

## **RESIDENT RULES & REGULATIONS**

Tenant agrees to observe and comply fully and faithfully with all Rules and Regulations while on the Property. The following Rules and Regulations are part of the Lease Agreement between Tenant and Landlord. Rules and Regulations are subject to change upon 30 days' prior notice to Tenant.

### **1. VIOLATION OF RULES AND REGULATIONS**

Any violation of the Rules and Regulations may be considered a breach of the Lease Agreement and/or result in a fine or fee charged to Tenant's account. A list of various fines and fees can be found on **Exhibit A**, attached.

### **2. TENANT GUESTS & VISITORS**

Tenants are responsible for all guests' and visitors' actions while on the Property. If a Tenant's guest violates any of the Rules and Regulations, the Tenant will be held accountable and charged any applicable fines.

### **3. SMOKING**

**SMOKE-FREE BUILDING.** SMOKING OF ANY TYPE IS NOT PERMITTED IN ANY APARTMENT, COMMON AREA, HALLWAYS, RESTROOMS OR STAIRWELLS. This includes, but is not limited to, incense, cigarettes, e-cigarettes, cigars, pipes, hookah or any other substances. In accordance with the City of Grand Rapids clean air ordinance, outdoor smoking is only permitted so long as it is at least 10 feet away from any structure on the Property.

### **4. COMPLIANCE AND RESPECT**

Tenants will be respectful of the Landlord, Property Management and other tenants of the Property. Tenants providing false information, failing to cooperate with reasonable requests, or verbally or physically abusing Property Management or other tenants are in violation of this policy and the Lease. Threats, physical abuse and property damage will be reported to law enforcement and are subject to prosecution under the law.

### **5. ADVERTISING/SOLICITATION**

Solicitation, flyers or any other form of advertising are not permitted in or around the Property without prior approval from the Landlord.

### **6. PHOTOGRAPHS**

Tenant agrees to allow the Landlord to use photographs of the Tenant taken on the Property for the purpose of advertising the community or other similar communities owned or operated by Landlord or its affiliates, and hereby consents to such use.

### **7. USE OF COMMUNITY AREAS**

After any use of the community rooms, gyms and courtyards, Tenant must clean the area and return it to its condition prior to use. Grills must be turned off and cleaned after each use.

#### **8. DISPOSAL OF GARBAGE**

All garbage must be properly bagged, sealed and placed directly in the dumpster or garbage containers located in the designated garbage area. Storing expired garbage in an apartment or in any common areas is not permitted.

#### **9. FLAMMABLE ITEMS/FIREWORKS/SPACE HEATERS**

Possession of containers holding fluids used for igniting fires is prohibited. Prohibited fluids include but are not limited to: cigarette lighter refueling containers, charcoal lighters, gasoline, propane, or any flammable or volatile chemical or substance. All fireworks are prohibited on the Property including, but not limited to, sparklers, caps, firecrackers, bottle rockets, skyrockets and roman candles. Halogen lamps are not permitted. Space heaters are not permitted without Landlord's prior approval.

#### **10. BIKE STORAGE**

For properties that have bike storage, you must register your bike with Property Management. Include a picture, color and serial number. Upon departure, you must remove your bike or you will be charged for removal. Keys must be returned upon departure.

#### **11. STORAGE OF BELONGINGS**

Tenant belongings may not be stored in a manner that causes an area to become unsightly. Bikes, rollerblades, skateboards, scooters, etc. may not be used in common areas or stored outside the apartment, on balconies, in the lobby entrance, elevator, common areas or hallways.

#### **12. STAIRWELLS**

Exterior and stairwell doors should not be propped open at any time. Exterior stairwell doors are secured to provide security for the Tenants and building. If you see a door propped open, please shut it and contact the Landlord. Propping open doors, loitering, smoking, littering or lounging in the stairwells is strictly prohibited.

#### **13. QUIET HOURS/COURTESY HOURS**

Tenants have the right to quietly and peaceably hold, possess and enjoy the Premises for the full Term of the Lease. Courtesy hours are in effect 24 hours a day, 7 days a week. At no time should noise be heard outside an apartment, including dogs barking, music, TV, voices, etc. Speakers, bass and TVs are to be kept at minimum levels so that other tenants are not disturbed. Violations of Quiet/Courtesy Hours may result in fines and/or eviction.

**QUIET HOURS ARE IN EFFECT FROM 10:00 P.M. UNTIL 8:00 A.M. 7 DAYS A WEEK.**

#### **14. WEAPONS**

Firearms and other weapons or explosives are prohibited, including, but not limited to, rifles; shotguns; handguns; paint guns; laser lights; BB and pellet pistols; rifles that are spring, gas or air propelled; slingshots; whips; hunting knives; knives with blades longer than 2.5 inches; bows; arrows; ammunition; ammunition loading devices; clubs; bats and chemical sprays; etc. Items that are intended to resemble or be used as a weapon – whether functional or artificial – are also prohibited.

### **15.WATERBEDS/FISH TANKS**

Waterbeds and fish tanks over 25 gallons are not permitted without Landlord’s prior approval.

### **16.MAINTENANCE REQUESTS**

Tenants can submit maintenance requests from the online RentCafé Resident Portal or by contacting Property Management. If you have an after-hours maintenance emergency, please call our 24-hour line at (800) 937-5954. A maintenance emergency is defined as a condition or event that if not repaired promptly could cause injury, threaten health or cause serious property damage.

#### **Maintenance Emergencies Include:**

- Water leaks/overflowing water
- Flood
- Smoke
- No heat
- No electricity
- No hot water
- Plugged toilets
- Resident Lockouts – Charges apply

**CALL 911 immediately for fires, life safety, medical emergencies or criminal activity.**

### **17.RENTERS INSURANCE**

Landlord strongly recommends Tenants obtain Renters Insurance. Landlord is not responsible for damaged, lost or stolen personal property under any circumstances. Please consult your insurance professional to ensure your policy covers your personal property against unexpected events such as fire, water damage, burglary, vandalism and personal liability.

### **18.TOILETS/GARBAGE DISPOSALS**

The sewer system is designed to handle human waste only. Flushing of sanitary products, flushable wipes or garbage is prohibited. To avoid being charged for removal of a blockage by these items, use a toilet plunger to try to clear the blockage before entering a maintenance request. Garbage disposals should be operated with running water. Do not put the following items down your disposal: bones, celery, coffee grounds, egg shells, fruit pits, grease or potato

peels. Damage to a garbage disposal as a result of using these items can result in fines for repairs and/or replacement.

### **19. TRANSFERING APARTMENTS**

All transfers are subject to Landlord's prior approval, which may be withheld in its sole discretion. All transfers must satisfy the following conditions:

- Tenant must complete the initial 90-day lease term in the current unit;
- Tenant must sign a new lease for the transfer unit;
- New lease expiration date must be equal to the initial lease expiration date or be equal to a 6-month lease term, whichever is greater;
- Tenant must pay a transfer fee prior to transferring units;
- Tenant must complete a current unit walkthrough with Landlord and pay for any initial damages prior to the transfer;
- Tenant must have a zero-dollar balance;
- Tenant is allowed a 24-hour maximum timeframe to move into the transfer unit;
- Landlord will walk initial unit after the move-out is completed. Any additional charges due to damage/cleaning will be charged to the transfer unit ledger;
- Transfer units are leased at market rate and are not eligible for current specials;
- You can only transfer twice within your original lease agreement.

### **20. VACATING INSTRUCTIONS**

To ensure the full return of the Security Deposit to the Tenant, the Premises must be left in the condition in which the Tenant received it (less normal wear and tear). The Tenant is responsible to pay for the cost of any labor and materials to repair and/or replace damages and additional cleaning. Please refer to the Lease Agreement for additional vacating instructions.

**General.** Please remove all nails, hooks, tape and other wall fasteners from walls. Tenant is responsible to dust and/or wipe down cabinets, light fixtures, countertops, shelves, mirrors, sinks, baseboards, appliances and window treatments. The interior windows should be clean. All outlets, telephone jacks, door locks, roller shades and other items should be clean and in working condition.

**Keys/Fobs/Passes.** All keys must be returned to Landlord at move-out. If keys are not returned on the Lease expiration date, the Tenant will continue to be charged rent until they are received. Keys include unit keys, mailbox keys, bike storage keys, key fobs, key cards, parking passes, stairwell keys, etc.

**Kitchen and Appliances.** All items must be removed from the refrigerator and freezer. The inside and outside of the refrigerator should be wiped down and then the unit should be set to its lowest temperature setting. The microwave, dishwasher, range and oven should be wiped down and all

the original racks and trays placed inside. The washer and dryer should be free of any pet hair and the exterior of both units should be wiped down.

**Bathrooms.** All bathroom fixtures should be cleaned and sanitized. Remove all items from the bathtub/shower, including shower curtains. The bathtub/shower enclosure should be left free of soap scum and hard water deposits. Please wipe out all bathroom cabinets and drawers.

**Trash/Garbage Removal.** All furniture, personal items and trash must be removed and properly disposed of by the Tenant prior to vacating. This includes rugs, hangers, food, clothing, furniture, shower curtains and any other items. Fees will be charged to the Tenant for removal of any such items left in the unit.

**Optional Cleaning Service Request (additional fees apply).** *If Tenant does not wish to or cannot clean the unit to the above standards prior to move-out, they can contact Landlord to arrange a third-party cleaning service for an additional cleaning fee. The fee must be paid by Tenant prior to move-out. Landlord will need to be contacted at least five (5) business days before the move-out date to arrange the additional cleaning service.*

## **EMERGENCY RESPONSE PROCEDURES**

### **MEDICAL EMERGENCY PROCEDURES**

If a person becomes ill or is seriously injured in the building, call 911.

### **OVERT CRIMINAL ACTIVITY**

If you suspect a crime is in progress or see a suspicious person in the building, immediately dial 911. After you contact the police, notify us of the situation.

### **DISASTER PLAN**

Specific fire and tornado emergency evacuation procedures are located near each stairwell as well as in each elevator lobby. Please review the evacuation plan and procedures carefully to ensure your safety in the event of an emergency.

### **EMERGENCY CONTACT**

Rockford Property Management requires a contact name and telephone number for an individual to be reached in the event of an emergency or a situation that may affect or has affected an apartment. To ensure that names and/or telephone numbers remain current, please notify us of any changes.

## **DISASTER RESPONSE PROCEDURES**

All Tenants should review the building's **EMERGENCY PREPAREDNESS PROCEDURES** on a regular basis. It is important to become familiar with the following procedures to minimize the risk of injury and loss of property or life in the event of a fire, tornado, medical emergency or criminal activity.

Rockford Property Management is dedicated to increasing safety for the protection of our

Residents. However, there are some precautions only you can take to protect against risk and injury and to ensure that your apartment community remains safe and secure.

Please take a few minutes to review this section and examine your surroundings. If there is something that you need to do to make your area safe, please respond accordingly. If you discover an unsafe situation beyond your control to correct, please contact us.

### **IN CASE OF FIRE**

You should be aware of the following:

- All Available Exits
- Location of Fire Alarm Pull Stations
- Location of Fire Extinguishers

If you hear a fire alarm, evacuate the building. Do not re-enter until management or a fire department official confirms that it is safe to return. If a fire occurs in your area, you should take the following steps as quickly as possible:

1. Notify the building occupants by activating the nearest fire alarm pull station. Be aware that activating a fire alarm station as a prank is a crime and will be reported to law enforcement.
2. Call the Fire Department immediately by dialing 911.
3. If you are in the fire, evacuate immediately or extinguish. Only attempt to extinguish the fire if someone's life is in immediate danger or the fire is small enough to contain easily. It is more important to confine a fire and evacuate the area. Maintain contact with a wall and check to see if doors are hot before opening them. If hot, seek an alternative route. Open doors slowly and prepare to close them if heat, smoke or flames are present. Confine the fire by closing off the area. Close doors behind you as you exit. Provide assistance for those who need help.
4. Do not use elevators. Exit only by the stairs. Use handrails and descend single file to allow room for firefighters to ascend. Please be familiar with the exit nearest your apartment.
5. If you are in an elevator, remain calm. "Automatic Return to Lobby" is initiated by smoke detectors located in the elevator lobby, machine rooms and some hoistways. Upon activation, both elevators return nonstop to the lobby, where they park with the doors open. This operation ensures that no one is trapped in the elevators and makes them available for use by emergency personnel.
6. Stay low. Smoke and toxic gases rise. Cleaner air is near the floor.
7. If you are unable to escape from the room you are in, block the openings around the door and the heating and air conditioning vents with towels, blankets, rugs, clothing, etc. Call for help if using a phone.
8. After exiting the building, move away from it to allow firefighters and fire equipment easy access and to avoid any falling debris.
9. Account for occupants in a safe area. If someone is missing, alert a firefighter. All occupants, building staff and management will meet across the street.
10. Provide information to first responders regarding fire location or locations of missing occupants.

11. Never re-enter a burning building.

### **IN CASE OF A TORNADO**

#### **WARNING:**

The National Weather Service issues a Tornado Warning whenever a tornado has been sighted or is strongly indicated by radar. Immediate action is required in response to a warning. If severe weather is reported, seek shelter immediately. If not, keep a constant lookout for severe weather and stay near shelter.

#### **IN THE EVENT OF A TORNADO WARNING:**

1. Move directly to the lower level of the building using the stairs.
2. If you are unable to reach the lower level, move to interior hallways or small rooms. Avoid areas with glass and wide free-span roofs and seek shelter under sturdy furniture.
3. Be prepared to cooperate with trained and authorized personnel.

### **KEEPING YOUR COMMUNITY CRIME-FREE**

You should always be aware of safety and security in your apartment community. To help keep your community crime-free, please review some of the following crime deterrents:

1. Keep all valuable personal items such as keys, wallets or purses with you and never leave them in plain sight.
2. Ask for and verify identification of unfamiliar and unexpected visitors, delivery persons or repair persons before allowing them into your apartment.
3. Inform authorities of any suspicious persons or vehicles.
4. Never leave an unattended apartment unlocked, even for a short time.
5. Keep your apartment door locked even while you are present to prevent unauthorized entry.



## EXHIBIT A

### LIST OF FEES AND FINES

TENANT FINES AND FEES MAY INCLUDE, BUT ARE NOT LIMITED TO:

Unauthorized Pets	\$250 per pet
Unauthorized Occupant	\$500
Parking Violation	\$150
Trash Removal*	\$25+
Smoking Fine	\$500
Noise Violation	\$300
Property Doors Propped Open	\$100
Pet Waste Removal	\$150
Littering	\$100
Community Area Cleaning Fine	\$150
Transfer Fee	\$200
Lost Key Fee	Varies depending on key type.
Tampering With or Damaging Building Security System	\$500

\*Larger trash items that cannot be disposed of in a trash bag will be assessed a fee for removal, according to labor hours and disposal cost.