



MONROE PROPERTIES
116 EAST FRANKLIN STREET, SUITE 100
RICHMOND, VA 23219
TELEPHONE: (804) 643-3098
FAX: (804) 344-5404
EMERGENCY: (804) 254-0303
www.MonroeProperties.com

RULES & REGULATIONS

OFFICE HOURS

We are open Monday through Friday from 9:00 am to 5:00 pm and on weekends by appointment (hours are subject to change, so please call first). We are closed for most major holidays. Due to considerable walk-in traffic, at times the management office will be unmanned during regular business hours. You can avoid frustrating waits by giving us a quick call before you come over. For your convenience there is a 24 hour rent drop-off mail slot located on the corner of Franklin Street and Second Streets, which is accessible directly from the street.

MOVING IN

- **Picking up keys:** You can pick up your keys at the management office, but please call first so that everything will be ready for you. If you need to pick up keys outside of regular business hours, you MUST MAKE PRIOR ARRANGEMENTS WITH THE OFFICE. If you arrive outside of regular office hours, and without having made prior arrangements, then you will be subject to a \$50 cash fee payable to the agent making the special trip to deliver your keys. Please DO NOT move into your apartment before your lease begins.

- **Apartment/House Condition Report:** When you receive your keys you will also receive a "Rented Premises Condition Report". This form is your chance to specify any damages in existence when you move in. Please fill in the form and return it to the Landlord within 5 days. This condition report will become the permanent record of the condition of your apartment or house when you moved in.

- **Updated Contact Information:** Please remember to call the management company any time your contact information changes. It is extremely important that management be able to contact you in the event of an emergency. It is also important that you provide us with an alternate emergency contact in case we cannot reach you.

- **Utilities:** Your lease requires you to maintain basic utilities to your leased premises. You are also responsible for connecting and disconnecting utilities not included in your rent. Landlord will discontinue any utilities NOT included in your rent by the time you occupy premises. If you are away from Premises for an extended absence, please be sure to maintain these utilities to provide heat, cooling, and the functioning of equipment such as sump pumps and refrigerators to prevent unnecessary damages to Premises. Handling and returning cable boxes, routers, and any equipment supplied by utilities are the tenant's responsibility alone.

- **Rent Payments and Delinquencies:** Payments should be made according to the provisions of your lease. Generally rents are due on the first of the month and delinquent after the fifth. Should your account become delinquent you will receive a Notice of Default requesting payment. You will also receive a late fee of 10% of the balance due on the account after the fifth of each month. If payment is not received within the time prescribed in the notice, then the matter will be transferred to a collections attorney. Avoid this outcome at all costs, as by law the attorney will be entitled to court costs plus attorney's fees, which can be as high as 25% of the outstanding balance or more. Also, please be advised that these fees will be a debt to the attorney alone and that Landlord will be powerless to change them.

LIVING HERE

- **Access to building:** Some apartment buildings will require an access key-fob to get through the front door. You will receive these with your keys when your lease begins. To gain access wave the device in front of the sensor by the front door. Should you need additional or replacement key-fobs you can purchase them (please contact management for the cost). In order to maintain good security, please make sure that exterior doors to buildings are always properly closed. Please do not prop them open. And please do not allow non-residents access to the buildings; if they are visiting another resident they should call that tenant for access.

- **Front door intercoms:** Buildings that are equipped with front door intercoms allow you to "buzz" guests into the building. Via your phone. (please refer to the last page for your building's specifics).

- **After-Hours Lockouts:** Monroe Properties does not have an official lockout service. However, if you do get locked out after hours you may do one of the following:

- (1) Call the Monroe Properties emergency line (804-254-0303) and the person on emergency duty may, at his/her own discretion, come to unlock the door for you. There would be a \$50 cash fee payable directly to that person BEFORE the door is unlocked. This fee is unrelated to Monroe Properties and is meant to offset the inconvenience for the person who responds.
- (2) Call a locksmith, in which case you will need to immediately provide your Landlord with copies of the new keys AND become responsible for any resulting damages caused by the alteration. Please note that in larger buildings the new key will also have to be keyed to the master, adding additional cost.
- (3) Stay with a friend and call the office during regular business hours.

- **Emergencies:** Should you have an emergency involving life/safety issues like a fire, please call 911 immediately. If possible call the Monroe Properties office at 804-643-3098, or the **after-hours emergency** line at **804-254-0303** (please leave a detailed message if there is no answer). Examples of such emergencies would include:

- A plumbing leak in your apartment that would cause great damage if not addressed immediately (small roof leaks generally cannot be addressed until it stops raining).
- Heating repair if the temperature is below F 55°.
- Air conditioning repair if the temperature is above 90°.

Please remember not to use elevators in case of fire or other emergencies. Also, please be advised that emergency exits are frequently alarmed, so they should not be used unless there is a real emergency. Do not place anything in hallways or stairwells as that could create a dangerous obstruction in case of emergencies.

- **Alterations to Premises and Common Areas:** No alterations are allowed to Premises or Common Areas (including building exteriors) without Landlord's previous written consent. This includes, but is not limited to cables, antennas, satellite dishes, clothes lines, painting, decorations, installing phone jacks, locks, cable TV, etc. Any alterations become a permanent fixture of the Premises and property of Landlord. No personal property is to be placed or stored in common areas and Landlord will not be responsible for any personal property that is damaged, disposed of, or stolen from common areas.

- **Appliances: No grills are allowed within buildings or on porches.** No kerosene heaters are permitted on the premises. Washers, dryers, and other large appliances are not permitted unless the apartment is outfitted with washer/dryer hookups. No water beds are allowed in any of the buildings. Please use all appliances and fixtures with reasonable care. Do not abuse disposals; they are designed to clear minor obstructions, not to get rid of trash. Please avoid using high-end allergy filters in your HVAC system because failure to change them frequently can seriously damage the equipment.

- **Fixtures:** Screens and blinds are only supplied if they were a part of the premises when you rented the apartment. Not all buildings have screens and/or blinds. Any new or replacement blinds must be white. Door screens are not allowed as installation damages the door frames. Do not dispose of sanitary napkins, dental floss, baby wipes or any other item besides toilet paper in the toilets. Please do not use products such as liquid plumber to clear pipes. Use bleach instead. Please do not disconnect smoke detectors or fire alarms (you are required to change the batteries when necessary). In houses equipped with burglar alarms, please do not tamper with the equipment. Please do not handle common area emergency lighting systems. You are responsible for buying and changing light bulbs, but please call the office if you need assistance.

- **Porches, Patios, Balconies, and Rooftops:** Porches, patios, and balconies must be kept clean at all times and not used as storage areas. Only plants and patio furniture are allowed in these areas (no towels, laundry, mops, etc). **No grills are allowed on porches** Items not permitted in these areas will be removed at the expense of lessee. Access to rooftops is strictly prohibited.

- **Trash:** Each building has a different trash disposal system. Please refer the last page for your building's specific information. No littering is allowed in common areas of the buildings. Please take junk mail with you and dispose of it in your household trash. All trash must be bagged, tied, and placed within the trash receptacle/dumpster. No trash should be left lying against a dumpster. Boxes should be flattened before disposal. Large items such as discarded furniture, mattresses, or Xmas trees must be disposed of at a local dump. To report a full dumpster please submit an online maintenance request.

- **Quiet Hours and Guests:** So as not to disturb neighbors, please observe quiet hours from 11:00 pm to 7:00 am daily. You are responsible for the conduct of your guests in your Premises and in all common areas. Loitering or horseplay in common areas of the building is not permitted.

- **Smoking:** Indoor smoking is prohibited in leased premises. Also, by order of the Fire Marshall, no smoking is allowed in any of the common areas of any of the buildings. This includes lobbies, elevators, staircases, and common area windows. Smoke odor in an apartment will be subject to a fee for the use of an ozone machine upon move out.

- **Vehicles and Parking:** If parking is included in your rent, you will either have a dedicated space, or a permit to hang from your rear-view mirror, which must be visible at all times. If parking is not included in your rent, do not park anywhere on the property, or you risk getting towed. Please refer to the last page for your building's specifics. No motorbikes, scooters, or bicycles are to be parked or stored in common areas. No gasoline powered vehicles are permitted within apartments/houses. Abandoned or inoperable vehicles (no current license plate, inspection stickers, missing wheels, etc.), or illegally parked vehicles (including on the grass) will be towed at owner's expense. Washing vehicles and making repairs and maintenance on them is not permitted.

- **Pets:** Your pet(s) must first be approved by management, and management has full and sole discretion in the matter. If your pet is approved, it is with the understanding that it will not cause any damage, disruptions, or otherwise disturb neighbors. Having a pet is a privilege that can be revoked, and management reserves to do so at its sole discretion. Should your pet privileges be revoked, your pet will no longer be allowed on premises but you will still be bound by all other provisions of your lease. When in common areas, dogs must be on leashes at all times. Yards and gardens are not to be used as pet bathrooms. Pets may never be left on balconies unattended. **You are responsible to pick up after your pet and may be assessed fines for not doing so.**

MAINTENANCE

Maintenance will be performed on your apartment either out of necessity or as a preventative measure. It is very important, and a provision of your lease, that you contact management whenever something requires maintenance in your apartment. This is particularly important in situations where failure to address a repair would result in much greater damage, for which you may be charged.

- **Preventive Maintenance:** Any time we will be performing preventive maintenance on your premises, such as changing air filters and servicing HVAC systems, you will receive at least 24 hours notice, which notice may be made via email, regular mail, hand delivery, or telephone.

- **Work Orders:** If any repairs are needed, please place an online work order using your Resident portal at MonroeProperties.com. Submitting a work order to maintenance grants maintenance permission to enter your apartment. While we try to accommodate all tenants, we must schedule repairs at the convenience of our maintenance department. Repairs cannot be unduly delayed to accommodate a tenant. Emergencies take priority over all other work orders. In the interest of efficiency remaining work orders are prioritized according to the maintenance department's and it's vendors schedules. If you have submitted a work order, and you have not heard back from the maintenance department within 48 hours, please call the management office to confirm that it has been received. You may also monitor the progress of work orders online.

- **Damages caused by Tenant:** In the event that damage is caused by a tenant, the tenant will be billed for the cost of the repair.

- **Pests:** It is unlikely you will encounter pests. Should you find such a situation in your apartment you are responsible to attempt a resolution first by using a fogger or traps. Call management only if you have been unsuccessful, or if the problem appears to go beyond your premises.

Flying insects coming through open windows do NOT constitute a "pest problem", and cannot be treated with insecticides. If you live in a building without screens, you may purchase indoor screens at most hardware stores. Any pest treatments for problems caused by a tenant, including bed bugs, will be charged to the tenant.

MOVING OUT

- **Notice to vacate:** Your lease requires you to give two full calendar months written notice to your landlord before you move out. This applies even if you are moving at the end of the initial term of your lease. Please review your lease carefully and make sure you comply with this requirement (some leases may require over two months advance notice). Please note that failing to provide notice could result in renewal for an additional year.

A "Notice To Vacate" form is available online at the Resident portal. This form simplifies the process by assembling all signatures and instructions regarding security deposit refunds in one place. It is particularly useful if you are exiting your premises early and you would like the apartment/house rented to a third party so you can save some rent payments. "Move-out guidelines" are also found here. Upon submitting a "Notice to Vacate" we will begin to show your apartment to prospective renters and your cooperation is greatly appreciated. We will give you no less than 24 hours notice prior to these showings.

- **Apartment Move-out Inspection:** Per Virginia law, if you elect to be present you must provide a written request to your Landlord who will then set an appointment within 72 hours of receiving possession of the premises. If you elect not to be present, then the Landlord will proceed without you. To schedule the move-out inspection please enter a maintenance request at MonroeProperties.com at least two weeks prior to your move-out date (if you set an appointment and miss it, there will be a \$50 charge). Please note that inspections can only be scheduled during regular business hours. If you plan to do additional work on your premises, please schedule your inspection so you will have time to do so before your lease terminates.

- **Keys/parking pass:** Please be sure to return all keys, fobs and permits when you leave. Failure to do so will result in replacement charges.

- **Damages:** You are responsible for any damages to the premises beyond normal wear and tear. When you move out, your leased premises should be clean and in the same condition as when you moved in. An inspection will be conducted to assess the state of the premises. Should the premises be in unacceptable condition, the table below lists sample average fees that will be charged for correcting these deficiencies. If the cost of a repair is higher, the tenant will be responsible for paying the higher cost. Please also note that this is not an all-inclusive list; you can be charged for cleaning, replacing or repairing items not on this list. These fees will be deducted from the security deposit or become due from tenant if the security deposit is insufficient to cover the costs.

Apartment Clean	\$175	Install Bath Fixtures (each)	\$50
Stove Clean	\$50	Replace Interior Doors	\$200
Oven Clean	\$50	Smoke odor removal	\$75
Dishwasher Clean	\$50	Replace Counter Top	\$400
Refrigerator Clean	\$100	Replace Window Glass	\$100
Cabinets Clean	\$50	Carpet replace (yard)	\$15
Trash Removal (min)	\$175	Refinish Wood Floors	\$250
Painting per room	\$150	Replace Door Jams	\$200
Drywall Repair	\$150	Kitchen Disposal	\$150
Replace Toilet (min)	\$300	Lost Door/Mailbox Keys	\$10
Lost Key Fob	\$25+	Lost Parking Permit	\$50

- **Security Deposits:** According to Virginia law:
 1. Your security deposit should be processed within 45 days.
 2. Deductions must be itemized in writing, and a report mailed to you.
 3. If your last known address is the premises you just vacated, we are to retain the refund check until you provide a forwarding address.
 4. Unless otherwise specified on your notice to vacate, security deposit refunds are made to all parties to the contract in a single check.

We strongly encourage you to use our "Notice to Vacate" form as it will address all of these issues and make provisions for the disposition of your security deposit with a separate check for each individual. Using this form will expedite the process, particularly where there is more than one person on the lease. Please call the office for a copy.