

# **Augusta Housing Management Co, LLC (AHMC)**



## **Tenant Handbook**

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# WELCOME!

Augusta Housing Management Co, LLC (AHMC) takes pride in operating safe, clean housing. In order to help you better understand our responsibilities and your responsibilities, we are presenting you with this Tenant Handbook. Please read it carefully and keep it for future reference.

This Tenant Handbook is meant to offer guidelines for safe and comfortable housing. This Handbook does not take the place of or supersede the Lease Agreement/Addendum or any other contracts by and between AHMC and the Tenant.

As your Property Directors/Managers, let us introduce ourselves to you:

Property Director/Manager: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Emergency Phone Number: \_\_\_\_\_

Office Hours: \_\_\_\_\_

## CORPORATE OFFICE:

AHMC  
3806 Oakwood Hills Parkway  
Suite 1  
Eau Claire, WI 54701-7779  
Phone (715) 831-3256  
Fax (715) 831-3258  
[www.AHMCproperties.com](http://www.AHMCproperties.com)

## CORPORATE OFFICE HOURS:

8:00 am to 4:30 pm  
Monday through Thursday  
8:00 am to 3:00 pm  
Fridays

***Thank You for Making Your Home with Us!***

## AFFORDABLE HOUSING = SECTION 42 PROGRAM

*\*This Page is Only Applicable to You if You are Renting Under the Section 42 Program\**

### SECTION 42 TAX CREDITS OPEN THE DOOR TO AFFORDABLE HOUSING

Section 42 is part of the Tax Reform Act of 1986. This is the government's main program for encouraging construction of housing for people with low to moderate incomes.

The U.S. Treasury Department grants each state the authority to allocate a certain amount of tax credit to housing developers. Housing developers use the credits to attract investors who invest the money in housing properties. Each investor receives credits to reduce income tax liability.

To qualify for tax credits, a developer must rent at least 20% of the property's units to tenants who have incomes that are no more than 50% of their county's median income. The developer may also rent 40% of the units to tenants with incomes that are no more than 60% of the median.

Some of our housing complexes participate in Section 42: Affordable Housing Tax Credit ("AHTC") program. This complex offers "affordable" housing and is not subsidized in any way. The primary considerations for eligibility are household size and gross annual income of all adult household members.

The Section 42 Affordable Housing Tax Credit program requires that we perform a recertification of income and assets within 365 days of the household's move-in date or last recertification date. Approximately 3 months (90 days) prior to your move-in anniversary date, you will receive notification from the Corporate Office Compliance Department. Each household will be required to respond to the Annual Tenant Recertification Notice in a timely manner. Upon receipt of the Tenant's completed Annual Tenant Recertification Form, a third-party verification is completed, then the Compliance Department will prepare and forward a Tenant Certification Form to the Manager, who will in turn contact the Tenant for their review of the Certification, obtain signatures, and return the signed Certification to the Compliance Department.

The Section 42 program also requires us to perform interim recertifications when the household composition, assets, income or student status changes. Therefore, it is the Tenant's responsibility to inform AHMC **in writing** of any such changes.

Transfers to a different building within the same property, if permitted, are treated as new move-ins. Therefore, initial verifications are required, with income limits applying. Transfers within the same building, if permitted, require all new lease paperwork only.

**Failure to comply with requests from the Compliance Department for information pertaining to income, assets and/or household composition may result in Lease termination procedures.**

## GENERAL INFORMATION APPLICABLE TO ALL TENANTS:

1. The Tenant, members of the tenant household, and visitors shall comply with all laws and city ordinances affecting the use of or occupancy of the premises.
2. All apartments must be maintained in a clean and sanitary condition at all times.
3. Routine inspection of all apartments will be required at least once per year. You will be given notice in advance informing you when these inspections will be performed.
4. Please ensure that we have in our files the name and telephone number of your closest relative or friend to notify in case of an emergency.
5. Please watch the bulletin boards in the lobby or laundry areas for special announcements.

## LEASE

All tenants will be required to sign a lease prior to move-in. If the Lease is not renewed prior to expiration, either party must notify the other **IN WRITING**. If you wish to terminate your Lease, please notify AHMC **IN WRITING** at 3806 Oakwood Hills Parkway, Suite 1, Eau Claire, WI 54701-7779, at least 60 (sixty) days prior to the Lease expiration date or 30 (thirty) days on a month-to-month lease.

If the Tenant moves out of an apartment before the Lease expires, the Tenant shall be responsible for rent either until the apartment is re-rented, or until the Lease term expires, whichever occurs first.

Continuation of Lease: If the Tenant continues to occupy the premises after the expiration date of the Lease and makes timely payment of rent, the Tenant shall be considered a month-to-month Tenant unless another agreement is signed. Iowa does not apply to the continuation of a month-to-month lease.

## RENT

1. RENT IS DUE MONTHLY, ON THE FIRST DAY OF EACH MONTH.  
Delinquent accounts will be assessed late fees according to your lease. Rent shall be paid with check or money order only, payable to the property name. No cash payments will be accepted.
2. RENT IS TO BE MAILED DIRECTLY TO THE AHMC CORPORATE OFFICE,

AHMC  
PO Box 229  
Eau Claire, WI 54702-0229

This is a PO Box for Rent Payments only.

3. AHMC Properties personnel are not allowed to make change for over payment of rent. Any overpayment of rent will be credited to your account.
4. A \$50 charge will be assessed for any "NSF" check. More than one NSF check will warrant rental payments made by money order only.

## MAINTENANCE REQUIREMENTS (EMERGENCY)

AHMC Properties considers the following situations to be **emergencies**:

1. Flooding caused by a plumbing breakdown.
2. Lack of heat in winter.
3. Damage caused by fire, storm, or wind.
4. When security has been breached or is threatened.
5. Backup of sewer.
6. Electrical failure.

In an emergency, please contact your Property Director/Manager or appropriate on-site personnel immediately.

\*\*Lock-outs are not considered an emergency.

All other maintenance requirements are to be handled as indicated below.

## MAINTENANCE REQUESTS (Non-Emergency)

Non-Emergency phone hours are between 9:00 am and 4:30 pm, Monday through Friday. All maintenance requests must be set forth **in writing** by using the attached form (Service Request Form) or on-line at [www.AHMCproperties.com](http://www.AHMCproperties.com). Please fill in the maintenance request and give it to the Property Director/Manager, or send it to AHMC, 3806 Oakwood Hills Parkway, Suite 1, Eau Claire, WI 54701-7779. Utilization of the Service Request Form will eliminate any questions regarding the nature of your maintenance request.

## REPAIRS

Repairs needed, or service required for faucets, sinks, drains, light fixtures, toilets, stoves, refrigerators, etc., should be reported to the Property Manager/Caretaker for correction as soon as possible. Failure to report issues in a reasonable amount of time may cause additional damage at the Tenant's expense. A written Service Request Form will need to be filled out and given to the Property Manager or visit our website at [www.AHMCproperties.com](http://www.AHMCproperties.com) to contact us. Tenants will be assessed charges for repairs beyond ordinary wear and tear.

## COMPLAINTS

AHMC intends that a workable, mutually beneficial Tenant/Management relationship should be established and maintained.

All complaints regarding neighbors, apartments, or the property should be directed **in writing** to the attention of the Property Manager, or mailed to AHMC, 3806 Oakwood Hills Parkway, Suite 1, Eau Claire, WI 54701-7779. The complaint will be investigated and handled accordingly.

## UTILITY BILLS

All utility bills for which the Tenant is responsible are to be promptly paid when due. Failure to pay utility bills promptly will be considered as delinquent rent and will be handled in the same way as non-payment of rent. The security deposit will be held until each final paid receipt for all of the utility bills are sent to the Corporate Office as proof of final payment. A utility deposit may be required.

## SECURITY DEPOSIT

A security deposit is required for each apartment. The money must be paid in full to AHMC Properties prior to move-in and will be refunded at the end of the agreement, according to the following stipulations:

1. The Tenant must give a sixty (60) day (30 day for month to month) notice **in writing**, to AHMC, 3806 Oakwood Hills Parkway, Suite 1, Eau Claire, WI 54701-7779, showing intent to move and the intended move-out date. This **written notice** is to be postmarked no fewer than sixty (60) days prior to the Lease termination date/move-out date or thirty (30) days for a month-to-month tenant. If the Tenant chooses to move out before the Lease expires, the Tenant will be responsible for the rent payments until the Lease termination date, or until the apartment is re-rented, whichever occurs first. You must be moved out by noon on the Lease termination date.
2. The Tenant must leave a forwarding address with the Property Director/Manager.
3. AHMC may deduct from the security deposit charges for unpaid rent, damages, cleaning, unpaid utility bills, and late fees.
4. AHMC will refund any amount to the Tenant(s) in accordance with the Lease terms and state law after the Tenant has permanently moved out and returned full possession of the apartment, including keys, to AHMC (please see note concerning utility charges above).
5. We expect the normal wear and tear that goes with living in any home, but we also expect that your apartment will be left in approximately the same condition that you found it when you moved in. The following charges will be deducted from your security deposit for any of the items **beyond ordinary wear and tear** that have not been taken care of at the end of your tenancy.

The following charges are a basis for Tenant damage, waste, or neglect. Charges are not limited to those listed below.

Standard Charge	Cost	Standard Charge	Cost
Dirty Range and/or Oven	\$50	Dirty Range Hood and Fan	\$15
Dirty Broiler Pan	\$10	Dirty Refrigerator/Freezer	\$30
Dirty Dishwasher	\$15	Dirty Tub/Stool/Vanity	\$45
Dirty Cabinets	\$10	Dirty Linen Closet	\$10
Dirty Vinyl Floor	\$20	Dirty Air Conditioner	\$10
Dirty Windows (per room)	\$10	Stick-Ons in Bath or Kitchen	\$40
Towel Bar Replacement	\$15		
Dirty or Clogged Disposal	\$20 + Repair + Labor		
Trash/Dirty Storage Unit	\$20 per hour		
Windows/Blinds/Shades	\$15 & Up, Depending on the Size		
Light Bulb Replacement	\$ 3 & Up for each Bulb		

## FLOOR COVERINGS

It is the tenants' responsibility to maintain the cleanliness of the carpet during occupancy, whether through vacuuming and/or steam cleaning.

Tenants may be asked at beginning of lease to pay a reasonable pre-payment fee for carpets to be cleaned at move-out. Tenants are not required or responsible to arrange for the carpet cleaning at move-out. Recent changes to Wisconsin Landlord Tenant Statutes allow for this charge, when previously it had not been allowed.

At move-out tenants will only be charged for damage or cleaning that is determined to be beyond normal wear and tear. Any damages or odors, such as pet or human odors, remaining after move-out will be billed to the outgoing Tenant within a reasonable period of time.

In the event that the flooring is damaged by the tenant, any patch or repair work will be billed by the time and materials. In the event that the flooring needs replacement due to tenant neglect, the tenant will be billed 100% of labor and a pro-rated amount of materials based on the age of the flooring being replaced. The pre-paid cleaning fee will be applied to the replacement.

## KEYS

Failure to return apartment and mailbox keys on move-out day \$50 per key

## GENERAL DAMAGES

General damages, such as holes in sheetrock, damaged or missing cupboards, damaged bathroom mirrors or countertops, broken/torn screens, or removal of items left in the apartment will be charged for time and materials. If property personnel are able to perform the repairs, the repair rate will be \$20/hour plus materials. If property personnel are not able to perform the repairs, the cost could be as high as \$100/hour for labor. Any additional charges over and above the amount of the security deposit will be billed to the outgoing Tenant.

## SERVICE CHARGES IN ADDITION TO RENT

1. Lost Key Charges: Management may assess the Tenant the costs incurred when the apartment keys are lost, such as the cost of re-keying the lock or making a new key.
2. Late Payment Fine: *(See "Rent" on Page 5 for explanation of policy)* Rent is payable monthly, on the FIRST DAY OF EACH MONTH. Delinquent accounts will be assessed late fees according to your lease. Any account past-due will be subject to eviction proceedings.
3. Service Charge for Checks Returned for Insufficient Funds: There will be a \$50 service charge.
4. Other Charges During Occupancy:
  - A. If the Tenant or the Tenant's guest(s) cause damages to the unit, common areas, building complex, parking lot or grounds, the Tenant will be charged the cost of repairing damage. The Tenant will be expected to pay these costs when repairs are made.
  - B. Freezers and refrigerators stored in common areas, including garages, will be assessed a monthly electrical fee based on the size of the appliance. Written authorization for the appliance must be made by Management before installation.
  - C. Excessive lock out charges will be assessed a \$20 fee if during regular business hours. Tenant is responsible to contact and pay charges for locksmith if locked out after hours.

## GARBAGE REMOVAL & RECYCLING

1. All Tenants must use plastic garbage bags and place bags in furnished garbage dumpster.
2. No garbage is allowed in halls, on decks or in garages.
3. Management is responsible for timely garbage removal from the designated collection areas.
4. All Tenants must sort out and place in appropriate containers at the collection area all recyclables that are noted to be collected by the local recycling city requirements. Electronics may not be disposed of at the property.
5. All Tenants will be charged an extra fee for any garbage left that is not in the garbage containers, such as sofas, mattresses, etc. Please contact your site manager so they can make arrangements for pick-up and the associated costs of disposal of large or hazardous items.

## SNOW REMOVAL

1. When parking lot snow removal is taking place, Tenants must remove their vehicles promptly. Please review where to move your vehicle with the Property Manager. If the vehicle is not removed, the following may occur:
  - A. The car may be towed by AHMC Properties, at Tenant's expense;
  - B. Vehicle owner/tenant will be billed for labor and materials for cost of snow removal from area.
2. Property Manager/Caretaker is responsible for snow removal from sidewalks.
3. Tenants are responsible for removing snow from their patios/decks and private entrances, including sidewalks to private entrances.
4. Tenants with garages are responsible to remove snow two feet from the entrance.

## **PARKING LOT**

1. Cars shall be parked in designated areas.
2. Vehicles not in running condition, unregistered vehicles, or vehicles not owned by Tenant are not allowed to be stored in parking lot. These vehicles will be towed away, at the Tenant's or vehicle owner's expense.
3. Using the building's outside faucets is prohibited.
4. Stipulated guests should park in designated visitor parking areas. If vehicles are not, they may be ticketed and/or towed by Landlord, at vehicle owner's expense.
5. Any mechanical work on vehicles is prohibited in parking lot.
6. The parking lot is meant for vehicles only, boats camper, snowmobile etc. are prohibited.

## **PARTIES & GUESTS**

1. The Tenant shall not conduct or permit loud parties or noisy activities in his/her dwelling, nor in any manner create disturbances that would cause annoyance or discomfort to other residents or to the community.
2. Absolutely no live-in arrangements are allowed for persons other than Lessees on Lease Agreement. Violations of this may result in immediate evictions. Tenants may not permit any guest to live in the apartment. No guest shall remain more than time specified (unless written permission is granted) as follows: WI-14 days, MN – 7 days, IA – 14 days. Guests may not have reoccurring visits or one continuous visit of days and nights (stated above) within a 45 day period without written consent of the management
3. Tenant is liable for all acts of negligence or breaches of the Lease that result from activities of the guest(s).
4. A "guest" is defined as: an individual not listed on the Lease.

## **FIREWORKS**

No fireworks of any kind are permitted on the property.

## **EXTENSION CORDS**

The use of electric extension cords may disrupt your electrical service; many of them are unsafe. Please use with caution.

## **COMMON AREAS**

No smoking, eating, or drinking is permitted in any common areas, such as hallways or laundry facilities.

## **TELEPHONES/CABLE**

Additional lines may be installed with written permission from AHMC, at the Tenant's expense. There are several places in each apartment where lines may be installed. Tenants are responsible for returning phone service to its original condition at move-out.

## **SATELLITE DISHES**

Satellite dishes may be permitted with prior **written approval** from AHMC. Satellites or dishes must be professionally installed and may not alter premises or a fee will be assessed to return premises to its original condition.

## **LAUNDRY: COIN-OPERATED AUTOMATIC WASHERS & DRYERS**

1. Coin-operated automatic washers and dryers may be available. Laundry facilities are to be used only by the Tenants, only for their personal laundry. If laundering heavy articles, please watch that the washer load is balanced.
2. Do not do laundry after 8:30 pm or before 7:30 am, unless otherwise posted. These times will be strictly enforced!
3. Remove clothes as soon as the washer or dryer cycle is complete. Do not remove clothes belonging to other Tenants.
4. Clean lint screen and any spilled soap when finished.
5. AHMC Properties is not responsible for damages to your clothes by misuse and/or malfunction of the machines. You use these machines at your own risk.

## **GARBAGE DISPOSALS**

Some apartments are equipped with garbage disposals. Hard items, such as fruit pits, bones, corn cobs, or metal are NOT to be put into the disposal (please refer to the owner's manual furnished; if none is furnished, please request one from Management). Damage of disposal by misuse will be charged to the Tenant. Note: Service calls to clean disposals jammed by improper materials will be charged to Tenant.

1. Turn on water prior to turning on disposal.
2. Let water run approximately 15 seconds after disposal is shut off.



## **SMOKE/CARBON MONOXIDE (if applicable) DETECTORS**

### *AHMC Obligations:*

1. A working and labeled detector in each dwelling unit will be provided. The attic and storage areas will not be equipped with a smoke detector unit.
2. All detector installations shall meet all state and local requirements.
3. AHMC shall be responsible for replacing the detector if it malfunctions.

### *Tenant Obligations:*

1. Tenant shall be responsible for ensuring that the detector batteries are in good working order upon move-in and until occupancy is terminated by move-out.
2. Tenant is responsible for notifying Property Director immediately, **in writing**, if detector malfunctions during occupancy. Tenant shall NEVER remove the battery or willfully disable a working detector.
3. Tenant may be held liable by a court of law for monetary or physical damages and/or loss of property or life resulting in the event of a fire or carbon monoxide poisoning.

## **FIRE ALARM**

If applicable, the fire alarm is activated by pulling the station lever in the hallway, lobby, or apartment. This alarm sounds throughout the common areas. Whenever this alarm sounds, every person should immediately evacuate the building and proceed to a location at least 100 feet away from the building. To ensure your safety, fire alarm drills or tests may be conducted. Any false fire alarms will be prosecuted to the fullest extent of the law.

## **INSPECTIONS**

1. Management may enter the premises at reasonable times with 12 hours (WI) or 24 hours (MN & IA) advance notice, with or without Tenant's permission, to inspect the premises, make repairs, show the premises to prospective residents or purchasers, or to comply with any applicable laws or regulations.
2. Management may enter with less than 12/24 hours' advance notice upon specific consent of the Tenant.
3. No advance notice is required for entry in a health or safety emergency, or where entry is necessary to preserve and protect the premises from damage in Tenant's absence.

## **GARAGES**

1. If garage space is available on the premises, the Tenant will be required to sign a lease for the garage space and pay the applicable garage space rent, in addition to the apartment rent each month.
2. Intended use of garage space is vehicle and personal storage only, and is to be kept in a clean and safe manner. Never allow a party or any type of gathering to take place inside your garage.
3. Any mechanical work done to vehicles is strictly prohibited.
4. Management will not be responsible for damages. Use garage space at your own risk. Please make sure your renters insurance also covers your personal property stored inside your garage.
5. NO SMOKING of any kind is allowed in garages.
6. Use of extension cords is prohibited.
7. Freezers or refrigerators are not allowed without **written consent** of Management. If consent is given, Tenant will be charged an electrical fee.
8. Heating units are not allowed in garages.
9. AHMC has a lien on personal property stored in leased space and AHMC may satisfy the lien by selling the personal property.
10. Tenants are responsible for snow removal within two feet of the entrance.

## **PATIO DECKS**

1. Patio decks are for pleasure use. They are NOT for hanging out clothes, storing garbage and other debris. They are to be kept clean, well-organized, and in sanitary condition.
2. NO GRILLS ARE ALLOWED ON WOOD DECKS or within 15' of the building.
3. Fire pits or outdoor fire places are not allowed.
4. Holiday décor is to be removed immediately following the holiday.
5. Bird feeders are not allowed as they attract rodents.
6. All patio furniture may only be placed on your patio or balcony. It cannot extend beyond that.

## **PLAYGROUNDS**

If playgrounds are available, hours are from 9:00 am to 9:00 pm. All children should have adult supervision while out on the playground. Place all litter in garbage cans set out for this purpose. Return all toys to your apartment when your child is through playing with them. Any items left out will be removed and may be discarded. Management is not responsible for supervision of children and Tenants utilize the equipment at their own risk.

## **PET POLICY**

NO dogs, cats, birds or other animals may be kept in an apartment or on the premises unless an exception is made **in writing** by AHMC Properties. The ability to have a pet is based upon a decision of the owners and not AHMC. Not all properties are allowed to have pets. Pet sitting is prohibited.

The special privilege of maintaining a dog, cat, bird, or fish in a facility operated by AHMC Properties shall be subject to the rules set forth in our Pet Policy. Pet Policy rules are available by contacting the Property Director on site or by requesting one from the Corporate Office.

It is not allowable to obtain additional pets while you are a resident, even if you already have an approved pet in your apartment, without the **written** approval of Management.

### ***Pet Policy Rules Will Be Strictly Enforced!***

## **MOLD**

Resident is hereby notified that mold, however, can grow if the premises are not properly maintained or ventilated. If moisture is allowed to accumulate in the unit, it can cause mildew and mold to grow. It is important that Residents regularly allow air to circulate in the apartment. It is also important that Residents keep the interior of the unit clean and that they promptly notify the Owner/Agent of any leaks, moisture problems, and/or mold growth.

1. Resident agrees to maintain the premises in a manner that prevents the occurrence of an infestation of mold or mildew in the premises. Resident agrees to uphold this responsibility in part by complying with the following list of responsibilities:
2. Resident agrees to keep the unit free of dirt and debris that can harbor mold.
3. Resident agrees to immediately report to the Owner/Agent any water intrusion, such as plumbing leaks, drips or "sweating" pipes.
4. Resident agrees to immediately notify owner of overflows from bathroom, kitchen, or unit laundry facilities, especially in cases where the overflow may have permeated walls or cabinets.
5. Resident agrees to immediately report to the Owner/Agent any significant mold growth on surfaces inside the premises.
6. Resident agrees to allow the owner/agent to enter the unit to inspect and make necessary repairs.
7. Resident agrees to use bathroom fans while showering or bathing and to report to the Owner/Agent any non-working fan.
8. Resident agrees to use exhaust fans whenever cooking, dishwashing, or cleaning.
9. Resident agrees to use all reasonable care to close all windows and other openings in the premises to prevent outdoor water from penetrating into the interior unit.
10. Resident agrees to clean and dry any visible moisture on windows, walls, and other surfaces, including personal property, as soon as reasonably possible. (Note: Mold can grow on damp surfaces within 24 to 48 hours.)
11. Resident agrees to immediately notify Owner/Agent of any problems with the air conditioning or heating systems that are discovered by the Resident.
12. Resident agrees to indemnify and hold harmless the Owner/Agent from any actions, claims, losses, damages, and expenses, including, but not limited to, attorneys' fees that the Owner/Agent may sustain or incur as a result of the negligence of the Resident or any guest or other person living in, or using the premises.

## **TUB & SHOWER CARE**

1. Do not use abrasive cleaners that will scratch or dull the glossy surface. A recommended cleaner is "Soft Scrub."
2. Stubborn stains, paint or tar can be removed with turpentine, paint thinner, or mineral spirits on a clean, soft cloth.
3. Do not use abrasive scouring pads such as S.O.S. or abrasive cleaners such as Dutch Cleanser or Comet, as these will cause dulling and permanent scratches.

## **CARE OF CARPETS**

It is the Tenant's responsibility to care for the carpet once occupancy has begun. Commercial carpet cleaning is considered necessary for proper care of unit during occupancy. Tenants are responsible for the contacting of and payment for this service during occupancy.

## **HOW TO REMOVE COMMON CARPET STAINS**

*First:* Remove excess material by blotting liquids or by scraping with a dull blade to remove oily or semi-solid material.

*Then:* Clean stain with proper solvent. Avoid saturating carpet. Remove loosened stain with clean white toweling.

*Finally:* When thoroughly dry, gently brush carpet.

## HOW THE APARTMENT TENANT CAN CONSERVE ENERGY

1. When you leave your apartment, turn the thermostat up in the summer, down in the winter.
2. When you leave for the weekend or for extended periods, turn the thermostat up to 85° in the summer and down to 60° in the winter.
3. Particularly in the daytime, try to set the thermostat of the air conditioner at about 78° and/or the heat at about 68°.
4. When you leave a room, simply turn off the light. Many of us have a tendency to forget and leave the light on in the bathroom, kitchen, or bedroom far more than necessary.
5. Reduce the wattage of the lights inside your apartment, particularly in rooms that are seldom used or not used at all.
6. Keep your doors and windows closed in order to conserve air conditioning or heating.
7. Open the refrigerator or freezer doors no more than necessary. Adjust the thermostat settings on these appliances to the minimum necessary.
8. When using dishwashers, washers or dryers, do a full load rather than a partial load.
9. When radios, television sets or stereos are not in use, turn them off.
10. Close or partially close the air conditioning vents in rooms that are seldom used or not used at all.
11. Make sure that nothing is blocking the return air vents for your air conditioning and heating systems. A piece of furniture blocking the vent can significantly decrease the system's efficiency and increase the electrical usage.
12. Close drapes or blinds on the sunny side of the apartment to keep heat out in the summer.
13. Reduce the use of hot water by taking cooler and quicker showers/baths.
14. Do not allow water to run continuously while showering, washing dishes, etc. Draw only the amount needed.

## RULES & REGULATIONS

DURING THE LEASE TERM, AS A CONDITION OF TENANT'S CONTINUING RIGHT TO USE AND OCCUPY THE PREMISES, TENANT AGREES TO AND PROMISES THE FOLLOWING:

1. Only the Tenant(s) listed on the Lease will be allowed to use the premises for residential purposes. No businesses are allowed or permitted on the property.
2. To not permit the use of the premises for any unlawful purpose or for any purpose that will injure the reputation of the property of which they are a part.
3. To not use or keep in or about the premises anything that would adversely affect coverage of the premises or the building of which they are a part under a standard fire and extended insurance policy.
4. To not make excessive noise or engage in activities that unduly disturb neighbors or other tenants in the building in which the premises is located.
5. To not keep in or about the premises any pet unless specifically authorized **in writing** as a special condition of the lease.
6. To obey all lawful orders, rules and regulations of all governmental authorities.
7. To keep the premises in a clean and tenantable condition and in as good repair as at the beginning of the Lease term, normal wear and tear expected.
8. If obligated to pay for heat on the premises, to maintain a reasonable degree of heat in cold weather to prevent damage to the premises, and if damage results from Tenant's failure to maintain a reasonable degree of heat, Tenant shall be held liable for such damage.
9. Unless Tenant has received specific, **written** consent of AHMC, to not do or permit any of the following:
  - a. Paint upon, attach, exhibit or display in or about the premises any sign or placard;
  - b. Alter or redecorate the premises, including borders, mirrors, etc.;
  - c. Attach or affix anything to the exterior or premises or the building.
10. To not permit any guest to reside in the premises for any period exceeding two weeks without prior **written** consent of AHMC.
11. To be liable for all acts of negligence or breaches of the Lease by Tenant and Tenant's guest(s).

## WHAT IS NOT ALLOWED IN APARTMENTS

1. No dogs, cats, birds or other animals may be kept in the apartment or on premises unless exception is made in writing by AHMC, and a Pet Policy has been signed and a special pet fee has been paid. Not all AHMC properties allow pets.
2. Flammables (gasoline, naphtha, solvents, etc.) must not be kept in the dwelling unit or common areas.
3. No painting is to be done without written approval of AHMC.
4. No washers or dryers are allowed in the apartment unless washer/dryer hook-ups are provided within the apartment. If washer/dryer hook-ups are provided, no washer/dryers may be installed without proof of renters insurance. Absolutely no portable dishwashers are permitted.
5. Live Christmas trees or wreaths are NOT permitted within the unit. Artificial trees are allowed.

## DOs & DON'Ts: DOORS, WALLS, FLOORS, WINDOWS AND FIXTURE CARE

1. The Tenant shall display no signs. Articles of any description cannot be hung from windows, doors, patios, nor placed on the exterior windowsills. Nothing may be thrown out the doors or windows of any dwelling.
2. To hang heavy and unusually large objects, Tenant must have the approval of AHMC.
3. No shades, awnings, or window guards shall be used, except those approved by Management.
4. Do not use bathroom towel bars as grab bars.
5. Do not use stick-on decals on walls or bathtub.
6. Do not bring new, previously used furniture into building as it may contain bed bugs. Responsibility falls back to tenant for infestation/extermination (as law permits.)
7. Any large holes left in the walls after vacating will be repaired at Tenant's expense. Please leave nail holes for caretaker to repair.
8. You may experience some water condensation on your windows during the cold season. To prevent mold and damage to woodwork and trim, please wipe away any moisture accumulation from windows.
9. All windows are to be washed by the Tenant. If help is needed in removing the windows for cleaning purposes, the Property Director may assist the Tenant.
10. Your apartment comes equipped with working light bulbs. When you move, there MUST be a working bulb left in each fixture socket (this includes fluorescent bulbs).
11. Do not use wax on the kitchen or bathroom floors. Apartments have wax-free vinyl flooring.
12. Please make sure tables, chairs, etc., have guarded tips on legs to protect vinyl flooring.
13. Tenants must observe strict care to not leave their windows open when it rains or snows.
14. NO PERSONAL ITEMS, SUCH AS RUGS, BOOTS, COATS, BIKES, TOYS, ETC., OR REFUSE, ARE ALLOWED IN COMMON HALL AREAS DUE TO FIRE CODES AND HEALTH HAZARDS.

## SAFETY

1. Children at play outside must be supervised by an adult at all times.
2. No toys are permitted to be left outside after play. Items left will be removed and may be discarded.
3. "Hot Wheels," bikes, tricycles, skateboards, roller blades, etc., are not allowed on sidewalks. This will help to ensure other tenants, children, and visitors are not injured by accidents.
4. Trampolines and above ground pools are not allowed. Small kiddie pools may be allowed at discretion of on-site management, but must be stored when not in use.

## INSURANCE

AHMC or its insurance company is not responsible for any losses incurred by the Tenant. It is the responsibility of each Tenant to carry insurance coverage on personal belongings and liability. AHMC and/or the property does not carry insurance to cover the Tenant's personal items. Supplemental insurance may be available only if damage or injury results from negligence on the part of the housing complex, its owners, agents or Management Company.

### RENTERS INSURANCE

#### Let Your Tenants Know It Is Their Responsibility

*"You may be liable for damage that you do to the apartment that you occupy; you have an investment in the clothing, dishes, furniture and appliances that you own."*

So, these precautions are not to be minimized:

1. **NEVER** smoke in bed.
2. Don't put ashtrays on any furniture. Should the cigarette fall, it may smolder unnoticed for hours before it breaks into flames.
3. Get rid of the grease in the frying pan as soon as you have finished cooking. Many grease fires occur when the congealed grease is heated to dispose of it before washing dishes.
4. Never leave cooking oil unattended while heating. Sixty seconds after it is warmed to cooking temperature on high heat, may cause oil to burst into flames.
5. Be sure everyone in the family knows where the fire extinguishers are located.
6. Keep matches away from small children.
7. Keep chairs, beds, etc., well away from wall heaters, as this is a frequent cause of fire.
8. Do not store anything in the furnace closet.
9. Don't repair motor vehicles in the carports/garages or in the parking areas.
10. Rubber or rubber-padded articles should not be put into dryers.
11. Autos and any articles left inside of them are stored at your own risk.
12. Please report any water leakage or water damage promptly in order for the repairs to be made before further damage results.

13. You should obtain a renters insurance policy to provide you with the following protection:
- a. Fire, theft, etc., on your personal property;
  - b. Protection for your liability for bodily injury or property damage;
  - c. Your liability for fire damage to your own apartment.
  - d. Housing during displacement.

**AHMC PROPERTIES** RESERVES THE RIGHT TO MAKE OTHER SUCH REASONABLE RULES AS IN THEIR JUDGMENT MAY, FROM TIME TO TIME, BE NECESSARY FOR THE SAFETY, CARE, AND CLEANLINESS OF THE PREMISES AND FOR KEEPING GOOD ORDER WITHIN.

THIS TENANT HANDBOOK IS MEANT TO OFFER GUIDELINES FOR SAFE AND COMFORTABLE HOUSING. THIS HANDBOOK DOES NOT TAKE THE PLACE OF OR SUPERSEDE THE LEASE AGREEMENT/ADDENDUM OR ANY OTHER CONTRACTS BY AND BETWEEN AHMC AND THE TENANT.

**YOU WERE SELECTED FOR RESIDENCY IN THIS APARTMENT COMPLEX BECAUSE YOU WERE CONSIDERED CAPABLE OF LIVING INDEPENDENTLY AND CONTRIBUTING TO A COOPERATIVE LIVING SITUATION. YOUR SECURITY AND THAT OF YOUR NEIGHBORS DEPENDS UPON EACH PERSON'S WILLINGNESS TO SHARE THAT RESPONSIBILITY.**

***Thank You for choosing AHMC  
to meet your housing needs!***

3806 Oakwood Hills Pkwy  
Suite 1  
Eau Claire, WI 54701-7779



(715) 831-3256  
Fax: (715) 831-3258  
www.AHMCproperties.com

**Service Request**

**If Your Apartment Needs Maintenance, Please Let Us Know!**

**Please Return This Form To The Manager/Director:**

I have a maintenance request that needs attention. Would you please schedule maintenance to make the following repairs:

*Circle One* [Urgent] [Not so Urgent]

\_\_\_\_\_ I request that the repairs be completed when I am home. I understand that these repairs must be completed within normal business hours. I would be available during the following hours: \_\_\_\_\_.

\_\_\_\_\_ The repairs can be done while I am *not* home. By checking this option, I am giving permission for a maintenance person to enter my unit.

Print Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt. # \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Home Phone # : \_\_\_\_\_

Can we call you at work? Yes or No If yes, please list phone # \_\_\_\_\_

E-Mail \_\_\_\_\_

\*\*\*\*\*For Office Use\*\*\*\*\*

Date Rec'd \_\_\_\_\_ Time \_\_\_\_\_

Assigned To \_\_\_\_\_ OK to Enter In Absence: YES \_\_\_\_\_ NO \_\_\_\_\_

Job Completed: Date \_\_\_\_\_ Time \_\_\_\_\_ By \_\_\_\_\_

\_\_\_\_\_ Able to repair this problem fully \_\_\_\_\_ Unable to repair problem fully, will get back as soon as possible



### NOTICE OF INTENT TO VACATE APARTMENT

#### Step 1: Check one box

<input type="checkbox"/>	Initial Notice	<input type="checkbox"/>	Change of Move-Out Date	<input type="checkbox"/>	Cancellation of Intent to Move
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#### Step 2: Check one box

<input type="checkbox"/>	All Tenants of Unit Vacating	<input type="checkbox"/>	Co-Tenant Vacating	<input type="checkbox"/>	Garage Only
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#### Step 3: Check one box

<input type="checkbox"/>	I/We <u>have</u> completed the term of the lease	<input type="checkbox"/>	I/We have <u>not</u> completed the term of the lease
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#### Step 4: Fill in date

Intended Date to Vacate	<input type="text"/>
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#### Step 5: Tenant Info

TENANT NAME(S): _____			
APARTMENT No.: _____		GARAGE/STORAGE No.: _____	
STREET ADDRESS: _____			
No., Street		City	State Zip
FORWARDING ADDRESS: _____			
No., Street		City	State Zip

#### Step 6: Survey

1.	Reason for leaving: _____
2.	Anything we could have done to convince you to stay? _____
3.	Would you recommend this property to a friend? If no, why not? _____

*Thank you for choosing AHMC to fill your housing needs.*

#### Step 7: Sign Form

_____	_____
<b>Resident Signature</b>	<b>Date</b>
_____	_____
<b>Resident Signature</b>	<b>Date</b>