

# RIVER PLACE



# RESIDENT HANDBOOK

Welcome to River Place. We are pleased that you have chosen to make your home with River Place. 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.

River Place is managed by: Olympic Realty Corp.

It is the goal of River Place to provide the highest quality living environment possible for its residents.

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#### **Fair Housing Statement**

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

#### **Community Standards of Occupancy**

All new residents in River 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 River 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 business hours.

#### **Good Neighbor Policy**

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

### **Entertaining**

River 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 River 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 River 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 River Place office by calling 235-7368. The answering machine will give 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. Accordingly, the Management Company strongly suggests you follow these guidelines:

- ◆ It is mandatory that residents have renter's insurance sufficient to cover their personal belongings.
- ◆ Carry adequate automobile insurance.
- ◆ Pay close attention to the suggestions listed in the Security Guidelines.

### 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 River Place office.
- ◆ The City of Oshkosh Fire Department prohibits grills on second and third floor balconies.

### Smoke Detector Requirements

Smoke detectors save lives. Your smoke detector is provided to protect you; please do not tamper with it!

1. The owner of the apartment shall furnish to the Resident written notice of responsibility of the Resident 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 Resident during his or her tenancy to inform the owner in writing of any malfunction of the smoke detector (s).
5. The owner shall have (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 freezing weather, River Place requires residents to set the thermostat to at least 50 Degrees and keep windows closed 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.

### Security Guidelines

River 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 River Place. You have the right to have your locks changed, as long as you pay for the cost of the re-keying.
- ◆ If there is an emergency, call 911.
- ◆ Be aware of the condition of your door locks. Immediately report any needed repairs in writing with the date and your signature.

#### Outside Your Dwelling...

- ◆ Lock your doors and windows while you are gone, including deadbolt locks.
- ◆ Let River Place 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.

### **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 River Place community, please contact the office.
- ◆ Each resident has a responsibility to report suspicious activity to the police.

## **Community Policies**

### **Rent Payment Policies**

Although River 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 1<sup>st</sup> of the month and considered late on the 4<sup>th</sup> 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 be submitted within 24 hours of notification to replace the returned check.
- ◆ 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 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 charge of \$25.00.
- ◆ Residents are not allowed to change the locks. River Place will remove locks installed by resident with a charge of \$25.00.

### Pet Policy

Pets are not allowed without the express written permission of River Place. Small caged birds and fish are acceptable at no charge. Cats are allowed with an additional fee and security deposit. ***NO DOGS OR EXOTIC ANIMALS*** (snakes, spiders, lizards, mice, rats, rabbits or ferrets). Residents are required to:

- ◆ Provide a pet application.
- ◆ There is a 30-pound size limit for a pet in maturity.
- ◆ A pet deposit of \$100.00 will be required of all residents who have pets.
- ◆ A pet must be kept on a leash and whenever the pet is outside the apartment.
- ◆ The resident shall be responsible for the immediate collection and disposal of any waste material left by the pet.

### Package Delivery

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

- ◆ River Place will not accept C.O.D. deliveries; will not be responsible for deliveries of perishable items left in the office or packages delivered in damaged condition.
- ◆ Resident must present identification and sign a Package Log before packages will be released.

### Parking

Your Rental Agreement gives River Place authority to regulate all parking. River Place's commitment to their residents requires that River Place 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.
2. Vehicles (in outside parking lot) 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, trailers, water recreational vehicles 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 outside 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 River Place and be given a 24-hour warning. The problem must be corrected or the vehicle will be removed from the property within a 24-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, River Place residents choose to transfer to another apartment within the River 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 River Place office.

### **Moving**

River 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 2<sup>nd</sup> or 3<sup>rd</sup> 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 River 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 River Place is very proud of the appearance of your apartment community and takes pride in maintaining it. River Place wants the residents' 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 integral aspects of our community's appearance, so they are not to be used as storage areas for trash, boxes, auto parts or other unsightly items. River Place does have the right to monitor the appearance of these areas.
3. Absolutely no foil, solar screens or masking tape is allowed on the windows.
4. River Place provides window treatments. Residents are not allowed to change the window treatments with their own. Residents are allowed to hang valances to accessorize.
5. For safety and liability reasons, hallway entrance doors are not allowed to be propped open.
6. Residents shall keep the glass and screening in the windows and doors in good repair. Residents shall inform River Place of any windows or screens that need replacing.

### **Activities**

All residents of River Place 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.
- ◆ 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**

River Place considers exterior lighting a main component of the community's safety program. If you notice any lights out, contact the River 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. River Place is not responsible for any items left unattended in the laundry room. If a machine breaks down, please call the River Place Office. Residents are required to clean the machines after they have finished using them.

### **Pest Control**

River 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 possible, though unusual, for insects to be seen for as long as two weeks following the treatment.

### **Air Conditioning**

- ◆ For maximum comfort and energy conservation, your 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 improved performance of the unit, filters should be cleaned or replaced every 3 months.

### **Heating**

Similar to air conditioning, the heating unit of your apartment operates most efficiently when it remains at a single setting. It is recommended that 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**

River 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 River Place Office for repair.

2. Number of guests allowed at one time limited. Residents may have a maximum of two guests staying with them at any given time.
3. Guests parking rules. Guest vehicles that are parked in residents' parking spots will be ticketed and towed.
4. Guests pet rules. Guests are not allowed to have pets at River Place. This rule does not apply to guests with disabilities who are visiting with verifiable service animals.
5. Proper behavior required. Guests are expected to conduct themselves in the same as manner that of River Place residents. Examples of banned behavior include, but are not limited to, behaving in a loud or obnoxious manner and disturbing or threatening the comfort, health, or safety of our residents, employees, or other guests. Guests are also prohibited from engaging in criminal behavior on or near the premises, including, but not limited to, drug-related criminal activity, or the unlawful use or discharge of firearms.
6. Violators may be asked to leave. The Owner or Manager of River Place reserves the right to ask any guest who violates the Guest Rules to leave River Place.
7. Residents responsible for violations. If a resident's guest violates any section of the Guest Rules, the resident will be considered in default of their Rental Agreement and may be subject to eviction.

### 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 River 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-Sol 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.
4. Liability. Resident shall be liable to Owner for damages sustained to the Leased Premises or to Resident's person or property as a result of resident's failure to comply with the terms of these rules.
5. Violation of rules. Violation of these rules shall be deemed a material violation under the terms of the Rental Agreement, and Owner shall be entitled to exercise all rights and remedies it possesses against Resident at law or in equity.

#### **Pool Guidelines**

River Place provides a pool (s) for the use and enjoyment of all residents. In order to provide a clean pool environment, the following rules are in force:

- ◆ Pool hours are **10:00 a.m. to 10:00 p.m.** seven days a week. These hours and other rules are posted on the property near the pools.
- ◆ River Place does not provide lifeguards. The pool is available for residents and their invited guests to use at their own risk. River Place is not responsible for injuries or accidents. For your own safety, it is best not to swim alone.
- ◆ Persons under **13** are not allowed to use the pool unless accompanied and supervised at all times by an adult over the age of **18** who accepts responsibility for their safety.
- ◆ Only proper swim attire is allowed in the pool area.
- ◆ No running or rough play is allowed in the pool area.
- ◆ Glass containers are not permitted in the pool area.
- ◆ Pets are not allowed in the pool area.
- ◆ All persons using the pool in the evening must be sensitive to other residents concerning excessive noise. Stereos and loud music are prohibited from the pool courtyard.
- ◆ Respect others and the pool equipment. Do not remove pool furniture or pool safety equipment from the pool area. Dispose of trash properly and cover pool furniture with a towel when using suntan oils.
- ◆ Gates must be kept closed at all times.
- ◆ The resident who invited them must accompany Guest using the pool.