

**Enjoy the Good Things in Life!**



## Policy and Procedure Handbook

Sunchase at Longwood  
501 Sunchase Blvd.  
Farmville, VA 23901

434-392-7440  
sunchase-longwood@msc-rents.com

[www.sunchase-longwood.com](http://www.sunchase-longwood.com)

# **POLICY AND PROCEDURE HANDBOOK**

We are very pleased you will be living at Sunchase at Longwood. In an effort to make your time here an enjoyable and safe experience for you and your neighbors, we have compiled this handbook. As a Sunchase resident and upon signing the lease agreement, you, your family, and guests acknowledge the policy and procedure specified herein. The policies have been implemented with your safety in mind and are subject to change. After you have carefully reviewed this handbook, we welcome any questions you may have about the content and hope that you will direct those questions or any other concerns to the property manager.

*Welcome to Sunchase at Longwood!*

As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a) The Virginia Residential Landlord Tenant Act
- b) The Lease signed with Farmville, LLC

The Policies and Procedures governing the property as stated herein Management Office Hours are subject to change during peak and slow business seasons:

Our current hours of operation are:

Monday – Friday 8:30 a.m.-6:00p.m.; Saturday 12:00 a.m.-4:00 p.m.

## **MANAGEMENT PHONE NUMBERS**

Office	434-392-7440
Routine Maintenance	434-392-7440
Emergency Maintenance	434-392-7440 (option 2)

## **POLICY AND PROCEDURE**

Policies and Procedures are made for your protection, to assist you in avoiding unnecessary charges and penalties, and to continue to make your property an attractive and comfortable community in which to live.

## **SUNCHASE RESIDENT CONNECT PORTAL**

The resident portal effectively extends Sunchase’s office hours, providing a secure and easy-to-use website that gives you control over your experience at our community and the ability to communicate with our team 24/7/365.

In today’s world, the ability to conduct business online with your community’s management team has moved from being a convenience to a necessity. Sunchase’s new resident portal empowers you to:

- Pay rent and fees
- View real-time statements and account balances
- Submit and view status on service requests
- Communicate with leasing team members
- Stay current on community news and events

If you have not already set up your resident connect portal account, here are five easy steps that detail what to do to get started using our resident portal:

<b>Step 1:</b>	<b>Go to the resident portal for our community:</b> <a href="https://sunchaseatlongwood.mriresidentconnect.com/">https://sunchaseatlongwood.mriresidentconnect.com/</a>
<b>Step 2:</b>	Navigate to the link provided and click Create Account
<b>Step 3:</b>	Populate the shown fields with your email address, last name, date of birth, and the last four digits of your social security number and submit
<b>Step 4:</b>	Retrieve the username and temporary password sent to your email
<b>Step 5:</b>	Upon your first login, you will be prompted to reset your password. Then you can start interacting with Sunchase team members and managing your resident account at your convenience

### **PAYING RENT**

We encourage residents to use our online resident connect portal to make rent payments. It is easy and convenient, and you can see your payment on your ledger right when you make it. Using an electronic ACH transfer from your account to pay rent is FREE with no transaction fees. If you use a credit card, there is a small transaction fee up to 3.5%. Fees subject to change with proper notification.

If you do not wish to make online payments, personal checks, money orders and cashier's checks are also accepted. During office hours you may pay rent at 501 Sunchase Blvd., inside the clubhouse. After hours, you may drop your payment in the drop slot to the left of the front door of the clubhouse. If mailing rent, please send in advance to:

Sunchase at Longwood  
Apartments 501 Sunchase Blvd.  
Farmville, VA 23901

**Please write your building number, apartment letter and bedroom number (if applicable) on your payment. Cash is not accepted.**

**Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1<sup>st</sup> day of each month for that month** (i.e. January rent is due on January 1.) A late fee of \$40.00 is automatically charged on the 6<sup>th</sup> of the month regardless of weekends, holidays or office hours. Please allow extra time for holiday and weekend mail delivery.

**For individual installment leases, the first month's rent installment is due on the 1<sup>st</sup> day of the month, of the month the resident will be moving in, regardless of the lease begin date.** The remaining monthly payments are payable by the first day of the second month of this Lease and by the first day of each ensuing month thereafter.

Checks returned by the bank for non-payment will not be deposited a second time. If we receive notification of a returned item, such as ACH transfer, credit card or personal check, a notice that your check has been returned will be sent from Sunchase to you, upon notification from our bank. Returned items will cause the addition of late fees to your account as well as a \$40.00 returned payment fee. Your account will be considered delinquent until all rent and fees have been collected.

## **EMERGENCY SERVICE**

We provide emergency service for the situations listed below. Please call 434-392-7440 to report the problem. Emergencies can be classified into one of two options:

### **OPTION 1:**

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted right away:

- Total loss of electrical power (you should also contact Dominion Va. Power)
- Loss of heat
- Stopped up toilet, if it is the only toilet in the apartment Plumbing problems including flowing water
- Sewer back up
- Any leak including heavy rainwater
- No hot water
- Inoperable refrigerator or oven/range
- Air Conditioning – if the outside temperature is **above** 85 degrees, or there is a medical emergency
- No lights in the common areas, around buildings or hallways
- A noticeable gas smell, or odor, either inside or outside of the apartment
- Any kind of electrical sparking of the stove, electrical sockets, etc.
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Anything that presents a serious threat to persons or property

### **OPTION 2:**

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. (If a call comes in on a Sunday – Thursday night, Sunchase maintenance will handle it during normal weekday hours.) In case of the following, Sunchase maintenance should be contacted as soon as possible:

- Clogged commode (residents are asked to plunge first)
- Stopped-up sink
- Stopped-up tub Inoperable smoke detector

### **ROUTINE MAINTENANCE:**

Non-Emergencies: will be repaired by Sunchase maintenance during normal weekday business hours.

Non-emergencies include but are not limited to the following:

- Inoperable dishwasher
- Inoperable disposal Inoperable washer/dryer
- Inoperable microwave
- Air Conditioning – if the outside temperature is **below** 85 degrees

## **SNOW**

When there is a forecast for snow, please park your vehicle a few inches back from the curb to facilitate plowing and to prevent damage to your vehicle as sidewalks are cleared. Residents are responsible for clearing snow away from individual vehicles. MSC is not responsible for damage to any abandoned vehicles that could not be properly parked due to stormy conditions.

### **IMPORTANT COLD WEATHER REMINDERS**

We want to take this opportunity to remind you of a few preventative measures that can make your winter experience a pleasant one:

#### **HEATING RELATED REMINDERS:**

- Please leave your heat set at 65 degrees or higher. This will help to prevent frozen pipes and possible leaks.
- Lack of heat is considered an emergency; please call our emergency maintenance at 434-392-7440 option 2 should you ever experience a loss of heat. Be sure to select the appropriate option for an emergency situation if you are calling after hours.
- Under extremely cold conditions, leave bathroom and the vanity doors open under your sinks so that heat will be sure to reach the pipes when it's especially cold. By following this advice you reduce the risk of freezing pipes, which can cause a large water leak in your apartment.
- In the event that you turn your water on and no water flows from the faucet please CALL US IMMEDIATELY. This could indicate that your pipes have frozen and a burst is possible.

#### **SNOW REMINDERS:**

- **FOR YOUR SAFETY WE RECOMMEND THAT IF YOU CAN, PLEASE STAY AT HOME DURING SNOW OR ICE STORMS.**
- If the forecast is calling for snow, please be sure to park your car back away from the sidewalk so that we may be able to fully access all sidewalks. MSC is not responsible for damage to any abandoned vehicles that could not be properly parked due to stormy conditions.
- Keep in mind that even after the roads are clear the melting and run off will continue to freeze at night. These conditions can make the parking lots and sidewalks treacherous late in the evening and early in the morning. Again, we recommend that you not drive during these conditions.
- As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.
- Residents are responsible for clearing snow away from their individual vehicles.

**Again, 24 hour emergency maintenance is available; please call 434-392-7440 and select the appropriate option for an emergency situation (night or day) if you are concerned with any heating concerns or the possibility of frozen pipes.**

## **TENANT LEGAL LIABILITY INSURANCE**

Tenant Legal Liability Insurance (TLLI) is an insurance policy that protects you for your legal liability for damage to the Landlord's property for the following causes of loss: fire; smoke; explosion; backup or overflow of sewer, drain, or sump; water damage; falling objects.

TLLI is required to live in this community. You may choose coverage through us, or you may obtain your own coverage through the provider of your choice. A minimum of \$50,000 in coverage is required.

## **MAINTENANCE AND MANAGEMENT ENTRY**

Please be advised that it will be necessary to enter your apartment whenever there is a vacant bedroom (s) in your apartment /suite. Sunchase Apartments will attempt to give you as much notice as possible prior to showing or entering the available bedroom(s) and common area. From time-to-time a prospective resident will want to see the actual apartment and we may not be able to give you 24 hours advance notice to enter your apartment in order to show the available bedroom(s) and common area. Furthermore, once the bedroom(s) is rented our employees and/or contracted employees will begin preparing the vacant bedroom(s) for the incoming resident(s). Again, we will do our best to provide you with advance notice; however, due to market conditions and inspection guidelines, we may not be able to notify you prior to our entry into the apartment. The Sunchase Maintenance and Management Staff, as well as contracted employees, have the right to enter apartments for inspections, repairs, and cleaning and they will always knock first and announce themselves upon entry. Please keep this information in mind, in the event that any of the bedrooms are vacant or if you or if one or more of your roommates has turned in their keys and moved out.

## **CONDUCT AND NOISE COMPLAINTS**

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors.

Most noise complaints result from boisterous behavior or loud stereo systems. Noise of this nature does travel very easily. If you encounter noise problems, we ask that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound does travel.

There is a noise ordinance in the Town of Farmville. We will provide a copy of the Farmville Noise and Alcohol Ordinance upon request. Please contact the local police if you are experiencing a serious problem after hours. Also notify management the following business day with the apartment number of the offending resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possibly eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who might enter Sunchase as a result of your gathering, whether such actions are known by you or not. All costs incurred by the Landlord as a result of a party or gathering will be your responsibility.

During office hours you may contact the leasing office at 434-392-7440 if you are experiencing a problem or after hours please contact the Farmville Police Department at their non-emergency phone number.

## **SMOKE DETECTORS**

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is hard wired and equipped with a back-up battery. If a back-up battery should fail during your occupancy, please notify your property manager immediately.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically to assure it is working properly. This is for your own safety and that of your neighbors in the unlikely event of a fire. Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the Sunchase maintenance for replacement of the battery. We appreciate your cooperation.

### **LOCKOUT SERVICE**

In the event that you are locked out of your apartment:

**During business hours**, a key may be obtained from the rental office. Keys that are borrowed during office hours must be returned within thirty (30) minutes or by the close of business that day, whichever comes first, or you agree to allow Landlord to re-key the lock. You agree to pay for the cost of the labor and materials to re-key the lock.

**After business hours**, you can try calling 434-392-7440. We cannot guarantee that after-hours lockout service is available. If a key is delivered after business hours, you agree to pay a fee of \$70.00.

Only residents on the lease may obtain a key and must provide positive identification. Attempting to gain entry by other means is prohibited.

**When a change of residents occurs, the front door locks will be changed for that apartment.** This is done each time someone moves out of an apartment for the safety of current and new residents. Typically a notice will be placed on the apartment door one business day before the locks will actually be changed, and residents should come to the Sunchase office to obtain their new key. Identification will need to be presented for security purposes. Most locks will be changed in the summer, as this is our heaviest turnover period. As stated in the lease, residents must notify management if taking a vacation or leaving town for more than seven days.

*If you know that someone will be moving out while you are out of town, and it is likely that you will be returning after locks have been changed AND after office hours, please contact the office to make arrangements for obtaining your new key.*

On or before the expiration date of your lease, all copies of the keys to the premises must be returned to the offices of Sunchase Apartments, Farmville, Virginia. Failure to do so will result in a charge to you to replace or re-key all locks.

### **PARKING & VEHICLES**

Sunchase provides residents with convenient parking. Each Sunchase resident receives one parking sticker for his/her registered vehicle. To obtain parking sticker residents must provide a valid driver's license and vehicle registration to the management office.

**Your parking sticker must be clearly and securely displayed on your rear window in the lower right corner.** If your sticker is damaged, you may obtain a new one, at no charge, by returning the old one. If your sticker is lost, you may obtain a replacement sticker for \$30.00. Temporary passes are issued for one week in the event you change vehicles.

The parking is available on a first-come, first-serve basis, and cannot be guaranteed a space. Sunchase does provide a limited number of guest spaces. Residents are allowed to park one vehicle against their building entrance (front or rear of building). If you have additional vehicles, they must park in auxiliary spaces (not in front of the building). Residents are responsible for their guests at all times. GUESTS must park in overflow/auxiliary parking spaces. Guests not parked in said spaces are subject to being towed at the vehicle owner's expense.

In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Parking is prohibited in front of the dumpsters and where posted. Handicap accessible spots are reserved for those with a DMV permit. **Any vehicle parked illegally, or without permit, even with a sticker, can be towed at any time without notice at the vehicle owner's expense.** Cars parked in the fire lanes or other "no parking areas" will be towed at the vehicle owner's expense even if the car has a sticker.

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing may not remain on the property for more than 72 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning. We ask that you do not wash or repair your vehicles in the parking area.

No trailers, recreational vehicles, boats, or any motorized vehicle may be stored on premises without prior consent from the property manager.

### **BICYCLES, MOTORCYCLES**

Motorcycles and bicycles should not be stored improperly on Sunchase property. At no time can they be stored inside your apartment, on your balcony, on the apartment landings or attached to a railing of any part of the building. The City and State Fire Codes prohibit the placing of bicycles, motorcycles and trash at entrances or on steps or landings of buildings. Mopeds and motorcycles are prohibited inside apartments. Please use the bicycle racks that Sunchase has provided for storage of your bicycles. Please keep mopeds and motorcycles within a single parking space in the parking lot.

### **TRASH**

Dumpsters are located throughout the community for your convenience. Please put trash in the dumpsters. If you find a dumpster full, please use another one. Do not set trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove trash, your account will be billed. The charge for trash removal is \$50.00 per bag to the apartment responsible. This includes cigarette butts and any other debris thrown from porches or left on stairways, in breezeways or outside of apartment doors. Any larger trash items found in the breezeways or anywhere on the property will be removed and charged accordingly to the residents.

Dumpsters are for disposal of household trash only. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. All items other than household trash should be disposed of at the County Landfill or other facility at the expense of and responsibility of the resident. You might also consider donating items to the Salvation Army or other such charity organization, or selling items to second-hand or used furniture business.

Prince Edward County Landfill: (434) 392-3675 Tuggle Road

### **RECYCLING**

The town of Farmville Public Works Department provides recycling curbside service twice a month at



Surchase. Please place your recycling bags in the recycling corral located beside the playground near the clubhouse. All glass, plastic and aluminum can be commingled in one bag and paper products (other than magazines, catalogs and glossy paper) can be placed in a separate bag. Please do not place anything in the recycling bin that is not in a bag. The Town of Farmville will not taking anything that is not in a bag.

## PETS

Management reserves the right to approve or deny approval to any resident's request to house a pet. Due to individual living preferences it is important that you discuss your plans to obtain a pet with your roommates in advance. In the case of roommates; all residents in the apartment must sign a Roommate Approval/Objection Form, and you must obtain the Landlord's approval by signing a pet addendum, prior to obtaining a pet. We require a *Pet Addendum* for any pet.

1. Resident agrees to pay Landlord a onetime, non-refundable fee of \$175.00 PER PET due at the signing of this addendum for the privilege of keeping domestic pets on the premises. This fee does not cover the cost to repair any damages caused by the pet, this fee will not be refunded to the resident at any time. No charge for fish, birds or small caged animals, excluding rabbits and ferrets.
2. Resident agrees to pay Landlord \$30.00 per month per pet. This fee does not cover the cost to repair any damages caused by the pet, this fee will not be refunded to the resident at any time. No charge for fish, birds or small caged animals. Excluding Rabbits and ferrets.
3. No more than 2 pets are allowed in any apartment. Only dogs, cats, fish and birds allowed. Other caged animals may possibly be approved, depending on roommate and Management approval. Caged animals must remain in a secured cage off of the floor at all times. Venomous reptiles are not allowed.
4. No aggressive-breed dogs or puppies are allowed at Surchase (such as, Pit-bull/Pit Bull Terriers, Staffordshire Terriers, Rottweilers, Doberman Pinschers, Chow Chows, Wolf – hybrids, Alaskan Malamute, Presna Canarios, Cane Corsos.). This includes mixed breeds with one or more of the aforementioned breeds.
5. The only breed of Bulldog currently allowed by Management is the French Bulldog. Management reserves the right to turn away animals based on breed/behavior.
6. Management reserves the right to ask for documentation from a licensed vet to verify the breed before approval shall be granted.
7. Aquarium tanks are allowed but cannot exceed a total volume of 20 gallons. If a larger tank is approved by Management, renter's insurance will be required.
8. Resident agrees to hold harmless Landlord from any loss arising from injury or damage to person or property incurred as a result of such domestic pets being kept on the premises. (Resident agrees to take full and complete responsibility for his/her pet.)
9. Resident agrees to promptly comply with the policies and procedures herein set forth and such amendments thereto as Landlord may deem necessary or appropriate.
10. In the event the Resident violates any of the policies and procedures, Resident must remove the pet within 21 days of the written notice from Landlord or the lease will be terminated nine days after the 21 days' time period ends.
11. Resident agrees to take full and complete responsibility for the behavior and actions of their pet and any damage caused.
12. Resident is responsible for paying for any flea treatments during the lease term or at move out.
13. Resident (Owner) shall comply with all state and local regulations as to licensing, inoculation, etc.
14. Dogs shall not be permitted outside the premises except when attended by the Resident on a leash.
15. Noise or barking shall not be permitted and such noise or barking shall constitute a justifiable complaint as stated in the original Lease Agreement.
16. Roommates must sign an agreement form stating their approval of the pet before Management will approve the pet. If roommates have objected, the pet must be removed from the premises within 72 hours.
17. Cleanup of dog feces is the Resident (Owner) responsibility. Failure to clean up after one's pet may result in a charge of \$50.00 per incident and billed to the Resident (Owner) account.
18. Pets are required to wear identification tags including address and Owner.
19. Illegal pets (not registered through office) will result in a \$500.00 fine to the resident and the resident must then pay the fees as stated, sign the Pet Addendum or remove the pet from the premises. Visiting pets are not allowed and the resident will be charged the illegal pet fine, regardless of the length of time the pet was in the apartment.
20. Resident agrees that the animal described below is/are the only animal(s) that will be kept on the premises:
21. A photograph of the pet must be submitted to Management within three (3) days of signing this agreement.
22. Pets may not be left on balconies or patios or left unattended for any reason.

## APPLIANCES AND PLUMBING

Apartments are equipped with a washer and dryer, dishwasher, microwave, range, refrigerator and appropriate locks. No other washer, dryer, portable dishwasher, locks, freezers or other equipment may be installed in any

unit without the written permission of the Landlord.

You are responsible and will be charged for any misuse or abuse of the appliances, furniture (where applicable) and equipment in the apartment.

Shower Stalls/Tubs: Do not clean with any abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you will keep your bathroom as ventilated as possible.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. After making this attempt, call 434-392-7440 for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains. There may be a charge for removal of any foreign objects as well as any resulting damages.

### **UTILITIES**

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the lease period to avoid damage to the apartment and appliances. You need to plan for this in advance of your lease start date by contacting Dominion Virginia Power. One resident per apartment must take responsibility for the electric bill. Any electrical service that is not covered under your service account during the lease term will be billed to you by Sunchase to recover our costs for electric service, including connection fees. An administrative fee of \$15 per bill, to cover the cost of processing, will also be added.

**Telephone, computer and cable lines** inside the apartment are neither maintained nor altered by Sunchase. Contact your provider for any questions or problems. **Alterations or additions such as phone jacks may be installed only with your property manager's approval.**

### **SATELLITE DISH INSTALLATION**

Under certain restrictions, the installation of an individual satellite dish within a Resident leasehold is permitted. Before installation you must contact your Property Manager to review the restrictions and sign the appropriate addendum to your Lease Agreement.

### **LEASE TAKEOVERS, SUBLEASES, AND TRANSFERS**

Because of your personal liability and our obligation to act in accordance with the Fair Housing Laws, no advertisement for lease-takeovers or sublets and no agreement to take over a lease or sublet are to be done without permission from management.

#### **Resident Request to Transfer (during an active lease / lease term)**

- A transfer will be done (provided there are available apartments) in any situation in which the resident wants to move from one premises to another, during an active lease / lease term, whether within the same apartment or to an entirely new apartment in Sunchase. Transfer approval is at the discretion of management. Transfer between The Greens at Sunchase and Sunchase at Longwood is prohibited.
  - If resident fulfills their current lease / lease term, they may simply sign a new lease for a different room/apartment.
- A new lease agreement must be signed. The new lease agreement will reflect current market rate pricing. The original contract will be voided.
- A transfer is not an available option into a premises that is currently under a lease by another person who is looking for a lease takeover or sublet.

- **A transfer fee equivalent to \$300, plus a new \$150 refundable security deposit and reimbursement of any concessions received during the current lease, will be due at the time the transfer is requested. We will not require a new pet fee, if applicable, new restoration fee, or another application fee.**
  - The original \$150 refundable security deposit will be returned, minus any balances due, and/or charges for repairs and cleaning, within 30-45 days of lease end date.

### **Resident Request a Lease Takeover**

- A lease takeover will be signed when any change in residents is needed.
- A Lease Takeover Agreement must be signed by the original resident and a fee equivalent to \$300 be paid *before* an approved applicant will be allowed to sign the lease addendum & move in. In addition, reimbursement of any concessions received during the current lease will be due.
- The applicant must be approved by our criteria. If applicant qualifies with a guarantor, a guarantor application and Lease Guaranty must be signed for the new resident.
- The new resident and original resident must sign an addendum to the lease to add the new resident and remove the current resident from the lease. Therefore, the lease terms, monthly rent and ending date remain the same and in full force.
- The premises must be vacated and prepared for the new resident, unless the new resident agrees to take the premises “As-Is”.
- The original resident retains rights to the refundable security deposit, and further, understands that any outstanding balances and/or damage charges will be deducted from the refundable security deposit. Any applicable refund from the refundable security deposit will be sent to the original resident.
- The new resident agrees to pay all new lease fees including but not limited to the application fee, restoration fee and security deposit.
- Rent payment obligations under the terms of the lease remain in force until a new applicant is approved, lease addendum signed, and they take occupancy.
- A takeover request is not a guaranteed replacement for the lease that we do not guarantee we will find someone to takeover.
- Finding a person for the takeover does not include current residents who wish to transfer.
- Resident agrees to bring account balance to \$0 (zero) before name deletion from lease. Any past due monies are due and payable before the effective date of name deletion.

### **Resident Request to Sublet (during an active lease / lease term)**

- Subleases will be signed for anyone wishing to move anytime during an active lease / lease term.
- A sublet request is not a guaranteed replacement for the lease that we do not guarantee we will find someone to sublet.
- The original resident remains obligated to the terms of the Lease Agreement until the termination of the original lease. Therefore, under a Sublease Agreement, both the Tenant and the Subtenant are jointly and severally responsible for upholding the terms of the lease. This means if the subtenant does not pay to rent, the original tenant is still **FULLY LIABLE** for the rental payments and vice versa.
- When a resident wishes to sublease his or her apartment, he or she must bring the prospective subtenant to the office and a Sublease Agreement will be signed by both parties.
  - The subtenant is required to complete an application and will be subject to approval under the Sunchase rental criteria, before the final approval of the sublet will be given.
  - Finding a person for the sublet does not include current residents who wish to transfer.
- A fee of \$100 is due at the time of signing the Sublease Agreement.
- Security Deposit:
  - Sunchase will not collect a security deposit from the Resident’s Subtenant.

- Tenants are responsible for collecting any, or all, of their security deposit from the Subtenant; however, Sunchase does not require that the Tenant collect a deposit from the Subtenant.
- Security deposit will be returned to the original Resident at the end of the lease, minus any balances due, and/or charges for repairs and cleaning, within 30-45 days of lease end date.
- Inspections, paintings and cleaning are not performed between the residency of a Tenant and Subtenant. The Tenant agrees to thoroughly clean the premises before the Subtenant takes occupancy of the apartment. In turn; however, the Subtenant agrees to turn over the premises to Sunchase, at the end of the lease term, in the condition in the Policy and Procedure Handbook.
- The Subtenant acknowledges receipt of a copy of the original lease and the Condition Report. It is strongly suggested that the Subtenant thoroughly review both documents. The Subtenant should understand his/her liability for any damages not listed on the Condition Report and review this list with the Tenant in the premises so there are no surprises later.
- If the Subtenant decides to renew the lease (where applicable), the original Tenant's liability ends on the date of the original lease's expiration.

### OCCUPANCY STANDARDS

Two Bedroom	Maximum 4 people
Three Bedroom	Maximum 4 people unrelated; Maximum 6 people related
Four Bedroom	Maximum 4 people unrelated; Maximum 6 people related

The above referenced Occupancy Standard will always remain in effect and is a reflection of the VRLTA or Virginia Residential and Landlord Tenant Act. With regard to an “infant,” the infant shall not be counted in the total number of persons to be occupying the subject apartment unit. As used in the Rental Criteria, “infant” shall be defined as and shall include any child up to the age of twelve (12) months.

If the current apartment unit is not leased in its entirety by the deadline set by Landlord, the parties hereto agree and acknowledge that Landlord has the expressed right to non-renew or to transfer any renewal lease concerning said apartment unit and to assign any such renewal lease to another bedroom within a different apartment unit located within the community of Sunchase Apartments.

### SAFETY AND SERVICES

The entire apartment should be kept free of trash and debris, including all doorways, hallways, furnace closets, utility rooms, balconies, entry landings and stairways. No dangerous or flammable fluids should be kept inside the apartment and especially not stored in any furnace closet. Storage items should be placed at least 3 feet from furnaces and hot water heaters. The balconies and porches are to be kept neat and orderly at all times.

Conventional patio furniture and plants are allowed on the balcony. Unsightly furniture, kegs, trash, laundry, towels, blankets, clothes etc., are not to be stored on the balcony or left in the breezeways or property common areas. **Residents are not allowed to have any type of grill at their apartment by order of the Fire Marshall.** Railings on landings, balconies and porches must never be climbed over or loosened by anyone.

Broken windows will be replaced immediately by Sunchase, but at resident's expense. In most cases breakage is due to abuse, neglect or carelessness on the part of the residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not enter the apartment through the screened windows and sliding glass doors. Damaged screens look like easy access to your

apartment to people driving or walking by. It is your responsibility to report them promptly to 434-392-7440.

In addition, you are responsible for any damage caused to any area of the entire Sunchase Premises whether the damage is caused by yourself, a guest that is invited or uninvited by you.

**Exterminating:** If you would like to have your apartment exterminated at any time during the year, please call 434-392-7440. We provide preventive pest control throughout the year. Please see pet policies for information on flea treatments.

### **ALTERATIONS**

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches,) repairs or redecoration of any kind to the premises without the prior written consent of the management. Sunchase does not intend to unreasonably withhold consent, but will require you to return the premises to the original condition when the lease term is completed and may require an additional security deposit. No signs, lights, dishes or antenna wires may be installed on the exterior premises or in the windows.

### **SUNCHASE CLUBHOUSE AND AMENITIES**

As a Sunchase resident, you are entitled to unlimited use of the Sunchase Clubhouse and amenities. The Sunchase Clubhouse includes: 24 hour business center, clubroom and kitchen, fitness instruction room, 24 hour fitness center and theater. Sunchase exterior amenities include: swimming pool, horseshoe pit, two grilling stations, playground, volley ball court and basketball court. All of these amenities and clubhouse facilities are for the use of residents only. Any guest(s) must be accompanied by the resident at all times. A resident is entitled to have two guests with them at one time while using the amenities/clubhouse facilities (including the volleyball court, basketball court and pool). The resident is responsible for the actions of their guest(s) while on the property including but not limited to use of the amenities/clubhouse facilities, conduct of guests, use of equipment, and proper disposing of any trash during visit.

If a resident wishes to reserve the Clubhouse or Theater for personal use a Reservation Agreement must be filled out and the appropriate fees paid. The following is a copy of the Reservation Agreements for each type of reservation.

**Sunchase Apartments: Clubhouse Agreement**  
**Guidelines for Individuals/Groups Utilizing the Sunchase Clubhouse**

This Agreement, dated \_\_\_\_\_, 2\_\_\_\_, is entered into between Farmville, LLC, hereinafter referred to as Sunchase and \_\_\_\_\_, for and in consideration of the use of the Sunchase clubhouse and the surrounding area (excluding the theater, pool and business center) on the following date and time: \_\_\_\_\_ (date) and \_\_\_\_\_ to \_\_\_\_\_ (time). I hereby agree to and understand all terms herein:

- Remit payment of \$75.00 (Resident) up to 6hrs maximum (more than 6hrs - \$150.00) on date of this agreement.
- Remit payment of \$300.00 (Non Resident) up to 6hrs maximum (more than 6hrs \$600.00) on date of this agreement.
- *If any alcoholic beverages are being served, you are responsible for obtaining an ABC license (Agent S.L. Lindsey, Virginia ABC 434-315-1576 or [www.abc.virginia.gov](http://www.abc.virginia.gov)). A copy of the ABC license must be provided to the Sunchase Leasing Office 24 business hours prior to the start of the event. Consumption of alcohol without an appropriate ABC license on file will result in immediate removal of you and your guests from the premises. No refunds will be given.*
- Please leave the clubhouse as you found it. If the below cleaning guidelines are not followed, the undersigned will be billed for the time Management must use to clean properly.
- Remove all trash and personal items (we can provide trash bags if needed).
- Make sure sink and counter tops and stove tops are free of debris. Sweep the kitchen floor and clean out the refrigerator of any personal items. If the oven was used, please be sure to clean it.
- Mop the floor if needed (the clubhouse attendant or someone in the office can give you the cleaning supplies to use).
- Return the furniture to its original location.
- Return all pool sticks to the attendant or office personnel and brush down all pool tables.
- Return all pool balls and foosballs to the office or clubhouse attendant at the end of your reservation.
- Park in only designated areas during your use of the Sunchase clubhouse.
- Be responsible for the actions of your guests (whether known to you or not).

A clubhouse attendant or member of management will be present on-site during hours of operation. Should you need help with any of the equipment, please be sure to seek out a Sunchase staff member.

An inspection of the clubhouse will be performed within 72 hours after your reservation. The undersigned agrees that he/she will be responsible for any damages found or the cost of clean-up if the above guidelines are not followed. The undersigned will be billed for any and all damages and cleaning costs. All charges must be paid within 30 days of receipt of invoice. If a resident does not pay within 30 days, then the charges will be considered rent. At which time the provisions in the lease agreement will prevail.

**Please note that the Sunchase Clubhouse is a smoke free facility.** Smoking is only permitted around the exterior of the property in designated areas.

The undersigned agrees to indemnify and hold harmless Owner and Agent, its officers and its employees, from and against any and all suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, monetary loss, interest, attorney's fees, costs and expenses of whatsoever kind or nature arising out of the use of this clubhouse and its surrounding areas during or after completion of the services hereunder and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part, by reason of any act, omission, fault or negligence of undersigned or its guests.

Will alcohol be served?   Y   or   N

Signature \_\_\_\_\_  
Phone \_\_\_\_\_ Email \_\_\_\_\_  
Address \_\_\_\_\_

Paid Fee _____
Check# _____
Associate Initial _____

**SUNCHASE THEATER AGREEMENT FORM**

**Guidelines for Individuals/Groups Utilizing the Sunchase Theater**

This Agreement, dated \_\_\_\_\_, 2\_\_\_\_, is entered into between **Farmville, LLC**, hereinafter referred to as Sunchase and \_\_\_\_\_. For and in consideration of the use of the Sunchase Theater on the following date: \_\_\_\_\_ between the hours of \_\_\_\_\_ and \_\_\_\_\_, the undersigned does hereby agree to:

Remit payment of \$50 (Non Resident) up to 6hrs maximum (more than 6hrs \$100) on date of this agreement. Residents use the theater free of charge, however, must still agree to the following:

1. Please leave the theater and surrounding areas as you found it.
2. Make sure theater is free of debris (we can provide extra bags if necessary) including any trash that may be left around the exterior or the parking lot.
3. Return the remote control to office personnel or clubhouse attendant before the close of the Sunchase Theater.
4. Park in only designated areas during your use of the Sunchase Theater.
5. Be responsible for the actions of your guests (whether known to you or not).

*If any alcoholic beverages are being served, you are responsible for obtaining an ABC license (Agent S.L. Lindsey, Virginia ABC 434-315-1576 or [www.abc.virginia.gov](http://www.abc.virginia.gov)). A copy of the ABC license must be provided to the Sunchase Leasing Office 24 business hours prior to the start of the event. Consumption of alcohol without an appropriate ABC license on file will result in immediate removal of you and your guests from the premises. No refunds will be given.*

A clubhouse attendant or member of management will be present on-site during hours of operation. Should you need help with any of the equipment, please be sure to seek out a Sunchase staff member.

An inspection will be made of the theater after the remote is returned. The undersigned agrees he/she will be responsible for any damage found. The undersigned will be billed for any and all damages. All damages must be paid within 30 days of receipt of invoice. If a resident does not pay within 30 days, then the damages will be considered rent, at which time the provisions in the lease agreement will prevail.

**Please note that the Sunchase Clubhouse is a smoke free facility.** Smoking on the premises will result in immediate removal of you and your guests from the premises. Smoking is only permitted around the exterior of the property in designated areas.

The undersigned agrees to indemnify and hold harmless Owner and Agent, it's officers and its employees, from and against any and all suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, monetary loss, interest, attorney's fees, costs and expenses of whatsoever kind or nature arising out of the use of this theater during or after completion of the services hereunder and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part, by reason of any act, omission, fault or negligence of undersigned or it's guests.

I, \_\_\_\_\_, understand and agree to terms contained herein.

Signature \_\_\_\_\_  
 Date \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_  
 Address \_\_\_\_\_

Paid Fee _____
Check# _____
Associate Initial _____

## SUNCHASE APARTMENTS POOL POLICIES AND REGULATIONS

- ☀ Pool passes are required at all times. If you lose your pool pass you will be charged **\$60** for a replacement pass.
- ☀ In an effort to allow all of our residents to enjoy the pool, we permit only 2 guests per resident. Resident will sign in his or her guest, pay the \$2 guest fee, and obtain the appropriate pass prior to entering the pool area. Any unreturned pool passes will result in an additional \$2 fee per day on the resident's account until the missing pass is returned. In the event the pass is lost, resident will be billed \$2 per day until the end of the month or \$30 (whichever is less).
- ☀ Residents will be held responsible for all actions of their guests in addition to themselves. Remember, the pool area is for your enjoyment and management will respond quickly to any problems that might interfere with your enjoyment.
- ☀ Please help keep the pool area clean by placing trash in the receptacles provided. Do not extinguish or leave cigarette butts on the deck of the pool.
- ☀ No one will be permitted in the Clubhouse, Leasing Office, Exercise Room, or Gaming Room (other than to use the restroom) in wet bathing suits. Shirts and shoes are required inside the Clubhouse and Leasing Office.
- ☀ **Anyone in the pool area after closing will be considered trespassing and will be treated as such. Violators will be prosecuted and pool privileges will be revoked.**
- ☀ The management assumes no responsibility for articles left at the pool area.
- ☀ **THERE WILL BE NO LIFEGUARD ON DUTY.** All persons using the pool or clubhouse do so at **THEIR OWN RISK.** Sunchase management accepts no responsibility for any loss or damage of life, limb, or property. In the instance of Sunchase property damage, resident will be responsible for the damage caused by themselves or by guests.
- ☀ **NO DIVING, RUNNING JUMPING, HORSEPLAY OR PROPERTY OF ANY TYPE WILL BE ALLOWED** in the pool area. Loud music, profane and /or abusive language will not be tolerated and may result in the loss of the resident's pool pass. Sunchase management will determine the period of revocation for a time up to lease expiration.
- ☀ **NO FLOATING DEVICES** other than life preservers or "water rings" are allowed in the pool area. **NO BIKES, SKATEBOARDS, ROLLER SKATES OR ROLLER BLADES, ETC.** will be permitted inside the pool area at all times.
- ☀ **NO PETS** are allowed in the swimming pool or pool area.
- ☀ Glass containers or alcoholic beverages are not allowed at the pool.
- ☀ **PROPER SWIMMING ATTIRE** must be worn by all persons at all times.

### MANAGEMENT RIGHTS:

- ☀ The management reserves the right to close the pool at its discretion in consideration of the health and safety of the residents.
- ☀ The management has the authority to deny, and ban, use of the pool to any person failing to comply with these rules and regulations.

**THESE RULES AND REGULATIONS ARE DESIGNED FOR THE SAFETY OF EVERYONE WHO USES THE POOL AND THE POOL AREA. PLEASE HAVE A SAFE AND ENJOYABLE TIME!**



## **FITNESS CENTER & CLUBHOUSE ACCESS CARD POLICIES AND REGULATIONS**

The issued access card will enable the resident the use the fitness center and certain areas of the clubhouse 24 hours a day. At the request of Sunchase Management, or upon the termination of the Lease Agreement, resident hereby agrees to return the key to the office immediately.

Resident is fully responsible for immediately reporting a lost/stolen card to the Property Manager. In the event of a lost/stolen card, the resident agrees to pay the card replacement fee of \$60.00.

Furthermore, the resident acknowledges that the card is provided solely for the use of the authorized leaseholders of his/her leased premises. Resident agrees not to provide the card to other residents or non-residents. The resident acknowledges having reviewed and signed the specific policies of the clubhouse facilities. Management reserves the right to deny access to the facility should the resident violate any of these policies.

Please observe the following policies and procedures to maximize your enjoyment and personal safety while using the fitness center:

- The fitness center is for use by residents and their invited guests only. Invited guests may not use the fitness center unless accompanied by a resident. All residents and their guests must sign a “Release of Liability” form before using the fitness center at Sunchase Apartments.
- Please bring a towel with you each time you work out and wipe off the equipment once you have finished using it.
- Do not use any exercise equipment without first reading all posted instructions. If you do not understand the instructions, do not use the equipment. The equipment in the fitness center is available on a first-come, first-serve basis, however, please be courteous and limit your time so that others may have an opportunity to use the machine. Please notify management immediately if any equipment is not working properly.
- The management reserves the right to prohibit use of the fitness center by any individual failing to comply with the normal precautions and posted policies.
- Before undertaking any exercise program, consult your physician. You will be exercising at your own risk, and management is not responsible for accidents or injuries related in any manner to use of these facilities.
- For your own health, management urges you to take caution so you do not overexert yourself. It is highly recommended that you exercise with a partner. A partner can make sure the equipment is used safely, detect fatigue, and may help if an accident occurs.

THANK YOU for adhering to these policies. Have a great work out!

### **FITNESS CENTER RELEASE OF LIABILITY**

The Resident (“Participant”) agrees that the following terms and conditions shall apply to their use of any exercise equipment and any areas designated for exercise (“Fitness Center”) by Sunchase Apartments, Farmville, LLC (“Owner”) at 501 Sunchase Blvd., Farmville, VA 23901.

1. Participant has received a copy of the Fitness Center Rules for Sunchase Apartments and agrees to fully comply with these conditions. Participant acknowledges their responsibility to inform the management of any known violators of these conditions.
2. Participant understands that the use of the Fitness Center is at their own risk and that no attendants or supervision of any kind will be provided.

3. Participant agrees to release, hold harmless, and indemnify Owner and Owner's Representatives from and against all claims, demands, costs, expenses (including attorney's fees), and cause of any action arising out of or in any manner relating to any personal property damage, death, injury or loss suffered from or sustained by Participant, other than from Owner's or Owner's representatives gross negligence or willful misconduct. Participant expressly acknowledges and agrees that the forging release, hold harmless, and indemnification includes but is not limited to such claims, demands, costs, expenses, and causes of action arising from or relating to the negligence of Owner's representatives.

### **OVERNIGHT GUEST(S)**

Any guest(s) staying longer than 48 hours must be registered with the office and consent obtained by all co-residents in your apartment. No guest(s) will be permitted to stay more than three (3) consecutive nights within a ten (10) day period or fifteen (15) total days in a sixty (60) day period. Any resident found in violation of this policy or found with an illegal or unauthorized occupant will be considered in default under section 21 of the Lease Agreement.

### **SECURITY DEPOSIT RETURN**

Please review carefully your condition report that is given to you upon move-in. This list may itemize permanent defects in the apartment, which will not be repaired or considered your responsibility at move-out. When you move in, you are also given the opportunity to add to this list as part of your permanent file.

The guidelines, which are presented in this handbook, represent your responsibilities during your lease agreement and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these guidelines. Management reserves the right to assess the quality of the work you have done or contracted professionally at move out; and deductions may occur as a result of poor cleaning or other work performed by the resident.

You must provide a forwarding address before we can issue your security deposit refund. If an address is not provided at the time of move-out, the check will be sent to the most recent address provided by the resident.

We would like to return your entire deposit without deductions and want you to understand the type of repairs you will be expected to pay for.

Deductions for repairs will be made for the following items existing at the time of move out. These damages include, but are not limited to:

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks etc.
2. Missing or damaged screens
3. Damage to doors and windows
4. Carpet stains, rips, burns and tears or replacement
5. Cuts, scratches, stains, rips, tears, missing cushions or broken parts to furniture

### **CONDITION REPORTS**

Please carefully review your condition report that will be given to you upon move-in. The condition report must be completed within five days of the lease commencement. You can return it to the office at 501 Sunchase Blvd., in the Clubhouse. Condition reports must be signed at the time of move-in, this serves as documentation of you taking possession of your apartment.

## **VACATING GUIDELINES**

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property and furniture. All keys, including door locks, mailbox, pool pass and clubhouse key fob (key and/or code where applicable), must be returned to the Sunchase Leasing Office at 501 Sunchase Blvd. by 12:00 noon on the lease termination date.

Before the moving day arrives, remember to notify the following:

- Sunchase Management office of forwarding address
- Post Office to fill out a mail forwarding form
- All magazine and newspaper publishers Insurance company
- Utility providers
- Bank Employer

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include but are not limited to parking, use of the swimming pool and clubhouse, and right of entry into the apartment. The landlord may assume that the condition of the apartment at that time is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by Noon of the Lease termination date, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for replacing the keys will become the residents' responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your property manager for more specific details of this procedure.

Before departure, the Resident shall turn over to the Landlord the premises, all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. If applicable, all rental furniture must be returned to the designated room and location. Resident may request to be present at the time the landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines that follow this section of the Handbook.

### **CLEANING GUIDELINES**

The \$150 non-refundable fee paid by each leaseholder for the Sunchase at Longwood apartments will cover the following costs:

- **Steam clean & vacuum carpets**
- **Touch up painting**
- **Wipe down of all appliances**
- **Wipe down of all kitchen cabinets & countertops**
- **Light cleaning of vinyl flooring in hallway, kitchen, and bathroom**
- **Wipe down of all bathroom fixtures & countertops**
- **Light bulb replacement**
- **Wipe down of mini blinds and windows**
- **Sweep clean balcony**
- **Wipe down of washer / dryer**
- **Wipe down of shelves**

The non-refundable fee will not cover the cost for excessive cleaning, repairing pet damage, repairing wall damage, repairing or replacing damaged carpets or floors, removing trash, debris or personal items, and repairing, or replacing damaged fixtures including but not limited to mini blinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railing. Any excessive cleaning and/or damage will be deducted from the \$150 refundable deposit. Management reserves the right to assess the quality of work and deductions may occur as a result of poor cleaning or other work performed by the resident at move out.

### **MOLD and MILDEW PREVENTION**

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

#### **Tips for Residents:**

Residents can help minimize mold growth in their apartment homes by taking the following actions:

- A. Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- B. In damp or rainy weather conditions, keep windows and doors closed.
- C. If possible, maintain a temperature of between 50 degrees and 80 degrees Fahrenheit within your apartment at all times.
- D. Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- E. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- F. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
- G. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until excess moisture has vented from the bathroom.
- H. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- I. Use care when watering houseplants. If spills occur, dry up excess water immediately.
- J. Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- K. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- L. Thoroughly dry any spills or pet urine on carpeting.
- M. Do not overfill closets or storage areas. Ventilation is important in these spaces.
- N. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- O. Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- P. Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Q. Immediately report the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.
- R. Immediately report to the management office any inoperable windows or doors.
- S. Immediately report to the management office any musty odors that you notice in your apartment.

## **WINDOW SAFETY**

In June 2000, U.S. Consumer Product Safety Commission released safety guidelines to help prevent falls from windows. Sunchase Apartments supports window safety, and has taken the following precautions to assist residents in preventing window falls.

Window screens are not designed or intended to protect from falls. Therefore, window stops will be installed on all windows upon the resident's request only, which will allow residents to restrict the window opening.

It is the resident's responsibility to notify management of any window problems or if window stops need to be replaced. Please contact us at (434) 392-7440 if you have any additional questions or concerns about window stops, window safety or additional window protection.

We hope this handbook has provided information that is useful to you during your residency at Sunchase. Remember, if you have any additional concerns; do not hesitate to contact the Management Office.