

RESIDENT HANDBOOK



MERIDIAN

PROPERTY MANAGEMENT, LLC

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WELCOME

Thank you for choosing to make your home with Meridian Property Management, LLC. We appreciate the opportunity to serve you and are committed to providing well-maintained homes and responsive service to all Residents.

This Resident Handbook outlines policies, procedures, and expectations that help ensure a safe, clean, and respectful living environment for everyone. These guidelines are designed to protect the property, promote positive relationships between Residents and Management, and support the overall maintenance and appearance of the homes and communities we manage.

This handbook is intended to work together with your Lease Agreement. In the event of any conflict between this handbook and the Lease Agreement, the terms of the Lease Agreement and applicable state law will control.

Communication

Email and text messaging are the primary methods of communication used by Meridian Property Management. It is the Resident's responsibility to ensure Management has an accurate phone number and email address on file. Please note that email inboxes and text messaging lines are not monitored 24 hours a day. If you experience an urgent maintenance issue, please follow the emergency maintenance procedures outlined in this handbook.

Leaseholder Communication

For privacy and legal reasons, Management will only communicate with Residents listed on the Lease Agreement regarding lease matters, payments, maintenance requests, or other residency-related issues. Management cannot discuss lease details with non-residents.

Written Agreements

All agreements, permissions, or changes related to your lease must be approved in writing by Management. Verbal agreements or understandings are not considered valid or enforceable.

LEASE VIOLATIONS

Residents are expected to comply with all terms of the Lease Agreement, this Resident Handbook, and applicable laws and ordinances.

If a violation occurs, Management may issue a written notice of lease violation. Depending on the nature and frequency of the violation, Management may take corrective action which may include administrative fees, corrective notices, or lease termination as permitted by the Lease Agreement and applicable law.

Repeated or serious violations may result in further action, including non-renewal or termination of the lease.

All violations are reviewed and addressed at Management's discretion.

Meridian Property Management reserves the right to update policies contained in this handbook as permitted by the Lease Agreement and applicable law.

PAYING YOUR RENT

Rent is due on or before the 1st day of each month as stated in your Lease Agreement.

Residents are provided with a three (3) day grace period. Rent must be received by Management no later than 5:00 PM on the 3rd day of the month. Payments received after this time will be considered late and late fees will be assessed according to the Lease Agreement.

Rent is due within this time frame regardless of weekends or holidays.

Application of Payments

Meridian Property Management reserves the right to apply any payments received to outstanding balances in the following order:

1. Security deposit or pet fees owed
2. Late fees
3. NSF or returned payment fees
4. Charges for damages or maintenance
5. Collection costs or attorney fees
6. Rent

Meridian Property Management does not accept cash payments.

Returned Payments (NSF)

Any payment returned for Non-Sufficient Funds (NSF) will be subject to a returned payment fee and applicable late fees as outlined in the Lease Agreement.

If three returned payments are received, Management may require that all future payments be made using an approved payment method such as certified funds or online payment.

Online Payments

Meridian Property Management offers online payment options through Resident Portal.

Residents may register at: www.mpmfm.com Through the portal, residents may:

- Make one-time payments
- Set up recurring autopay
- View payment history

Residents are responsible for managing their own payment settings, including starting, stopping, or adjusting autopay. Management does not have access to resident banking information.

If you need assistance activating your portal account, please contact the office.

SETTING UP YOUR UTILITIES

Residents are responsible for establishing and maintaining all utilities required under their Lease Agreement.

Utility services must be placed in the Resident's name prior to receiving keys at move-in. If you are unsure which utility providers service your home, please contact the Meridian Property Management office for assistance. Residents must keep all required utilities active and in their name for the entire duration of the lease term, even if they vacate the property early.

If a Resident defaults on the lease or vacates the property before the lease term ends, the Resident remains financially responsible for utility services until the earliest of the following:

- The lease expiration date, or
- The date a new Resident takes possession of the property.

Residents are also responsible for contacting the appropriate utility providers to end service in their name on the final day of their lease or the last day they are financially responsible for the property.

Utility service may not be disconnected or transferred out of the Resident's name during the lease term without written authorization from Management. Failure to maintain required utilities may result in lease violations and additional charges as outlined in the Lease Agreement or applicable addendums.

A list of utility providers by property can be found at: www.mpmfm.com/utilities

If utilities are not properly established in the Resident's name prior to move-in, or if service is disconnected before the end of the lease term, applicable fees may be assessed as outlined in the Lease Agreement or utility addendum.

Residents must maintain heat at a minimum of 55°F during winter months to prevent frozen pipes.

SATELLITE DISHES / ANTENNAS

Satellite dishes and antennas may be installed in accordance with Federal Communications Commission (FCC) regulations.

Residents must notify Management prior to installation and follow the guidelines below:

- Satellite dishes may not be attached to the roof or installed in a way that damages the structure of the home.
- Dishes may not be drilled into decks, siding, roofs, or exterior walls without written permission from Management.
- Satellite equipment must be installed within the Resident's exclusive use area, such as a patio, balcony, or yard space associated with the home.
- Installation must not interfere with building safety, maintenance access, or other residents.

Residents are responsible for:

- Proper installation of the satellite equipment
- Any damage caused during installation or removal
- Removal of the satellite dish or antenna at move-out

Any repair costs resulting from installation or removal will be the responsibility of the Resident.

MAINTENANCE

Residents are responsible for maintaining their rental home in a clean and safe condition and promptly reporting maintenance issues when they occur.

Maintenance requests should be submitted in writing whenever possible through one of the following methods:

- **Resident Portal – Preferred method**
- Email
- Written request
- Online maintenance form on the company website

Residents may not make alterations, repairs, or modifications to the property without written authorization from Management. This includes removing or replacing fixtures, appliances, or equipment.

If maintenance service is required due to resident misuse, neglect, or damage caused by the resident or their guests, the resident may be charged for the service. Maintenance labor is billed at a minimum of \$75 per hour plus materials.

Residents must report maintenance issues promptly. Failure to report a maintenance problem that results in additional damage may result in charges to the Resident.

PREVENTATIVE MAINTENANCE

Meridian Property Management may conduct periodic preventative maintenance inspections to ensure the property remains in good condition.

Residents will receive reasonable advance notice before scheduled maintenance inspections unless an emergency requires immediate access.

EMERGENCY MAINTENANCE

Emergency maintenance service is available 24 hours per day, 7 days per week.

If an emergency occurs, residents must call the office at 701-356-3743. After business hours, the call will be directed to the on-call answering service.

Do not submit emergency requests by text, email, or online portal.

Examples of maintenance emergencies include:

- Flooding or significant water leaks
- Sewer line backups
- Lack of heat (55°) during cold temperatures or lack of air conditioning during extreme heat (80°)
- Damage caused by fire, storms, or severe weather
- Serious electrical hazards or power failures
- Burglary or major property damage (contact law enforcement first)
- Personal injury occurring on the property
- Lockouts (charges may apply – see Keys and Lockouts section)
- Any hazardous condition that threatens the safety of residents or may cause property damage

All emergency issues must be reported to Management immediately.

Residents are not permitted to perform their own repairs or hire outside contractors unless authorized in writing by Management.

KEYS AND LOCKOUTS

Residents may not change, rekey, or alter any locks on the property without prior written authorization from Management.

If a lock change is required for security reasons, Management will arrange for the work to be completed. If the lock change is required due to Resident negligence (such as lost keys), the Resident will be responsible for the cost of the service.

Lockouts

If a Resident is locked out of the property, Management may assist with entry during business hours or through the after-hours on-call service.

The following lockout fees apply:

- \$200.00 for after-hours lockouts
- Minimum \$75.00 for lockouts during regular business hours

Lockout fees must be paid prior to Management providing access to the property.

Unauthorized lock changes may result in additional service charges and may be considered a lease violation.

Keys and Access Devices

Residents will receive one (1) unit key or key fob for each adult listed on the Lease Agreement.

Additional keys or key fobs may be requested for the following fees:

- \$50.00 per key fob
- \$30.00 per hard key

Replacement of lost keys, key fobs, or garage access devices will be the responsibility of the Resident. Additional labor charges may apply if programming or technician service is required.

Key and Device Return

All keys, key fobs, mail keys, and garage door openers must be returned to Management at move-out.

Charges will apply for any items not returned:

- \$50.00 per key fob
- \$30.00 per key (unit key, mail key, or garage key)
- \$75.00 per garage door opener

Electronic Lock Systems

Some properties utilize electronic key fob systems that operate on battery power.

Signs that the battery may need replacement include:

- Flashing lights on the lock
- Difficulty locking or unlocking the door
- Low battery indicator lights

Residents should contact the office immediately if these signs appear so that batteries can be replaced and lockouts can be avoided.

Residents may not install smart locks, doorbell cameras, or other electronic security devices without written approval from Management.

ROOMMATES

All individuals living in the rental property must be approved by Management and listed in the Lease Agreement. Subletting, short-term rentals, or third-party rental arrangements such as Airbnb, VRBO, or similar services are strictly prohibited.

Any person wishing to be added as a roommate must:

- Submit a rental application
- Pay the required application fee
- Meet Meridian Property Management's screening criteria
- Receive written approval from Management

If approved, the new roommate may be required to sign the existing Lease Agreement or a new Lease Agreement.

Joint Responsibility

All roommates listed on the Lease Agreement are jointly and severally liable for all obligations under the lease. This means each roommate is individually responsible for the full amount of rent, fees, damages, and any other lease obligations, not just a portion.

Security Deposit

Security deposits are not divided or released individually when roommates move in or out during the lease term. The full security deposit will only be processed after the Lease Agreement has ended and all roommates have vacated the property.

Security deposit refunds or deductions will be handled according to the Lease Agreement and applicable state law.

When a roommate moves out before the lease ends, any reimbursement of their portion of the deposit must be handled between the roommates themselves. Management will not be involved in deposit reimbursements between roommates.

Any security deposit refund issued will be made payable jointly to all roommates who are entitled to the deposit.

Roommate Changes

A roommate who moves out during the lease term remains financially responsible under the Lease Agreement unless:

- Management releases them in writing, or
- A replacement roommate is approved and added to the lease.

Once a roommate is released from financial responsibility, they also relinquish any rights to the security deposit.

Communication

Any notice given by Management to one roommate will be considered notice to all roommates listed on the Lease Agreement.

Any person staying in the home for more than the allowed guest period must apply and be approved to live in the property.

Roommate Disputes

Management is not responsible for resolving disputes between roommates.

Issues such as disagreements, personal conflicts, or financial arrangements between roommates must be resolved directly between the residents.

RENTAL HOME CLEANLINESS

Residents are responsible for maintaining their rental home in a clean, sanitary, and safe condition always.

This includes:

- Proper disposal of trash and household waste
- Keeping the home free of excessive debris or clutter
- Preventing conditions that may create odors, pests, or safety hazards

All garbage must be placed in sealed bags and disposed of in designated trash areas.

Trash, garbage, and personal waste items may not be stored in hallways, decks, patios, balconies, garages, or other common areas.

Littering anywhere on the property is prohibited. Failure to properly dispose of trash may result in lease violations and charges for cleanup services.

DISTURBING OTHERS

Residents and guests must conduct themselves in a manner that does not disturb neighbors or interfere with the peaceful enjoyment of the property.

Quiet hours are observed from:

10:00 PM to 8:00 AM

During quiet hours, residents must avoid excessive noise including but not limited to:

- Loud music or televisions
- Excessive dog barking
- Revving engines or squealing tires
- Yelling, shouting, or disruptive gatherings
- Slamming doors or other disruptive activity

Residents are expected to always be respectful of neighbors, including outside of quiet hours.

Repeated disturbances or violations of local noise ordinances may be considered a lease violation and may result in further action by Management.

Residents should also comply with local city noise and nuisance ordinances.

YARD AND GARAGE SALES

Yard sales, garage sales, rummage sales, and similar events are not permitted on Meridian Property Management properties due to liability and traffic concerns.

GRILLS

Grilling equipment must be used in a safe manner and in accordance with local fire codes.

For apartment buildings:

- Gas grills, charcoal grills, pellet grills, smokers, and similar cooking devices are not permitted on balconies or patios.

For single-family homes and town homes:

- Gas or electric grills may be used but must be placed at least 20 feet away from the structure and operated on the driveway or other approved outdoor surface.
- Charcoal grills may only be used in approved outdoor areas and must never be used on decks, patios, balconies, or inside garages.

Residents are responsible for any damage caused to decks, siding, fencing, or other property surfaces resulting from improper grill use.

Open burning, bonfires, and fire pits must comply with local fire regulations and may only be used in approved areas. Fires may not be built directly on lawns or within a specified distance from structures.

Residents must also comply with any local fire codes or municipal regulations.

SIGNS

Signs, banners, advertisements, or flags may not be placed on buildings, windows, lawns, or other areas of the property without prior written approval from Management.

PACKAGES

Residents are encouraged to have packages delivered to a secure location or a location requiring a signature upon delivery.

Meridian Property Management cannot guarantee the safety or delivery of packages and is not responsible for lost, stolen, or damaged packages.

If a package is lost or stolen, residents should contact local law enforcement and file a report.

If security camera footage exists, it may be provided only to law enforcement upon request.

SMOKING

Smoking is strictly prohibited inside all homes, garages, patios, decks, and common areas.

This includes:

- Cigarettes
- Cigars
- Vaping devices
- Hookahs
- Any other smoking or vapor-producing products

Residents are responsible for all cleaning, deodorizing, and repair costs associated with smoking-related damage. Violation of the smoking policy may result in lease violations, administrative charges, or other enforcement actions as permitted by the Lease Agreement.

Repeated violations may result in termination or non-renewal of the lease.

PETS

Pets are permitted only with prior written approval from Management and only at designated pet-friendly properties. Only approved **common household pets** are permitted. For purposes of this policy, common household pets are limited to domesticated **dogs and cats**. Small, caged animals (such as small birds or rodents) and small aquariums may be permitted only with prior written approval from Management.

Residents are allowed a maximum of two (2) pets per rental home unless otherwise approved by Management. All animals must be fully disclosed, approved in writing, and properly documented prior to being brought into the

home. No pet may be added, replaced, or substituted at any time without prior written approval from Management.

Pet Fees and Pet Rent

Residents must select one (1) of the following options at the beginning of the lease:

Pet fees and pet rent are non-refundable and do not apply toward damages. Residents remain fully responsible for all damage caused by their pets.

Option 1 – Pet Fee + Monthly Pet Rent

- \$500 non-refundable pet fee for the first pet
- \$250 non-refundable pet fee for the second pet

In addition, monthly pet rent will apply:

- \$40 per month for one pet
- \$65 per month for two pets

Pet rent will continue for the entire duration of residency, including all renewals, extensions, or month-to-month occupancy, unless otherwise agreed to in writing by Management.

Option 2 – One-Time Pet Fee (No Monthly Pet Rent)

Residents may choose to pay a one-time non-refundable fee in place of monthly pet rent:

- \$1,000 non-refundable fee for the first pet
- \$500 non-refundable fee for the second pet

This fee must be paid in full at the time of lease signing. Payment plans are not permitted.

This option must be selected at the beginning of the lease term and cannot be changed during the lease or any renewal period.

Unauthorized Animals

Animals that are not approved and listed on the Pet Addendum are considered unauthorized. ***Unauthorized animals are strictly prohibited and will constitute a lease violation.***

Unauthorized animals may result in:

- Lease violations
- Administrative fines
- Immediate removal requirement
- Possible lease termination for repeated violations

Pet Registration Requirements

Prior to the start of the lease, Residents **must** provide:

- A photo of each pet
- Completed Pet Addendum
- Payment of all required pet fees
- Proof of current vaccinations for each pet

Documentation must remain current throughout residency and be provided upon request.

Pet DNA Program (Applicable Properties Only)

For properties that participate in the pet DNA program, dogs are required to complete DNA registration.

- DNA testing is completed via a simple mouth swab
- The fee is \$60 per dog and is the responsibility of the Resident
- DNA registration must be completed prior to the pet occupying the property

Failure to comply may result in fines and lease enforcement actions.

Pet Behavior and Responsibilities

Residents are required to properly always supervise and maintain control of their pets, both inside and outside the rental unit.

Residents are responsible for:

- Immediately cleaning up all pet waste
- Preventing excessive barking or disturbances
- Ensuring pets do not damage landscaping, flooring, or other property features
- Preventing odors that disturb others or require excessive remediation

Repeated noise disturbances, including excessive barking or disruptive behavior, will be considered a lease violation and may result in fines, removal of the pet, or termination of tenancy.

Property Damage, Odor, and Pest Responsibility

Pet fees do not cover damage caused by pets.

Residents are fully responsible for all damage caused by their pets, including but not limited to:

- Flooring, carpet, walls, doors, and fixtures
- Landscaping, lawn, and exterior areas
- Odor remediation, including deodorizing, ozone treatment, or subfloor replacement

If damage requires repair or replacement, it will be completed at Management's discretion based on condition, age, and uniformity requirements. The Resident is responsible for the full cost.

Pet Restraint and Entry Requirements

Residents must ensure pets are properly restrained, secured, or removed during:

- Maintenance visits
- Inspections
- Repairs
- Any entry by Management, vendors, or contractors

Failure to secure pets may result in:

- Denied or delayed entry
- Rescheduling fees
- Vendor trip charges
- Lease violations for repeated occurrences

Aggressive Behavior and Safety

Any aggressive behavior, including biting or attempted biting, will be taken seriously.

Management reserves the right to request:

- Immediate removal of the pet
- Permanent removal as a condition of continued tenancy
- Proof of additional liability insurance

Residents are responsible for all damage, injuries, and costs associated with such incidents.

Breed and Animal Restrictions

Certain dog breeds and animals are not permitted due to insurance restrictions, including but not limited to:

Akita, American Mastiff, Staffordshire Terrier (including Staffordshire Bull Terrier), Cane Corso, Chow, Doberman Pinscher, Dogo Argentino, English Bull Terrier, Pit Bull Terrier, Presa Canario, Rottweiler, and Wolf Hybrid. Exotic animals, non-domestic animals, and venomous animals are strictly prohibited.

Additionally prohibited:

- Exotic, non-domesticated, or unusual animals
- Large birds (including parrots, macaws, or similar species)
- Farm animals or livestock
- Large aquariums or tanks that may pose a risk due to size or weight (30 gallon or larger)

Management reserves the right to enforce additional restrictions based on insurance or property requirements.

Other Animals

Animals other than dogs or cats must receive prior written approval from Management.

All animals must be properly contained and always controlled. Residents are responsible for any damage or disturbance caused.

Animals Outside the Home

Pets must comply with all local laws and ordinances, including leash laws and licensing requirements.

Pets must always be under control when outside the rental unit and may not be tied, tethered, or left unattended outside.

Guest and Visiting Animals

Guests or visiting animals are not permitted on the property at any time without prior written approval from Management.

Crating and Confinement

Pets must be properly kenneled, crated, or secured when left unattended if they have a history of causing damage, disturbances, or safety concerns.

Insurance Requirements

Management reserves the right to require proof of renter's insurance that includes liability coverage for pet-related incidents.

Service and Assistance Animals

Nothing in this policy is intended to restrict the rights of individuals with disabilities who require service animals or approved assistance animals as defined by law.

Residents requesting a reasonable accommodation must contact Management.

GUESTS

Guests are welcome at the property; however, guests may not live in or regularly stay at the property for more than:

- 14 consecutive days, or
- 45 total days within a calendar year

without prior written approval from Management.

If a guest is staying longer than 14 consecutive days, the Resident must notify Management in writing. The guest may be required to complete a rental application and be screened according to Management's rental criteria. If approved, the guest may be required to be added to the Lease Agreement.

Guests who do not meet Management's screening criteria may not reside at the property.

If Management determines that an unauthorized occupant is residing in the property without approval, it may be considered a lease violation.

All guests must comply with the policies outlined in the Lease Agreement and this Resident Handbook.

Residents are responsible for the conduct and actions of their guests. Violations of property rules by guests may result in lease violations issued to the Resident.

Guests must also follow all parking regulations. Vehicles parked in violation of parking policies may be towed at the vehicle owner's expense.

VACATION / EXTENDED ABSENCE

If Residents plan to be away from the property for more than 7 consecutive days, they are encouraged to notify Management and provide contact information in case of emergency.

During any extended absence, Residents remain responsible for complying with all lease obligations, including:

- Snow removal
- Lawn care
- Property upkeep
- Utility service

During the winter months, Residents must maintain the thermostat at no lower than 55°F to prevent frozen pipes and property damage.

Residents should also ensure that the property is properly secured before leaving for an extended period.

Failure to maintain heat or properly secure the property may result in Resident responsibility for any resulting damages.

DECORATING YOUR HOME

Residents may decorate their rental home; however, certain restrictions apply to protect the property.

Residents may not paint walls, appliances, cabinets, or any other surfaces inside or outside of the property without prior written approval from Management.

The following items are not permitted on walls, appliances, or other surfaces without written approval:

- Wallpaper
- Contact paper
- Adhesive materials or glue
- Banners or permanent decorative materials

Residents may hang pictures or décor on walls but are responsible for restoring the walls to their original condition at move-out.

Residents should not attempt to patch, repair, or paint walls themselves. Improper repairs often require additional work to correct. If repairs are required, Management will complete them and charges may apply.

Maintenance work for wall repair or repainting may be charged at a minimum rate of \$75 per hour plus materials.

Landscaping and Exterior Alterations

Residents may not perform landscaping or make exterior alterations to the property without prior written approval from Management.

This includes, but is not limited to:

- Planting trees, shrubs, or flowers
- Installing landscape borders or garden areas
- Removing existing landscaping

If unauthorized landscaping is installed, Management may require the Resident to remove the landscaping and restore the property to its original condition at the Resident's expense.

Outdoor Equipment and Yard Items

The following items are **not permitted on the property** without written approval from Management:

- Hockey rinks
- Temporary Fences
- Swing sets or playground equipment
- Storage sheds or similar structures
- Any installation that may damage the yard, landscaping, or property structure

Residents are responsible for:

- Any damage caused to the yard or property
- Proper supervision and safety of equipment
- Restoring the yard to its original condition upon move-out

Meridian Property Management is not responsible for any injuries or accidents related to the use of these items.

HOLIDAY TREES AND DECORATIONS

Natural cut holiday trees are not permitted in apartment buildings due to fire safety concerns.

Artificial trees may be used if they are flame-resistant or flame-retardant.

Holiday decorations must remain within the Resident's leased premises. Decorations may not be placed in common areas, shared lawns, hallways, or other community spaces.

Residents are responsible for any damage to the property caused by decorations or installation of decorations.

HAZARDOUS MATERIALS

In accordance with state and local fire safety codes, residents may not store or use hazardous materials that could pose a safety risk to the property or other residents.

The following materials are not permitted to be stored or used inside the home, garages, or storage areas:

- Flammable liquids
- Explosive materials
- Caustic or toxic chemicals
- Illegal substances
- Fireworks or similar hazardous items

Residents may not store any materials that could create a fire hazard or unsafe condition within the home or on the property.

Items must not be stored on or near furnaces, water heaters, or mechanical equipment, and air intake vents located in furnace rooms or living areas must always remain unobstructed.

Failure to comply with these safety guidelines may be considered a material violation of the Lease Agreement.

Residents may not operate portable heaters inside garages or storage areas.

FIRE GUIDELINES

For safety reasons, basement areas may not be used as sleeping areas unless the room has a proper egress window that meets building code requirements.

Residents must follow all fire safety practices and local fire codes.

The following safety guidelines must be followed:

- Open flames such as candles, incense, or similar items are not permitted inside the property.
- Sidewalks, hallways, stairways, corridors, and other common areas must always remain clear of personal belongings.
- Emergency exits and pathways must always remain accessible.

Residents should familiarize themselves with the location of building exits and stairways.

In the event of a fire or fire alarm:

- Exit the building immediately using the nearest safe exit.
- Do not use elevators.
- Move a safe distance away from the building to allow emergency responders access.

If a fire alarm sounds or a fire hazard is detected, residents must immediately call 911. Fire alarms in the building may not automatically notify emergency services.

Fire extinguishers are located within the building for emergency use if necessary.

Outdoor Fire Restrictions

Open flames and fire-producing devices are not permitted on decks, balconies, or patios.

This includes but is not limited to:

- Fire pits
- Propane fire tables
- Solo stoves or similar outdoor fire devices

Residents must follow all local fire codes and safety regulations regarding outdoor fire use.

SMOKE AND CARBON MONOXIDE DETECTORS

Smoke detectors are installed throughout the property and are hard-wired to the electrical system with battery backup.

Residents are responsible for ensuring that the backup batteries are replaced at least every six (6) months or sooner if the detector indicates a low battery.

Carbon monoxide detectors are installed in accordance with state law:

- In all Minnesota homes, and
- In North Dakota homes permitted in 2011 or later

Residents may not remove, disable, or tamper with smoke detectors or carbon monoxide detectors.

A \$100 charge per device may be assessed if a smoke detector or carbon monoxide detector is removed, disabled, or otherwise made inoperable.

If a fire, damage, or safety issue occurs because of a resident disabling or interfering with a smoke or carbon monoxide detector, the resident may be held responsible for all associated damages and repair costs.

Residents must notify Management immediately if a detector is malfunctioning or requires maintenance.

RENTER'S INSURANCE

Residents are required to maintain renter's insurance for the duration of their lease.

The policy must include a minimum of \$100,000 in personal liability coverage.

Renter's insurance protects residents from financial loss due to damage to personal belongings and provides liability coverage for accidents that may occur in the home.

Residents must provide proof of insurance prior to move-in and upon each lease renewal.

Proof of coverage must include a current insurance declarations page showing active coverage.

Residents may submit proof of insurance by:

- Uploading the declarations page through the Resident Portal
- Emailing the document to info@mpmfm.com

Landlord Liability Insurance (LLI)

If a resident does not provide proof of renter's insurance, they may be automatically enrolled in Landlord Liability Insurance (LLI) for a minimum cost of \$20 per month.

LLI protects the property owner but does not insure the resident's personal belongings.

Residents remain responsible for protecting their own personal property and obtaining appropriate coverage.

If proof of renter's insurance is provided after enrollment in LLI, previous LLI charges will not be refunded or credited.

PARKING LOT ETIQUETTE

Residents and guests must drive and park responsibly while on the property. The maximum speed limit within parking areas is 5 miles per hour. Vehicles that violate parking rules may be towed at the vehicle owner's expense. Vehicles may be subject to immediate towing for the following reasons:

- Parking on lawns, sidewalks, or landscaped areas
- Parking in reserved or restricted areas
- Inoperative or abandoned vehicles
- Vehicles with expired license tabs or registration
- Vehicles that remain unmoved for 48 hours or longer
- Parking in front of dumpsters, recycling areas, or fire hydrants
- Blocking garages, driveways, or other residents' parking spaces
- Parking in roadways, drive lanes, or areas not designated as parking spaces
- Occupying multiple parking spaces
- Parking trailers, boats, campers, or other recreational vehicles on the property

In some cases, vehicles may receive a tow warning sticker before being towed. If a tow warning is issued, the vehicle must be moved within 24 hours, or it may be towed at the owner's expense. If a garage is provided with your home, residents are encouraged to park vehicles in their garage whenever possible to help maintain adequate parking availability for other residents. Residents and guests must follow all assigned parking rules established by Management. Residents are responsible for ensuring that their guests park in approved areas, such as public streets or designated visitor parking.

Parking in Front of Garages

Parking in front of garages is not permitted at apartment communities. Vehicles may not block driving lanes or access routes. For townhomes and twin homes, residents may park in front of their garage only as follows:

- Two vehicles if the unit has a two-stall garage
- One vehicle if the unit has a single-stall garage

Vehicle Repairs

Vehicle repairs, oil changes, or mechanical work may not be performed in parking lots or garages.

GARAGES

Residents are responsible for maintaining safe access to their garages.

This includes removing snow, ice, or debris within approximately two feet of the garage door to ensure the door can operate properly.

If Management or maintenance is required to open a garage door due to snow, ice, or debris buildup caused by resident neglect, service charges may apply. Residents may also be responsible for repair costs if damage occurs to the garage door or mechanical components.

Garages are not watertight and should not be used to store belongings directly on the concrete floor.

Residents should:

- Keep garage areas clean and free of debris
- Replace light bulbs as needed

The following activities are not permitted in garages:

- Grilling or cooking
- Smoking
- Use of portable heaters or open flame devices

Underground Parking

For properties with underground parking, assigned parking spaces may only be used for:

- Vehicles
- Motorcycles
- Scooters
- Bicycles (which should be secured)

Underground parking spaces may not be used for storage.

Residents who require additional storage space may inquire with Management regarding garage rental availability, if applicable.

INCLEMENT WEATHER

City warning sirens may indicate that severe weather conditions, such as tornadoes or straight-line winds, are present in the area.

If warning sirens sound, residents should immediately seek shelter in the lowest level of the building or home. Residents should stay away from windows, doors, and exterior walls whenever possible and remain sheltered until it is safe to return to normal activity.

Residents are encouraged to monitor local weather alerts and emergency notifications during severe weather conditions.

BUSINESSES

All Meridian Property Management properties are designated for residential use only.

Operating a commercial business from the property, including within the home or garage, is not permitted without prior written approval from Management.

Activities that create increased traffic, customer visits, inventory storage, or business operations that may disturb neighbors or alter the residential nature of the property are prohibited.

Violation of this policy may result in lease violations, non-renewal, or termination of the Lease Agreement.

Soliciting

Door-to-door soliciting or commercial solicitation is not permitted on the property at any time.

DRUG-FREE AND CRIME-FREE HOUSING

Meridian Property Management is committed to maintaining a safe and secure living environment for all residents. Residents, members of the resident's household, guests, and any other person under the resident's control may not engage in criminal activity on or near the property.

This includes, but is not limited to:

- Illegal manufacture, sale, distribution, possession, or use of controlled substances
- Any activity intended to facilitate criminal behavior

- Acts of violence or threats of violence
- Unlawful discharge of firearms
- Disorderly conduct or behavior that violates local ordinances
- Trespassing or illegal activity on or near the property

“Drug-related criminal activity” includes the illegal manufacture, sale, distribution, possession, or use of controlled substances as defined by the Controlled Substances Act (21 U.S.C. § 802).

Residents are responsible for ensuring that members of their household, guests, and any other individual under their control comply with this policy.

Residents may not allow the property to be used for any activity that facilitates criminal conduct.

Lease Violations

Any violation of this policy may be considered a material violation of the Lease Agreement.

Such violations may result in:

- Lease violations
- Non-renewal of the lease
- Termination of tenancy
- Other legal action as permitted by law

Management reserves the right to take appropriate action if criminal activity or unsafe behavior occurs on the property.

MOLD PREVENTION

Mold can be a serious but often preventable issue. If you discover mold or suspect mold growth in your home, you must notify Management immediately in writing via an email to Info@mpmfm.com or with the portal using a work order.

Many mold issues are caused by excess moisture and poor ventilation. Residents play an important role in preventing mold by maintaining proper living conditions and promptly reporting maintenance issues.

Reporting Moisture or Mold

Residents must notify Management immediately if any of the following occur:

- Water leaks or excessive moisture in the home, garage, storage areas, or common areas
- Visible mold growth that cannot be removed with normal household cleaning
- Mold that repeatedly returns after cleaning
- Malfunctioning heating, ventilation, air conditioning, or laundry equipment
- Persistent musty odors inside the home
- Inoperable windows, doors, or ventilation systems

Prompt reporting allows Management to address issues before they become larger problems.

Preventing Mold Growth

Residents can help prevent mold by following these guidelines:

- Maintain proper ventilation throughout the home.
- Use bathroom exhaust fans during showers and allow them to run until moisture clears.
- Use kitchen exhaust fans when cooking or running the dishwasher.
- Keep windows and doors closed during damp or rainy weather.
- Periodically open windows when weather allows to promote air circulation.
- Immediately clean up spills or standing water.
- Wipe down moisture-prone areas such as countertops, windowsills, sinks, tubs, and showers.
- Regularly clean floors, walls, and surfaces using standard household cleaners.
- Keep closets and storage areas organized to allow proper airflow.
- Avoid leaving damp clothing, towels, or fabrics in piles for extended periods.

Residents should also ensure that:

- Dryer vents are functioning properly, and lint screens are cleaned after each use.
- Heating, ventilation, and air-conditioning vents remain unobstructed.

Resident Responsibility

Residents are responsible for maintaining proper housekeeping and ventilation within the home. Failure to properly maintain the property or failure to promptly report moisture issues may result in residents being responsible for damage resulting from mold growth caused by resident negligence.

PEST PREVENTION RULES & GUIDELINES

Residents are responsible for maintaining their rental home in a clean, safe, and sanitary condition to help prevent pest infestations.

Many pest problems occur when insects or rodents are unknowingly brought into the home through personal belongings or furniture.

Residents should take the following precautions to reduce the risk of pests:

- Do not bring used mattresses, bed frames, or upholstered furniture into the home.
- Do not collect or bring “free” furniture or other items from the street, curbside, or dumpster areas.
- Residents and guests may not remove items from garbage or recycling areas on the property.
- After traveling, inspect luggage and personal belongings for signs of pests before bringing them into the home.

Reporting Pest Problems

If you suspect the presence of pests in your home, you must notify Management immediately.

Residents should not attempt to treat pest issues themselves using pesticides or other treatments, as improper treatment may worsen the problem or interfere with professional pest control services.

Cooperation with Pest Treatment

If pest control services are required, residents must fully cooperate with all preparation instructions and recommendations provided by Management or the pest control provider.

This may include:

- Laundering clothing and bedding
- Cleaning and preparing affected areas

- Reducing excessive clutter
- Removing or disposing of contaminated items when necessary

Failure to follow pest treatment instructions may be considered a violation of the Lease Agreement.

Pest Treatment Costs

If a pest issue is determined to have been caused by resident actions, neglect, or introduction of pests into the property, the resident may be responsible for the cost of pest treatment services.

Outdoor Pest Activity

Management is not responsible for natural outdoor pest activity such as:

- Rodents or voles in yard areas
- Seasonal insects such as ants or spiders

Residents are encouraged to keep exterior doors closed and maintain cleanliness to reduce pest activity near the home.

TRANSFER POLICY

Meridian Property Management may allow residents to transfer from one rental property to another during an active lease term if certain conditions are met.

Transfers are not guaranteed and are subject to Management approval.

To be eligible for a transfer, the following conditions must apply:

1. Residents must be in good standing with Management, including paying rent on time, maintaining the property in good condition, and complying with all lease terms and community rules.
2. Residents must have occupied their current rental home for a minimum of six (6) months prior to requesting a transfer.
3. Transfers are generally permitted only when a resident is upgrading to a larger or higher-priced rental home, such as moving from one-bedroom to a two-bedroom unit or from a townhome to a single-family home. Transfers to smaller or lower-priced units are generally not permitted during an active lease term.
4. Residents must submit a new application and meet current rental qualification requirements for the new property. Application fees may apply.
5. A new security deposit will be required for the new property. The existing security deposit will be processed according to state law after the resident vacates the current property.
6. Residents transferring to a new property are not eligible for promotional offers or rental incentives that may be advertised for new leases.
7. Management will conduct an inspection of the current rental home before approving a transfer request.
8. Residents will be required to sign a Transfer Agreement outlining the terms of the transfer, including any applicable transfer fees.

RENEWING YOUR LEASE

Residents will receive a renewal notice approximately 60–70 days prior to the end of their lease term outlining renewal options.

If residents choose to renew their lease, a new Lease Agreement must be signed by all residents listed on the lease prior to the expiration of the current lease term.

Month-to-Month Option

If a resident chooses not to sign a renewal lease and remains in the property after the lease expiration date, the tenancy may convert to a month-to-month agreement, if permitted by Management.

Month-to-month tenancy may include:

- Premium rental rates
- Additional month-to-month administrative fees

Month-to-month fees are non-refundable, will not be prorated, and are subject to change with written notice from Management.

Renter's Insurance Updates

Residents must ensure that their renter's insurance policy remains active and that an updated declarations page is provided when renewing their lease.

Updated insurance documents may be uploaded through the Resident Portal or submitted to Management.

Autopay Responsibility

Residents enrolled in autopay are responsible for updating their payment settings to reflect any new rental amount stated in the renewal lease.

Failure to update autopay settings may result in outstanding balances and late fees.

RESIDENT HELPFUL TIPS

Damage to rental homes caused by negligence or improper use of appliances, plumbing, or property features may result in repair charges to the Resident. The following guidelines are provided to help residents properly care for the home and avoid unnecessary damage.

AIR CONDITIONING & VENTILATION

- Keep air vents and cold air returns clear of furniture and household items.
- Replace furnace filters every 3 months or as needed. Management will provide filters for townhomes, twin homes, and single-family homes.
- Keep windows and patio doors closed when the air conditioner is running.
- To maintain proper cooling during hot weather, start the air conditioner in the morning and allow it to run consistently throughout the day.
- Maintain indoor humidity levels at 30% or lower. Excess humidity can damage walls, windows, and flooring. Residents may use dehumidifiers if needed.

Wall air conditioner filters should be cleaned periodically with warm, soapy water.

HEATING

- Keep windows and patio doors closed during cold weather to prevent frozen pipes.
- Do not block baseboard heaters or heat vents with furniture or curtains.
- Ensure all heating vents remain open.
- When away from the property during winter, keep the thermostat no lower than 55°F.
- Keep exterior furnace exhaust pipes clear of snow and debris.

SUMP PUMPS

Management will adjust sump pump hoses for seasonal changes. Residents must ensure hoses remain properly connected. Failure to maintain proper drainage may result in water damage and repair costs. If the sump pump alarm goes off – you MUST contact us immediately. (either by phone or with a work order)

GARBAGE DISPOSALS

To avoid damage to the disposal:

Do not place the following items in the garbage disposal:

- Banana or potato peels
- Orange peels
- Eggshells
- Grease or oils
- Bones or seeds
- Large quantities of food waste

Use cold water when operating the disposal and allow the water to run before and after use.

Running the disposal at least once per week helps prevent odors and rust buildup.

Residents may be charged for repairs if the garbage disposal becomes clogged or damaged due to improper use, misuse, or negligence. If Management is required to respond to three (3) or more service calls resulting from resident misuse or negligence, Management will remove the garbage disposal from the home without replacement.

DISHWASHERS

- Only use dishwasher detergent designed for automatic dishwashers.
- Do not use hand dish soap.
- Rinse excess food from dishes before placing them in the dishwasher.
- Do not block the center spray tower inside the dishwasher and clean/rinse the filter, monthly.

REFRIGERATORS

- Do not overload the refrigerator or freezer, as airflow is necessary for proper operation.
- Replace refrigerator water filters when indicated by the appliance.
- If Management replaces a filter, residents may be charged for the filter and labor.

PLUMBING

Residents are responsible for proper use of plumbing fixtures.

- Remove hair from drains regularly.
- Do not flush wipes, paper towels, feminine hygiene products, or other non-flushable items.
- Residents may be charged for clogged drains caused by improper use.

Residents who install bidets or other plumbing devices are responsible for any damage caused. Management will not maintain resident-installed plumbing equipment.

If a toilet begins overflowing, shut off the water valve located near the base of the toilet.

GARAGES

- Keep snow and ice clear from beneath garage doors.
- Do not force garage doors closed if ice or debris is present.
- Garages may not be used for grilling, smoking, or operating portable heaters.

If the garage door is not working, residents should check:

1. The breaker panel in the home
2. The garage door power switch
3. The safety sensors near the bottom of the door tracks

DRIVEWAYS

Residents responsible for snow removal must not use salt on concrete driveways, as it may damage the surface. Sand should be used instead.

DECKS & PATIOS

Only outdoor furniture, grills (where allowed), and potted plants may be kept on decks or patios. The following items are not permitted:

- Indoor furniture
- Rugs or clothing
- Trash or storage items
- Bicycles or toys

Pets may not use decks or patios as a bathroom.

Residents are responsible for snow and ice removal from decks and patios.

Residents may be responsible for damage caused by grills placed too close to the structure.

FENCES

Fences may only be installed at single-family homes with prior written approval from Management.

Residents may not install fences themselves or hire contractors directly.

If approved, fences must be installed by Management's approved vendors and must remain with the property when the resident moves out.

EXTERIOR MAINTENANCE

Residents should:

- Remove hoses from exterior spigots before freezing temperatures
- Extend downspouts during rain and return them to the upright position when dry
- Report any damaged exterior components to Management immediately

WINDOWS AND DOORS

Residents may not place blankets, foil, signs, or stickers on windows or doors.

These materials may damage windows and negatively affect the appearance of the property.

MAILBOXES

Mailbox keys are issued by the local post office. Residents should bring a photo ID and a copy of their Lease Agreement when requesting keys.

West Fargo Post Office – 415 Main Ave E

Fargo Post Office – 1455 32nd St S

Moorhead Post Office – 119 5th St S

Management is not responsible for lost or stolen mail or packages.

LAWN CARE & SNOW REMOVAL

Residents responsible for lawn care must:

- Mow grass when it reaches approximately 4 inches in height
- Remove weeds and yard debris regularly
- Maintain sidewalks, driveways, and walkways during winter

Failure to maintain lawn care or snow removal after notice from Management may result in service charges.

Residents remain responsible for lawn care and snow removal through the final day of the lease term.

SPRINKLER SYSTEMS FOR NEW LAWNS

For newly constructed homes where lawns are installed after move-in, Meridian may reimburse residents for excess water usage related to lawn establishment. Reimbursement requests must be submitted within the same calendar year the lawn was installed. Only one reimbursement payment will be issued.

Residents must submit:

- A normal water bill showing average usage
- The first three water bills showing irrigation usage

GIVING NOTICE TO VACATE

We understand that circumstances may arise that require you to move. Either the Resident or Management may terminate the Lease Agreement at the end of the lease term by providing proper written notice.

For a notice to vacate to be considered valid, it must meet the following requirements:

Proper Notice Requirements

1. Notice must be submitted in writing by one of the following methods:
 - Email to info@mpmfm.com
 - Submission through the Resident Portal
 - Mail to the Meridian Property Management office
 - Delivered in person to the Meridian office
2. Notice must be received by Management on or before the first day of the month and it must provide two full calendar months' notice prior to the end of the lease term.
3. All notices are effective on the last day of the month only.
4. Residents must surrender possession of the property no later than 12:00 PM (noon) on the final day of the lease term.

If you are unsure of your lease end date or have questions about providing notice, please contact Management for clarification.

Showings

Once notice to vacate has been received, Management may begin showing the property to prospective residents. Management will make reasonable efforts to provide advance notice before showings. However, scheduling may vary depending on prospective resident availability. For properties located in Minnesota, applicable state laws regarding notice for entry will be followed. Residents are expected to keep the home in clean and presentable condition during the showing period.

Improper Notice

If a resident provides improper notice or vacates before the end of the lease term without following the required notice procedure, the resident may remain responsible for:

- Rent through the remainder of the lease term
- Utilities during that period
- An early termination charges equal to two months' rent

If rental incentives were received (for example, a free month of rent), those incentives must also be repaid in full. Residents may also be responsible for any additional rental incentives offered to a new resident to restore occupancy.

MOVE-OUT PROCEDURES

To ensure a smooth move-out process, residents must follow the steps below. Residents are required to schedule their final move-out inspection no later than the 10th day of the month in which they are vacating. Failure to attend or reschedule a confirmed inspection appointment may result in a \$100 rescheduling charge.

Carpet Cleaning

Residents are required to have all carpets professionally steam cleaned prior to moving out.

A valid receipt must be provided to Management at the time of the move-out inspection. The receipt must confirm that:

- Cleaning was completed using commercial or truck-mounted equipment
- Carpets were deodorized and spot-treated if a pet resided in the home

Cleaning performed using rental machines or personal equipment does not meet this requirement. Residents may choose any qualified professional carpet cleaning provider; however, the following vendors are recommended based on prior experience:

Advanced Steam Pros.....	701-367-0920
Apex Carpet Cleaning.....	701-361-9152
Camelot Cleaners.....	701-809-2513
Nitschke Pro.....	701-491-3144
RenovaOne.....	763-551-3500
Your Friend Kenny.....	701-715-2046

Meridian Carpet Cleaning Option

For convenience, residents may elect to have Meridian Property Management coordinate carpet cleaning at move-out. The cost of this service will be deducted from the resident's security deposit or charged to the resident ledger, as applicable. If carpets are not professionally steam cleaned prior to the move-out inspection, or if acceptable documentation is not provided, Management will arrange for professional carpet cleaning. All associated costs will be deducted from the resident's security deposit, in addition to any other applicable charges under the Lease Agreement.

Carpet Cleaning Pricing:

Home Type	Areas Included	Price
3 Bedroom	Stairs + Living Room	\$300.00
3 Bedroom	Stairs + Living Room + Family Room	\$375.00
4 Bedroom	Stairs + Living Room	\$375.00
4 Bedroom	Stairs + Living Room + Family Room	\$400.00
5 Bedroom	Stairs + Living Room	\$450.00
Apartment Homes	TBD	

Move-Out Inspection

The move-out inspection will be compared with the original move-in inspection report.

Charges may apply for:

- Cleaning beyond normal wear
- Damage beyond normal wear and tear
- Missing items or repairs required to restore the home to its original condition

Applicable charges may be deducted from the residents' security deposit in accordance with state law.

Keys and Forwarding Address

At move-out, residents must return all keys, key fobs, remotes and provide a forwarding address for security deposit accounting processing.

DAMAGE CHARGE LIST

All charges listed are minimum charges unless otherwise noted. Final costs may vary based on condition, labor, materials, and vendor invoices. This list is not all-inclusive.

GENERAL / STRUCTURAL

- Flooring — Based on Invoice
- Trim (per piece) Based on Invoice
- Paint and Wall Repairs— Based on Invoice
- Windows & Glass — Based on Invoice
- Countertops — Based on Invoice
- Interior Doors/Closet Doors /Cabinets/Drawers/Exterior Doors/Patio Doors — Based on Invoice

PLUMBING

- Kitchen Sink Faucet/Bathroom Sink Faucet /Shower Head — \$25-\$120
- Toilet Seat / Toilet Hardware/Wax Ring— \$15 -\$35
- Sink Pop-Up Assembly/Basket Strainer — \$25-\$35
- Tub Lift & Turn / Diverter — \$25
- Garbage Disposal — \$175

APPLIANCES

- Microwave / Microwave Filter — \$20-\$450
- Refrigerator Bin / Drawer / Shelf / Light Assembly/ Ice Maker— \$45-\$200
- Refrigerator — \$1895
- Dishwasher Racks / Dishwasher — \$230-\$800
- Washer or Dryer — \$800
- Washer Control Knob/ Lid Lock — \$20-\$120
- Dryer Ducting / Parts — \$25 on up

- Oven / Range — \$900

ELECTRICAL & LIGHTING

- Light Bulbs — \$5
- Light Switch / Outlet / Cover Plate/ GFCI Outlet— \$5-\$10-\$25
- Vanity Light (3–4 Bulb)/Bath Exhaust Fan/Ceiling Fan — \$75–\$150-\$200
- Flush-Mount Light Fixture/Recessed Can Light — \$40
- Thermostat — \$75

WINDOWS & BLINDS

- Window Screen/ Window Crank or Handle/ Window Lock — \$20- \$60
- Blinds (Standard / Vertical)/Blind Wand/Vertical Blind Slats — \$5-\$90

DOORS & HARDWARE

- Interior Door Handle / Exterior Doorknob/Deadbolt Lock— \$40 - \$60
- Door Hinge / Doorstop /Door Sweep/Weatherstripping/ Handrail Bracket — \$5-\$20
- Patio Door Latch / Strike Plate/ Patio Screen Door — \$35- \$150
- Peephole Viewer — \$20

MISCELLANEOUS

- Towel Bar/Toilet Paper Holder/Shower Curtain Rod — \$20- \$30
- Handrail Bracket — \$10
- Smoke Detector — \$40 Smoke / Carbon Detector — \$65

KEYS AND REMOTES

- Key Fob/Hard Key/Mail Key — \$50/\$40/\$30
- Mailbox Lock — \$85
- Garage Remote — \$75

YARD & TRASH

- Trash Bin / Recycling Bin /Removal — \$75 - \$200
- Lawn / Weed Care / Snow Removal — \$150
- Pet Waste Fee (per Incident) \$350

Please note that all rules, policies and prices in this handbook are subject to change. After the initial move out inspection, a maintenance technician will complete the turn of the unit to prepare for the move in of the future resident. During this process, other items may be found that need to be repaired or replaced. Additional charges may apply.