowed to be displayed in the windows, doors, balconies, or public areas.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **LAUNDRY**

A washer/dryer is provided and will be the responsibility of the residents to properly care for the machines. Repairs should be reported to the MSC Facilities Department at 434-971-6811. It is the responsibility of the resident to clean and maintain the drain and lint screens on the washer/dryer. Costs incurred due to abuse or neglect will be the responsibility of the resident.

### **MAILBOXES**

The mailboxes are in the breezeway stairwell near apartment A. One mailbox key will be issued for each apartment. Please do not affix any additional labels to the mailbox façade. Resident names should not be stuck to the front of the mailbox.

### **PARKING**

Because parking is at a premium around the University area, parking spaces may be leased on a first-come-first-serve basis.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our residents' parking needs first, guest passes will not be given for any reason.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. To protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If your vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

Motorcycles **MUST** be parked in a regular parking space. Motorcycles are **NOT** to be stored in storage closets on decks or balconies, **OR** in entrance corridors pursuant to the City of Charlottesville Fire Code. Driving or parking on grassy areas through the grounds is subject to a fine or replacement costs after assessment of damages.

Vehicles in non-operating condition may **NOT** be kept on the grounds. Commercial vehicles, boats, trailers, and campers may **NOT** be parked in the lot or on common property except for load and/or unloading. Car washing is prohibited.

## **TRASH**

Trash is to be placed by tenant inside the large garbage totes provided and located in the parking lot behind the retaining wall. Items which are too large in size must be reduced to fit inside a garbage tote. **DO NOT** leave large garbage items on the sidewalk or obstruct the use of the garbage totes. You must dispose of such items on your own. **IN NO EVENT** is trash to be left outside the dumpster, **NOR** is it to be left in hallways, stairs, landings, walks, parking lots, on the grounds, or other public areas. Garbage totes will be emptied on a weekly basis by our service people. For recycling services, please take your recycling to McIntire Road Recycling Center, 611 McIntire Rd, Charlottesville, VA 22902. 434-977-2976.

## **SPRINKLER SYSTEM**

A sprinkler system has been installed for the safety of the tenant. The sprinkler system outlets are in the ceiling of each unit. These outlets are very fragile, and great care should be taken to avoid hitting or knocking them with anything. Under **NO** circumstances should you hang ornaments or other items on the sprinkler head. The sprinklers are heat sensitive and are automatically individually activated when needed.

Apartment 2101-A has an operation keypad next to the front door (red device). If it should start beeping without cause, call the Maintenance Department at 434-971-6811 immediately.

Apartment 2101-GA houses the alarm and sprinkler system components. The alarm phone jacks, control boards, and battery back-up equipment are in the unlocked closet across from the kitchen. The sprinkler system valves and controls are in a locked closet in the back right bedroom. Testing and inspections of the safety equipment are required and proper notice to enter will be provided unless it is necessary to enter in an emergency situation.

## **WALKWAYS AND STAIRWELLS**

Walkways and stairwells are to be kept clear of all personal belongings, trash, bicycles, etc., in accordance with the City of Charlottesville's Fire Code. Any items found in the hallways will be removed and discarded at the resident's expense.

## **UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

### **Required:**

Electricity (Dominion Energy)	888-667-3000
Water/Sewer (City of Charlottesville)	434-970-3211

### **Optional:**

Telephone (Brightspeed)	877-355-4692
Cable/Internet (Comcast)	800-934-6489

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

## **WIRING**

Under no circumstances should residents alter, attempt to alter, or otherwise have altered the telephone, cable, or electrical wiring and/or connections in the apartment.

## **2228 Center Avenue**

### **DECKS AND PATIOS**

The following items may be kept on your deck/porch: conventional deck furniture, bicycles and plants. Trash, pet food, kegs, grills and other debris should never be stored on decks, patios, or porches.

### **GRILLS**

The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. Do not use a grill on your rear porch as this is a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

All landscaping needs are provided.

### **MAILBOXES**

The mailboxes are located near the front of the house.

### **PARKING**

All residents are eligible to purchase a Parking sticker. Parking with a permit will be on a first come, first served basis (there are 5 spaces total). Vehicles without a current parking sticker that are parked in the lot may be towed.

Residents may tow unauthorized vehicles that do not have a parking pass. We encourage you to use Collier's Towing Service at 434-295-4941 as they are familiar with our parking policies.

Vehicles in non-operating condition may NOT be kept on the grounds. Commercial vehicles, boats, trailers, and campers may NOT be parked in the lot or on common property except for load and/or unloading.

### **PETS**

The following pets are welcome with the proper fees and addendum (2 pet limit): dogs\*(100 lb. limit, only 1 dog), cats, rabbits, and ferrets. Prior to obtaining your pet, you must receive permission from your Property Manager via a Pet Addendum, which becomes part of your Lease Agreement.

\*Please note the following breeds of dogs are not permitted:  
German Shepherd, Pitt Bull, Rottweiler, Chow-Chow, Doberman, Wolf Hybrids

Upon registering your pet(s), the following fees will apply:

A one-time fee of \$150.00 for one pet or \$200.00 for two pets, for the privilege of keeping domestic pets on the premises. An additional fee of \$20 per month for one pet or \$30 per month for two pets. Neither of these fees cover the cost to repair any damages caused by the pet. These fees will not be refunded to the Lessee at any time.

**DOGS MUST ALWAYS BE LEASHED AND IN THE PRESENCE OF THEIR OWNER WHEN OUTSIDE.** Always walk dogs away from the building and clean up after your pet. If you fail to clean up after your pet, it will result in a fine of \$20 per incident.

Do not chain, tie or contain pets on porches, patios, or the common areas. Do not leave pets unattended inside your apartment for longer than 12 hours.

Small caged animals such as hamsters, gerbils, small reptiles, birds, and guinea pigs do not require a Pet Addendum or payment of any fees.

Aquariums up to 50 gallons are permitted.

If you call in a request for maintenance service, be sure to remind our Maintenance Department that you have a pet. It is a good idea to have your apartment exterminated for fleas periodically. MSC can handle this service upon request at the Resident's expense.

## **SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalks, driveway and parking area. Per the City of Charlottesville, all street sidewalks in front of the dwelling must be clear within 12 hours of the storm completion.

## **TRASH**

Trash collection is the responsibility of the resident. Options for trash service include:

City of Charlottesville: You purchase a trash can (with lid) for your personal trash. You will also need to purchase "trash stickers" which are put on the container each week when the trash is collected by The City of Charlottesville. You may purchase trash stickers at any local grocery store and many mini-marts in our area. You must have your container on the street with the appropriate sticker for them to collect it. You can obtain more information about this process by visiting the city website at [Charlottesville.org](http://Charlottesville.org).

Contact a local Trash Collection Service and pay a monthly fee. Many provide roll away containers. A few contractors to consider may be:

Waste Management

540-387-4056

County Waste

800-832-1332

## **UTILITIES**

Water and sewer will be billed monthly along with the rent in the form of a Utility Fee.

It is the resident's responsibility to sign up for all required utilities below, no later than the day the lease starts.

### **Required:**

Electricity (Dominion Virginia Power)

888-667-3000

### **Optional:**

Telephone (Brightspeed)

877-355-4692

Internet/Cable (Xfinity)

800-934-6489

## **4802 Deer Park Lane**

There are several items that come with the home and residents will be charged the cost of repair and or replacement if damaged or missing at move-out. These items include:

- 1) Decorative Fireplace Screen
- 2) Fireplace Tools
- 3) American Standard Sink Accessories
- 4) (4) Silver Colored Bar Stools
- 5) (2) Black Wrought Iron Chairs

### **EXTERIOR GROUNDS MAINTENANCE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

Management will mow the lawn, trim shrubs and clean gutters as needed.

To the left of the home, there is a koi pond with waterfall for residents to enjoy. MSC does not provide upkeep on the waterfall and pond.

### **EXTERMINATION**

MSC provides extermination services at many of our communities at no charge to residents. At some communities, however, exterminating services are at the expense of the residents. If you would like to have your apartment exterminated at any time during the year, please call our Maintenance Department at 434-971-6811. We can tell you at that time if your community is covered or if the charges will be passed along to you.

Should you ever experience bites from fleas, bed bugs or any other insect, you must notify your Property Manager immediately. Left untreated, these types of insects can spread rapidly and therefore need immediate attention. You may be found accountable for all costs associated with treatment if proper notice is not given to your Property Manager. Your home will be considered bed bug free if you do not report a problem immediately after your lease begins.

### **FIREARMS**

Hunting and discharging firearms on the property is strictly forbidden.

### **FIRE-PIT**

A fire-pit is provided in the rear yard for residents to enjoy. When using the fire-pit, please adhere to the following guidelines:

- 1) Flammable liquids are not to be used in the fire-pit.
- 2) The fire-pit should never be left unattended.



- 3) Disposal of ashes should occur after they are cold and should not be disposed of on the grounds of the property.
- 4) No trees on the property may be cut down for the purpose of providing firewood. You may, however, use wood that has already fallen to the ground.

## **FIREPLACE/WOODSTOVE**

Using a fireplace can be a great addition to heating your home during the winter months. When using your fireplace, please adhere to the following guidelines:

1. Wood stored inside your home must be in a container to avoid stains on the flooring.
2. Wood may be stored on decks or porches (where applicable) so long as it is not stacked against the building, and it is underlain by a tarp.
3. No trucks are allowed on any lawn to unload firewood.
4. Soft wood, pine, or flammable liquids are not to be used in the fireplace or woodstove.
5. Grates and screens must always be used. Please contact your property manager if your apartment does not have this equipment.
6. Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
7. Place logs on the grate in the fireplace. Do not overload the fireplace with wood. The top of the flames should always be visible and should not rise higher than the flue.
8. When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
9. Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
10. Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.
11. No trees on the property may be cut down for the purpose of providing firewood. You may use hardwood that has already fallen to the ground.
12. When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact our Maintenance Department at 434-971-6811.

## **GRANITE CARE**

The granite countertops in the kitchen require the following steps to keep them looking beautiful:

- 1) Wiping with a damp cloth and drying with a towel is required to prevent water spots.
- 2) Do not place hot pans directly on the granite. Use of trivets is required.
- 3) Avoid leaving excessive moisture on the countertops. Spills should be cleaned immediately with warm soapy water and dried with a towel.
- 4) Avoid abrasive cleaners such as Comet or Soft Scrub. Use of steel wool and brushes is prohibited.

## **GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could

create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **PINE AND HARDWOOD FLOOR CARE**

Residents are responsible for the care and upkeep of the pine and hardwood floors. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. **DO NOT** put any type of wax product on these floors. **It is required by management that Residents cover at least 75% of their wood flooring with area rugs IN ALL apartments and homes.** This will help to protect the pine and hardwood floors from wear and tear. It is also recommended that you use casters on all furniture and keep pet's nails trimmed to prevent scratching of the flooring. When vacating the apartment, please sweep and damp mop the pine and hardwood floors, **DO NOT wax and buff.**

### **MAILBOX**

The mailbox is located at the driveway entrance in front of the home.

### **NON-SMOKING**

4802 Deer Park Lane is a non-smoking house.

### **RESIDENT REPAIRS AND MAINTENANCE**

Residents are responsible for all routine maintenance of the premises. Routine maintenance shall include but is not limited to, general cleaning of floors, walls, all appliances, kitchen and bathroom fixtures, light bulb replacement, battery replacement in smoke detectors, lawn care, and general appearance of the property. Any damages to the property that are not determined to be normal wear and tear by the Landlord, are the resident's responsibility. Damages that are ignored and subsequently result in further damage will be the resident's responsibility. The Landlord may choose to repair such damage and bill the resident directly.

### **SATELLITE DISH**

Management Services Corporation is not required to install a central dish or any other device for residents who cannot otherwise receive a satellite signal.

The satellite dish on the premises will not be maintained by the landlord, however if it is necessary to install a new satellite dish the following guidelines must be followed:

Tenant(s) understands that a satellite dish or traditional stick type antenna may not be installed on any part of the property other than reflected herein, which is an area within the leasehold premises that is under the exclusive use or control of the tenant(s)

Tenant(s) shall be solely liable for the safe installation and maintenance of the satellite dish or traditional stick type antenna and shall be solely responsible for any liability or responsibility related thereto.

Tenant(s) understands that the installation of the satellite dish or traditional stick type antenna within the leasehold premises may not include the drilling of any holes through exterior walls, causing damage to the leasehold premises above reasonable wear and tear, or the precarious placement such as a pole or device that extends the satellite dish or traditional stick type antenna beyond the rented premises. In addition, Tenant(s) shall not be permitted to make any physical modifications to the leasehold premises to secure the installation of the satellite dish or stick type antenna.

### **SHED**

A shed is provided on the property for storage of outdoor equipment and furniture. MSC will not be held responsible for loss or damage to personal property stored in the shed. All items must be removed from the shed upon move-out and returning keys to management to avoid abandoned inventory and disposal fees/charges. For the protection of personal property, the Resident will be required to purchase a lock for the shed and provide MSC with a key or the combination code.

### **SNOW**

Resident(s) are responsible for shoveling walkways, stairs, and the driveway. Deer Park Lane will be plowed by the Homeowner's Association. Please call your property manager if the roadway is not cleared within 48 hours of the last snowfall.

### **STRUCTURES**

The Landlord must approve in writing any structure erected on the property by the resident. Any construction methods or materials for a structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, or possible eviction.

Any kennel or fenced area constructed with the purpose of containing pets shall be constructed with no less than 4 feet of space between the nearest point of said structure and the nearest point of the permanent living structure including deck. Any damage incurred to the permanent living structure due to pets not being properly contained away from living structure will be repaired and billed to the resident. Any construction methods or materials for a kennel or pet containment structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, or in possible eviction.

### **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Trash is not to be stored outside the apartment for longer than one week. The residents must arrange for garbage collection with a trash refuse company. It is the resident's responsibility to arrange and pay for trash service.

### **TREES**

The trees at 4802 Deer Park Lane are one of the property's greatest assets. They create a quiet atmosphere, provide shade and foliage, and beautiful fall colors. If you think that a tree is dead, or

has dead branches or limbs, please contact the Property Manager. We will inspect the tree and have a professional complete removal or pruning. The wood will be left behind for fireplace use.

If you see anyone damaging or cutting the trees, or if you hear a chain saw on the property, please call your Property Manager.

## **UTILITIES**

### Required:

Trash (GFL Environmental)	434-296-6000
Electricity (Central Virginia Electric Cooperative)	800-367-2832

### Optional:

Telephone/Internet (Brightspeed)	833-692-7773
Internet (Firefly)	833-473-3591 (Option 1)
Satellite (Direct TV)	888-515-1212

## **VEHICLES/PARKING**

Parking is available in the driveway. All cars need to be registered with MSC. Please do not park on the lawn.

## **WASHER/DRYER**

A washer/dryer is provided and will be the responsibility of the residents to properly care for the machines. Repairs should be reported to the MSC Facilities Department at (434) 971-6811. It is the responsibility of the resident to clean and maintain the drain and lint screens on the washer/dryer. Costs incurred due to abuse or neglect will be the responsibility of the resident.

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight of a waterbed, prior permission must be obtained from your Property Manager before a waterbed will be allowed on the premises. Proof of renter's insurance is mandatory if permission is granted.

## **WATER/SEPTIC SYSTEM**

A well provides water to 4802 Deer Park Lane. The well is serviced as water conditions dictate to keep water clean. On occasion, environmental factors such as heavy rain, snow and droughts may cause water to be temporarily discolored. Since the water is provided by a well system, it is extremely important that all leaks be brought to our attention. Please report running toilets, dripping faucets or leaks of any kind to your property manager or the MSC Facilities Department at 434-971-6811. In the event that leaks are not reported and damage occurs to the well or pump, the resident may be responsible for the cost of all or part of the necessary repairs.

**IMPORTANT:** Please do not flush wipes, cotton balls, feminine hygiene products or other items that cause rural septic systems to become clogged and lead to sewer back-up problem

## **4758 Deer Park Lane**

### **EXTERIOR UPKEEP**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

Management will mow the lawn, trim shrubs and clean gutters as needed.

### **FIREARMS**

Hunting and discharging firearms on the property is strictly forbidden.

### **FIREPLACE- SINGLE BURNER GAS LOG HEATERS**

Ensure that there is adequate ventilation in the room where the heater is operating. Open a door to an adjacent room or crack a window to assure proper ventilation.

A fireplace screen must be in place when the heater is operating. Glass doors must be open while burning this heater.

During the initial use of this heater, the logs may emit an odor and smoke from the burning of the manufacturing oils and finishes. This will gradually diminish after the first few hours. A combustion odor, which occurs naturally with all gas burning may or may not be noticeable during subsequent use.

As with all un-vented heaters, a small amount of humidity may be added to the room during operation, which may be beneficial during winter dryness. It is the responsibility of the Resident to purchase propane for the gas fireplace.

### **GARAGE DOOR OPENER**

You will be issued two garage door openers when you move in, and you are required to return them with your house keys when you vacate. The garage door openers will be the responsibility of the resident, including but not limited to loss or misuse, the replacement, and/or cost of repair.

### **GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

Residents are responsible for the care and upkeep of the hardwood floors. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped.

When cleaning the floors, use warm water and a mild detergent. DO NOT put any type of wax product on these floors. It is required by management that Residents cover at least 75% of their wood flooring with area rugs IN ALL apartments and homes. This will help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture and keep pet nails trimmed to prevent scratching the floors. When vacating the apartment, please sweep and damp mop the hardwood floors, DO NOT wax and buff.

### **NON-SMOKING**

4758 Deer Park Lane is a non-smoking house.

### **RESIDENT REPAIRS AND MAINTENANCE**

Residents are responsible for all routine maintenance of the premises. Routine maintenance shall include but is not limited to, general cleaning of floors, walls, all appliances, kitchen and bathroom fixtures, light bulb replacement, battery replacement in smoke detectors, lawn care, and general appearance of the property. Any damages to the property that are not determined to be normal wear and tear by the Landlord, are the resident's responsibility. Any damages that are ignored and subsequently result in further damage will be the resident's responsibility. The Landlord may choose to repair such damages and bill the resident directly.

### **SATELLITE DISH**

Management Services Corporation is not required to install a central dish or any other device for residents who cannot otherwise receive a satellite signal.

The satellite dish on the premises will not be maintained by the landlord, however if it is necessary to install a new satellite dish the following guidelines must be followed:

Tenant(s) understands that a satellite dish or traditional stick type antenna may not be installed on any part of the property other than reflected herein, which is an area within the leasehold premises that is under the exclusive use or control of the tenant(s)

Tenant(s) shall be solely liable for the safe installation and maintenance of the satellite dish or traditional stick type antenna and shall be solely responsible for any liability or responsibility related thereto.

Tenant(s) understands that the installation of the satellite dish or traditional stick type antenna within the leasehold premises may not include the drilling of any holes through exterior walls, causing damage to the leasehold premises above reasonable wear and tear, or the precarious placement such as a pole or device that extends the satellite dish or traditional stick type antenna beyond the rented premises. In addition, Tenant(s) shall not be permitted to make any physical modifications to the leasehold premises to secure the installation of the satellite dish or stick type antenna.

### **STRUCTURES**

The Landlord must approve in writing any structure erected on the property by the resident. Any

construction methods or materials for a structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, or possible eviction.

Any kennel or fenced area constructed with the purpose of containing pets shall be constructed with no less than 4 feet of space between the nearest point of said structure and the nearest point of the permanent living structure including deck. Any damage incurred to the permanent living structure due to pets not being properly contained away from living structure will be repaired and billed to the resident. Any construction methods or materials for a kennel or pet containment structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, and/or in possible eviction.

### **SNOW**

Resident(s) are responsible for shoveling walkways, stairs, and the driveway. Deer Park Lane will be plowed by the Homeowner's Association. Please call your Property Manager if the roadway is not cleared within 48 hours of the last snowfall.

### **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Trash is not to be stored outside the apartment for longer than one week. The residents must arrange for garbage collection with a trash refuse company. It is the resident's responsibility to arrange and pay for trash service.

### **UTILITIES**

Required:

Trash (GFL Environmental)	434-296-6000
Electricity (Central Virginia Electric Cooperative)	800-367-2832
Gas (Ameri Gas)	434-295-4194

Optional:

Telephone/Internet (Brightspeed)	833-692-7773
Internet (Firefly)	833-473-3591 (Option 1)
Satellite (Direct TV)	888-515-1212

### **VEHICLES**

Parking is available in the driveway. All cars need to be registered with MSC. Please do not park on the lawn.

### **WASHER/DRYER**

A washer/dryer is provided and will be the responsibility of the residents to properly care for the machines. Repairs should be reported to the MSC Facilities Department at 434-971-6811. It is the responsibility of the resident to clean and maintain the drain and lint screens on the washer/dryer. Costs incurred due to abuse or neglect will be the responsibility of the resident.

## **WATER/SEPTIC SYSTEM**

A well provides water to the Earlysville House. The well is serviced as water conditions dictate to keep water clean. On occasion, environmental factors such as heavy rain, snow and droughts may cause water to be temporarily discolored. Since the water is provided by a well system, it is extremely important that all leaks be brought to our attention. Please report running toilets, dripping faucets or leaks of any kind to your Property Manager or the MSC Facilities Department at 434-971-6811. In the event that leaks are not reported and damage occurs to the well or pump, the resident may be responsible for the cost of all or part of the necessary repairs.

**IMPORTANT:** Please do not flush wipes, cotton balls, feminine hygiene products or other items that cause rural septic systems to become clogged and lead to sewer back-up problems.



## **4866 Deer Park Lane**

### **EXTERIOR UPKEEP**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

Management will mow the lawn, trim shrubs and clean gutters as needed.

### **FARM WORKSHOP**

4866-A is located above a farm workshop. Workshop hours are from 7:00 a.m. until 6:00 p.m. Residents should not park near the entrance to the downstairs shop area or block access to the lower barn. The shop is metered separately for electric #67060.

### **GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **FIREARMS**

Hunting and discharging firearms on the property is strictly forbidden.

### **MAILBOX**

The mailbox is located on Deer Park Lane near the main house.

### **NON-SMOKING**

4866-A is a non-smoking apartment.

### **PARKING**

Parking is limited to the driveway. No parking is allowed on the lawn. Vehicles parked on the lawn are subject to towing at the vehicle owner's expense and risk.

### **POOL**

Residents do not have pool access.

### **SATELLITE DISH**

Cable television service is not available. Please see your Property Manager regarding satellite dish installation procedures. Management Services Corporation is not required to install a central dish or any other device for residents who cannot otherwise receive a satellite signal.

The satellite dish on the premises will not be maintained by the landlord, however if it is necessary to install a new satellite dish the following guidelines must be followed:

Tenant(s) understands that a satellite dish or traditional stick type antenna may not be installed on any part of the property other than reflected herein, which is an area within the leasehold premises that is under the exclusive use or control of the tenant(s)

Tenant(s) shall be solely liable for the safe installation and maintenance of the satellite dish or traditional stick type antenna and shall be solely responsible for any liability or responsibility related thereto.

Tenant(s) understands that the installation of the satellite dish or traditional stick type antenna within the leasehold premises may not include the drilling of any holes through exterior walls, causing damage to the leasehold premises above reasonable wear and tear, or the precarious placement such as a pole or device that extends the satellite dish or traditional stick type antenna beyond the leased premises. In addition, Tenant(s) shall not be permitted to make any physical modifications to the leasehold premises to secure the installation of the satellite dish or stick type antenna.

## **SNOW**

Resident(s) are responsible for shoveling walkways, stairs, and the driveway. Deer Park Lane will be plowed by the Homeowner's Association. Please call your Property Manager if the roadway is not cleared within 48 hours of the last snowfall.

## **STRUCTURES**

The Landlord must approve in writing any structure erected on the property by the resident. Any construction methods or materials for a structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, or possible eviction.

Any kennel or fenced area constructed with the purpose of containing pets shall be constructed with no less than 4 feet of space between the nearest point of said structure and the nearest point of the permanent living structure including deck. Any damage incurred to the permanent living structure due to pets not being properly contained away from living structure will be repaired and billed to the resident. Any construction methods or materials for a kennel or pet containment structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident.

## **TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until

collection. Trash is not to be stored outside the apartment for longer than one week. The residents must arrange for garbage collection with a trash refuse company. It is the resident's responsibility to arrange and pay for trash service.

## **UTILITIES**

When calling Central Virginia Electric Cooperative (800-367-2832) to begin electricity at 4866-A, you will need to provide the meter number. The meter number for 4866-A is 67061.

Required:

Trash (GFL Environmental)	434-296-6000
Electricity - Central Virginia Electric Cooperative	800-367-2832

**4866-A Meter Number: 67061**

Optional:

Telephone/Internet (Brightspeed)	833-692-7773
Satellite (Dish Network)	800-333-3474
(Direct TV)	888-515-1212

## **WASHER/DRYER**

The apartment is furnished with a washer/dryer and proper care of the machines is the responsibility of the resident. Repairs should be reported to the MSC Facilities Department at 434-971-6811. It is the responsibility of the resident to clean and maintain the drain and lint screens on the washer/dryer. Costs incurred due to abuse or neglect will be the responsibility of the resident.

## **WATER/SEPTIC SYSTEM**

A well provides water to the apartments at 4866 Deer Park Lane. The well is serviced as water conditions dictate to keep water clean. On occasion, environmental factors such as heavy rain, snow and droughts may cause water to be temporarily discolored. Since the water is provided by a well system, it is extremely important that all leaks be brought to our attention. Please report running toilets, dripping faucets or leaks of any kind to your Property Manager or the MSC Facilities Department at 434-971-6811. If a leak is not reported, and damage occurs to the well or pump, the resident may be responsible for the cost of all or part of the necessary repairs.

**IMPORTANT:** Please do not flush wipes, cotton balls, feminine hygiene products or other items that cause rural septic systems to become clogged and lead to sewer back-up problems.

## **Ash Tree Apartments & Townhomes**

### **APPLIANCES AND EQUIPMENT**

Ash Tree Apartments Provides: Blinds, Appliances (stove/oven, dishwasher, refrigerator and microwave) and a washer/dryer in all apartments. 731 has one bath and is smaller than the other two bedroom townhomes. There is no fireplace in 731, 771-A, and 606-1B. 771-A is a one bedroom, 1.5 bath, and has a shower stall and no bathtub. 611-C is handicap accessible and 611-D, 613-C, and 613-D are handicap adaptable units.

### **DECKS AND PATIOS**

It is your responsibility to maintain your patio during your residency. This includes, but is not limited to, weeding, grass trimming, leaf removal, sweeping, trash removal, etc. If you need assistance, please contact your Property Manager at 434-977-2702. Assistance may be available at an hourly rate through the MSC Building and Grounds Department.

### **FIREPLACES**

Using a fireplace can be a great addition to heating your apartment during the winter months. When using your fireplace, please adhere to the following guidelines:

- Wood stored inside your apartment must be in a container to avoid stains on the flooring.
- Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.
- No trucks are allowed on any lawn to unload firewood.
- Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).
- Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.
- Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
- Place logs on the grate in the fireplace.
- When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
- Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
- Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.
- When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please call Maintenance at 434-971-6811.

There is a woodbin located at Ash Tree Townhomes in the center island across from 757. Please contact your Property Manager for the code to the woodbin, and make sure you relock the bin after use. MSC provides firewood as a courtesy, and it is not guaranteed to be available.

## **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense. Personal grills placed on lawns or other common areas will be removed and disposed of at your expense, without notice. Community charcoal grills are located near the pool, in the lawn area between Ash Tree Apartments and Ash Tree Townhomes, and near the picnic tables at Ash Tree Townhomes. Please be careful lighting the charcoal, and drench charcoal with water before leaving unattended.

## **HARDWOOD FLOOR CARE**

Residents are responsible for the care and upkeep of the hardwood floors. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. DO NOT put any type of wax product on these floors. It is required by management that residents cover at least 75% of their flooring with area rugs. This will help reduce noise transference and also to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. When vacating the apartment, please sweep and damp mop the hardwood floors, DO NOT wax and buff.

## **MAILBOXES**

Mailboxes for 604-608 are located to the left side of the parking area after you enter the upper lot. Mailboxes for 611-621 are located to the right as you enter the main parking lot. Each mailbox cluster or section is numbered, and each compartment within each section is numbered. Your mailbox location is listed on your key envelope that you receive upon move-in. Please contact our office in the MadHouse at 434-977-2702 if you have difficulty with the key or the mailbox location. Mailboxes at Ash Tree Townhomes are located beside each townhome entry.

At Ash Tree Apartments, each mailbox cluster contains one parcel locker. If you receive a package that will not fit inside your mailbox, the mail carrier will put the package in the parcel locker and place a key to the parcel locker inside your individual mailbox. Once you have opened the parcel locker and retrieved your package, the key will stay in the lock for the mail carrier to remove—you cannot remove the key so please do not attempt to. Forcing the key will damage the parcel locker.

## **OCCUPANCY**

Please take into consideration the weight of furnishings and the size and space of floor joists. No more than ten (10) persons should occupy any one room at one time for all C, D, E, and F level floors at Ash Tree Apartments.

In the event that damage or harm should occur as a result of failure to observe this policy, the resident(s) will be held liable.

## **PARKING**

Each apartment at Ash Tree has one assigned parking space that corresponds to the apartment number. In the event that an unauthorized vehicle is using your parking space, you are authorized to tow from your designated parking space. Contact Collier's Towing at 434-295-4941 for towing, as they are familiar with parking policies at MSC. All Ash Tree residents must obtain a valid parking sticker from our office in the MadHouse each year and pay an annual one-time fee, typically in August. As we strive to fulfill our Residents' parking needs first, guest passes will not be given for any reason at Ash Tree.

Guests may only park in the Resident's assigned space for the apartment with the Resident's authorization and no guest pass is required to do this, as the resident has the primary authorization to tow from their assigned space. Only Residents with a valid parking sticker can park in the unassigned spaces in the Ash Tree parking lot and this is on a first come, first served basis.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In an effort to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

## **PETS**

The following pets are welcome at Ash Tree with the proper fees and addendum (2 pet limit): dogs\*, cats, rabbits, and ferrets – no weight limit. Prior to obtaining your pet, you must receive permission from your Property Manager via a Pet Addendum and pay the associated fees, which will then become a part of your Lease Agreement.

\*Dogs are allowed in your community with restrictions. Please contact our office for specific information.

**DOGS MUST ALWAYS BE LEASHED AND IN THE PRESENCE OF THEIR OWNER WHEN OUTSIDE.** There are marked dog-walking areas and waste receptacles at most properties. Always walk dogs away from the building, and clean up after your pet. If you fail to clean up after your pet, it will result in a per incident fine.

Please remember, do not chain, tie, or contain pets on porches, patios, or the common areas. Do not leave pets unattended inside your apartment for longer than 12 hours.

Small caged animals such as hamsters, gerbils, small reptiles, birds, and guinea pigs do not require a Pet Addendum or payment of any fees or deposits.

Aquariums up to 50 gallons are permitted on the first floor and no more than 20 gallons on the 2nd and 3rd floors.

If you call in a request for maintenance service, be sure to remind our Maintenance Department that you have a pet. It is a good idea to have your apartment exterminated for fleas periodically. MSC can handle this service upon request at the Resident's expense.

## **POOL**

The pool season is typically May through September. Management Services reserves the right to change these dates without prior notice. Please observe all signs with regard to pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his/her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

Pool Rules are as follows:

Pool pass required at all times to enter pool area.

No alcohol or glassware.

No pets allowed.

Guest must be accompanied by a Resident. Limit 1 guest per Resident.

Use of pool will be at Resident's own risk.

No running, diving, or rough play.

THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE. USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

## **TRASH**

Dumpsters are located throughout the community for your convenience.

Please put trash IN the dumpster. Do not sit trash outside of the dumpster on the ground, as animals and rodents will tear the bags and spread the trash. If you find a dumpster is full, please use another one. Dumpsters are emptied twice weekly—typically on Monday and Thursday. Please call your Property Manager at 434-977-2702 if you notice any dumpster overflowing.

## **UTILITIES**

All required utilities need to be set up in the resident’s name by the lease start date and must remain connected through the lease term.

Required:	
Electricity Dominion Energy	888-667-3000
Optional:	
Telephone (CenturyLink)	866-304-6820
Cable (Comcast/Xfinity)	866-203-0432

**WATER BEDS**

Water Beds are not permitted at Ash Tree Apartments, Ash Tree Cottage, or Ash Tree Townhomes.

**WINDOW COVERINGS**

Blinds are provided for all of the windows and doors. Please note that all windows and glass doors must be covered with white or cream-lined draperies or blinds.



## **Brandywine**

### **ALTERATIONS**

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs or redecoration of any kind to the premises without the prior written consent of the management. MSC does not intend to unreasonably withhold consent but may require you to return the premises to its original condition when the Lease term is completed. No signs, lights, satellite dishes, or antenna wires may be installed on the exterior premises or in the windows.

### **ASBESTOS**

The Federal Occupational Safety and Health Administration (OSHA) passed legislation (59 FR 40964 1910.1001) requiring Property Owners/Managers to disclose that certain building materials are presumed to contain asbestos. OSHA deems all thermal system insulation, sprayed or troweled on surfacing materials, and floor coverings installed prior to 1981 to be potential asbestos containing building materials.

This regulation was developed to heighten awareness among employees and contractors working in buildings that may contain asbestos. Asbestos is only a hazard when fibers become airborne through excessive abrasion, impacting, or demolition. Though the regulation's primary function is to protect and inform workers who may potentially impact asbestos, a secondary purpose is to notify Residents about the presumed presence of asbestos in building materials.

As a residential structure built prior to 1981, all thermal system insulation, sprayed or troweled on surfacing materials, and floor coverings in your community and apartment are presumed to contain asbestos. This information has been provided to you so that you will not make alterations to the structure of your residence without the express written consent of Management Services Corporation.

### **BICYCLES, MOTORCYCLES**

Bicycles must be stored inside your apartment or in your storage closet. They may be stored on a balcony if laid down and out of site. At no time can they be stored on the apartment landings, under any stairs or attached to any railing of any part of the building. If a bicycle is found attached to a railing or part of the building, it will be immediately removed, without notice at the resident's expense. Bicycles of unsightly repair may be removed by management without prior notice to the owner at the resident's expense. Management Services is not responsible for any damage or theft of any bicycle(s).

The City and State Fire Codes prohibit the placing of bicycles, motorcycles, and trash at entrances or on/under steps or landings of buildings. Mopeds and motorcycles can never be put inside apartments. They must be kept in the parking lot. Motorcycles should obtain a parking sticker and should be parked in the same space as your vehicle (if you have one). This is extremely important on properties with limited parking.

## **COMMON AREA USAGE**

The area surrounding your apartment including lawns, sidewalks, and any other free space inside the community are to be enjoyed with consideration of your neighbors. Personal items left in the common areas will be removed and disposed of without notice, at the expense of the Resident. These areas must be kept free of litter such as cigarettes, trash, bottles, etc.

## **CONDITION REPORTS**

Please carefully review your Condition Report, which will be given to you upon move-in. This list itemizes permanent imperfections that will not be repaired or billed to you since they existed prior to your taking the apartment. Any changes or additions to the Condition Report must be completed and returned to our office in the MadHouse within five days after you pick up keys.

## **CONDUCT AND NOISE COMPLAINTS**

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors. (See section 10 of your Lease.)

Most noise complaints result from boisterous behavior, loud stereo systems and pets. If you encounter noise problems, we suggest that you first talk to your neighbors about the problem. Often Residents do not realize how clearly sound travels. **Quiet hours are observed from 10pm to 7am.**

There are noise ordinances in the City of Charlottesville and Albemarle County. We will provide copies of these ordinances upon request. Please contact the local police if you are experiencing a serious problem after our regular office hours. Also notify your Property Manager the following business day with the apartment number of the offending Resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possible eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who may enter our property as a result of your party or gathering, whether you are aware of their actions or not. **All costs incurred by the Landlord as a result of a party or gathering will be your responsibility**, so plan your parties well and avoid large crowds which may get out of control.

## **EXTERMINATION**

Should you ever experience bites from fleas, bed bugs or any other insect, you must notify your Property Manager immediately. Left untreated, these types of insects can spread rapidly and therefore need immediate attention. You may be found accountable for all costs associated with treatment of insects inside your apartment.

## **GENERAL CONDUCT**

Residents are fully responsible for the behavior and conduct of their guests.

It is further expected that the sounds of all stereos, televisions, radios, pianos, and all conversations – both inside and outside the units – will be limited to take into consideration ALL residents. Speakers should be placed off the floor, and the bass, as well as the volume, should be kept low. Alcoholic beverages and their use must be confined to resident's units, balconies, or decks.

## **GRILLS**

The use of charcoal grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

## **KEYS & LOCKS**

No resident shall alter any lock or install a new lock on any door leading into a unit. Any additional locks, chains, or other safety devices can only be added by the resident with express permission of the Property Manager. In addition, installation of such devices must be performed by a professional locksmith approved by Property Manager.

## **LEASE RENEWALS**

We appreciate long-term Residents and encourage renewals on a regular basis. We will contact you well in advance of your Lease ending date to determine if you will be staying in your apartment for an additional year. You will be asked to respond to us by a specified date for us to reserve your apartment and remove it from our availability. It is particularly important that we hear from you by the deadline provided, as demand for apartments in the Charlottesville area is very high. If you have further questions regarding the renewal process, please contact our leasing staff.

## **LEASE-TAKEOVERS, SUBLETS & SUBSTITUTIONS**

Because of your personal liability and our obligation to act in accordance with The Fair Housing Laws, no advertisement for Lease-takeovers or sublets and no agreement to take over a Lease or sublet are to be done without the expressed written permission of the Management.

**Lease Takeovers:** Residents cannot engage in re-rents or Lease-takeovers without prior written permission from the Landlord. Please contact the Leasing Office for the current policy details and associated fees if you wish to pursue a Lease-takeover or re-rent.

**Subleases:** Subleases will be signed for anyone wishing to vacate the apartment for three months or less. Once the Sublease terms are determined, MSC will sign the necessary paperwork and complete the transaction to ensure that the new Resident has proper access to all of our services.

Any Resident found to have subleased his/her apartment without notifying MSC of a subtenant and completing the necessary paperwork will be charged a fee of \$250.00.

**Name Addition/Deletion:** Name additions/deletions will be allowed free of charge provided that all parties sign the agreement **in the Leasing Office at the same time**. However, **a fee will be**

**charged for any separately completed additions/deletions.** All residents must complete an application and be qualified to live with MSC. Application fees are required.

## **LEGAL LIABILITY INSURANCE**

Most properties require that Residents obtain \$50,000 in legal liability insurance to protect the property from accidents and damage. You will need to provide us with proof of coverage one month prior to your new or renewal lease start date, otherwise you may be enrolled in an insurance program through MSC. You may provide proof of coverage at any time to opt out of our program effective the following month.

## **LOCK OUT SERVICE**

During regular business hours, a key may be borrowed from our office in the MadHouse located at 780 Madison Avenue (if available). This key may be used free of charge but must be returned by 5 p.m. on the day the key was borrowed. Failure to return this key can result in a charge and possible lock replacement costs.

After business hours, it is necessary to call Maintenance at 434-971-6811. You must provide a name, phone number and address when calling to request after-hours lockout service. A lockout service fee is incurred when the request is made for lockout service.

This service is provided to Residents as a convenience only. We want to assist you, but we cannot guarantee that we will be able to give you access at all times. Attempting to gain entry through windows or by other means is prohibited. Damage occurring as a result of attempting to gain entry by windows or any other means will be billed to the Resident.

Only Residents on the Lease may request lock out service. Please provide photo ID for identification purposes to the MSC representative.

For your safety it is important that you secure all locks to your apartment at all times. You should carry all keys with you at all times. MSC staff members are required to secure all locks when leaving your apartment. Please note that locks are not changed when there are name additions/deletions or renewals, subleases, etc. to the Lease Agreement. We are happy to provide this service upon the request of the Resident and at the Resident's expense.

## **MAIL**

Mailboxes are clearly marked at the entrance of each property.

The MSC office located in the Madhouse at 780 Madison Ave will not accept packages or other mail for our Residents. Please make sure to hold your mail if you will be gone for an extended period. Also, when vacating your apartment, be sure to provide the Post Office with your forwarding address so that your mail will go to the correct location. MSC will not forward any mail to residents after they have vacated.

## **PETS**

### **Cats Only - No Dogs Permitted**

Upon registering your Cat, the following fees will apply:

1. A one-time fee of \$150 for one pet or \$200 for two pets, for the privilege of keeping domestic pets on the premises.
2. An additional fee of \$20 per month for one pet, or \$30 per month for two pets.

Neither of these fees covers the cost to repair any damages caused by the pet. These fees will not be refunded to the Lessee at any time.

Dogs are NOT allowed. A resident found harboring a dog will be given 24 hours to remove the dog from the premises. Failure to do so will constitute a material breach to the lease agreement and may be followed up with legal action. In addition, there will be a flea extermination charge deducted from the resident's security deposit.

## **RENT**

During office hours, you may pay rent at our office in the MadHouse located at 780 Madison Avenue. After office hours please use the night drop boxes. One is located next to the front doors of our office and another is in the MadHouse parking lot near the entrance.

If mailing rent, please remit to: **MSC Accounting**  
**P.O. Box 5186**  
**Charlottesville, VA 22905**

For your convenience you may also pay online. Visit our website at [livewithmsc.com](http://livewithmsc.com) and go to the "Residents" page. Click "Pay Rent". You will be rerouted to ZEGO, a third-party agent that can accept your payment via your bank, credit card or debit card. Please note there may be a fee per payment for the use of this service. ZEGO is not linked to MSC in any way. They accept your payment and forward it to our office. They do not know the details of your account with MSC, nor do they know when your lease begins and ends. If you choose to set up automatic payments with ZEGO you will be responsible for closing your account with them.

If you are looking for another way to make your rent payment automatically every month, we suggest you contact your banking institution to make those arrangements. Most banks now offer free online bill paying and you can set up an automatic payment to MSC for your rent. Be sure a memo or note is set up to include your apartment address or account number. Please keep in mind that payment is considered paid when received by our office. You will need to make your request for automatic payments prior to the first of the month to ensure it is received on time. Online or automatic bill paying is not the same as an electronic transaction. Unfortunately, MSC is not able to accept electronic payments at this time.

Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1<sup>st</sup> day of each month for that month (i.e. January rent is due on January 1.) Please allow extra time for holiday and weekend mail delivery. Please note that any balance (for example late fees, lock out fees, maintenance service fees, etc.) past due is considered rent and will be subject to late fees after the 6<sup>th</sup> of the month.

In accordance with the terms of the Lease Agreement, we suggest that payment be made with only one check. *Only persons listed on the Lease can make rent payments.* If paying by check, be sure to write your apartment address on the check. Please remember that parents and/or guardians are not allowed to make payment unless prior arrangements are made with your Property Manager.

ANY PAYMENT RETURNED FOR NON-PAYMENT WILL NOT BE RE-DEPOSITED. If a payment is declined, a processing fee and late fee will be applied to your account in accordance with the Lease. Your account will be considered delinquent until all rent and fees have been collected. You must submit a money order, or cashier's check for payment for any declined payment. If two (2) payments are declined due to insufficient funds or banking problems you will be required to pay, from that point forward, by money order, or cashier's check.

Before dropping off or mailing your check, please make certain that the amount is written correctly, the check has been signed and your address is clearly written. These delays in payment will add late fees to your account as stated in your Lease. If your Lease begins in the last five (5) days of the month, we kindly ask that you pay your pro-rata share along with your first full month's rent at move in.

We will make every effort to hold post-dated checks if they are made obvious (i.e. attach a sticky note to it, include note stating payment is post-dated, etc.) We cannot guarantee that a post-dated check will be held and assume no responsibility to credit any fees you may incur if a payment is not held.

## **RENTERS INSURANCE**

It is the resident's responsibility to provide proof of his/her own Renters Insurance. Your Landlord is not responsible for your personal belongings should a leak, fire or other damage occurs in your home. If equipment failure or an accident occurs and your personal property is damaged in any way, MSC is not responsible for replacing it or compensating you in any way. Renters Insurance is inexpensive! A policy costing only \$100 for an entire year may be enough to cover every item in your home.

## **RESTORATION FEE CLEANING GUIDELINES**

Within 24 hours of moving into the apartment, MSC recommends that you inspect your apartment to assure Cleaning Guidelines have been met.

It is the Resident's responsibility to leave the apartment "broom clean". That means all surfaces are wiped and swept clean. The non-refundable fee pays for the following:

- Steam clean carpets (not to include spot removal or excessive damage)
- Wax & buff hardwood floors
- Touch up painting
- Clean appliances (not to include scrubbing, scraping of food or spills)
- Clean kitchen cabinets & countertops
- Light cleaning of vinyl flooring in hallway, kitchen and bathroom
- Clean bathroom fixtures and countertops
- Two light bulb replacements
- Clean mini-blinds and windows

Sweep clean balcony  
Clean washer/dryer (where applicable)  
Clean shelving in closets, cabinets, etc.

The nonrefundable fee will not cover the cost incurred by the Landlord for excessive cleaning of the apartment and or the carpets and floors, repairing pet damage, repairing wall damage, removing trash, debris or personal items, repairing and/or replacing fixtures including but not limited to, mini-blinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railings. Any excessive cleaning and/or damage will be deducted from the remaining deposit on hand or billed in excess.

Finally, we understand that no one wants to be charged for repairs. If you have any questions regarding possible charges, please contact your Property Manager.

### **SAFETY AND SERVICES**

The entire apartment should be kept free of trash and debris, including all hallways, patios, furnace closets, balconies, entry landings, and stairways.

No dangerous or flammable fluids are to be kept inside the apartment at any time. Where applicable, stored items should be placed at least 3 feet from furnaces and hot water heaters.

The balconies and porches are to be kept neat and orderly at all times. Conventional patio furniture, bicycles, and plants are allowed on the balcony. Inappropriate furniture, kegs, trash, laundry, towels, blankets, clothes, etc. may not be stored on the balcony. In addition, nothing is to be thrown from your balcony at any time. If cleanup is necessary below your balcony, you will be billed for the time and disposal fees.

Railings, balconies, and porches must **never** be climbed over or loosened by anyone. Such action could result in serious injury or death.

Broken windows and doors will be replaced immediately by MSC, at the Residents expense. If screens are torn or pulled from the building, Residents are charged for the cost of repair or replacement. Do not try to enter the apartment through the screened windows and balcony doors. Damaged screens look like easy access to your apartment to people driving or walking by. Please report them promptly to Maintenance at 434-971-6811.

**Replacing interior and exterior apartment light bulbs is the responsibility of the Resident.** Should you notice any common area lights that need replacing, please call the Maintenance Department at 434-971-6811.

### **SATELLITE DISHES**

BEFORE installation the following conditions and restrictions will apply:

Dishes may not be installed on any common area including walls, outside window sills, roofs, common area balconies or stairwells, lawns, or any other common area.

1. Under no circumstances can a device extend the dish or antenna beyond the balcony railing, patio line, or fence.
2. No holes may be drilled through the outside walls, roofs, balcony railings, glass, fences, or any concrete patios.
3. Management Services Corporation is not required to install a central dish or any other device for Residents who cannot otherwise receive a satellite signal.
4. The satellite dish must be a stand-alone system. A Resident may not splice into any existing wires or cable.
5. Please visit our office in the MadHouse located at 780 Madison Avenue to read and sign the appropriate Lease addendum. Any satellite equipment must be installed in strict accordance with the Lease addendum.
6. Proof of renter's insurance with a minimum of \$300,000 in liability coverage is required.
7. An additional security deposit in the amount of \$250.00 and a \$25.00 inspection fee is due prior to the installation of the satellite dish.
8. The addendum sets forth satellite installation restrictions in compliance with 47 C.F.R. 1.4000. The restrictions are reasonable and necessary to accomplish legitimate safety objectives. Specific descriptions of the legitimate safety objectives of each restriction included herein are available to the Resident upon request.

All questions about signal reception, installation and cost of satellite dishes should be directed to the provider of your choice. Management Services Corporation does not assume any responsibility for assuring signal reception to any unit or making provisions for or providing costs of satellite service to a Resident.

Improper or unauthorized installation of a satellite dish will be considered a serious breach of Lease and will be handled accordingly.

## **SECURITY DEPOSIT RETURNS**

Please review carefully your condition report, which is given to you upon move-in. This list may itemize permanent imperfections in the apartment that **will not** be repaired or considered your responsibility at move-out.

The guidelines that are presented in this manual represent your responsibilities during your Lease Agreement and at move-out. Deductions from your security deposit will unfortunately result when you fail to meet these requirements.

**Management reserves the right to assess the quality of the work you have done, or contracted professionally, at move-out; and deductions may occur as a result.**

We are only able to return security deposit checks to **one person** as indicated in the lease. Therefore, it is the Resident's responsibility to provide us with a forwarding address to distribute the funds appropriately between roommates.



Deductions will be made for damages existing at the time of move-out. These damages include, but are not limited to:

8. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks, etc.
9. Painting walls back to the original color.
10. Missing or damaged screens or blinds.
11. Damage to doors and windows.
12. Carpet stains, rips, and tears.
13. Damage to hardwood floors.
14. Additional/Excessive cleaning.

Finally, we understand that no one wants to be charged for repairs. If you have any questions regarding possible charges, please contact your Property Manager.

### **SMOKE DETECTORS**

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Upon move-in, you are provided with a certification stating that your alarm has been tested and is in good working order. Most of our properties' smoke detectors are equipped with a lithium 9-volt battery. Due to its long life, these batteries are more expensive than other 9-volt batteries. If the battery should fail during your occupancy, please immediately notify our Maintenance department.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery, which is approximately \$25.00. Please test your smoke detector periodically. This is for your own safety and that of your neighbors in the event of a fire.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the Maintenance department for replacement of the battery.

### **SNOW**

Residents are responsible for clearing snow away from their individual vehicles. As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.

### **SOLICITORS**

Solicitors are not allowed on the premises. Solicitors should be reported to the Property Manager's Office immediately so that the inconvenience to residents can be minimized.

## **STORAGE**

It is important for the safety of all residents that flammable items such as paint, gasoline, kerosene, and other solvents NOT be stored by residents; to do otherwise would be in direct violation of the Albemarle County Fire Code (Article F2905.2).

Items should not be stored in heating/air conditioning closets, as this blocks the flow of air and increases the electric bill. Management assumes no responsibility for items stored in these closets.

### **Stoves/Heaters/Grills**

Kerosene stoves and heaters are not allowed.

## **TRASH DISPOSAL**

Some properties offer dumpsters or other containers for trash service. This service is provided for disposal of household trash only. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. Please do not sit trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. **The City and State Fire Codes prohibit the placing of trash at entrances or on steps or landings of buildings. The cost associated with the removal of any trash from your apartment entrance will be billed to the Resident. This includes cigarette butts and any other debris thrown from porches.** All items other than household trash should be disposed of at the Rivanna Solid Waste Authority, or other facilities AT THE EXPENSE AND RESPONSIBILITY OF THE RESIDENT. You might also consider donating items to the Salvation Army or other such charity organizations, or selling items to a second-hand or used furniture business.

Contact numbers include:

Rivanna Solid Waste Authority:	434-977-2976
Salvation Army:	434-295-4058
Charlottesville Refuse/Recycling Collection:	434-970-3830

***Brandywine Residents Only:*** All trash must be removed from Townhomes weekly and stored in garbage totes (provided by owner) until collection. Garbage is collected by the City every Wednesday and must be tagged with the appropriate City trash stickers, which are available at numerous retail locations throughout Charlottesville. Recycling is usually collected every other Wednesday. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. of the same day. If you have any questions regarding recycling, please contact the City of Charlottesville.

## **USE AND CARE OF FIXTURES & APPLIANCES**

Things a Resident should know about Heating/Cooling:

1. The system can be set at either "Heat" or "Cool".

2. When the Temperature Selector is set at a desired temperature, the system will either heat or cool sufficiently to keep at the desired setting, depending on whether it has been set at “Heat” or “Cool”.

3. The fan switch may either be set at “Auto” or “Fan”. On “Auto,” the fan will cycle on and off as the system operates to sustain the desired temperature setting. When the fan switch is set “Fan,” the blower will operate continuously whether or not the heating/cooling system is in operation.

4. To reduce the operation of the system to a minimum for short periods of time, just set the Temperature Selector to the lowest setting (50 degrees) in the winter when the system is selector is on “Heat” or to the highest setting (90 degrees) in the summer when the system is on “Cool”. This way, the unit and all the resident’s furnishings are protected from extreme weather conditions.

5. To completely turn off the entire system, set the “Heat/Cool” switch to the “Off” position and the “Fan” switch to the “Auto” position.

Items should not be stored in the heating/air conditioning closets, as this blocks the flow of air and increases the electric bill. Management assumes no responsibility for items stored in these closets.

DURING THE COLD MONTHS, NEVER TURN THE SYSTEM COMPLETELY OFF BECAUSE OF THE POSSIBILITY OF THE WATER PIPES FREEZING AND BURSTING. If the water pips freeze because the heat was turned off in the unit, the resident will be liable for all resulting damage.

### **Fans**

Use of the kitchen and bathroom exhaust fans to better circulate air will make both your heating and cooling systems more efficient and less expensive to use. Additionally, we highly recommend using the exhaust fan in bathrooms while showering to reduce the amount of moisture. With regular cleaning, and use of exhaust fan, this will help eliminate the chance of mold or mildew in these areas. In addition, your living area will feel more comfortable.

**Ceiling Fans** – Each unit has been equipped with a high quality ceiling fan. During the warm months, the button should be set to pull the cooler air up from the floor and to circulate that cooler throughout the rooms. In the colder months, the air flow should be reversed so that the warmer air near the ceiling will be blown down and circulated throughout the rooms. The pull chain on the fan will set the speed at either slow, medium or fast. The “ON/OFF” switch is located on the wall.

### **Care of Fixtures and Floors**

The fixtures and floors throughout our units are made of state-of the art fiberglass and acrylic materials and should NEVER be cleaned with harsh or abrasive cleaners. Tubs and shower units are of fiberglass, bathroom sinks and countertops are of acrylic, kitchen sinks are of stainless steel, and bathroom and kitchen floors are inlaid no-wax vinyl. Use ONLY spray-on soft-scrub or “Bon Ami” brand powder cleansers and nylon or plastic scrubbers on kitchen or bathroom fixtures. NEVER use steel wool soap pads or abrasive cleansers on them. Mild soap and water on specially formulated no-wax floor products ONLY should be used on vinyl floors.

### **Refrigerator and Freezer**

Kenmore Frost-Free Refrigerators have been provided in all units so there should be no need for heavy cleaning or defrosting.

It is suggested that you wipe up all spills promptly, and occasionally wash the interior walls and shelves with a mild solution of baking soda and water to eliminate any odor. The outside porcelain finish requires only MILD soap and water or appliance cleaner to keep it looking nice.

Additionally, the drip pan beneath the refrigerator should be emptied and washed periodically. Residents should keep a drainage plug cleaned under the refrigerator crispers. If a service call is made and a clogged drain is found, the resident will be held responsible for any damages. Use the vacuum cleaner to keep the bottom grill and the space behind it free of lint and dust which would limit the free flow of air to the motor components and thus cause the refrigerator to operate less efficiently.

Refer to your user's manual when setting the dials for the refrigerator and freezer, or any more complicated maintenance problem

### **Range and Oven**

Each unit has been equipped with a Kenmore Range. Again, mild cleaning of all exterior porcelain surfaces is recommended. Never use harsh cleansers or steel wool pads (use ONLY nylon or plastic scrubbers) on the range surface, reflector plans, electric eyes, control panel or oven door glass. Soapy steel wool pads are all right to clean stubborn stain on the oven racks or on the inside of the oven.

### **Disposal**

Continuous-Feed Disposals have been installed in each kitchen sink. Proper use calls for cold, running water to be used to flush away the debris while the disposal in operation. By all means, NEVER USE YOUR HANDS TO FEED ITEMS INTO THE DISPOSAL - Use a wooden spoon, a spatula, etc., instead. For correct operation of the disposal, turn on the colder water a full force, flip the switch on, feed the debris slowly and continuously into the unit, allow the water to run for a few seconds after unit "sounds" empty, and then turn off the switch.

COMMON SENSE is necessary for efficient use of the garbage disposal. Service calls where trouble is found due to silverware, glass, large bones, corn cobs, paper, plastic, or other unreasonable matter will result in charges to the resident for parts and labor.

### **Dishwasher**

Like all porcelain-finish appliances, the exterior surface of your dishwasher should only be cleaned with mild soap or an appliance cleaner. The interior surfaces will automatically be taken care of through continuous use.

USE ONLY AUTOMATIC DISHWASHING DETERGENT. NEVER USE ANY SOAP OR DETERGENT PRODUCT IN YOUR DISHWASHER.

To save electric power, as well as time, detergents, and water, operate the dishwasher only when it is full. For best results, wash water must be able to reach soiled surfaces of each dish utensil. Therefore, load dishes face to the source of the water and load deep items face down. Glasses and small items such as: cups, saucers, longer handled utensils, and dishwasher safe plastic items should be loaded in the upper rack of the dishwasher. Silverware should be loaded in the basket with the handles pointed up. USE your own GOOD JUDGMENT when deciding whether or not to wash china, crystal, plastic, wood, or metal items in the dishwasher. Most items will be labeled as "dishwasher safe" if they truly are. Antique or hand painted china, fragile crystal, pewter ware, iron cooking pans and skillets, wooden items, some plastic items, and colored anodized aluminum items should be washed by hand rather than in the automatic dishwasher.

It is normal for a small amount of water to stand in the sump at the bottom of the tub at the end of the cycle. The water is clean and keeps the pump primed and the water seal moistened.

**Furnace Closet/Hot Water Heater Closet** Do not place any items in this closet. This space is designed to hold only your hot water heater and gas furnace. The potential for a fire hazard is great if items are stored in this area. You may be billed for the removal of items from this area.

**Energy Savers** Keeping your blinds/draperies closed will help insulate your windows. Conserve water by promptly reporting running toilets, leaking faucets, faulty showerheads, etc. to the Maintenance Department at 434-971-6811. When the shower is in use, no water should come out of the tub spout at the same time. Contact the Maintenance Department if you notice this happening.

**Electricity outages** If you experience a loss of power, check your breakers (if they are located in your apartment) before calling Dominion Energy or our Maintenance Department.

**Heat** During cold winter months you must maintain your heat at no less than 60 degrees to prevent pipes from freezing and bursting. Any property damage due to heat being turned off or cooler than 60 degrees may result in billable expenses based on damages.

## **UTILITIES**

**Electricity must be connected in your name from the day the Lease begins and remain connected until your lease ends.** Any electrical service, which is not covered under your service account during the Lease term, may be billed to you by MSC to recover our costs for electric service to your apartment, including connection fees. Unfortunately, if MSC pays an electric bill for service in your apartment due to the service not being in a Resident's name, you will be billed an additional \$50 for each bill received. Also, any past due Water/Sewer bills with Think Utility Services, Inc. Sub Metering will be transferred to your MSC account to be paid as soon as possible, you will be billed an additional \$50 for each bill transferred.

### **Required:**

Electricity (Dominion Energy)  
Water/Sewer- City of Charlottesville

888-667-3000  
434-970-3211

### **Optional:**

Telephone (Century Link) 866-304-6820  
Cable & Internet (Comcast) 888-266-2278

## **VEHICLE REGISTRATION AND PARKING**

Parking is provided for two vehicles per unit. All residents must obtain a valid parking sticker from our office in The MadHouse each year in August. Guests parking is available on a limited basis. Guests are required to place a hand written note on their dashboard stating which apartment they are visiting. Any cars without this note will be subject to towing.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic

lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Driving or parking on grassy areas throughout the grounds is subject to a fine or replacement costs after assessments of damages.

Vehicles in non-operating condition may NOT be kept on the grounds. Commercial vehicles, boats, trailers, and campers may NOT be parked in the lot or on common property except for loading and/or unloading. Car washing is prohibited.

## **VACATING**

Upon termination of this Lease, all Residents shall completely vacate the premises, including the removal of all personal property and furniture at or before **12:00 NOON**. Resident shall turn over to the Landlord the premises and all its fixtures and equipment in good and substantial repair, reasonable wear and tear expected. Resident(s) may request to be present at the time the Landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines in this manual.

All keys, including knob lock, mailbox, deadbolt, laundry cards, and clubhouse key fobs, as applicable, must be returned to the Management Services Corporation office. Each Resident will be asked to sign a Key Return Form at the time keys are returned and will also be asked to indicate whether or not the apartment has been fully vacated. Upon notice from any Resident that the apartment is no longer occupied, Landlord will assume the right of possession.

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include, but are not limited to, parking, use of the swimming pool, use of the clubhouse and right of entry into the apartment. The Landlord may assume that the condition of the apartment at the time keys are returned is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by **12:00 NOON** of the termination date of your Lease Agreement, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for re-keying the apartment will become the Resident's responsibility.

No right of storage is given to Residents after the Lease Agreement ends, and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the Lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act. Please see your Property Manager for more specific details of this procedure.

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, no waterbeds are permitted. Please know this is to protect the condition of apartments.

## **WINDOW COVERINGS**

All windows and glass doors must be covered with white or off-white lined draperies or blinds. Please

check the cover page of your Lease to see what blinds, if any, your property supplies.

## **WINDOW SAFETY**

In June 2000, the U.S. Consumer Product Safety Commission released safety guidelines to help prevent falls from windows. Management Services Corporation supports window safety and has taken the following precautions to assist Residents in preventing window falls.

Window screens are not designed or intended to protect from falls. Therefore, **window stops will be installed on all windows upon the Residents request**, which will allow Residents to restrict the window opening. Please **keep furniture away from windows** to discourage anyone from climbing near windows.

Window guards are also available for installation at the Residents request and expense. Window guards screw into the sides of a window frame and have bars set 4" or less apart.

It is the Resident's responsibility to notify management of any window problems or if window stops need to be replaced. Please contact the Maintenance Department at 434-971-6811 if you have any questions or concerns about thumb locks, window safety or additional window protection.

## **Burnet on Elliott**

### **APPLIANCES**

Each apartment is furnished with a full-size, front-loading clothes washer and dryer. The washer is a high-efficiency appliance. Use only detergents marked "HE." Use of non-HE detergents will cause excessive suds and may result in overflowing. Any maintenance calls necessitated by using non-HE detergents may be billed to the resident.

Refrigerators, ranges and ovens, microwave ovens, and dishwashers are stainless steel. Do not clean with abrasive cleaners such as Comet or Soft Scrub. Residents have been supplied with 1 bottle of Cerama Bryte, which is the preferred product for cleaning and protecting the range top surface.

### **COUNTER TOPS**

Kitchen and bath counter tops are made of a granite-like material. Do not use any type of abrasive cleaner to clean them, such as Comet or Soft Scrub.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **HALLWAYS, STAIRWAYS, AND BALCONIES**

Hallways, stairways, and balconies are to be kept clear of trash and personal belongings at all times. Hanging items from the balcony railings is also not permitted. Bicycles must be stored in the resident's storage room in the basement.

The balconies are very narrow and may hold at the most two small chairs and one small table. They must be in a style that is appropriate for the building. Please check with your Property Manager before purchasing.

When moving in, please be sure to use a hand-truck or similar moving equipment with pneumatic tires only. These tires are much softer than the hard rubber tires used on dollies or grocery carts.

### **HARDWOOD FLOOR CARE**

Bedrooms, living rooms, kitchens, and hallways are covered with a hardwood laminate floor. There is a cork cushion and sound-absorbing underlayment on top of a gypcrete (concrete) floor. We expect there to be little, if any, sound transfer between apartments, but since Burnet on Elliott is a new building, we reserve the right to require that residents on the second and third floors cover at least 75% of their hardwood laminate flooring with area rugs. This would reduce noise transference between apartments in the event this becomes a concern. It is also recommended that you use casters or felt pads for all furniture legs to help avoid any scratching of the flooring.

Do not apply any type of wax or polish to the hardwood floors. Damp mop only.



## **LIMITED ENTRY ACCESS SYSTEM**

Burnet on Elliott is equipped with a limited access entry system which requires a key fob to enter the building. Only Burnet on Elliott Residents may possess a key fob which will be issued at the time of move-in. The cost to replace a lost or missing key fob is \$50.00.

## **MAILBOXES**

Mailboxes are located in the covered parking area of the building. Each resident is given a key to the apartment mailbox. Please contact your Property Manager at 434-977-2702 if you have questions regarding your specific mailbox.

## **MOVING TRUCKS/ VEHICLES**

Due to the building's low overhang at the parking lot entrance which limits overhead clearance, caution should be exercised at all times, particularly when moving in and out of your apartment. A yellow and black caution marker has been installed at the base of the building's overhang as a reminder.

## **PARKING**

Burnet on Elliott has parking spaces for each bedroom in the building. Each resident who owns a vehicle will be entitled to a parking permit, but not to exceed one permit per bedroom. An exception will be considered for residents with both a car & a moped as long as both vehicles are small enough to fit in the same space - covered spaces would be off-limits at all times under these circumstances.

In order to obtain a parking permit, residents should visit our office at 780 Madison Avenue (Madhouse) in order to register their vehicle. Parking permits expire each August. Residents will need to obtain new permits each August.

You may not park at Burnet on Elliott without a valid parking sticker displayed on your vehicle. Vehicles without Burnet on Elliott parking permits are subject to towing by Colliers Towing. In the event that an unauthorized vehicle is towed, it may be retrieved at 1530 Viola Way, Charlottesville, VA 22902. Collier's phone number is 434-295-4941.

Depending on the number of vehicles registered by all Burnet on Elliott residents, guest parking passes may be available at Madhouse.

Please drive carefully on the property and only park in the marked spaces and never in the fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a trash container or impeding the flow of traffic through the parking lot at any time is subject to towing without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

## **STORAGE ROOMS**

The storage rooms at Burnet are located on the basement level of the far-right stairwell, if entering from the parking lot. There are enough storage rooms for each apartment to lease. Each storage space will be available for a one-time annual fee that coincides with the lease date of each apartment. Each storage room consists of solid drywall walls, chain link ceiling, and solid doors with deadbolt locks. No flammable materials (gas cans, kerosene, paint thinner, etc.) may be kept in the storage area. The storage area must be kept neat and clean. Empty cardboard boxes are not permitted. Burnet will inspect the storage rooms periodically with advance notice to residents. Burnet reserves the right to require the removal of any items deemed to be inappropriate in the sole opinion of Burnet on Elliott.

### **TRASH**

The trash dumpster is located at the rear of the parking lot and is emptied once per week. Please do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. If you find the container is full, please contact your Property Manager at 434-977-2702. We also ask that you do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, the resident will be billed for the cost of removal.

### **UTILITIES**

There is a monthly Utility Fee at Burnet on Elliott. This fee covers parking, water, and sewer, one basement storage closet per unit, and trash removal.

Required:

Electricity (Dominion Virginia Power)	888-667-3000
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Optional:

Telephone, Internet, and Cable (Century Link)	888-723-8010
Cable and Internet (Comcast)	888-266-2278
Internet (Ting)	434-984-8428

### **WINDOW TREATMENTS**

Residents may not install window treatments of any kind in their apartments, however custom window treatments have been provided in some rooms in some apartments. If additional treatments are desired, options are available through Management for a reasonable one-time fee.

### **WIRING – USB, CABLE TV, INTERNET**

There is a USB charging outlet located in the kitchens. All bedrooms and living rooms are hard wired for cable and internet. No wiring alterations may be made without written permission.

## **Cambridge House**

### **APPLIANCES**

Each apartment is furnished with a full-size, front loading clothes washer and dryer. The washer is a high-efficiency appliance. Use only detergents marked "HE." Use of non-HE detergents will cause excessive suds and may result in overflowing. Any maintenance calls necessitated by using non-HE detergents may be billed to the resident.

Refrigerators, range tops, microwave ovens, and dishwashers are stainless steel. Do not clean with abrasive cleaners such as Comet or Soft Scrub. Residents have been supplied with 1 bottle of Cerama Bryte, which is the preferred product for cleaning and protecting the range top surface.

### **MAILBOXES**

Mailboxes are located on the wall next to apartment 4. No key is required.

### **PARKING**

Residents of Cambridge House are allowed to park in any marked space in the parking lot to the left of the building. Cambridge House Residents are not allowed to park in the parking lot to the right of the building with the spaces marked PSA ONLY. All Cambridge House residents must obtain a valid parking sticker from our office at the MadHouse, 780 Madison Avenue each year in August.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

Only a Management Services Corporation representative, Charlottesville Police Officer, or Charlottesville Fire Department official is authorized to tow from unmarked parking spaces, driveways, or fire lanes.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

### **TRASH**

Cambridge House Residents are permitted to use the dumpsters provided for Cambridge Square Apartments and Oxford Hill Apartments. Please put trash IN the dumpster. If you find a dumpster is full, please use another one. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

## POOL

Cambridge House Residents may use the pool at Cambridge Square Apartments, which is located between the 818 and 820 buildings. The pool season is typically May through September. Management Services reserves the right to change these dates without prior notice. Please observe all signs regarding pool opening, use and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A Resident must accompany the guest at all times. The Resident is responsible for the conduct of his / her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

Pool Rules are as follows:

- Pool pass required at all times to enter pool area.
- No alcohol or glassware permitted in the pool area at any time.
- No food or beverage permitted inside the pool at any time.
- No pets allowed.
- Guest must be accompanied by a Resident. Limit 1 guest per Resident.
- Use of pool will be at Resident's own risk.
- No running or rough play.

THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.

USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

## UTILITIES

Required:

Electricity (Dominion Virginia Power)	888-667-3000
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Optional:

Telephone (Century Link)	434-974-6928
	866-304-6820

Cable (Comcast)	888-266-2278
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## **Cambridge Square Apartments**

### **APPLIANCES AND EQUIPMENT**

Cambridge Square Apartments provides: Blinds, appliances (stove/oven, dishwasher, and refrigerator) and a microwave and washer/dryer in all remodeled apartments. Resident allows access to patio for gas meter reading at the following locations 818F, 824X, 824F, 826F, and 828F. Resident allows access to patio/apartment for electrical meters at the following locations 814X, 816X, 818F, 820F, 824X, 826F, and 828F.

### **DECKS AND PATIOS**

It is your responsibility to maintain your patio during your residency. This includes, but is not limited to, weeding, grass trimming, leaf removal, sweeping, trash removal, etc. If you need assistance, please contact your Property Manager at 434-977-2702. Assistance may be available at an hourly rate through the MSC Building and Grounds Department.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

Residents can enjoy grilling outdoors. There is a gas grill at the Cambridge Square Pool for your enjoyment during open pool season.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If casters and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **LAUNDRY**

The laundry facility in Cambridge Square Apartments is located in the 822 Building. Operation of the machines is by debit, credit, and coin.

Please be courteous when using these facilities and remove your clothes from all machines as soon as the cycle is complete. After removing all clothes from the washing machines, please leave the washer door open to allow air to dry the door gasket. Remove all lint from dryers before and after each use and dispose of all lint and trash in the container provided. To prevent the possibility of theft it is recommended that you DO NOT leave your clothes unattended. MSC assumes no responsibility for lost or stolen items.

If you should notice that a machine is not operating properly, please contact CSC Serviceworks at <https://www.cscsw.com/request-service/> or by calling toll free at 877-264-6622. Please

be sure to provide the machine identification number that is located on the front of the machine in your service request.

## **MAILBOXES**

Mailboxes are located by each apartment entry door. No key is required.

## **PARKING**

Residents who have obtained a valid parking sticker and have paid a one-time annual fee are allowed to park in any parking space throughout the parking lot. Parking spaces are on a first-come first-served basis. There are no guarantees that you will be able to park directly in front of your apartment or apartment building.

A resident or guest pass must always be displayed on any vehicle parked in the parking lot. A limited number of guest passes are available from the Leasing Office at 780 Madison Avenue.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. To protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot will be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

## **POOL**

The pool season is typically May through September, weather permitting. Management Services Corporation reserves the right to change these dates without prior notice. Please observe all signs regarding pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A Resident must always accompany the guest. The resident is responsible for the conduct of his/her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must always be followed.

The pool rules include the following:

No alcohol or glassware permitted in the pool area at any time.

No pets allowed.

Guests must be accompanied by a Resident. Limit 1 guest per Resident.

Use of pool will be at Resident's own risk.

No running or rough play.

THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.

USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

### **SODIUM VAPOR LIGHT**

The following apartments receive an annual reimbursement for minimal sodium vapor light electrical consumption during January or February annually:

814 - A, D, L, N  
816 - A, G, J  
818 - A  
820 - A, B, D, E, I  
822 – A, C, F, J  
824 - A, J  
828 – F, L

### **TRASH**

Dumpsters are located throughout the community for your convenience. Please put trash IN the dumpster. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Dumpsters are emptied three times weekly—typically Monday, Wednesday and Friday. If you find a dumpster is full, please use another one. Please do not overfill dumpsters—call your Property Manager at 434-977-2702 if you notice any dumpster overflowing. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

### **UTILITIES**

Required:

Electricity (Dominion Virginia Power)	888-667-3000
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Optional:

Telephone (Brightspeed)	877-355-4692
Internet/Cable (Xfinity)	800-934-6489

## **Carrollton Terrace Apartments**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. is not permitted. These items can be removed, without notice, at the resident's expense.

### **INTERNET**

Internet is included with your monthly rent. All jacks in your apartment are always turned on, simply plug your Ethernet cord into one of the jacks or plug a router of your own into one of the jacks for wireless internet. If you have any problems or questions regarding the internet service, please contact TING at 844-846-4994, by email at [help@ting.com](mailto:help@ting.com) or visit their website at [www.ting.com/internet](http://www.ting.com/internet) and click the help button.

### **HARDWOOD FLOOR CARE**

Hardwood floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. DO NOT put any type of wax product on these floors. It is required by management that residents cover at least 75% of their flooring with area rugs. This will help reduce noise transference and also to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. When vacating the apartment, please sweep and damp mop the hardwood floors, DO NOT wax and buff.

### **LAUNDRY**

Each apartment comes equipped with a washer and dryer. Please make sure to clean the lint trap after each use of the dryer.

### **MAILBOXES**

Mailboxes are located on the first floor in each building and are labeled with your apartment number. An outgoing box is also provided. Mailboxes are key operated.

### **NO SMOKING**

Carrollton Terrace is a non-smoking community. In an effort to provide healthful, clean apartment homes for our current and future residents, we do not allow smoking within the apartments. If you must smoke on the property, please dispose of your cigarettes safely and in the proper receptacle.

### **PARKING**



Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website and sign up through the parking lottery. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

**As we strive to fulfill our resident's parking needs first, guest passes will not be given for any reason at Carrollton Terrace.**

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If your vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

### **SPRINKLER**

Please do not hang anything from the sprinkler pipes or sprinkler heads as this violates the fire code and may damage them. Please be careful near the sprinkler heads especially close to the front door. If a sprinkler head is damaged due to resident neglect the expense to repair will be billed to the apartment.

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### **TRASH**

A dumpster is located at Carrollton Terrace on the backside of the 116 building for your convenience. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

### **UTILITIES**

**Required:**

Electricity (Dominion Virginia Power)	888-667-3000
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**Optional:**

Telephone (Century Link)	434-974-6928
Cable (Comcast)	434-266-2278
Internet (TING)	844-846-4994

### **UTILITY CLOSET**

Please do not store personal items near the water heater and air conditioning condensate line in the laundry room. This is a fire hazard. If the condensate line (white pipe on floor) is damaged by your personal belongings all repairs necessary will be at your expense.

### **WALKWAYS & STAIRWELLS**

Walkways and stairwells are to be kept clear of all personal belongings, trash, bicycles, etc., in accordance with the City of Charlottesville's Fire Code. Any items found in the hallways will be removed and stored at the resident's expense. To retrieve stored items, contact our office at 434-977-2702.

### **WATERBEDS**

Waterbeds may be permitted at the Property Manager's discretion only if Renter's Insurance is obtained by the resident.

### **WIRING**

Under no circumstances should residents alter, attempt to alter, or otherwise have altered the telephone, cable, or electrical wiring and/or connections in the apartment.

## **Hemlock Lane**

### **930 ATTIC USE**

Under no circumstances is the attic area to be used as a bedroom. Resident(s) agree to keep the attic free of trash and flammable or combustible materials such as cardboard, lint, loose papers, trash etc.

### **FITNESS CENTER/CLUBHOUSE USE**

If residents are interested in use of the MadHouse amenities, including but not limited to the fitness center, there is a per month fee that must be paid in full. Please refer to the section above labeled “**MADHOUSE**” for a detailed description of the MadHouse amenities. Contact the leasing office for further details.

### **GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

Management will mow the lawn, trim shrubs and clean gutters as needed.

### **MAILBOXES**

930 Hemlock: Mailbox is located on the far-left front corner of the lawn area near Hemlock Lane.

932 Hemlock: Mailbox is located on the far-left front corner of the lawn area near Hemlock Lane.

### **PARKING**

Parking is limited to parallel spaces immediately in front of each home. No parking is allowed on the lawn. Vehicles parked on the lawn are subject to towing at the vehicle owner's expense and risk. You are responsible for monitoring your own driveway.

## SNOW

Residents are responsible for shoveling snow from their porch, sidewalk and parking area.

## TRASH

Trash collection is the responsibility of the resident. Options for trash service include:

City of Charlottesville: You purchase a trash can (with lid) for your personal trash. You will also need to purchase “trash stickers” which are put on the container each week when the trash is collected by The City of Charlottesville. You may purchase trash stickers at any local grocery store and many mini-marts in our area. The City of Charlottesville collects trash on Hemlock Lane each Thursday. You must have your container on the street with the appropriate sticker for them to collect it. You can obtain more information about this process by visiting the city website at Charlottesville.org.

Contact a local Trash Collection Service and pay a monthly fee. Many provide roll away containers.

## UTILITY ROOM

The Utility Room located off of the kitchen area is equipped with a washer and dryer hook up. Management does not provide the machines. Residents are responsible for maintenance of their machines, and any damage that may occur by use of their machines.

The furnace for your home is located in the Utility Room. For this reason, you must not use this as a storage area. Proper ventilation is critical and storing anything flammable will be considered a fire hazard.

## UTILITIES

Service for electricity, water/sewer, and gas must be set up in your name from the day the lease begins and must remain connected throughout the lease period. Any service, which is not covered under your service account during the lease term, may be billed to you by Management Services Corporation to recover our costs for service to your cottage, including connection fees.

Required:

Electricity (Dominion Energy)	866-366-4357
Water/Sewer/Gas (City of Charlottesville)	434-970-3211

Optional:

Internet (Ting)	434-227-5984
Cable/Internet (Xfinity)	888-266-2278

## VACATING

Upon termination of this Lease, all Residents shall completely vacate the premises, including the removal of all personal property and furniture on or before **12:00 noon**.

All keys, including door lock, mailbox, and deadbolt, as applicable, must be returned to the Management Services Corporation Business Office located at the MadHouse, 780 Madison Avenue, Charlottesville, VA 22903.

Each Resident will be asked to sign a Key Return Form at the time keys are returned and will also be asked to indicate that the cottage has been fully vacated. Upon notice from any resident that the cottage is no longer occupied, Landlord will assume the right of possession.

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include the right of entry into the cottage. The Landlord may assume that the condition of the cottage at the time keys are returned is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by **Noon** of the termination date of your Lease Agreement, and the cottage has been vacated, possession of the premises will return to the Landlord, and charges for re-keying the cottage will become the residents' responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your Property Manager for more specific details of this procedure.

Before departure, Resident shall turn over to the Landlord the premises and all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear accepted. Resident may request to be present at the time the Landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their cottage for inspection according to the Cleaning Guidelines in this manual.

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted.

## **WINDOW COVERINGS**

Blinds are provided for all windows. Residents may be billed for abuse or excessive wear and tear on blinds.

## **Lewis Mountain Road Duplex**

### **ATTIC USE**

Under no circumstances is the attic area to be used as a bedroom. Residents agree to keep the attic free of trash and flammable or combustible materials such as cardboard, lint, loose papers, trash etc. The attic is to be used for storage only. Please make sure that any items stay on the floor space provided. Do not store any items next to the indoor furnace, water heater, or off the floor area.

### **DECKS AND PATIOS**

The following items may be kept on your deck/porch: conventional deck furniture, bicycles, and plants. Trash, pet food, kegs, grills, and other debris should never be stored on decks, patios, or porches.

### **GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. Do not use a grill on your rear porch as this is a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If casters and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. Only appropriate lawn furniture is allowed and should be kept tidy.

All landscaping needs are provided.

### **MAILBOXES**

The mailboxes are located near the parking area at 2015 Lewis Mountain Road.

### **NO SMOKING**

No smoking is permitted within the house. No cigarette butts should be strewn about the lawn or entrance ways. All cigarette butts must be fully extinguished before discarding in the proper

receptacle.

**PARKING**

Each driveway can accommodate two to three vehicles. Residents are responsible for monitoring the driveway.

**SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalks, and parking area. Per the City of Charlottesville, all street sidewalks in front of the dwelling must be clear within 12 hours of the storm completion.

**TRASH**

Trash collection is the responsibility of the resident. Options for trash service include:

City of Charlottesville: You purchase a trash can (with lid) for your personal trash. You will also need to purchase “trash stickers” which are put on the container each week when the trash is collected by The City of Charlottesville. You may purchase trash stickers at any local grocery store and many mini-marts in our area. The City of Charlottesville collects trash each Thursday. You must have your container on the street with the appropriate sticker for them to collect it. You can obtain more information about this process by visiting the city website at [www.charlottesville.org](http://www.charlottesville.org).

Contact a local Trash Collection Service and pay a monthly fee. Many provide roll away containers. A contractor to consider may be:

GFL Environmental	434-296-6000
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**UTILITIES**

It is the resident’s responsibility to sign up for all required utilities below, no later than the day the lease starts.

Required:	
Electricity (Dominion Virginia Power)	888-667-3000
Water/Sewer/Gas (City of Charlottesville)	434-970-3211
Trash (See above)	434-970-3211
Optional:	
Telephone/Internet (Brightspeed)	833-692-7773
Cable/Internet (Comcast/Xfinity)	866-203-0432

## **Maupin Townhomes**

There is a no pet policy within this community. No pets are allowed on site for temporary or permanent housing.

### **DECKS AND PATIOS**

It is your responsibility to maintain your patio during your residency. This includes, but is not limited to, leaf removal & sweeping. Only conventional patio furniture is permitted - it must not be unsightly or in disrepair. Please do not store personal items on your patio.

### **FIREPLACES**

The fireplace in Maupin House (# 1) is fueled by natural gas. For gas connection, please contact the City of Charlottesville Gas Division at 434-970-3211.

If you would like a copy of the instructions for your fireplace, please contact your Property Manager at 434-977-2702.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and also help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If castors and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **MAILBOXES**

Mailboxes are located between apartment number 5 and the parking lot. A key is required. Please contact your Property Manager if you have questions regarding your specific mailbox number.

### **PARKING**

Residents of Maupin are allowed to park in any marked space throughout the small lot to the right of unit 5. All Maupin Residents must obtain a valid parking sticker from our office at the MadHouse each year in August. As we strive to fulfill our resident's parking needs first, guest passes will not be given for any reason at Maupin.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even



with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

### **SPRINKLER**

Please do not hang anything from the sprinkler pipes or sprinkler heads as this violates the fire code and may damage them. Please be careful near the sprinkler heads especially close to the front door. If a sprinkler head is damaged due to resident neglect this expense to repair will be billed to the apartment.

### **TRASH/RECYCLING**

Ninety-gallon trash cans are provided for your disposal of trash. Please put trash IN the trashcan. If you find one trashcan is full, please use another one. Do not place trash outside of the trashcan on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

Trash and Recycling will be collected on Thursday morning; recycling is picked up every other week. Please make sure to move your trash can to the parking lot by Wednesday night to make sure your trash is picked up the following morning.

### **UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

#### **Required:**

Electricity (Dominion Energy)	888-667-3000
Water/Sewer (City of Charlottesville)	434-970-3211

#### **Optional:**

Telephone (Century Link)	800-201-4099
Cable (Comcast)	888-266-2278
Gas (City of Charlottesville)	434-970-3211

### **WATERBEDS**

Waterbeds are not permitted at Maupin Apartments.

## **Mosby Apartments**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **LAUNDRY**

There is a laundry facility located at Cambridge Square Apartments (across the street from our office – MadHouse). It is located in the 822 building and we encourage you to use it. This laundry room provides new front loading machines and the convenience of a cash free, card system. Please contact our office and we will help you to set up an account.

### **MAILBOXES**

Mailboxes are centrally located in the entry of each building. Box numbers correspond to the apartment numbers.

### **PARKING**

Each apartment at Mosby has one assigned parking space that corresponds to the apartment number. In the event that an unauthorized vehicle is using your parking space, you are authorized to tow from your designated parking space. We recommend that you contact Collier's Towing at 434-293-6433 for towing, as they are familiar with parking policies at MSC. As we strive to fulfill our Resident's parking needs first, guest passes will not be given for any reason at Mosby. All Mosby residents must obtain a valid parking sticker from our office, the MadHouse, each year in August.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

Only a Management Services Corporation representative, Charlottesville Police Officer, or Charlottesville Fire Department official is authorized to tow from unmarked parking spaces, driveways, or fire lanes.

If your or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

### **TRASH**

A dumpster is located in front of the property for your convenience. Please place trash in the dumpster. If you find a dumpster is full, please contact your Property Manager at 434-977-2702.

Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

## UTILITIES

### Required:

Electricity (Dominion Virginia Power)	888-667-3000
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### Optional:

Telephone (Century Link)	800-201-4099
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Cable (Comcast)	888-266-2278
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## **Nob Hill Apartments**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense. There is a park within walking distance that provides a nice atmosphere for get-togethers and other small functions.

### **HALLWAYS AND STAIRWELLS**

Hallways and stairwells are to be kept clear of trash and personal belongings at all times. Hanging items from the walkway railings is also not permitted. Bicycles must be stored in your apartment or in the bike rack located near the interior mailboxes.

When moving in, please be sure to use a hand-truck or similar moving equipment with pneumatic tires only. These tires are much softer than the hard rubber tires used on dolly's or grocery carts. Due to the resurfaced walkways, any other type of equipment may permanently damage the surface.

Please make sure that any furniture on the common landing in front of your apartment is appropriate for the style of the community. Nylon chairs, camping chairs, plastic chairs, tables, ashtrays, sofas, couches, lamps and unsightly furniture will not be permitted at the property. All furniture must be suitable for a patio setting and must be cleaned on a regular basis. Any furniture on the common landings that does not adhere to this policy will be removed and disposed of, without notice, at the expense of the resident.

### **HARDWOOD FLOOR CARE**

The hardwood floors in your apartment should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. DO NOT put any type of wax product on these floors.

Due to the open floor plan of the building, it is required that residents cover at least 75% of their hardwood flooring with an area rug(s). This will help reduce noise transference between apartments and also help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring.

With the hardwood floors being a unique feature at Nob Hill, please be mindful of noise levels amongst floors for neighbors above you (for floor two and three) as noise may travel with the sound of foot traffic. Specifically between the hours of 10pm and 7am, please ensure noise is kept to a minimum to ensure everyone is able to enjoy an overall environment.

### **INTERNET**

Internet service is provided by Ting. You will need to purchase your own router to plug into the Ethernet connection inside the apartment.

Should you experience any problems with your internet service please contact the Customer Service Department at Ting:

[help@ting.com](mailto:help@ting.com)

434-227-5984

844-846-4994

### **LIMITED ENTRY ACCESS SYSTEM**

Nob Hill Apartments is equipped with a limited access entry system which requires a code to allow entry into the building. Only Nob Hill Residents should have this code, which is provided to them by management at their move-in.

Keys are available for the lower glass door going out to McIntire Road. Please contact the office to obtain a key to that door if needed. Residents are responsible for keeping the door locked at all times in order to limit access to Residents only.

### **MAILBOXES**

Mailboxes are located just inside the limited entry door off of the parking lot. A key is required. Please contact your Property Manager at 434-977-2702 if you have questions regarding your specific mailbox. Any packages will typically be placed at the mailbox area. Please ensure items are picked up in a timely manner.

In order to ensure packages are placed inside the building vs. outside at the door, please feel free to add the code to any orders for package delivery. Management has notified all major delivery companies of the code, although this will add an additional step of notification.

### **PARKING**

Each apartment will be allotted one assigned parking space which corresponds with the apartment #. In order to obtain a parking permit, residents must come to our office at 780 Madison Avenue, the MadHouse, each year in August to register their vehicle.

You may not park in the Nob Hill parking lot without a valid parking sticker. In the event that an unauthorized vehicle is using your parking space, you are authorized to tow from your designated parking space by calling Collier's Towing at 434-293-6433, as they are familiar with parking policies at MSC.

As we strive to fulfill our Resident's parking needs first, guest passes will not be given for any reason at Nob Hill. Please ask your guests to park along McIntire Road or Altamont Street. **Do not block, park or utilize the driveways belonging to our neighbors along Altamont Street.**

Please drive carefully on the property and only park in the marked spaces and never in the fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster or impeding the flow of traffic through the parking lot at any time will be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted,

and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

### **TRASH**

A trash dumpster is located at the far end of the parking lot for your convenience. The dumpster is emptied once a week, typically every Tuesday. Please put trash in the dumpster and do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. If you find the dumpster is full, please contact your Property Manager at 434-977-2702. We also ask that Residents do not leave trash bags or other debris outside their apartment entrance. If it is necessary for us to remove the trash, the Resident will be billed for the cost of removal.

### **UTILITIES**

The Nob Hill utility fee covers Water/Sewer, Trash Removal, Internet service via Ting, and Parking.

Required:

Electricity (Dominion Energy)	888-667-3000
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Optional:

Telephone (Century Link)	888-723-8010
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Cable (Comcast)	888-683-1000
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### **WASHER/DRYER**

Each apartment home is equipped with a Quietline or LG washer/dryer unit. It is the responsibility of the resident(s) to properly care for such machines. Use only low sudsing detergent such as Tide HE or Wisk HE in powder or liquid form. In order to get the best results, always use a fabric softener. Repairs should be reported to our Maintenance Department at 434-971-6811. It is the responsibility of the Resident to clean and maintain the drain and lint screens on their washer/dryer units. Costs incurred due to abuse or excessive wear and tear will be the responsibility of the Resident(s). Please refer to the Owner's Manual for further instructions on the use, maintenance, and care of your Quietline or LG washer/dryer unit.

There is a coin operated laundry room on the bottom floor for your use if you wish to wash larger loads or items such as bedspreads, etc.

## **Oxford Hill Apartments**

### **APPLIANCES AND EQUIPMENTS**

The following apartments are equipped with a washing machine and a dryer provided by the Landlord. The Landlord agrees to maintain the machines; however, the Resident will be responsible for service, repairs, and any subsequent damage caused by Resident abuse or neglect. Prior to each use of the dryer, Resident should clean the dryer lint screen. Resident will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

1017A, 1017C, 1019A, 1019C, 1021A, 1021C, 1023A, 1023C, 1025A, 1027A, 1029A, 1029C, 1031A, 1031C, 1033A, 1033C.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted at Oxford Hill Apartments. These items can be removed, without notice, at the Resident's expense.

### **HARDWOOD FLOOR CARE**

It is required by management that Residents cover at least 75% of their wood flooring with area rugs IN ALL apartments. This will help to reduce noise transference and to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to prevent scratching of the flooring.

### **LANDLORD ACCESS**

Hot water heaters for the "A" and "B" units may be located within the "C" unit apartments. From time to time, it may be necessary for our Maintenance Department to enter a "C" unit for repair and replacement purposes. Every effort will be made to notify "C" unit residents in advance that access is needed to this area. However, if an emergency situation arises, there may not be time. We appreciate your cooperation and understanding. No personal belongings should be stored in this area at any time.

### **LAUNDRY**

There are three laundry rooms at Oxford Hill, located in the 706, 746, and 768 buildings. You may use coins or card in the laundry room.

Please be courteous when using these facilities and remove your clothes from all machines as soon as the cycle is complete. Remove all lint from dryers before and after each use. Please dispose of all lint and trash in the can provided. In order to prevent the possibility of theft, it is recommended that you DO NOT leave your clothes unattended. MSC assumes no responsibility for lost or stolen items.

If you should notice that a machine is not operating properly, please scan the QR code on the

machine to report the problem.

For your convenience download the “CSC GO” App.



**EASIER LAUNDRY**

**GO**

Download on the App Store | GET IT ON Google Play

Create an Account Using the CSC GO App and Get **FREE Laundry\***

**TRY FREE**

**IT'S EASY AND CONVENIENT**

- 1 **Launch** the CSC Go app.
- 2 **Load** laundry and select cycle.
- 3 **Scan** machine with app to start.

Be notified when laundry is done.

My phone doesn't have an internet connection in the laundry room. Will the app work for me?  
Yes! Simply load funds before you go to the laundry room, and be sure Bluetooth is on. That's it!

How do I load money into my account?  
Launch the app, log in, and use "Refill My Account" to add funds instantly or set up auto-fill.

Is my credit card transaction secure?  
Yes! All transactions are SSL encrypted.

Payment methods: Discover, Apple Pay, Visa, Mastercard, American Express

## MAILBOXES

Mailboxes are located next to apartment entry doors. No key is required.

## OCCUPANCY

Taking into consideration the weight of furnishings and the size and spacing of floor joists, no more than ten (10) persons should occupy any one room at one time in all A and B level apartments at Oxford Hill.

In the event that damage or harm should occur as a result of failure to observe this policy, the Resident(s) will be held liable.

## PARKING

Residents of Oxford Hill who have obtained a valid parking sticker are allowed to park in any marked space throughout the parking lot. One pass per resident is allowed for a one-time fee. Please contact the leasing office for more information.

A resident or guest pass must be displayed for any vehicles parked on the property. A limited number of guest passes are available from the Leasing Office at 780 Madison Avenue.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed without warning at the owner's expense - even



with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

## **POOL**

The pool season is typically April through September, weather permitting. Management Services reserves the right to change these dates without prior notice. Please observe all signs with regard to pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his / her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

The pool rules include the following:

1. No alcohol or glassware.
2. No pets allowed.
3. Guest must be accompanied by a Resident. Limit 1 guest per Resident.
4. Use of pool will be at Resident's own risk.
5. No running or rough play.

THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.

USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

## **STORAGE/BONUS ROOMS**

Many of the "C" units have a room without windows, sometimes housing water heaters, that is considered a storage/Bonus room. Please only use this room for storage. It is a violation of Fire Code to use this room as a bedroom.

## **TRASH**

Dumpsters are located throughout the community for your convenience. Please put trash IN the dumpster. If you find that a dumpster is full, please use another one. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside of your apartment entrance. If it is necessary for us to remove the trash, your account will be billed. This includes cigarette butts and any other debris thrown off balconies.

**UTILITIES**

Required:	
Electricity (Dominion Energy)	888-366-4357
Optional:	
Telephone (Century Link)	434-974-6928 866-304-6820
Cable/Internet (Xfinity)	888-683-1000 (800) 266-2278

**WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted at Oxford Hill Apartments.

## **Piedmont & Apple Tree**

### **APPLIANCES AND EQUIPMENT**

Each apartment and home are each equipped with a washing machine and a dryer provided by the Landlord. The Landlord agrees to maintain the machines; however, the Resident will be responsible for service, repairs, and any subsequent damage caused by Resident abuse or neglect. Prior to each use of the dryer, Resident should clean the dryer lint screen. Resident will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

### **GRILLS**

Grills are permitted in the yard area. Residents are required to keep it tidy and remove ashes once cooled properly. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HEATING**

The home has a gas furnace. To set up gas service contact the City of Charlottesville by calling 434-970-3211.

### **COOLING**

126 A and B Apple Tree, and 129 Piedmont Avenue have central air. 131 Piedmont has window AC units.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris. No personal items such as tables, chairs, kegs, etc. are permitted in the lawn or stored around the perimeter of the house. The owner will provide maintenance of the lawn.

### **MAILBOXES**

The mailbox is located by the front door. No key is required.

### **PARKING**

Parking is available in the driveway of each unit. It can accommodate 2 vehicles. Residents will be responsible for monitoring the driveway. Additional parking is available and is allowed only by obtaining a City parking permit for parking along the street in front of the building.

To legally park your vehicle, you must obtain a city permit from the City of Charlottesville Treasurer's Office. The stickers become available from the City of Charlottesville on or around

September 1st of each year. Costs to obtain a permit are determined by the City Council and subject to change annually.

Sticker allotments are determined by the City of Charlottesville Treasurer's Office and are limited. There is no guarantee that all residents will be able to purchase a City parking permit. Failure to obtain a parking permit can result in you receiving parking tickets from the City. For additional information, please contact Management Services Corporation at 434-977-2702, or the City of Charlottesville Treasurer's Office at 434-970-3146.

**SNOW**

Residents are responsible for shoveling snow from their porch, stairs, sidewalks, and parking area.

**TRASH**

All trash must be removed from the house weekly and stored in garbage cans with lids until collection. Residents are responsible for obtaining their own garbage cans. Trash is not to be stored outside the building for longer than one week. Leaving trash outside of the building could result in a \$25 fine per occurrence or the cost to remove it, whichever is greater. Garbage and recycling are collected by the City and must be tagged with the appropriate City sticker. City trash stickers are available for purchase at numerous retail locations throughout Charlottesville. Containers must be placed at the curb by 7:00 a.m. and removed by 7:00 p.m. the same day. Residents agree not to leave any furniture in disrepair, trash, debris, etc. on the lawn or outside of the leased premises at any time. Resident understands that should they fail to keep the yard and exterior clean, they will be billed, without notice, for any time necessary to maintain the yard. All litter and debris are to be kept off the property at all times. Trash collection by the City of Charlottesville is on Tuesday.

**UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

Required:

Electricity (Dominion Energy)	888-667-3000
Water/Sewer/Gas/Trash (City of Charlottesville)	434-970-3211

Optional:

Telephone (Brightspeed)	877-355-4692
Cable/Internet (Comcast/Xfinity)	800-934-6489

## **Preston Square Apartments**

### **BICYCLES**

There are bicycle racks at 1111- 8A, and 1129- 8A. Bikes may also be stored inside apartments. At no time can they be stored on the apartment landings or attached to a railing on any part of the building. If a bicycle is found attached to a railing or part of the building, it will be immediately removed, without notice.

### **FIREPLACES**

(B and C units only)

Using a fireplace can be a great addition to heating your apartment during the winter months.

When using your fireplace, please adhere to the following guidelines:

Wood stored inside your apartment must be in a container to avoid stains on the flooring.

Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.

No trucks are allowed on any lawn to unload firewood.

Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).

Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.

Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.

Place logs on the grate in the fireplace.

When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.

Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.

Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.

When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact our Maintenance at 434-971-6811.

\*The fireplace in unit 1111-2B does not function.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **LAUNDRY**

(1111-9A & 1129-9A Only)

Preston Square Residents without Laundry machines in their apartments may use the Laundry facilities in Cambridge Square Apartments, which are located in the 822 building. Operation of

each laundry machine is by debit, credit, and coin.

Please be courteous when using these facilities and remove your clothes from all machines as soon as the cycle is complete. Please remove all lint from dryers before and after each use. Please dispose of all lint and trash in the container provide. In order to prevent the possibility of theft, it is recommend that you DO NOT leave your clothes unattended. MSC assumes no responsibility for lost or stolen items.

If you should notice that a machine is not operating properly, please contact CSC Serviceworks at <https://www.cscsw.com/request-service/> or by calling toll free at 877-264-6622. Please be sure to provide the machine identification number that is located

## **MAILBOXES**

Mailboxes for the 1111 building are located by apartment 1111 9A. Mailboxes for the 1129 building are located by apartment 1129 9A. A key is required. If you have questions regarding your mailbox number, please contact your Property Manager at 434-977-8203.

## **PARKING**

Residents of Preston Square who have obtained a valid parking sticker are allowed to park in any marked space throughout the parking lot. Permits must be visible from the exterior of the car and should not be put on glass that is heavily tinted.

Residents of Preston Square Apartments may also park in the parking lot to the right of Cambridge House Apartments at 839 Madison Avenue, in the spaces labeled PSA ONLY. Cambridge House is located on the corner of Preston and Madison Ave. All Preston residents must obtain a valid parking sticker from our office at The MadHouse each year in August. *Due to limited space, temporary parking permits are not available for this property.*

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

## **POCKET PARK**

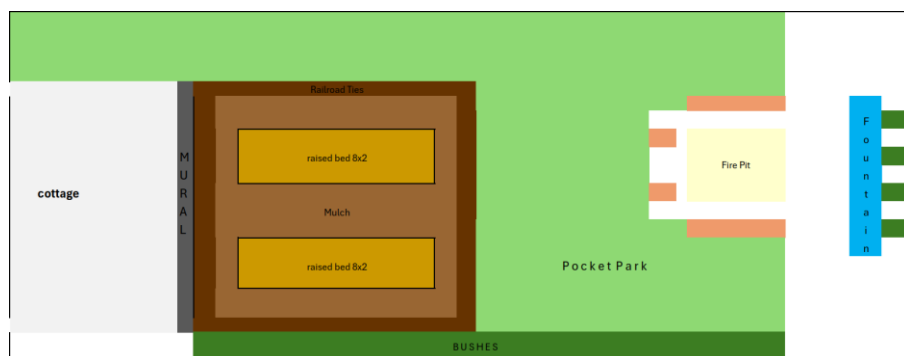
Preston Square offers a wonderful green space for its residents to use for social gatherings or just to enjoy quiet time alone. This Pocket Park is in the rear of the community next to the Cottage and adjacent to the 1129 building – in front of the Cambridge Square Swimming Pool. The amenity includes seating around a gas fire pit as well as a waterfall that is illuminated during evening hours Spring through Fall. Fire pit directions are posted next to the control panel on the front side of the pit. For your safety and the safety of all residents please follow these directions carefully and

report any problems immediately to the Preston Square Property Manager. As a courtesy to other residents, dogs are not permitted in the pocket park.

## COMMUNITY GARDEN

The idea was presented to us by a small group of motivated residents who felt the community would benefit if MSC could designate a space for residents to garden together. This is a resident led initiative.

There are two raised planting beds in the pocket park, located at the rear of the community. They are each 8 feet long & 2 feet wide. Each bed houses 8 - 1'x 2' plots. Please see attached illustration.



Current members of the garden club include Preston Square residents, Lauren Carroll, Olivia de Cuba, Aileen Frazier, Alexis Johnson & Carrie Beth Lloyd. **If interested in being assigned a plot please contact the *Preston Square Garden Club* at [psagardenclub@gmail.com](mailto:psagardenclub@gmail.com).**

To help organize and assign plots efficiently, the garden club requests the following information from interested participants:

- Contact information (cell, email)
- Career status (student, year-round resident, working professional, PhD) / year-round or seasonal residency?
- Experience level for gardening
- Interest in leading a session to share your gardening expertise?
- Willingness to join the committee
- Interest in the bi-monthly garden club

There will be some basic housekeeping rules:

- Each gardener is responsible for tending and watering their own plot.
- No pesticides or herbicides.
- Tools and supplies must not be left out.
- No overgrowth into neighboring plots.
- The committee and property manager reserve the right to revoke privileges where necessary.

## POOL

Preston Square Residents may use the pool at Cambridge Square Apartments, which is located directly behind the PSA Cottage. The pool season is typically May through September. Management Services reserves the right to change these dates without prior notice. Please observe all signs with regard to pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his/her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

**THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.**

**USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.**

### **SLIDING GLASS DOORS**

The sliding glass doors of the "A" units have locks that prevent illegal entry. Please keep these doors locked at all times, except when ventilating your apartment. The screens on all sliding glass doors on both B and C level apartments have been nailed shut by management for your protection. Please do not attempt to remove these nails.

### **SODIUM VAPOR LIGHTS**

One exterior light is wired into the following apartment meters. Residents of these apartments are reimbursed a one-time fee of \$50.00 during the months of January or February. 1129-10C

Two exterior lights, along with the pole lights in the parking lot are wired to the Preston Square Cottage (1123). This unit will receive a monthly credit of \$50.00.

### **TRASH**

Dumpsters are located near the entrances of the property for your convenience. Please put trash IN the dumpster. If you find a dumpster is full, please use another one. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

### **WINDOW COVERINGS**



Blinds are provided on all of the windows and doors on the newly remodeled apartments and townhomes. Please note that all windows and glass doors must be covered with white or cream lined draperies or blinds.

**UTILITIES**

Required:  
Electricity Dominion Virginia Power 888-667-3000

Optional:  
Telephone (Century Link) 434-974-6928  
866-304-6820  
Cable (Comcast) 888-683-1000

## **Rugby Apartments**

### **AIR CONDITIONER CLOSETS**

On the back porch there are several closets. These house a few outdoor air conditioning units for apartments at Rugby. The closets are to remain closed and locked at all times. No personal belongings should be stored in this area at any time. The front closet in apartment #1 houses the interior hallway air conditioning unit. This closet is locked and not available for use by residents.

### **ELECTRONIC THERMOSTAT**

Make sure the fan is always set on Auto. This will ensure that your fan cycles on and off with the heating or cooling cycles and that the temperature in your apartment will remain constant. The System switch is where you can choose for the air-conditioning to be on (a snowflake will be on the display), the heat to be on (a flame will be on the display), or for the entire system to be off. You should never need the auxiliary heat option. If you notice that the auxiliary heat is on, please call Maintenance immediately.

The temperature setting and room temperature are shown separately on the digital display. To display the temperature setting on the digital display, press either the up arrow or the down arrow key once. To lower the temperature setting, press the down arrow key. To raise the temperature setting, press the up arrow key.

### **FIREPLACES**

(Units 1-6 only)

Using a fireplace can be a great addition to the ambiance of your apartment during the winter months. When using your fireplace, please adhere to the following guidelines:

Wood stored inside your apartment must be in a container to avoid stains on the flooring.

Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.

No trucks are allowed on any lawn to unload firewood.

Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).

Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.

Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.

Place logs on the grate in the fireplace.

When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.

Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.

Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.

When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at 434-971-6811.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

## **INTERNET**

Internet is included with your monthly utility fee. All jacks in your apartment are always turned on, simply plug your Ethernet cord into one of the jacks or plug a router of your own into one of the jacks for wireless internet. If you have any problems or questions regarding the internet service, please contact TING at 844-846-4994, by email at [help@ting.com](mailto:help@ting.com) or visit their website at [www.ting.com/internet](http://www.ting.com/internet) and click the help button.

## **LANDLORD ACCESS**

Periodically it is necessary for our Maintenance Department to enter apartment #1 for repairs and preventative maintenance to the heat pump, which is located in the entry closet of apartment #1. The heat pump supplies heat and air conditioning to the interior hallway. Every effort will be made to notify residents in advance that access is needed to this area. However, if emergency situations such as no heat or air, there may not be time. We appreciate your cooperation and understanding. No personal belongings should be stored in this area at any time.

## **LAUNDRY**

The laundry room is located at the rear of the building. Residents will be given a code to enter the laundry room.

Please be courteous when using the facility and remove your clothes from all machines as soon as the cycle is complete. Also, please be sure to remove all lint from dryers before and after each use. Please put all lint and trash in the garbage can provided. To prevent the possibility of theft, it is recommended that you DO NOT leave your clothes unattended. MSC assumes no responsibility for lost or stolen items.

If you should notice that a machine is not operating properly, please contact CSC Serviceworks at <https://www.cscsw.com/request-service/> or by calling toll free at 877-264-6622. Please be sure to provide the machine identification number that is located on the front of the machine in your service request.

## **MAILBOXES**

Mailboxes for units 1-8 are located in the front lobby. A key is required for access. If you have questions about your specific mailbox, please contact your Property Manager at 434-977-2702. The mailbox for 9 is by the entry door, and the mailbox for 10 is by the back bedroom door.

## **PARKING**

Because parking is at a premium around the University area, parking spaces may be purchased on a first-come first-serve basis through our parking lottery for a monthly fee. There are a total of 18 spaces designated for this community.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website to complete a parking addendum. All parking spaces will be reserved on a first-come first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

Each space in the parking lot is numbered 1-18. Residents will be responsible for monitoring their specific numbered parking space obtained in the lottery and will be authorized to tow from their designated space.

To legally park your vehicle along University Circle, you must obtain a city zone parking permit from the City of Charlottesville's Treasurer's Office. The stickers become available from the City of Charlottesville on or around August 1st of each year. Costs to obtain a permit are determined by the City Council and subject to change annually. Sticker allotments to Rugby Apartments are determined by the City of Charlottesville Treasurer's Officer and are limited.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. To protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense. We do not offer guest passes for Rugby.

There is one space that is not numbered and used for MSC emergency services. This space must remain open at all times. Any vehicle parked in the unmarked space will be towed immediately, without warning, at the owner's expense, even with a valid parking sticker.

If your vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

### **SMOKE DETECTORS**

Your smoke detectors are hard wired into the building and the fire alarm system. If one of your smoke detectors goes off, **YOU CANNOT TURN IT OFF OR WAVE AIR IN FRONT OF IT.** The beeping is on a timer. Your hardwired smoke detectors will never need a new battery. Each apartment has 1 battery powered backup smoke detector located in the common area that is not part of the hardwired alarm system.

If the fire alarm sounds throughout the hallway of the building, please evacuate the building and contact our Maintenance Department at 434-971-6811 and report the alarm. The alarm is monitored by an outside agency that will automatically call the Fire Department.

### **TRASH**

Garbage cans are provided for your disposal of trash. These cans are stored at the rear of the parking lot. Please put trash in the trashcan. If you find one trashcan is full, please use another one. Do not place trash outside of the trashcan on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance, in the common areas, hallways, or back staircase. If it is necessary for us to remove the trash, your account will be billed. **YOU MUST NEVER PARK IN FRONT OF THE TRASH CANS SO AS TO PROHIBIT our TRASH SERVICE FROM DUMPING THE CANS. IF A VEHICLE IS BLOCKING THE END OF THE PARKING LOT IN THE NO PARKING ZONE, IT WILL BE TOWED WITHOUT NOTICE AT THE OWNER'S EXPENSE.** For recycling services, please take your recycling to McIntire Road Recycling Center, 611 McIntire Rd, Charlottesville, VA 22902. (434-977-2976).

## **UTILITIES**

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

### **Required:**

Electricity (Dominion Energy)	888-667-3000
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### **Optional:**

Telephone (Brightspeed)	877-355-4692
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Cable/Internet (Comcast/Xfinity)	800-934-6489
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## **Rugby McIntyre**

### **AIR CONDITIONER REMOTE CONTROLS**

Each air conditioning unit in efficiency apartments at Rugby McIntyre is operated using a remote control. This control is the sole unit to operate the air conditioner. If for any reason it is lost or missing at the end of your residency a replacement fee will be deducted from your security deposit at the manufacturer retail rate and will include labor for installation.

### **BATHTUB CARE**

Many of the tubs in Rugby McIntyre have been refinished. If your tub is cracking or peeling in any way, please let your Property Manager know. Care of the refinished tubs is important in their maintenance. Please use only liquid cleaners to clean your tub, including Purple Power, Liquid Mr. Clean, & Liquid Spic & Span and a damp sponge. DOW and 409 products are not recommended. Use of any abrasive cleaning product and suction cup bathmats will cause the finish to peel and may require refinishing at the Resident's expense.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. is not permitted at Rugby McIntyre Apartments. These items can be removed, without notice, at the resident's expense. Community charcoal grills are located near the main entry door in the large grassy area. Please be careful lighting the charcoal, and drench charcoal with water before leaving unattended.

### **HARDWOOD FLOOR CARE**

The second and third level apartments at Rugby McIntyre have hardwood floors. The hardwood floors in your apartment are oak and should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept, and damp mopped. Do not put any type of wax product on these floors. When vacating the apartment, please sweep and damp mop the hardwood floors, DO NOT wax and buff.

It is strongly recommended by management that residents cover at least 75% of their flooring with an area rug. Due to the open floor plan of the building, this will help reduce noise transference between apartments and will also help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring.

### **LAUNDRY**

Rugby McIntyre has a laundry room located on the ground floor between units G19 and G21. Operation of the machines is by debit, credit, and coin.

Please be courteous when using these facilities and remove your clothes from all machines as

soon as the cycle is complete. After removing all clothes from the washing machines, please leave the washer lid open to allow air to dry the machine. Remove all lint from dryers before and after each use and dispose of all lint and trash in the container provided. To prevent the possibility of theft it is recommended that you DO NOT leave your clothes unattended. MSC assumes no responsibility for lost or stolen items.

If you should notice that a machine is not operating properly, please contact CSC Serviceworks at <https://www.cscsw.com/request-service/> or by calling toll free at 877-264-6622. Please be sure to provide the machine identification number that is located on the front of the machine in your service request.

### **LIMITED ENTRY ACCESS SYSTEM**

Rugby McIntyre Apartments is equipped with a limited access entry system which requires a code to gain entry into the building. Only Rugby McIntyre residents should have this code, which is provided to them by management at their move-in.

The Cottage is equipped with an alarm system but it is not activated. In order to have it activated it is necessary for the resident to set up a phone line and contact a monitoring company. The resident must notify the Property Manager if they plan to use it and provide an access code to gain entry including but not limited to: repairs, marketing tours, and emergencies. A brief user guide will be provided at the request of the resident to the property manager.

### **MAILBOXES**

Mailboxes are located in the main lobby on the 1st floor. A key is required. If you have questions about your specific mailbox, please contact your Property Manager at 434-977-2702. Please request that all packages delivered by UPS, FEDEX, etc. (that are too large for your mailbox) be placed at your individual apartment door(s) rather than in the mailroom.

### **PARKING**

Because parking is at a premium around the University area, parking spaces may be purchased on a first-come-first-serve basis through our parking lottery for a monthly fee.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you to pick up your parking sticker. Vehicles parked in the lot without a current parking sticker will be towed at the owner's expense.

As we strive to fulfill our resident's parking needs first, guest passes will not be given for any reason at Rugby McIntyre Apartments.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. To protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the

parking lot will be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If your vehicle is towed, contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

Parking for the Rugby McIntyre Cottage is only in the private driveway next to the cottage. Please do not park in the Rugby McIntyre parking lot.

## **POOL**

Rugby McIntyre residents may use the pool at Oxford Hill Apartments, which is located on Madison Ave. The pool season is typically May through September. Management Services Corporation reserves the right to change these dates without prior notice. Please observe all signs regarding pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his/her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.

THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.

USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

### **POOL RULES**

No alcohol or glassware.

No pets allowed.

Guest must be accompanied by a Resident. Limit 1 per Resident.

Use of pool will be at Resident's own risk.

No running or rough play.

## **RAILINGS**

Many apartments at Rugby McIntyre Apartments have railings outside of the sliding glass doors for your safety. Please take note that you should not lean, loosen, or hang items from the railing.



## SURVEILLANCE CAMERA

Please be advised that Management Services Corporation has installed surveillance cameras at Rugby McIntyre Apartments in an effort to protect the property against damages, littering, and suspicious activity. Surveillance cameras that record activity on the premises can be found in stairwells.

Management will monitor surveillance cameras closely. With this in mind, it is imperative that you remember that you are responsible for your activities on the premise as well as the actions of your guests, whether invited by you or not. Please note, this includes the actions and damages of your guests and any uninvited guests who may enter the property as a result of your party or gathering, whether you are aware of their actions or not. All costs incurred by the Landlord as a result of a party or gathering with which you are associated will be your responsibility. Please plan your parties well and avoid large crowds, which may get out of control.

## TRASH

Dumpsters are located throughout the community for your convenience. Please put trash IN the dumpster. Do not sit trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. If you find a dumpster is full, please use another one. Dumpsters are emptied twice weekly—typically on Tuesday and Friday. Please call your Property Manager at 434-977-2702 if you notice any dumpster overflowing. For recycling services, please take your recycling to the McIntire Road Recycling Center, 611 McIntire Rd, Charlottesville, VA 22902. (434-977-2976).

## UTILITIES

Required:

Electricity (Dominion Virginia Power)	888-667-3000
Water/Sewer City of Charlottesville ( <b>Cottage ONLY</b> )	434-970-3211
Gas City of Charlottesville ( <b>Cottage ONLY</b> )	434-970-3211

Optional:

Telephone (CenturyLink)	800-201-4099
Cable / Internet (Comcast/Xfinity)	888-266-2278

## **Sunset Avenue**

### **BASEMENT**

Units in 100 have a basement area with access to the rear outside stairwell.

\*Units in 106 do not have basements.

### **DECKS AND PATIOS**

The following items may be kept on your decks: conventional deck furniture, bicycles and plants. Trash, pet food, kegs, grills, and other debris should never be stored on decks or patios.

### **GRILLS**

Grills are permitted in the yard area. The use of grills must be strictly supervised. Please keep grills away from the house and trees/shrubbery where an errant flame or excessive heat could create a fire hazard. Do not use a grill on your rear porch as this is a fire hazard. The use of any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The hardwood floors in your apartment should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. DO NOT put any type of wax product on these floors.

It is preferred that residents cover at least 75% of their hardwood flooring with an area rug to help protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring.

### **LAWN CARE**

Residents are responsible for keeping the lawn area free from all litter and debris and for "normal" yard upkeep. Only appropriate lawn furniture is allowed and should be kept tidy.

### **MADHOUSE & FITNESS CENTER ACCESS**

If you are interested in access to the MadHouse facilities, including the fitness center, please contact your Property Manager about the applicable fees for access.

### **MAILBOXES**

A mailbox is located outside your front door.

### **NO SMOKING**

No smoking is permitted within the house. No cigarette butts should be strewn about the lawn or

entranceways. All cigarette butts must be fully extinguished before discarding.

## **PARKING**

There is a private driveway and parking area. Residents are responsible for monitoring the driveway, and it's recommended that both apartments have two parking spaces in the rear driveway area behind the house. There is also free street parking that does not require a city sticker. \*Please note the driveway shares access with the neighboring home, so there is no available parking beside the houses.

## **PETS**

There are some restrictions. Please contact MSC Leasing for additional details regarding pets.

## **SNOW**

Residents are responsible for shoveling snow from their porch, sidewalk and parking area. Per the City of Charlottesville, all street sidewalks in front of the dwelling must be clear within 12 hours of the storm's completion.

## **TRASH**

Trash collection is the responsibility of the resident. Options for trash service include:

City of Charlottesville: You purchase a trash can (with lid) for your personal trash. You will also need to purchase "trash stickers" which are put on the container each week when the trash is collected by The City of Charlottesville. You may purchase trash stickers at any local grocery store and many mini-marts in our area. The City of Charlottesville collects trash each Tuesday. You must have your container on the street with the appropriate sticker for them to collect it. You can obtain more information about this process by visiting the city website at Charlottesville.org.

Contact a local Trash Collection Service and pay a monthly fee. Many provide roll-away containers. A few contractors to consider may be:

GFL  
Republic Waste

800-832-1332  
434-295-4177

## **WASHER/DRYER**

Units in the 100 and 106 buildings are equipped with a washing machine and dryer. Units in 100 are located in the basement; units in 106 are located on the main level. The landlord agrees to maintain the machines; however, the Resident will be responsible for service, repairs, and any subsequent damage caused by resident abuse or neglect. Prior to each use of the dryer, the resident should clean the dryer lint screen. The resident should promptly report any leaks from the washing machine, hoses, or drains. Residents will be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine.

## UTILITIES

All required utilities need to be set up in the resident's name by the lease start date and must remain connected through the lease term.

### Required:

Electricity (Dominion Energy)	888-667-3000
Water/Sewer/Gas (City of Charlottesville)	434-970-3211

### Optional:

Telephone (CenturyLink)	800-201-4099
Cable / Internet (Comcast/Xfinity)	888-266-2278

## **The Hudson**

### **APPLIANCES**

Each apartment is furnished with a full-size, front-loading clothes washer and dryer. The washer is a high-efficiency appliance. Use only detergents marked "HE." Use of non-HE detergents will cause excessive suds and may result in overflowing. Any maintenance calls necessitated by using non-HE detergents may be billed to the resident.

Please note ADA apartments will be provided with a standard side by side washer and dryer.

Refrigerators, ranges and ovens, microwave ovens, and dishwashers are stainless steel. Do not clean with abrasive cleaners such as Comet or Soft Scrub. Please use Cerama Bryte, which is the preferred product for cleaning and protecting the range top surface.

Refrigerator water filter replacements are the responsibility of the Resident. Filters can be purchased at Lowes or from Amazon. To find the correct filter, locate the model and serial number conveniently found inside the refrigerator. Search the appliance brand, model, and serial number online for the correct filter and installation instructions. Maintenance service requests to replace water filters will be expensed to the Resident.

### **COUNTERTOPS**

Kitchen countertops are made of Quartz. Do not use any type of abrasive cleaner to clean them, such as Comet or Soft Scrub.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **HALLWAYS, STAIRWAYS, AND BALCONIES**

Hallways, stairways, and balconies are to be kept clear of trash and personal belongings at all times. Hanging items from the balcony railings is also not permitted. Please be mindful to prevent small objects, dirt and debris from falling through balcony floorboards directly to other neighboring balconies.

Remember that you are living with other people and your activities may affect them. Please be conscious of noise created and the time of day, as people may be sitting down for dinner or sleeping. Cooperate, communicate, and be considerate to keep peace with your neighbors.

When moving in, please be sure to use a hand-truck or similar moving equipment with pneumatic tires only. These tires are much softer than the hard rubber tires used on dollies or grocery carts.

### **ELEVATOR**

The elevator is located centrally in the building for ease of use for all residents. In the event the elevator is unavailable, or you choose another option, there are two stairwells at the end of each hallway. When facing the building from the parking lot, there is one stairwell on the left directly near the mailroom area; and on the right there is a stairwell at the back end of the building leading toward the side/rear of the building.

### **HARDWOOD FLOOR CARE**

All rooms except Bedrooms, are covered with a hardwood laminate floor. There is a cork cushion and sound-absorbing underlayment on top of a gypcrete (concrete) floor. We expect there to be little, if any, sound transfer between apartments, but since The Hudson contains laminated flooring, please ensure that residents on the second, third and fourth floors cover at least 75% of their hardwood laminate flooring with area rugs. This will reduce noise transference between apartments should this become a concern. It is also recommended that you use casters or felt pads under all furniture legs to help avoid any scratching of the flooring.

Do not apply any type of wax or polish to the hardwood floors. Damp mop only.

### **LIMITED ENTRY ACCESS SYSTEM**

The Hudson is equipped with a limited access entry system which requires a key fob to enter the building. Only Residents may possess a key fob which will be issued at the time of move-in. The cost to replace a lost or missing key fob is \$50.00.

The exterior door on the left side of building (if facing from the parking lot) near the mail room/package area has a code set for entry or fob entry. The code is provided by Management upon move in. Management has notified all major delivery companies of the building access code, although it is highly recommend that all residents provide the code in the "Delivery Instructions" so that drivers will have it when they arrive at the property. For questions, please contact the Office at 434-977-2702.

### **MAILBOXES**

The Mailboxes are in the lobby near the entrance to the building. Each resident will be issued a key to their apartment mailbox. Please contact your Property Manager at 434-977-2702 if you have questions regarding your specific mailbox.

### **PARKING**

To obtain a parking permit, residents should visit our office at 780 Madison Avenue (MadHouse) and register their vehicle. Residents will need to obtain new permits each August when their current permit expires.

You may not park in The Hudson parking lot without a valid parking sticker displayed on your vehicle that is visible from the outside of the vehicle. Do not place a sticker on a heavily tinted window – it must be visible. Vehicles without a valid parking permit are subject to be towed. If an unauthorized vehicle is towed it may be retrieved at 1530 Viola Way, Charlottesville, VA 22902. Collier's Towing phone number is 434-293-6433.

Please drive carefully on the property and only park in the marked spaces and never in fire or traffic lanes. To protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a trash container or impeding the flow of traffic through the parking lot at any time is subject to towing without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

### **ONSITE STORAGE UNITS**

There are 17 storage units throughout The Hudson building available for residential use for a monthly fee based on availability. Size: 9 ft. by 5 ft. with a ceiling height of 9 ft. On floor 1, there are 2 storage units. On floors 2, 3, and 4, there are 5 storage units in the hallways on each level. Storage units can be added to your lease at anytime. If you are interested, please call your Property Manager or Marketing Associate to inquire at 434-977-2702.

### **TRASH**

The trash totes are located in the parking lot and are emptied 3x per week. Please do not place trash outside of the totes on the ground, as animals will tear the bags and spread it throughout the community. Please breakdown moving boxes prior to discarding. Trash bins are placed in a U-shape along the retaining wall to ensure easy access to all bins by Residents and Refuse personnel. If you find a container is full, please use another. Please do not leave trash bags or other debris outside of trash containers, the building, or your apartment entry door. If it is necessary for us to remove trash, the resident will be billed for the cost of removal. Please contact your Property Manager at 434-977-2702 for questions regarding recycling, furniture disposal and

### **UTILITIES**

Utilities for water and sewer are the responsibility of the resident. Sub-metered water/sewer charges are billed through *Real Page*, a third-party utility billing company. The water/sewer charges are billed directly to resident's rental account ledgers prior to the 1<sup>st</sup> of each month and are based on usage from the previous month. In addition, a monthly utility fee is charged to include trash and parking.

Required:

Electricity (Dominion Energy)	888-667-3000
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Optional:

Cable and Internet (Comcast)	888-266-2278
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### **WIRING – USB, CABLE TV, INTERNET**

All bedrooms and living rooms are hard wired for cable and internet through Xfinity. Residents can contact Xfinity directly for account information. In each apartment, there are modems built in that are available through Xfinity for a monthly fee, typically located in one of the bedroom closets which will contain the setup details. Please refrain from removing the cover. **IMPORTANT NOTE:** If

this equipment is not desired based on internet package, residents need to notify Xfinity directly of their decision not to use the equipment (otherwise you may be billed for this usage within your Xfinity account.) Living rooms are prewired for wall mounted televisions. No wiring alterations may be made without written permission.



## **The 12 Twelve**

### **APPLIANCES**

Each apartment is furnished with full-size, front-loading clothes washer and dryer. The washer is a high-efficiency appliance. Use only detergents marked "HE." Use of non-HE detergents will cause excessive suds and may result in overflowing. Any maintenance calls necessitated by using non-HE detergents may be billed to the resident.

Refrigerators, ranges and ovens, microwave ovens, and dishwashers are stainless steel. Do not clean with abrasive cleaners such as Comet or Soft Scrub. Please clean appliances with Cerama Bryte, which is the preferred product for cleaning and protecting the range top surface.

### **COUNTER TOPS**

Kitchen countertops are made of Quartz. Do not use any type of abrasive cleaner to clean them, such as Comet or Soft Scrub.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **HALLWAYS, STAIRWAYS, AND BALCONIES**

Hallways, stairways, and balconies are to be kept clear of trash and personal belongings at all times. Hanging items from the balcony railings is also not permitted.

The balconies are very narrow which may hold, at the most, two small chairs and one small table. They must be in a style that is appropriate for the building. Please check with your Property Manager before purchasing.

When moving in, please be sure to use a hand-truck or similar moving equipment with pneumatic tires only. These tires are much softer than the hard rubber tires used on dollies or grocery carts.

### **HARDWOOD FLOOR CARE**

Bedrooms, living rooms, kitchens, and hallways are covered with a hardwood laminate floor. There is a cork cushion and sound-absorbing underlayment on top of a gypcrete (concrete) floor. We expect there to be little, if any, sound transfer between apartments, but please be mindful of the possible noise travelling sounds. We recommend all residents on the second and third floors cover at least 75% of their hardwood laminate flooring with area rugs. This would reduce noise transference between apartments in the event this becomes a concern. It is also recommended that you use casters or felt pads under all furniture legs to help avoid any scratching of the flooring.

Do not apply any type of wax or polish to the hardwood floors. Damp mop only.

## **LIMITED ENTRY ACCESS SYSTEM**

The 12 Twelve is equipped with a limited access entry system which requires a key fob to enter the building and to enter individual apartments. Only Residents may possess a key fob which will be issued at the time of move-in. The cost to replace a lost or missing key fob is \$50.00. The building also features the Comelit system which allows users to grant access by taking action on their smart phone. Please be sure to register your mobile device with MSC in order to activate.

## **MAILBOXES**

Mailboxes are located in the lobby on the Cedars Court entrance to the building. Each resident will be issued a key to their apartment mailbox. Please contact your Property Manager at 434-977-2702 if you have questions regarding your specific mailbox.

## **LUXER ONE- PACKAGE LOCKER SYTEM**

Luxer One package locker system is a feature at the property for delivery personnel to place packages inside the locker system for resident pickup. Once your lease begins, you will have the ability to have packages delivered into the lockers. We highly recommend residents add a note for delivery instructions "Do not leave packages on floor- use Luxer One lockers" so delivery personnel will be informed from resident's perspective. Management has notified all major delivery companies of this information, although notes added to orders will help ensure delivery personnel to use the Luxer One locker system.

## **MOVING TRUCKS/ VEHICLES**

Due to the building's low overhang at the parking lot entrance which limits overhead clearance, caution should be exercised at all times, particularly when moving in and out of the building.

## **PARKING**

Twelve 12 has 21 covered parking spaces. One space is guaranteed for each apartment, within the rent. There will be a limit of one space per apartment until August of each year. Any remaining available spaces will be offered to lease for \$40/monthly. No spaces will be assigned – all are first come, first served. Mopeds will be allowed free of charge to residents who already have a parking permit for their car, providing both vehicles share the same space, and both are registered with MSC.

In order to obtain a parking permit, residents should visit our office at 780 Madison Avenue (MadHouse) and register their vehicle. Parking permits expire each August and are no longer valid once expired.

Vehicles without a 12 Twelve parking permit are subject to towing by Colliers Towing. In the event that an unauthorized vehicle is towed, it may be retrieved at 1530 Viola Way, Charlottesville, VA 22902. Collier's phone number is 434-293-6433.

Please drive carefully on the property and only park in the marked spaces and never in the fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a trash container or impeding the flow of traffic through the parking lot at any time is subject to towing without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

### **NO SMOKING**

The 12 Twelve is a non-smoking community. In an effort to provide healthful, clean apartment homes for our current and future residents, we do not allow smoking within this community – neither indoors nor outdoors. For more information, please refer to the Non-Smoking Addendum.

### **TRASH**

The trash dumpster(s) are located on the parking lot level and are emptied once per week. Please do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. If you find the container is full, please contact your Property Manager at 434-977-2702. We also ask that you do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, the resident will be billed for the cost of removal.

### **UTILITIES**

There is a monthly Utility Fee at The 12 Twelve which covers water and sewer, and trash removal.

Required:

Electricity (Dominion Energy: 888-667-3000)

Optional:

Telephone, Internet, and Cable (Century Link): 888-723-8010

Cable and Internet (Comcast) 888-266-2278

### **WINDOW TREATMENTS**

Residents may not install window treatments of any kind in their apartments, however custom window treatments have been provided. If additional treatments are desired, options may be available through Management for a one-time fee.

### **WIRING – USB, CABLE TV, INTERNET**

There is a USB charging outlet located in the kitchens. All bedrooms and living rooms are hard wired for cable and internet. Living rooms are prewired for wall mounted televisions. No wiring alterations may be made without written permission.

## **The Californian**

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **HEATING**

The gas boiler is turned on annually around mid-October. Once the maintenance staff turns on the boiler and the radiator system is heated, it can take up to 2 days to cool down if turned off. Therefore, even though nights might be cool in September, it is impractical to ignite the heat when daytime temperatures might still reach into the eighties. Years of experience in boiler operation have proven to us that this schedule for starting and stopping the heating system is most practical and effective. The gas boiler is turned off annually in late April.

### **LAUNDRY**

A coin operated washer and dryer are available for your use at The Californian. The machines are located on the lower back level of the building, and the room is accessible only from the main foyer. There is a push button lock on the laundry room door. Residents will be provided with this code at move-in. If a machine is not working properly, please call our Maintenance Department at 434-971-6811. Please be courteous and remove clothing from machines promptly when done, clean lint from dryers and use waste receptacles. Do not leave your belongings unattended. MSC will not be liable for any personal belongings missing from the laundry rooms.

### **MAILBOXES**

Mailboxes for apartments 1 and 2 are located at the front doors. Mailboxes for apartments 3-6 are located next to the main hallway entry door. No keys are required.

### **PARKING**

To legally park at The Californian, you must obtain a city permit from The City of Charlottesville Treasurer's Office. The stickers become available from the City of Charlottesville on or around August 1st of each year. Costs to obtain a permit are determined by the City Council and subject to change annually.

Sticker allotments for The Californian are determined by the City of Charlottesville Treasurer's Office and are limited. There is no guarantee that all residents will be able to purchase a city parking permit. Failure to obtain a parking permit can result in you receiving parking tickets from the city.

Parking at The Californian is limited to the curb along the cul-de-sac of Chelsea Drive. When parked on Chelsea Drive or in the small gravel area, do not block the dumpster or the driveway for the neighboring building at any time, or your vehicle will be towed without warning at the vehicle owner's expense. When using the gravel driveway, please park on the left side of the driveway only.

## **TRASH**

Trash bins are provided for the disposal of all household trash. Please put trash IN the bins. If you find a bin is full, please contact your Property Manager at 434-977-2702. Do not place trash outside of the bin on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed. For recycling services, please take your recycling to McIntire Road Recycling Center, 611 McIntire Rd, Charlottesville, VA 22902. (434-977-2976).

## **UTILITIES**

Required:

Electricity (Dominion Energy)	866-366-4357
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Optional:

Telephone (Century Link)	888-723-8010
Cable / Internet (Xfinity)	888-266-2278

## **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted at Oxford Hill Apartments.

## **WINDOW COVERINGS**

Mini blinds are provided for all windows.

## **The Fred**

### **FIREPLACES**

### **FIREPLACES**

Using a fireplace can be a great addition to heating your apartment during the winter months.

When using your fireplace, please use the following guidelines:

- Wood stored inside your apartment must be in a container to avoid stains on the flooring.
- Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.
- No trucks are allowed on any lawn to unload firewood.
- Soft wood, pine, or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).
- Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment.
- Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
- Place logs on the grate in the fireplace.
- When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
- Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
- Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment.
- When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at 434-971-6811.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed without notice at the resident's expense.

### **LAUNDRY**

Each apartment home is equipped with a stackable washer and dryer unit. It is the responsibility of the Resident(s) to properly care for such machines. Use only low sudsing detergent such as Tide HE or Wisk HE in powder or liquid form. In order to get the best results always use a fabric softener. Repairs should be reported to our Maintenance Department at 434-971-6811. It is the responsibility of the Resident(s) to clean and maintain the drain and lint screens on their washer/dryer units. Costs incurred due to abuse or excessive wear and tear will be the responsibility of the resident(s). Please refer to the owner's manual for any questions or instructions you may have.

## **MAILBOXES**

Mailboxes are located at the bottom of the staircase of the 1207 building. You will be provided with your mailbox number at move-in. Please contact your Property Manager if you have questions about your individual mailbox number.

## **PARKING**

Because parking is at a premium around the University area, parking spaces may be leased on a first-come-first-serve basis.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website in order to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our residents' parking needs first, guest passes will not be given for any reason at The Fred. Parking is not allowed in any parking space designated "CV". These spaces belong to Corner Village, and you will be towed if you park in these areas. All residents **MUST** obtain a valid parking sticker from our office at 780 Madison Avenue in order to park in the Fred parking lot.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

## **POOL**

The Fred residents may use the pool at Oxford Hill Apartments, which is located on Madison Ave. The pool season is typically May through September. Management Services Corporation reserves the right to change these dates without prior notice. Please observe all signs regarding pool opening, use, and hours.

The Brivo App mobile pass will allow Residents access to the pool using just your mobile device. All Residents who would like access to the pool will need to register for a Brivo pass by contacting our office at the MadHouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his / her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at

all times.

The pool rules include the following:

1. No alcohol or glassware.
2. No pets allowed.
3. Guest must be accompanied by a Resident. Limit 1 guest per Resident.
4. Use of pool will be at Resident's own risk.
5. No running or rough play.

THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.

USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.

### **TRASH**

Dumpsters are located near the entrance of the property for your convenience. Please put trash IN the dumpster. If you find a dumpster is full, please use another one. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

### **UTILITIES**

Required:

Electricity (Dominion Energy)	866-366-4357
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Optional:

Telephone (Century Link)	434-974-6928
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	866-304-6820
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Cable/Internet (Xfinity)	888-266-2278
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### **WATERBEDS**

Because of the potential for extensive water damage and because of the enormous weight, waterbeds are not permitted at The Fred Apartments.



## **The Pointe at 14<sup>th</sup> Street**

### **DEN**

Dens are not sleeping units; therefore, there will not be a door on the Den. The Den should not be used as a bedroom and is a violation of City Code.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. is not permitted at The Pointe at 14th Street. These items can be removed, without notice, at the resident's expense.

### **INTERNET**

Internet is included with your monthly utility fee. All jacks in your apartment are always turned on, simply connect your computer with an ethernet cord. For Wi-Fi access purchase a router and use an ethernet cord at any jack in the home. Follow your routers instructions to configure your router and account. Once configured you will have access to wifi that can be shared by roommates. If you have any problems or questions regarding the internet service, please contact TING at 434-227-5984, by email at [help@ting.com](mailto:help@ting.com) or visit their website at [www.ting.com/internet](http://www.ting.com/internet) and click the help button.

### **LAUNDRY**

Each apartment comes equipped with a washer and dryer. Please make sure to clean the lint trap after each use of the dryer.

Please do not store personal items near the water heater and air conditioning condensate line in the laundry room. This is a fire hazard. If the condensate line (white pipe on floor) is damaged by your personal belongings all repairs necessary will be at your expense.

### **LIMITED ENTRY ACCESS SYSTEM**

The Pointe at 14th Street is equipped with a limited access entry system which requires a code to gain entry into the building. Only The Pointe at 14th Street residents should have this code, which is provided to them by management at their move-in. Each apartment will need to provide management with one local landline phone number to program into the entrance door. This allows a guest to scroll through the list of apartments and call you for access to the building. If you wish to let them in, you can simply press 9 and it will open the door automatically.

### **MAILBOXES**

The mailboxes for the 225 building are located between the building and 14th Street. The mailboxes for the 230 building are located between the building and 15th Street. A key is required. If you have questions about your specific mailbox, please contact your Property Manager at 434-977-2702. Several parcel lockers are also located in the mail box clusters. If you receive a package that will not fit inside your mailbox, the mail carrier will put the package in a parcel locker

and place a key to the parcel locker inside of your individual mailbox. Once you have opened the parcel locker and retrieved your package, the key will stay in the lock for the mail carrier to remove. You cannot remove the key so please do not attempt to. Forcing the key will damage the parcel locker.

## **PARKING**

Because parking is at a premium around the University area, parking spaces may be leased on a first-come-first-serve basis.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website in order to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our residents' parking needs first, guest passes will not be given for any reason at The Pointe at 14th Street.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If your vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Charlottesville Police Department to recover your vehicle.

## **RAILINGS**

Some apartments at The Pointe at 14th Street have balconies with railings for your safety. Please take note that you should not lean, loosen, or hang items from the railing in any way.

## **SPRINKLER**

Please do not hang anything from the sprinkler pipes or sprinkler heads as this violates the fire code and may damage them. Please be careful near the sprinkler heads especially close to the front door. If a sprinkler head is damaged due to resident neglect this expense to repair will be billed to the apartment.

## **SURVEILLANCE CAMERA**

Please be advised that Management Services Corporation has installed surveillance cameras at The Pointe at 14th Street in an effort to protect the property against damages, littering, and suspicious activity. Surveillance cameras that record activity on the premises can be found in the stairwells and parking lots.

Management will monitor surveillance cameras closely. With this in mind, it is imperative that you remember that you are responsible for your activities on the premise as well as the actions of your guests, whether invited by you or not. Please note, this includes the actions and damages of your guests and any uninvited guests who may enter the property as a result of your party or gathering, whether you are aware of their actions or not. All costs incurred by the Landlord as a result of a party or gathering with which you are associated will be your responsibility. Please plan your parties well and avoid large crowds, which may get out of control. ***Should you suspect a package was stolen from the lower level breezeways please be sure to report this to the Charlottesville Police Dept. and if they believe it is warranted, they will request access to our video surveillance system.***

## TRASH

A dumpster is located on Sadler Street for your convenience. Please put trash IN the dumpster. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. ***If it is necessary for us to remove the trash, your account will be billed.***

## UTILITIES

### Required: (Paid by Residents)

Electricity (Dominion Virginia Power)	888-667-3000
Water/Sewer (City of Charlottesville)	434-970-3211

### Utility Fee: (Paid by Residents)

Telephone (Century Link)	434-974-6928
Internet (TING)	434-227-5984

## WALKWAYS & STAIRWELLS

Walkways and stairwells are to be kept clear of all personal belongings, trash, bicycles, etc., in accordance with the City of Charlottesville's Fire Code. Any items found in the hallways will be removed and stored at the resident's expense. ***If you have packages delivered to your home that will not fit inside a traditional mailbox, please require a signature so that packages are not left on the ground in the breezeways.*** To retrieve stored items, contact our office at 434-977-2702.

## WATERBEDS

Waterbeds are not permitted at The Pointe at 14th Street.

## WIRING

Under no circumstances should residents alter, attempt to alter, or otherwise have altered the telephone, cable, or electrical wiring and/or connections in the apartment.

## **The Woods**

### **DECKS**

Traditional patio furniture and plants are permitted on rear decks, as well as firewood. Please do not use this space to store personal items. Additionally, please do not store personal items under decks. This space should always remain clear.

### **WALKWAYS**

Walkways and front gardens must always remain clear to ensure safe and easy access for all. Please refrain from blocking/decorating pathways with personal items, vehicles, or any other obstructions. Keeping these areas clear helps prevent accidents, allows for emergency access if needed, helps keep clear for the grounds crew machinery and maintains the overall appearance of our community.

### **FIRE PIT**

The Woods is proud to offer a Fire Pit for the enjoyment of its residents. It is located on the green space lawn in front of the property. Residents may supply their own wood for burning and from time to time the Property will supply wood as well. Dedicated seating is provided for residents and their guests. Residents may also use their own outdoor patio style chairs as long as they are removed when not in use.

### **GRILLS**

Residents are allowed to use grills at The Woods; however, grills may not be used on the wooden decks or near the buildings. Please follow all manufacturers' instructions for proper use. When in use, it is the resident's responsibility to monitor the grill at all times to ensure safe operation.

### **MAIL**

Mailboxes are located at the far entrance to the property next to the trash Corral. Each cluster box is coded to correspond with a specific townhome. If you have any questions regarding your specific mailbox, please contact your Property Manager at 434-977-2702.

### **MAINTENANCE**

If you are experiencing a maintenance related issue, please report the concern to our Maintenance Department at 434-971-6811.

If your repair request is not completed within 48 hours, or not completed to your satisfaction, please contact your Property Manager at 434-977-2702.

### **NO SMOKING**

The Woods is a non-smoking community. In an effort to provide healthful, clean apartment homes

for our current and future residents, we do not allow smoking within this community. For more information, please refer to the Non-Smoking Addendum.

## **PARKING**

Each apartment at The Woods has two assigned parking spaces that correspond to the apartment number. Each apartment is able to receive just two parking stickers. In the event that an unauthorized vehicle is using your parking space, you are authorized to tow from your designated parking space. We recommend that you contact Collier's Towing at 434-295-4941 for towing, as they are familiar with parking policies at MSC. To obtain a valid parking sticker, please stop by our office in MadHouse, located at 780 Madison Avenue each year in August. Guest parking is available within the parking lot and are labelled "visitor". Parking in Visitor spots is on a first come basis and Residents may not park in them to ensure enough spots are available for guests. Residents must park in their two designated spots only. If you have a guest, they may park in one of your two designated parking spots.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

Only a Management Services Corporation representative, Albemarle County Police Officer, or Albemarle Fire Department official is authorized to tow from unmarked parking spaces, driveways, or fire lanes.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-295-4941 or the Albemarle Police Department to recover your vehicle.

## **SEPTIC SYSTEM**

Unlike many other properties that are managed by MSC each duplex at The Woods has a septic system. Do not flush paper towels, wipes, cotton swabs, tampons, condoms, diapers, or any foreign objects down drains. Flushing foreign objects down the drain can cause damage to the entire system resulting in costly repairs. Residents could be held responsible for repairs should these objects be flushed down toilets and there are resulting damages. Please report any overflows of the well stations to our Maintenance Department at 434-971-6811.

## **TRASH**

The Woods offers centralized community trash dumpsters, which are located at the far entrance to the parking lot. Residents are asked to place trash in dumpsters and not anywhere else outside of their home, at the risk of being fined.

## UTILITIES

Utility Fee: Includes Water, Sewer, and Trash Removal

Required:

Electricity (Dominion Virginia Power)	1-888-667-3000
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Optional:

Telephone (Century Link)	434-974-6928
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866-304-6820	
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Cable (Comcast)	888-683-1000
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## WOODSTOVES

Some Townhomes have woodstoves. When using your woodstove, please use the following guidelines:

Wood stored inside your apartment must be in a container to avoid stains on the flooring. Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp. No trucks are allowed on any lawn to unload firewood. Soft wood, pine, or flammable liquids are not to be used in the woodstoves. Grates and screens must always be used. Please contact your Property Manager if your apartment does not have this equipment. Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous. Place logs on the grate in the woodstove. When the fire is ready to light, place the fire screen over the entire woodstove opening. Never light a fire without the fire screen. Only after the woodstove and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous. Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your apartment. When the woodstove is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at 434-971-6811.

## **Wellington Court**

### **HARDWOOD FLOOR CARE**

Residents are responsible for the care and upkeep of the hardwood floors. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. DO NOT put any type of wax product on these floors. It is required by management that residents cover at least 75% of their flooring with area rugs. This will help reduce noise transference and also to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. In addition, any damages to floors, either by pets or humans, by scratching or bodily fluids, that require repair or replacement will be billed to the resident. Upon vacating the apartment, please sweep and damp mop the hardwood floors, DO NOT wax and buff.

### **DECKS AND PATIOS**

The following items may be kept on your decks: conventional deck furniture, bicycles and plants. Trash, pet food, kegs, grills, mopeds, and other debris should never be stored on decks or patios.

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. are not permitted. These items can be removed, without notice, at the Resident's expense. Community charcoal grills are located on the lawn near 1118 D and in the lawn area between 1114 and 1116. Please be careful lighting the charcoal and drench charcoal with water before leaving unattended.

### **LAUNDRY**

Each apartment home is equipped with a stackable washer and dryer unit. It is the responsibility of the Resident(s) to properly care for such machines. Use only low sudsing detergent such as Tide HE or Wisk HE in powder or liquid form. In order to get best results always use a fabric softener. Repairs should be reported to our Maintenance Department at (434) 971-6811. It is the responsibility of the Resident(s) to clean and maintain the drain and lint screens on their washer/dryer units. Cost incurred due to abuse or excessive wear and tear will be the responsibility of the Resident(s). Please refer to the owner's manual for any questions or instructions you may have.

### **MAILBOXES**

The mailboxes are located on the left side of the 1118 building. The mailboxes are in two boxes numbered section 1 and section 2. The section and box # will be provided on the move-in key envelope. If you have any questions regarding your specific mailbox, please contact your property manager at 434-977-2702.

### **OCCUPANCY**

Taking into consideration the weight of furnishings and the size and spacing of the floor joists, no

more than twelve (12) persons should occupy any one room at one time in all units at Wellington Court Apartments. In the event that damage or harm should occur as a result of failure to observe this policy, the Resident(s) will be held liable.

## **PARKING**

Because parking is at a premium around the University area, parking spaces may be leased on a first-come-first-serve basis.

All parking spaces are leased annually for a monthly fee. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website in order to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our resident's parking needs first, guest passes will not be given for any reason at Wellington Court.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

Only a Management Services Corporation representative, Charlottesville Police Officer, or Charlottesville Fire Department official is authorized to tow from unmarked parking spaces, driveways, or fire lanes.

If your vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

## **POOL**

Wellington residents are allowed access to the Oxford Hill Pool located on Madison Avenue. The pool season is typically April through September, weather permitting. Management Services reserves the right to change these dates without prior notice. Please observe all signs with regard to pool opening, use, and hours.

Pool passes are required at all times, in order to ensure full enjoyment of the facilities for our residents. Pool passes may be obtained from our office in Madhouse, located at 780 Madison Avenue. Guests are limited to one per resident. A resident must accompany the guest at all times. The resident is responsible for the conduct of his / her guest. Glass containers or alcoholic beverages are forbidden in the pool area. Animals are not allowed inside the pool enclosure. Pool rules are posted and must be followed at all times.



The pool rules include the following:

1. No pets allowed.
2. No alcohol or glassware permitted in the pool area at any time.
3. No food or beverage permitted inside the pool at any time.
4. Guest must be accompanied by a Resident. Limit 1 guest per Resident.
5. Use of pool will be at Resident's own risk.
6. No running or rough play.
7. Pool pass required at all times

**THERE IS NO LIFEGUARD --- USE OF THE POOL AND POOL AREA IS AT YOUR OWN RISK. NEVER CLIMB OVER THE FENCE TO GAIN ACCESS TO THE POOL. PERSONS FOUND IN THE POOL AREA WHEN THE GATES ARE LOCKED MAY BE PROSECUTED FOR TRESPASSING, WHETHER THE OFFENDER IS A RESIDENT OR NOT. BEING IN THE POOL AREA AFTER POOL HOURS IS A VIOLATION OF YOUR LEASE AGREEMENT. THIS ACTION MAY CAUSE THE RESIDENT TO BE RESPONSIBLE FOR FEES AND/OR POSSIBLE LEGAL ACTION THAT COULD INCLUDE TERMINATION OF YOUR LEASE.**

**USE OF THE POOL IS A PRIVILEGE ---NOT A RIGHT. PERSONS VIOLATING POOL RULES AND POLICIES MAY BE DENIED FUTURE POOL PRIVILEGES.**

### **SODIUM VAPOR LIGHTS**

Exterior lights are wired into the following apartment meters. Residents of these apartments are reimbursed a one-time fee of **\$50.00**, during the month of January or February: **1114 A & E, 1116 C & E, 1118 D, 1120 A, 1122 A, C, F & G.**

### **TRASH**

Dumpsters are provided for resident use to dispose of household trash. Please put trash IN the dumpster. If you find the dumpster is full, please contact your property manager at 434-977-2702. Do not place trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

### **WATERBEDS**

Because of the potential for extensive water damage and enormous weight of a waterbed, waterbeds are not permitted on the premises.

### **UTILITIES**

**Required:**

Electricity (Dominion Energy)

888-667-3000

**Optional:**

Telephone (Century Link)

800-201-4099

Cable/Internet (Comcast)

888-266-2278

## **Wertland Apartments**

### **FIREPLACES**

The fireplaces are fueled by natural gas. For gas connection, please contact the City of Charlottesville Gas Division at 434-970-3211.

### **GARBAGE DISPOSAL**

Garbage disposals are for food waste disposal only. Service required as a result of foreign objects in the disposal will be billed to the resident. Heavy or fibrous food waste such as cornhusks or cobs, seeds, onion skins, rice, and bones should not be placed in the disposal. For proper operation, turn on cold water, let it flow a few seconds prior to turning on disposal, and feed waste slowly into disposal. Let water continue to flow for several seconds after the disposal has completely cleared. In the event your disposal shuts off while in operation, turn the switch "off" and attempt to reset the disposal by depressing the "reset" button that is typically located on the side or underside of the disposal unit. If resetting does not solve the problem, call our Maintenance Department at 434-971-6811 for repair. Please never put your hands or fingers inside the disposal!

### **GRILLS**

The use of grills or any object containing combustible fuel, such as torches, insect repelling lights, etc. is strictly prohibited. These items can be removed, without notice, at the Resident's expense.

### **HARDWOOD FLOOR CARE**

The floors should be cleaned regularly by vacuuming/sweeping and damp mopping. It is required by management that residents cover at least 75% of their flooring with an area rug. This will help reduce noise transference between apartments and also help to protect the hardwood floors from wear and tear. It is also recommended that you use casters on all furniture to help avoid any scratching of the flooring. If casters and area rugs are not used, you may be held liable for the costs to refinish or otherwise repair the floors.

### **MAILBOXES**

Mailboxes are located at the entrances of each stairwell. Stairwell 1 contains mailboxes for apartments 1-10 and stairwell two contains mailboxes 11-20. A key is required. Please contact your Property Manager if you have questions regarding your specific mailbox number.

### **PARKING**

Because parking is at a premium around the University area, parking spaces may be purchased on a first-come-first-serve basis.

Management Services Corporation will begin leasing all parking spaces for a monthly fee in the spring. Any resident interested in reserving a paid parking space for the upcoming lease term must visit our website in order to complete a parking addendum. All parking spaces will be reserved on a first-come-first-serve basis based on the date and time of completion of all necessary paperwork on the website. You will be emailed written instructions on how to obtain a

sticker as it gets closer to spring. You will need to bring a valid picture ID with you in order to pick up your parking sticker. Vehicles without a current parking sticker parked in the lot will be towed.

As we strive to fulfill our resident's parking needs first, guest passes will not be given for any reason at Wertland Apartments.

Please drive carefully on the property. Park in marked spaces only and never in fire or traffic lanes. In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Any vehicle that is double parked, blocking a dumpster, or impeding the flow of traffic through the parking lot at any time can be towed, without warning at the owner's expense - even with a valid parking sticker. Handwritten passes by you or your guests are not permitted, and offending vehicles are subject to being towed at the owner's expense.

If you or your guest's vehicle is towed, you should contact Collier's Towing Service at 434-293-6433 or the Charlottesville Police Department to recover your vehicle.

#### **Clearance Bar: Vehicle Height & Weight Restrictions:**

No vehicles exceeding 4000 pounds in gross weight are allowed to park on the upper parking deck. Vehicle height restrictions also apply to both covered parking areas. Limitations for parking under the building are 7'6"; limitations in the lower garage are 7'4". Please keep these restrictions in mind when making arrangements to move in and to move out. You will be billed for any damages to the parking lot or Clearance Bar at the entrance of the parking lot, which result from a violation of these restrictions.

#### **SPRINKLER**

Please do not hang anything from the sprinkler pipes or sprinkler heads as this violates the fire code and may damage them. Please be careful near the sprinkler heads especially close to the front door. If a sprinkler head is damaged due to resident neglect this expense to repair will be billed to the apartment.

#### **SURVEILLANCE CAMERA**

Please be advised that Management Services Corporation has installed surveillance cameras at Wertland Apartments in an effort to protect the property against damages, littering, and suspicious activity. Surveillance cameras that record activity on the premises can be found in stairwells and the parking lot.

Management will monitor surveillance cameras closely. With this in mind, it is imperative that you remember that you are responsible for your activities on the premise as well as the actions of your guests, whether invited by you or not. Please note, this includes the actions and damages of your guests and any uninvited guests who may enter the property as a result of your party or gathering, whether you are aware of their actions or not. All costs incurred by the Landlord as a result of a party or gathering with which you are associated will be your responsibility. Please plan your parties well and avoid large crowds, which may get out of control.

#### **TRASH**

Ninety-gallon trashcans are provided for your disposal of trash. Trashcans are located adjacent to the curb area of the lower parking level. Please put trash IN the trashcan. If you find one trashcan is full, please use another one. Do not place trash outside of the trashcan on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove the trash, your account will be billed.

**UTILITIES**

All required utilities need to be set up in the resident’s name by the lease start date and must remain connected through the lease term.

Required:	
Electricity (Dominion Energy)	888-667-3000
Water/Sewer (City of Charlottesville)	434-970-3211
Optional:	
Telephone (Century Link)	800-201-4099
Cable/Internet (Comcast)	888-266-2278
Gas fireplace (City of Charlottesville)	434-970-3211

**WALKWAYS AND STAIRWELLS**

Walkways and stairwells are to be kept clear of all personal belongings, trash, bicycles, etc., in accordance with the City of Charlottesville’s Fire Code. Any items found in the hallways will be removed and stored at the resident’s expense. To retrieve stored items, contact our office at 434-977-2702.

**WATERBEDS**

Waterbeds are not permitted at Wertland Apartments.

## **WOODSLODGE COTTAGES**

### **COLD WEATHER SUGGESTIONS**

During cold weather when temperatures are 15 degrees Fahrenheit, or below, you will need to leave a steady drip or flow of water in all interior faucets to prevent freezing. It is also recommended that you open the cabinet doors in the kitchen and bathroom to allow heat to reach the pipes.

**All garden hoses connected to the outside water spigot should be disconnected during cold weather.**

**NEVER TURN THE HEAT BELOW 55 DEGREES FAHRENHEIT IN YOUR COTTAGE BETWEEN THE MONTHS OF OCTOBER THROUGH MARCH.**

### **DECK CARE**

Residents are responsible for removing leaves and other debris from their wooden entrances and decks. Leaves which are left create a moisture problem, and when left for too long, will actually begin to rot the wood. In addition, mold will quickly grow and often "blacken" the color of the wood. Residents will be responsible for any deck repairs that are determined to be caused by neglect from the resident.

### **EXTERIOR UPKEEP**

Residents are fully responsible for all grounds maintenance on the property, including shoveling your walkways, stairs, and porches following snow or ice. The resident will supply tools and equipment to maintain the grounds.

Grass is to be mowed bi-weekly or whenever the length of the grass exceeds 3 inches. Grass over 3 inches for 5 consecutive days will be mowed at the resident's expense without notice. Shrubs are to be shaped on a regular basis and all debris to be kept off the property at all times. Gutters will be checked and cleaned periodically from April through November, and at regular intervals as needed during the rest of the year.

### **EXTERMINATION**

The Landlord does not generally provide routine extermination services. The tenant shall be responsible for any extermination or fumigation services needed or desired by Tenant during the term of the Lease. Given the location of Woodsledge, spiders, bees, other small insects and small rodents are common.

### **FIREARMS**

**Hunting and discharging firearms on the property is strictly forbidden.** If you hear gunshots, please call 911 to file a report and call your Property Manager.

### **FIREPLACES AND WOODSTOVES**

Using a fireplace can be a great addition to heating your cottage during the winter months. When using your fireplace, please adhere to the following guidelines:

1. Wood stored inside your cottage must be in a container to avoid stains on the flooring.
2. Wood may be stored on decks or porches (where applicable) as long as it is not stacked against the building, and it is underlain by a tarp.

3. No trucks are allowed on any lawn to unload firewood.
4. Soft wood, pine or flammable liquids are not to be used in the fireplaces or woodstoves (where applicable).
5. Residents will be held responsible for chimney cleaning if it is determined that their use has resulted in the buildup of creosote.
6. Grates and screens must always be used. Please contact your Property Manager if your cottage does not have this equipment.
7. Always open the damper fully before lighting a fire. If not open, the smoke can be dangerous.
8. Place logs on the grate in the fireplace.
9. When the fire is ready to light, place the fire screen over the entire fireplace opening. Never light a fire without the fire screen.
10. Only after the fireplace and fire are cold should you close the damper. If closed sooner, the smoke can be dangerous.
11. Ashes should be disposed of only after they are cold. Allow a minimum of 48 hours for ashes to cool. Transport the ashes in a metal container and place them in the dumpster/trash receptacle once cool. Do not deposit ashes on the ground outside your cottage.
12. When the fireplace is not in use, please close the damper to avoid loss of heat or air conditioning through the chimney. If you are unable to locate or close the damper or are unsure of its operation, please contact Maintenance at (434) 971-6811.
13. Outdoor fires are strictly forbidden.
14. Gas is not provided for the gas fireplaces. Please call Tiger Fuel for service at (434) 293-6157.
15. Fireplaces are inspected annually in the spring.

## **GRILLS**

Grills can be a wonderful compliment to the atmosphere of Woodsledge. However, due to the wooden construction of the cottages and decks, and the surrounding forest, use of grills must be strictly supervised. Please keep grills away from the cottage siding or handrails on the decks where an errant flame or excessive heat could create a fire hazard. If you choose to grill in your yard, please place the grill a reasonable distance away from any trees and make sure that there are no overhanging branches directly above where the grill will be used.

## **LANDLORD'S RIGHT TO INSPECT**

The Landlord reserves the right to make periodic inspection of the premises to ensure that the property is being maintained to appropriate standards. If the Property Manager determines that the resident(s) are not maintaining the premises in accordance with the lease terms, he or she will have appropriate repairs and maintenance performed and bill the cost of these services directly to the resident's rental account. Such costs will be due and payable on the first day of the following month after repairs or services are performed.

Upon vacating the premises, items of routine maintenance or items in need of repair that are the responsibility of the resident shall be deducted from the security deposit and any balance owed shall be the responsibility of the resident.

## **LANDLORD RESPONSIBILITIES**

The Landlord will service and maintain all heating and air conditioning equipment, electrical fixtures and systems and all appliances provided by the Landlord and will perform normal preventative maintenance on heating and air conditioning systems. Resident is required to notify Landlord without delay when such services are required in the event of any malfunction. In the event that the resident fails to notify the Property Manager or notifies in an untimely fashion, any damage that occurs to the property and/or its fixtures will be deemed the responsibility of the resident.

## MAILBOXES

Mailbox keys are provided with your cottage keys at move-in. There is a section of mailboxes located at the entrance of the community. The mailboxes are labeled by the mailing address for each cottage. If you should lose your mailbox key, call your Property Manager or Maintenance to request a re-key of your mailbox. There will be a charge for this service.

## PETS

As a pet owner, you must accept full responsibility for your pet. The ability to have a pet is considered a privilege and not a right.

The following pets are welcome at Woodsledge with the proper fees and addendum (3 pet limit): dogs\*(limit of 2, must be older than 8 months.), cats, rabbits and ferrets. Prior to obtaining your pet, you must receive permission from your Property Manager via a Pet Addendum, which becomes part of your Lease Agreement.

\*We do not allow pets that have been found to be dangerous or vicious.

Upon registering your pet(s), the following fees will apply.

3. A one-time fee of \$150 for one pet or \$200 for two and three pets
4. An additional fee of \$20 per month for one pet, or \$30 per month for two and three pets, for the privilege of keeping domestic pets on the premises.

\*Neither of these fees cover the cost to repair any damages caused by the pet. These fees will not be refunded to the Lessee at any time.

DOGS MUST ALWAYS BE LEASHED OR PENED AND IN THE PRESENCE OF THEIR OWNER WHEN OUTSIDE. Animal Control will be contacted if dogs are allowed to roam the property freely. *See the "Structures" section for information on kennels and pens.* Rabbits and ferrets must be caged at all times when not under close supervision of the Resident.

Please remember, do not chain, tie or contain pets on porches, patios or the common areas. Do not leave pets unattended inside your apartment for longer than 12 hours. Cats that are accustomed to an indoor/outdoor environment need to be controlled as not to roam the property or disturb other residents.

Small caged animals such as hamsters, gerbils, small reptiles, birds and guinea pigs do not require a Pet Addendum or payment of any fees.

Aquariums up to 50 gallons are permitted

The Landlord solely reserves the right to revoke pet privileges at any time.

If you call in a request for maintenance service, be sure to remind our Maintenance Department that you have a pet. It is a good idea to have your cottage exterminated for fleas periodically. MSC can handle this service upon request at the Resident's expense.

## RESIDENT REPAIRS AND MAINTENANCE

Residents are responsible for all routine maintenance of the premises. Routine maintenance shall include but is not limited to, general cleaning of floors, walls, all appliances, kitchen and bathroom fixtures, light bulb replacement, battery replacement in smoke detectors, lawn care and general appearance of the property. Any damages to the property that are not determined to be normal wear and tear, by the Landlord, are the



resident's responsibility to fix. Any damages that are ignored and subsequently result in further damage will be the resident's responsibility. The Landlord may choose to repair such damages and bill the resident directly.

## **SAFETY AND SERVICES**

The entire cottage should be kept free of trash and debris, including all hallways, hot water heater closets, decks, entry landings, and stairways.

No dangerous or flammable fluids are to be kept inside the cottage at any time.

Stored items should be placed at least 3 feet from hot water heaters.

Outdoor "fire pits" are strictly forbidden due to the heavily wooded nature of the property.

The decks are to be kept neat and orderly at all times. Conventional patio furniture, plants, and bicycles are allowed on the deck. Inappropriate furniture, kegs, trash, laundry, towels, blankets, clothes, etc. may not be stored on the decks.

Railings, decks, and porches must **never** be climbed over or loosened by anyone. Such action could result in serious injury or death.

Broken windows and doors will be replaced immediately by MSC, at your expense. In most cases, breakage is due to abuse, neglect, or carelessness on the part of residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not try to enter the cottage through the screened windows.

Replacing interior and exterior apartment light bulbs is the responsibility of the resident. Should you notice any common area lights that need replacing, please call the Maintenance Department at 434-971-6811.

## **SNOW**

Following snowstorms of 3 inches or more, Management Services Corporation will complete plowing of the individual cottage driveways and main road. Residents are responsible for clearing snow away from their vehicles, decks and stairs.

## **STRUCTURES**

The Landlord must approve in writing any structure erected on the property by the resident. Any construction methods or materials for a structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, or possible eviction.

Any kennel or fenced area constructed with the purpose of containing pets shall be constructed with no less than 4 feet of space between the nearest point of said structure and the nearest point of the permanent living structure including deck. Any damage incurred to the permanent living structure due to pets not being properly contained away from living structure will be repaired and billed to the resident. Any construction methods or materials for a kennel or pet containment structure determined to be inadequate, unsightly, or hazardous by Landlord will result in disassembly of structure by Landlord, with the costs of service billed to the resident, or possible eviction.

## TRASH DISPOSAL

All trash must be removed from the house weekly and stored in **containers with lids** until collection on **Mondays. Place all trashcans at the main road prior to 4:00 a.m. on Monday morning for pick-up.** Put all trash in the trashcans, as animals will tear freestanding plastic or paper bags and spread the trash throughout the community.

Disposal of large items that will not fit in a 32-gallon trashcan is the resident's responsibility. Any large item placed on the road leading into Woodsledge or an individual driveway will be immediately removed, and the cost will be billed to the cottage within the closet proximity to the item.

All items other than household trash should be disposed of at the Rivanna Solid Waste Authority or other facility **AT THE EXPENSE AND RESPONSIBILITY OF THE RESIDENT**. You might also consider donating items to the Salvation Army or other such charity organization or selling items to a second-hand or used furniture business.

Contact numbers include:

Rivanna Solid Waste Authority:

(434) 977-2976

Salvation Army:

(434) 295-4058

## TREES

The trees at Woodsledge are one of the property's greatest assets. They create a quiet atmosphere, provide shade and foliage, and beautiful fall colors. If you think that a tree is dead, or has dead branches or limbs, please contact the Property Manager. We will inspect the tree and have a professional complete removal or pruning. The wood will be left behind for fireplace use.

**If you see anyone damaging or cutting the trees, or if you hear a chain saw on the property, please call your Property Manager.**

## UTILITIES

**Electricity** must be connected in your name from the day the Lease begins and must remain connected throughout the entire lease period. Any electrical service, which is not covered under your service account during the lease term, may be billed to you by Management Services Corporation to recover our costs for electric service to your cottage, including connection fees.

***We suggest that you keep service in your name for 5 days after move out so that any work attributable to you (i.e. cleaning, floor work, etc.) can be done without the cost of reconnection. In the event that your power is disconnected and there is billable work after your move-out, then any subsequent power bills will be applied to your security deposit return.***

**The property owner does not maintain telephone and cable lines inside the cottage.** Alterations or additions such as phone jacks may be installed only with your property manager's approval and at your expense. Phone line maintenance insurance is available through the phone company and is highly recommended by the management. Problems with phone or cable lines should be reported to your phone or cable provider.

Installation of satellite television equipment will not be allowed without the prior written consent of management and the execution of all necessary addenda and payment of applicable fees.

## Utility Company Phone Numbers:

### Required:

Electricity (Dominion Virginia Power) 888-667-3000

### Optional:

Telephone (Brightspeed) 877-618-4928

Internet 833-473-3591 – Firefly (Fiber Broadband)

Satellite Internet/TV

866-869-3562 – Direct TV  
800-847-8660 – Dish Network  
855-463-9333 – Viasat  
540-948-5880 – Sure Site  
844-383-1478 - HughesNet

## VEHICLES

Each cottage is provided with space to park your vehicle(s).

For the safety of all in the community **there is a 10-mile per hour speed limit at Woodsledge**. Also, any speed in excess of this limit expedites the development of potholes in the driveway that cause unnecessary wear and tear on your vehicle.

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing or inspection may not remain on the property for more than 24 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning.

## WOODSLEDGE WATER SYSTEM

Woodsledge is equipped with a well system located near the entrance of the property. This well provides water for all cottages in your community and is overseen by the State Department of Health. Our well is serviced monthly and includes a chlorination system to keep water clean. On occasion, environmental factors such as heavy or long periods of rain, snow and droughts may cause water to be discolored temporarily. Please forward any concerns to our Facilities Department at (434) 971-6811.

Since the water at Woodsledge is provided by a well system, it is extremely important that all leaks be brought to our attention. If you notice a toilet running, dripping faucet, etc. please call your Property Manager at (434) 977-8203 or the MSC Facilities Department at (434) 971-6811. In the event that leaks are not reported, and damage occurs to the well or pump the resident may be responsible for the cost of all or part of the necessary repairs.

In addition, since the community is serviced by a well that has a limited water source, any extraneous use of the well water, such as washing vehicles or watering gardens is prohibited. In the event that a resident is discovered to be using an unreasonable amount of water, he or she may face a fine or possible eviction. In the case of drought, monitoring water usage is even more important.

## WINDOW COVERINGS

All windows and glass doors must be covered with white or neutral draperies or blinds. **We strongly discourage the use of plastic coverings on the windows to retain heat and save energy. Due**

to the natural moisture associated with living in a wooded area, this could result in excessive moisture, mold or mildew. It is important to maintain air flow to prevent this from happening.