

Welcome to Concord Place Apartments. We are pleased that you have chosen to make Concord Place your new home. This Resident Handbook is designed to acquaint you with your apartment community and its policies. Please keep your handbook handy. Many of the questions that might arise concerning your apartment home are answered in this handbook.

Concord Place Apartments is managed by: Alexander & Bishop Ltd.

It is Concord Place's desire to provide the highest quality living environment possible for their residents.

Fair Housing Statement

Concord Place is committed to compliance with all federal, state and local fair housing laws. Concord Place's policies are designed to provide for consistent and fair treatment of all residents the spirit of these laws. The staff at Concord Place has a legal obligation to treat each individual in a consistent manner.

Community Standards of Occupancy

All new residents in Concord Place meet the same non-discriminatory qualification standards based on income, lawful source of income, credit history and background check. The maximum number of occupants allowed in each apartment is available in the office. The term "occupant" refers to all adults and children residing in an apartment. If the number of occupants in your apartment changes for any reason, please contact the Concord Place Office immediately.

Office Hours

Hours of office operation are posted in the rental office. These hours have been established to provide service coverage during normal work periods.

Good Neighbor Policy

All policies in this handbook apply to residents, occupants and their guests. Please be considerate of your neighbors and help us maintain a quiet, clean community environment.

Entertaining

Concord Place wants residents to enjoy living at their community with a few restrictions. Sociable and friendly gatherings are welcomed provided that they do not become boisterous, obscene or objectionable to other residents. The resident is responsible for the conduct of their guest both within the apartment and on Concord Place premises in accordance with these rules. Residents will be charged with any damage caused by any member of resident's family or guests.

Emergencies and Security Guidelines

Maintenance and Maintenance Emergencies

Maintenance requests are handled through the Concord Place Office in a timely manner. Most requests will be handled during business hours, Monday through Friday, exclusive of holidays. Emergency Maintenance is defined as those situations which present a danger to people, such as fire, no electricity, broken entrance doors, no heat during cold weather, no water or a non-functioning commode in apartments with only one commode. Emergency maintenance is also performed when there is a threat to property, such as flooding or broken pipes.

After business hours, emergency maintenance requests are handled through the Concord Place Office by calling 651-1619. The answering machine will give you instructions on how to reach the person on call. The on-call maintenance personnel will contact the resident and determine the best course of action.

Insurance

As outlined in the Rental Agreement and the Security Guidelines in this document, the apartment community does not guarantee personal safety and security. Because of this, the Management Company strongly suggests you follow these guidelines:

- ◆ Purchase renter's insurance sufficient to cover your personal belongings.
- ◆ Carry adequate automobile insurance.
- ◆ Pay close attention to the suggestions listed in the Security Guidelines,

Security Guidelines

Concord Place cannot guarantee your personal safety or that of your personal possessions or your guests. The most effective precautions are those taken consciously by the individual to protect his or her well being.

Inside Your Dwelling...

- ◆ Lock all doors and windows, even if you are inside.
- ◆ Check the identity of visitors by looking through a window or peephole before opening the door. If you have doubts about the person, do not open the door.
- ◆ Do not put your name or any personal identification on your keys.
- ◆ If you've lost your key, inform the Concord Place office. You have the right to have your locks changed, as long as you pay for the cost of the rekeying.
- ◆ If there is an emergency, call 911.
- ◆ Be aware of the condition of your door locks. Immediately report in writing with the date and your signature, any needed repairs.

Outside Your Dwelling...

- ◆ Lock your doors and windows while you are gone, including deadbolt locks and sliding door handle latches.
- ◆ Let the office and family members know if you'll be gone for vacation or business travel.
- ◆ Leave a radio playing softly while you are away.
- ◆ Don't walk alone at night.
- ◆ Don't leave a key hidden outside your home.
- ◆ Don't give keys to guests or strangers.
- ◆ Use lamp timers, which are available at hardware stores, when you are away.
- ◆ Always have your entry key in hand while walking to your car, whether it is day or night.
- ◆ Keep your car doors locked while driving. Always park your car with doors locked and windows rolled up.
- ◆ Place exposed items in the trunk or out of sight under the seat of your vehicle.
- ◆ **DO NOT** leave your keys in the car.

Fire Prevention

- ◆ Inspect your home for common fire hazards, such as stored flammable liquids and overloaded electrical outlets.

- ◆ Coffee pots, irons, electric fry pans and other appliances with heating elements should not be used with extension cords.
- ◆ Keep the number for the fire department close to the phone. If necessary, call 911 first.
- ◆ Make sure you contact the office if your smoke alarm is not functioning properly or it needs a battery. Do not disable your smoke alarm.
- ◆ Let cooking grease cool and discard it in a metal can.
- ◆ Keep lighters and matches out of the reach of children.
- ◆ Do not store gas-powered tools or vehicles, such as small engines or motorcycles, in your apartment, in the stairwells, on the patio or on your balcony.
- ◆ Report any potential fire hazards to the Concord Place Office.
- ◆ The City of Oshkosh Fire Department prohibits grills on second floor balconies.

Smoke Detector Requirements

Smoke detectors save lives. Your smoke detector is provided to protect you; **please do not tamper with it!** **WISCONSIN ADMINISTRATIVE CODE ILHR 51.245(3):**

1. The owner of the apartment shall furnish to the tenant written notice of responsibility of the tenant and obligations of the owner regarding smoke detector maintenance.
2. The owner shall be responsible for maintaining the smoke detectors and the smoke detection system in good working order.
3. The owner shall check batteries at the beginning of a new lease and shall replace the battery at least annually.
4. It shall be the responsibility of the tenant during his or her tenancy to inform the owner in writing of any malfunction of the smoke detector (s).
5. The owner shall have give (5) days upon receipt of said notice to comply with the request to repair or replace the smoke detector (s).

If you fail to comply with the terms of this notice, and your apartment (and/or) other areas of the building are damaged by a fire started in your apartment, you may be held liable for such damage.

Freezing Weather

In the event of inclement freezing weather, Concord Place requires residents to set the thermostat to at least **65** Degrees to avoid possible damage to the plumbing from broken pipes. If the residents negligently fail to take these precautions they maybe liable for damages to their apartment and those of their neighbors. Windows are prohibited from being left open. Windows are prohibited from being cracked open.

Concord Place reserves the right to enter without notice to close all windows to prevent broken pipes.

Suspicious Activity

- ◆ Anything that seems unusual may be criminal activity. Never attempt to apprehend a person committing a crime.
- ◆ If you see solicitors in the Concord Place Community, please contact the office.
- ◆ Each resident has a responsibility to report suspicious activity to the police.

Community Policies

Rent Payment Policies

Although Concord Place's rent payment policies are explained fully in the Non-Standard Rental Provision, Security Deposit, the following is a review of those policies:

- ◆ Rent is due on the **1st** of the month and considered late on the **4th** of the month.
- ◆ If your rent payment is received after the date specified in your Non-Standard Rental Provision, you will be assessed a late charge of **\$50.00**. Fair housing non-discriminatory policies requires that there be no exceptions or special treatment in this policy.
- ◆ Checks returned by the bank for any reason will incur a returned check charge of **\$25.00**, plus any applicable late charges. A cashier's check or money order must clear returned checks within 24 hours of notification.
- ◆ Rent shall be paid by check, money order or cashiers check. Cash will not be accepted.

Keys and Locks

- ◆ If you inadvertently lock yourself out of your apartment after office hours, a charge of **\$25.00** will be assessed for letting you back into your apartment. The staff will require photo identification for this and will only open the door for those persons listed on the rental agreement.
- ◆ The maintenance department will replace or repair existing door hardware as required.
- ◆ If you require a duplicate key, the staff will make one for you for a nominal charge of **\$3.00**.

- ◆ If you misplace your key or wish to have your lock rekeyed, there will be a nominal charge of **\$45.00.**
- ◆ Residents are not allowed to change the locks. Concord Place will remove locks installed by resident with a nominal charge of **\$45.00.**

Pet Policy

Pets are not allowed without the express written permission of Concord Place. Small caged birds and fish are acceptable at no charge. ***NO DOGS, CATS OR EXOTIC ANIMALS*** (snakes, spiders, lizards, mice, rats, rabbits or ferrets).

Package Delivery

The Concord Place Office is pleased to accept your packages from the US Postal Service, UPS or overnight express delivery services under the following conditions:

- ◆ Concord Place will not be responsible for C.O.D. deliveries.
- ◆ Concord Place will not be responsible for packages delivered in damaged condition

When a package is delivered for a resident, notice will be placed on the Resident's mailbox. Packages are available for pick up during normal business hours. If a resident is not able to retrieve packages during business hours, Concord Place staff will place packages inside Resident's apartments upon receiving written permission to do so.

Parking

Your Rental Agreement gives Concord Place authority to regulate all parking. Concord Place's commitment to their residents requires that they administer these regulations fairly to the greater benefit of all their residents. General parking and vehicle policies are as follows:

1. All parking is on first-come first-served basis with the exception of the assigned underground parking stalls.
2. Vehicles parked in areas reserved for handicapped parking are subject to ticket and/or towing.
3. Illegally parked vehicles, such as on the grass or sidewalk, or blocking trash facilities or garages, are subject to towing without prior 24 hours notice.
4. Recreational vehicles, such as motor homes, boats, trailer and campers are prohibited.

5. Motorcycles and other motorized vehicles are prohibited from parking on patios.
6. Repairs and maintenance of vehicles, including washing, is prohibited to prevent damage to the parking areas.
7. Inoperable vehicles are subject to towing at the resident or visitor's expense. This includes severely damaged vehicles, as well as vehicles with a flat tire or expired license plates or no license plates. Offending vehicles will be tagged by Concord Place and give a 24-hour warning. The problem must be corrected or the vehicle will be removed from the property within the hour period to avoid towing.
8. Residents are required to have a parking permit. Vehicles that do not have a parking permit will be given a 24-hour warning notice. All vehicles without the parking permit will be ticketed and towed at the owner's expense.

Apartment Transfers

Occasionally, Concord Place residents choose to transfer to another apartment within in the Concord Place Community. If a resident is interested in transferring to another apartment, please contact the office.

Olympic Realty Corp. has apartment communities throughout Wisconsin. Residents who need to transfer out of the area may transfer to an Olympic Realty Corp. property without penalties or fees. If you need further information, please contact the Concord Place Office.

Bikes

All bicycles are prohibited from entering apartments and building common areas. Bicycles may be stored in the underground parking or outside bike racks. Bicycles found in prohibited areas of the building will be removed by staff and placed in the underground parking. Concord Place will not be responsible for damage or theft of bicycles that are removed from prohibited areas. Any and all damages done to the property as a result of bicycles will be charged to the offending resident.

Apartment Transfers

Occasionally, Concord Place residents choose to transfer to another apartment within the Concord Place community. If a resident is interested in transferring to another apartment, please contact the rental office.

Alexander & Bishop LTD. has apartment communities throughout Wisconsin. Residents who need to transfer out of the area may transfer to an Alexander & Bishop LTD property without penalties or fees. If you need further information, please contact the Concord Place office.

Moving

Concord Place's move-out policies are outlined in detail in your Rental Agreement. Following, is a further discussion of those policies:

- ◆ Residents are required to complete their full term of the Rental Agreement.
- ◆ Residents are required to give a 60-day advance written notice of their intent to vacate their apartment.
- ◆ The written notice must be given on or before the first of the month. There are no exceptions. A notice dated the 2nd or 3rd of the month, for example, will carry over into another full month.
- ◆ Remove all personal belongings from the apartment and follow the Move-Out Cleaning Instructions to thoroughly clean your apartment.
- ◆ Residents are required to furnish Concord Place with a complete forwarding address in writing.
- ◆ All keys and parking permits must be returned at the time of the Move-Out Inspection.
- ◆ Residents are required to be present for the Move-Out Inspection.

Community Appearance

The staff of Concord Place is very proud of the appearance of your apartment community and takes pride in maintaining it. Concord Place wants the resident's help in keeping the community attractive by following these rules:

1. Structural additions or changes to the exterior of the community buildings are prohibited. This includes patios and balconies.
2. Patios and balconies are an integral aspect of our community's appearance, so they are not to be used as storage areas for trash, boxes, auto parts, or other unsightly items. Flags, banners, towel, clothing, etc. are also prohibited from hanging from balconies/patios. Concord Place has the right to monitor the appearance of these areas.
3. Concord Place provides window treatments. Residents are not allowed to change the window treatments with their own. Residents are allowed to hang valances to accessorize.
4. Residents shall keep the glass and screening in the windows and doors in good repair. Residents shall inform Concord Place of any windows or screens that need replacing.

Children

Children are welcome, although by necessity, certain restrictions must be placed on their activities. Children are not permitted to:

- ◆ Play in the common areas (hallways, basements or laundry rooms).
- ◆ Ride bikes on the lawn.

- ◆ Play in or about the parking lot or between the garages.
- ◆ Leave toys, bikes, etc. in the common areas or outside.
- ◆ Throw stones.
- ◆ Climb trees.

Parents, guardians and babysitters are responsible for the conduct of their children at all times.

Exterior Lighting

Concord Place considers exterior lighting a main component of the communities program. If you notice any lights out contact the Concord Place Office as soon as possible.

Laundry Facilities

There are coin operated laundry facilities available to the residents for their use. Please remove clothing from machines promptly. Concord Place is not responsible for any items left unattended in the laundry room. If a machine breaks down, please call the Lakeview Terrace Office. Residents are required to clean the machines after they have finished using them.

Pest Control

Concord Place has a monthly pest control service for the common areas. If you are experiencing a pest problem within your apartment, please contact the office and we will arrange special treatment for your home. Although insects contacting a treated surface will die within 24-48 hours, it is normal, though unusual, for insects to be seen for as long as two weeks following the treatment.

Air Conditioning

- ◆ For maximum comfort and energy conservation, you air conditioning thermostat should remain at a single setting. With all doors and windows closed, the unit will operate efficiently.
- ◆ Blinds should be closed during the heat of the day.
- ◆ For excellent performance of the unit, filters should be cleaned.

Heating

Similar to air conditioning, the heating unit of your apartment operates most efficiently when it remains at a single setting. It is recommended the blinds remain open during the winter to take advantage of the sun's warmth. All furniture should be at least six inches away from the heating unit and remain dust free.

Plumbing

Concord Place's sewage system is adequate to handle normal drainage. However, care must be taken by not disposing paper towels, facial tissue, disposable diapers, sanitary napkins and disposable tampons in the commode. Care should also be taken to avoid dropping foreign objects in the commode (i.e. combs, deodorant cans, etc.).

If your apartment has leaking pipes or water faucets, continuously running toilet tanks or no hot water, please report it to the Concord Place Office for repair.

Countertops

Even though the countertops in your kitchen and bathroom are of durable high-grade material, they can still be damaged by heat, staining or cutting with knives or sharp objects. Spills should be wiped up promptly and thick pads should be used under hot dishes and pans. Never cut food or any other item directly on your countertops.

Disposals

If used properly, your kitchen sink disposal unit is a trouble-free unit. The cold water should be running as fast as possible any time the disposal unit is in use. Leave the water running for a short time after running the unit. This helps clear the lines and avoid back-up problems. If the disposal unit will not start, contact the Concord Place Office.

Do not reach into the disposal unit while it is running.

It is important not to overload the unit. If it does become overloaded the safety overload switch will engage and stop the unit's motor. To reset the overload switch, let the motor cool for three or four minutes and press the red button on the bottom of the motor under the sink. Please avoid putting the following items in the disposal unit: celery, eggshells, fruit rinds and peels, bones and drain cleaners.

Credit Reports

Resident (s) expressly authorizes Owner or Owner's agent (including a collection agency) to obtain Resident's consumer credit report which Owner or Owner's agent may use if attempting to collect past due rent payments, late fees, or other charges from Resident (s) both during the term of the lease and thereafter.

Recycling/ Trash

Pursuant to City of Oshkosh Municipal Code Chapter 23, recycling is required at Concord Place. Lead acid batteries, major appliances, waste oil, yard waste, aluminum containers, bi-metal containers, corrugated paper, foam polystyrene packaging, glass containers, magazines, newspapers, office papers, plastic containers labeled by SPI 1-7, and steel containers shall be separated from other waste and shall be free of contaminants such as food or product residue, oil or grease, household hazardous waste, medical waste and agricultural chemicals.

Trash rooms are located on all floors of Concord Place. Trash should be placed in the chute and not left in the room itself. Paper products and commingled recyclables are to be taken to the underground parking and placed in the appropriate container for recycling.

Furniture items and small appliances (computers, TVs, etc.) must be taken to the City Dump and are not to be disposed of at Concord Place.

Mold

To minimize the occurrence and growth of mold in the Leased Premises, Resident hereby agrees to the following.

1. Moisture accumulation. Resident shall remove any visible moisture accumulation in or on the Leased Premises, including on walls, windows, floors, ceilings and bathroom fixtures; mop up spills and thoroughly dry affected areas as soon as possible after occurrence; use exhaust fans in kitchen and bathroom when necessary; and keep climate and moisture in the Leased Premises at reasonable levels.
2. Apartment cleanliness. Resident shall clean and dust the Leased Premises regularly, and shall keep the Leased Premises, particularly kitchen and bath, clean.
3. Notification of management. Resident shall promptly notify management in writing of the presence of the following conditions:
 - I. A water leak, excessive moisture, or standing water inside the leased premises;
 - II. A water leak, excessive moisture, or standing water in any Concord Place common area;
 - III. Mold growth in or on the Leased Premises that persists after resident has tried several times to remove it with household cleaning solution, such as Lysol or Pine-Son disinfectants, Tilex Mildew Remover, or Clorox, or a combination of water and bleach.
 - IV. A malfunction in any part of the heating, air-conditioning, or ventilation system in the Leased Premises.

Concord Place reserves the right to supplement or amend the previously mentioned community rules and regulations. In the event of policy changes, Residents will be given written notice prior to the effective date of new policies.
