



RESIDENT HANDBOOK *Academic Year 2017-2018*

Welcome to **College Town Communities – Kutztown**, a 267-bed portfolio of properties (217, 231, and 233 West Main Street, Bieber Square, The Lofts on East Main, and Sacony Commons) owned/managed by College Town Communities, exclusively for Kutztown University students. Here you will find your choice of spacious or cozy apartments and shared or private bedrooms, Wi-Fi in every apartment, a dedicated security team, and friendly staff members ready to assist you.

The goal of the College Town Communities in Kutztown is to provide an off-campus student housing environment that supports your academic, social, cultural, and personal growth. Living on your own is a big responsibility, and here you get the chance to be in charge of your own environment, while having the structure of a well-managed and well-maintained student housing facility.

This Resident Handbook includes a wealth of information that should help you answer any questions you may encounter while you live with us. The handy Table of Contents will help you find what you are looking for quickly. Please familiarize yourself with this document. We consider this to be a guidebook, rulebook, and all-around information source and will refer you to it often. If you cannot find what you need to know here, please contact the Leasing Office.

We are pleased that you have chosen to live in one of our communities during your college career, and we hope you enjoy your time here. We know we will enjoy having you!

College Town Communities – Kutztown Leasing Offices
233 West Main Street **OR** 45 East Normal Avenue
Kutztown, PA 19530
Tel: (484) 646-9558
Office Hours: Mon. – Fri. 10am – 4pm; Sat. 10am – 2pm

Important Phone Numbers

In the event of a life-threatening emergency, please call 911.

- On-Site Security (Thurs., Fri., Sat. 10pm – 4am) (484) 646-9558
- Kutztown Police Department (610) 683-3545
- Kutztown Volunteer Fire Department (610) 683-8703
- Kutztown University Counseling Services (610) 683-4072
- Crisis Text Line (www.crisistextline.org) text to 741-741
- Kutztown Borough (water, sewer & electric provider) (610) 683-3202
- Service Electric (Internet & cable provider) (800) 281-3564
for Sacony Commons only)
- HomeNet (Internet & cable provider for all other properties) (610) 683-5722

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AFTER-HOURS SERVICE

Even after office hours, College Town Communities provides assistance for residents. Simply call the main office number, 484-646-9558, and your call will be directed to an operator who will respond accordingly. Non-emergency issues will be handled by a College Town Communities staff member during normal business hours.

ADMINISTRATIVE FEE

The administrative fee is a nonrefundable annual fee of \$100 that covers the online application process, renewal lease generation, resident and guarantor screening, resident financial ledger maintenance, programmable key fobs, 24-7 access to the online Resident Portal, maintenance of laundry facilities, and on-site security.

Residents wishing to renew their lease for the following year in the same bedroom will NOT have to pay a new security deposit but will have to pay a new administrative fee of \$100.

APPLIANCES

Appliances provided in all apartments include a full-sized stove/range, range exhaust vent and refrigerator. Garbage disposals are included at 217, 231, 233 West Main Street, Bieber Square, and The Lofts on East Main. Sacony Commons additionally provides a dishwasher, full-sized microwave, and a stackable washer and dryer in each apartment. (Free shared laundry facilities are available at our West Main, Bieber and Lofts apartments.) All apartments include heat and air conditioning, with the exception of 231 and 233 West Main Street. Window unit air conditioners are allowed at those two properties ONLY. **(All AC window units at 231-233 West Main MUST be installed by our maintenance team to ensure that they are properly installed.)**

The following appliances are allowed but may ONLY be used in the kitchen area: coffee pots/makers, rice cookers or slow cookers with auto shutoff, toasters, toaster ovens, and microwave ovens. The ONLY appliance allowed to be used outside of the kitchen area is a mini refrigerator, and that must be new and energy efficient.

The following appliances are NOT allowed in ANY Kutztown apartment: air conditioning units in apartments where AC is already provided, space heaters, water coolers, camping stoves, woks, griddles, convection ovens, Kegeators, hot oil popcorn poppers, hot plates, oven broilers, and any appliance with open coils other than the oven/stove provided. Should they be discovered upon routine inspection, our staff will confiscate prohibited appliances.

BICYCLES

We have provided bicycle racks at different locations around our properties for your convenience. These racks are not covered by video camera surveillance; always use a quality lock and properly secure it to the bike rack. You must ride safely and responsibly through the community, obey all posted signs, and not impede pedestrian or vehicular traffic. College Town Communities is not responsible for theft or damage to your bicycle. Bicycles may not be secured to any tree, shrub, stairway, handrail, light, sign post, etc. Bicycles may be stored in apartments, but any damage caused by the movement of a bicycle inside the building will be the responsibility of the bicycle owner. Your bicycle must be taken with you on your move-out day.

BUSINESS / PRIVATE ENTERPRISE

The authorized occupants may only use the Leased Premises for residential purposes and may not use the premises for commercial or business purposes. Conducting ANY kind of business in

your apartment or on the premises in which the leased apartment is located is strictly prohibited.

CABLE AND INTERNET

The buildings are all completely wired for digital cable, high speed Internet in every room via Ethernet cable, and/or Wi-Fi. The Internet and cable provider for Sacony Commons is Service Electric. All other buildings have HomeNet as their provider.

Flat screens are provided in your living room and are on and ready to go with HD cable on move-in day. Each Sacony Commons bedroom is provided with a digital cable box which can be attached to an additional TV, should you choose to bring one from home. In all other buildings, no cable box is necessary in either the living room or bedroom(s). Simply attach a cable cord from the wall jack to the correct port on your television, use your television's remote control, and perform a channel scan.

For those residents who choose to install their own wireless router, do NOT share the passwords with anyone outside your apartment or allow large numbers of devices to be logged on at one time. Your signal will weaken and become slower. Do NOT have more than one router in your apartment as this, too, will weaken your wireless signal. This is true of any wireless router. In the event you need a more dedicated Internet connection, you have the option of plugging directly into one of the wall jacks with an Ethernet cord.

If you have an Internet or cable issue, we can help you troubleshoot the issue. If the issue goes beyond the ordinary, the Internet and cable provider for your building can help. Contact numbers are located on the very first page of this Handbook. Tell the operator your building name and unit number and explain the nature of the problem. Sacony Commons residents are provided with a username and password to help identify their room.

You are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are provided by College Town Communities, Service Electric or HomeNet. Do not move your living room TVs to prevent disruptions in your cable or Internet service.

HD cable and Internet are included in your rent. Because of the complexity of billing issues, we do not allow purchasing additional services on your own.

Residents are prohibited from ordering pay-per-view movies or events.

COMMON AREAS

Please care for your building. If you see a piece of trash or garbage in the hall, stairwell, laundry room, or parking lots, please pick it up. Help us make our buildings an enjoyable and clean place to live. All common areas will be cleaned every Monday and Friday by a third party professional cleaning company. For the safety of all Kutztown residents and their guests, please do not store any personal belongings in walkways, hallways, or entranceways. It is absolutely forbidden for gatherings to clog hallways and stairwells. Kutztown Security regularly visits each floor of each building to ensure a clean and safe environment. In addition, please follow these rules of common areas:

- Decks, porches, patios, and lawns may NOT be used for storage. The only items permitted on these areas are clean, intact lawn furnishings designed for exterior use only;
- Interior furniture may NOT be used outside, including on decks, porches, patios, and grassy areas;
- No alcoholic beverages may be consumed on the grounds within which the Leased Premises are located. This includes decks, patios, front porches, and grassy areas;

- Residents are not allowed on the roof of any of the Leased Premises;
- Residents may not hang laundry outside to dry. This includes but is not limited to the use of portable drying racks, wash lines, etc.;
- Residents may not install/plant gardens of any type;
- Items that collect water are not permitted; this includes, but is not limited to, bird baths, decorative fountains, etc.;
- Residents may not use the outside areas for cooking. This means portable, gas, or charcoal grills, camp stoves, propane tanks, or any other such portable fuel-burning equipment is prohibited on the grounds of the Leased Premises. These devices and their fuels constitute a fire hazard when not used properly;
- No signs, window guards, awnings, advertisements, posters, including but not limited political posters, or lawn signs shall be placed upon the exterior of the premises, including decks, porches, patios, and grassy areas;
- No towels, flags, posters, liquor bottles, fraternity, or sorority letters can be seen in the windows of the Leased Premises from outside. Management will request the removal of said item immediately or remove the item themselves if prompt enough removal does not happen by resident;
- No radio or television reception devices such as antennas and satellite dishes shall be installed upon the Leased Premises or in the common area around the Leased Premises;
- No wires or cables of any kind are permitted to be run along the outside of any building;
- The washing of cars on the premises or the use of water from the premises for the purpose of washing cars is prohibited;
- No mechanical work on motor vehicles of any type is permitted on the premises;
- No parties, meetings, or gatherings may be held in any common area, including decks, porches, patios, grassy areas and parking lots. A “party, meeting, or gathering” is defined as six or more guests;
- No hot tubs or swimming pools are permitted anywhere on the Leased Premises;
- No tires or vehicle parts of any kind may be stored outside of the Leased Premises.

DECORATING/WALL HANGINGS

We encourage all residents to personalize their apartment by hanging pictures, posters, and other items as long as they do not create a health or fire hazard or damage the apartment in any way. All common area decorations in the kitchen, living room, bathroom, and hallways must meet the approval of all roommates. Decorations should not be visible through the window, particularly if they are of a questionable nature. Holiday lights may be used on a limited basis only and must be UL approved, i.e., there is a label on the lights with the UL seal of approval.

- Use only thumb tacks or push pins to hang posters, tapestries or other wall decorations.
- Use only picture frame hangers to hang pictures.
- DO NOT USE ANY LARGE OR LONG NAILS OR SCREWS. There are many mechanical utilities in the walls that if damaged could cause injury.
- Do NOT use sticky adhesives including adhesive hooks to hang anything on walls or doors.
- Wall decals of any kind are also prohibited. Using this type of adhesive damages the drywall finish and results in deductions from your security deposit.
- Any hooks, shelf brackets, etc. must be removed at move-out to avoid deductions from your security deposit.

EMERGENCY RESPONSE PROCEDURES

Residents should call 911 without hesitation if they perceive that they themselves or others are in danger. Non-life-threatening emergencies can be directed to the Leasing Office at (484) 646-9558, 24 hours a day. Our security team is on duty Thursday through Saturday, 10pm-4am.

They can be reached at (484) 646-9558. **Please add these numbers to your cell phone contacts for future reference.**

FIRE SAFETY/PREVENTION

Follow these important guidelines to keep you and your fellow residents safe in the event of a fire:

- Non-life-threatening situations can be directed to the Leasing Office at (484) 646-9558, 24 hours a day;
- Call 911 immediately in the event of serious fire or excessive smoke. Do NOT hesitate. It is better to be safe than sorry;
- If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, which will dispatch the local Fire Department. Instead, open all windows and interior doors in the apartment and fan the smoke detector with a book or towel. Do NOT attempt to remove or dismantle the device to prevent it from going off. Multiple false alarms from the same apartment that set off the building alarms from cooking or other lifestyle related issues could result in a fine;
- Fire extinguishers are provided beneath every kitchen sink;
- The following fire hazards are forbidden in all apartments: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built up grease in ovens and on stovetops; and storage of flammable materials;
- Let cooking grease cool, and pour it into a metal can. Never pour hot grease into a plastic container or down the kitchen drain;
- NEVER put water on a grease fire. Turn off the stove or oven and cover the flame, if possible. Call 911 immediately if the flames spread;
- Cooking fires are the #1 cause of home fires and home fire injuries;
- Unattended cooking represents 90% of home fires. Do NOT leave your stove or oven unattended during cooking, especially when cooking with grease or oil;
- If there is an actual large-scale fire, do not rush out of your apartment and into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, crawl toward the exit;
- If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your exact location;
- Never cover or attempt to obstruct the smoke detector device.

FORBIDDEN ITEMS

Under NO circumstances may the following items be used, found or stored in your apartment or common areas:

- Aquariums;
- BBQ's or any open flame cookers;
- Candles and incense sticks (for safety during power outages, please have a flashlight with fresh batteries stored in a convenient location);
- Excessively large or loud stereo speakers, surround sound or sound bars;
- Firearms, even if you are licensed to carry one;
- Fog and/or smoke machines;
- Kegeators;
- Hookah pipes, e-cigarettes, vaporizing device, etc.;
- Pets;
- Portable dishwashers;
- Space heaters;
- Waterbeds;

- Window or portable AC units if AC is already provided in your apartment.

FURNITURE/FURNISHINGS

217, 231, and 233 West Main Street, Bieber Square and The Lofts on E. Main: All apartments in these buildings have an HDTV flat screen and television stand in the living room. Kitchens include a stove/oven, refrigerator and a garbage disposal. Otherwise the apartments are completely unfurnished, and you are able to bring your own furniture and decorate as you wish in accordance with this Handbook and the Lease.

Sacony Commons: Your apartment is fully furnished with a chair, loveseat, end tables and a wall-mounted HDTV in the living room. You may NOT move the television. Bedrooms include an extra-long twin bed with under-bed storage, a study desk and chair and a spacious built-in wardrobe. Kitchens include a refrigerator, stove/oven, microwave and dishwasher. Each unit has its own washer and dryer either in a hall closet or in the bathroom. You are allowed to rearrange the furniture to your liking, but please be aware of damaging floors and walls. You are NOT allowed to bring in your own mattresses or any upholstered couches, arm chairs, etc. unless inspected and approved by Management in writing. Any damage to the furniture during your stay will be evaluated and deducted from your security deposit. See the attached "Apartment Damage/ Replacement Charges" in this Handbook's addendum for details.

For all apartments, residents will need to bring small appliances such as a microwave (if not provided) or coffee maker, dishes, eating and cooking utensils, pots and pans, bed linens, and towels. For a more thorough listing, please refer to this handy guide at www.dormsmart.com/dorm-room-checklist.html. Also, consult with your roommates before moving in to avoid bringing duplicate items.

GARBAGE DISPOSALS

A garbage disposal is provided in each kitchen sink at 217, 231, and 233 West Main Street, Bieber Square and The Lofts on East Main apartments. A disposal IS NOT a trash can. Disposals are intended for small amounts of food material as outlined below.

What TO do to use your disposal properly:

- Before turning on the disposal, run cold water and keep it running the entire time you are disposing of food;
- Turn on the disposal;
- Gradually add small pieces of food. Do not fill the unit before turning it on;
- Allow your disposal to run for at least 10 seconds to give it enough time to work;
- Turn off the disposal;
- Continue running water for 15 seconds more to allow the food to flush through;
- Turn off disposal and then turn off the water.

What NOT to do:

- Hard objects such as chicken or steak bones, tableware, shot glasses, or other non-food items should never be placed in the unit;
- Avoid putting large chunks of food into the disposal. The purpose of a disposal is to grind up leftover pieces of food, not an entire meal;
- NEVER allow bottle caps, glass, foil, dishcloths, sponges, cigarettes, string, paper or grease into the disposal; doing so will result in a billable repair.

GUESTS

Per your lease, a guest may not stay in your bedroom or apartment for more than three (3) days at a time. Guests must abide by all policies listed in the lease and this handbook. You are

responsible for the actions of your guests and informing them of the rules of our communities. **Guests must be accompanied by the Resident at all times inside the apartment.** If complaints arise for any reason about an unaccompanied guest or a guest visiting too often, Management will notify the resident to cease the behavior and/or may move toward placing a legal restraining order against said guest. NO parents, older family members or children can stay overnight in the facility at any time. Just as in an on-campus dormitory setting, this is a specifically designed living environment for college-aged students. It is not fair to compromise the living experience for other residents in the building by allowing other-aged individuals to stay overnight at any building.

HEALTH AND SAFETY INSPECTIONS

Our Operations Team will perform periodic apartment inspections to ensure that all health and safety standards are being met and to identify potential hazards. Unless there is an imminent threat, you will receive advance notification of the following inspections: air filters, smoke detectors, sprinkler heads, electronic lock systems, fire hazards, and health hazards, such as mold, mildew, improperly disposed of food or garbage and unsanitary conditions. College Town Communities abides by all local, state, and federal licensing laws pertaining to these safety systems.

HEAT/THERMOSTATS

Contact the Leasing Office at (484) 646-9558 for any questions about setting your thermostat.

231 and 233 West Main Street: All apartments are heated via a gas furnace through baseboard or floor mounted radiators. One thermostat to control the heat is located in each living room. Apartments in these buildings do not have central air conditioning. Window units are permitted with management approval and must be installed by our maintenance team. Be aware that consistent use of a window unit air conditioner may affect your total electric usage.

Saony Commons: Each room in your apartment has a “PTAC” unit which provides both heat and air conditioning. Much like a hotel room system, these systems can be individually set to provide the desired temperature for each individual room. Some have a digital screen; others have a manual dial. Please follow the guidelines below when setting your PTAC unit. A PTAC is designed to only heat or cool the room in which it is located, meaning the unit works most effectively if doors are kept closed.

Bieber Square, 217 West Main, and The Lofts on East Main: The heating and air conditioning system is supplied by an electric heat pump. In all of the units mentioned, there is a single digital programmable thermostat in your living area. It will be set to 72-75 degrees upon your move-in. If you do nothing to it, it will stay set at this temperature indefinitely. If you wish to change the temperature, simply hit the up/down arrows to do so, and that temperature will be permanently held. We do NOT recommend programming your thermostat. You must select “heat” or “cool,” depending on which system you need. Always keep the fan on “AUTO” ONLY, NEVER set to “ON” or any other setting offered. If you feel the need to do this, there may be a need for maintenance on your HVAC unit.

General guidelines:

- Never set your thermostat above 76 degrees in the winter or below 70 degrees in the summer;
- When you leave for winter break, please set the heat temperature to 65 degrees;
- If you are using the heat and the air coming out of your vents is not warm, or if you have set the system to “cool” and the air coming out of your vents is not cool, file a Work Order for maintenance immediately. Using a system that is malfunctioning will not only

result in an apartment/room that is too hot or too cold, but will also increase your electric consumption dramatically and damage the HVAC or PTAC unit;

- On autumn or spring days when the outside temperature fluctuates dramatically, do not switch the system from heat to AC or vice versa in a single day. Systems can freeze up if they are not allowed to cycle through properly. This does not mean the system is broken, but rather that usage of the thermostat is in error.

HOLIDAY/BREAK CHECKLIST

You are NOT required to move out during school holidays or breaks, but if you do, you and your roommates should:

- Adjust your thermostat to a lower temperature if using heat or to a higher temperature if using the air conditioning;
- Dispose of perishable food on the counter and/or in the refrigerator;
- Ensure all windows are closed and locked;
- Turn off all lights, TVs, computers, etc.;
- Take out the garbage.

HOT WATER

Each apartment has its own hot water tank powered either by electric or gas, depending on the building. If used properly, you should never run out of hot water. If you notice the water is not heating up quickly or you are running out of hot water faster than normal, file a Work Order online immediately.

KEYS/LOCKOUTS

Your brass key and/or key fob will give you access to your apartment and main building entrances.

231 and 233 West Main Street: Each resident receives a key fob for the main apartment and laundry room entrances and a brass key for the front entry door on Main Street. There is one mailbox key shared by all residents in your apartment.

217 West Main Street, Bieber Square and The Lofts on East Main: Each resident receives a key fob for your apartment building, individual apartment and bedroom. A second key for the mailbox is to be shared by all residents in your apartment. The key fob is programmed to allow each resident to open the exterior building doors, their individual apartment and their individual bedroom. In order to use your key fob, simply touch the metallic circle to the pinpoint on the door, wait for the light to turn green, and manually turn the dead bolt to unlock it while the light is flashing. You have 5 seconds to do that once the light turns green. The same process is required to lock a door. The entrances to the buildings, however, require that you simply wave the fob in front of the reader on the door, and you'll hear the door unlock. The main entry doors lock automatically every time they close, and you can get locked out.

Sacony Commons: All residents receive a key fob for the building entrances, a PIN code for your apartment door, a brass key for your individual bedroom and your individual mailbox key. To use your key fob at a building entrance door, place the silver disk on the pinpoint on the black panel next to the door handle. The light will flash green when the door is unlocked. At your apartment door, enter your 5 digit PIN assigned to you at move-in to access the door. Your bedroom door handle is opened with the brass key. Be certain that when you unlock your bedroom door that the button lock on the inside of the door is disengaged or you can lock yourself out of your bedroom accidentally.

If you are locked out, you can do one of three things: (1) Call your roommate or friend in the building to come let you in; (2) wait for another resident to open the door; or, (3) contact the Leasing Office at (484) 646-9558. **For lockouts that occur during office hours, a \$20 lockout fee will be charged per event; for those that occur after office hours, a \$75 lockout fee will be charged per event. Remember your key at all times!**

Do NOT lose your key. There is a \$100 replacement fee for fobs, which covers programming a new key, deprogramming the old key and updating all property locks to accept the change. There is a \$25 charge for replacing any brass key or mailbox key. If you need a replacement, stop by the Leasing Office during office hours (Monday through Friday 10am – 4pm or Saturday from 10am – 2pm). **DO NOT PROP OPEN ANY MAIN ENTRY DOOR!**

LAUNDRY FACILITIES

Every building offers access to **FREE** laundry facilities for residents **ONLY**.

- 217, 231, and 233 West Main Street residents share a large laundry room located at 233 West Main Street;
- Bieber Square residents have access to two laundry rooms in the building, one on each floor;
- The Lofts on East Main residents have access to one laundry room on the second floor;
- Sacony Commons residents have a washer and dryer combo in their apartment, either in a hall closet or in the bathroom. Those located in the hall closet operate best if the closet door is left open during operation.

Common laundry rooms are open 24 hours a day, but be respectful of others in the building when doing laundry late at night or early in the morning. Also, be sure to promptly remove your clothing when the cycle is complete to make the machine(s) available for someone else. Do NOT remove other people's laundry from any machine. If no machine is available, wait until one becomes available, or visit another laundry room on a different floor. Refer to the washer/dryer instructions posted in each laundry room for assistance. Notify the Leasing Office at (484) 646-9558 if the machines malfunction or file a work order online under "Other."

LEASING OFFICE LOCATIONS AND HOURS

There are two Leasing Office locations for all Kutztown properties:

Downtown Leasing Office - 233 West Main Street, Kutztown

Office hours: Monday – Thursday, 10am – 4pm; Friday 1:45 – 4pm. Other times are by appointment.

Sacony Commons Leasing Office - 45 East Normal Avenue, Kutztown

Office hours: Monday – Friday, 10am – 4pm; Saturday, 10am – 2pm. Other times are by appointment.

In the event of a staffing emergency, inclement weather, or holiday closing, residents will be notified via text and posted notices that the office will be closed. Notices will include information as to when the office will be closed and when it will reopen. For scheduled closings, our staff will provide a minimum of 72 hours' notice prior to closing. Like us on Facebook (Kutztown Leasing or Sacony Commons) for updates on office hours or emergencies.

MAIL AND PACKAGE DELIVERY

217, 231, 233 West Main Street, Bieber Alley and The Lofts on East Main: All mail and packages are delivered to the individual buildings. Each apartment shares one mailbox among all residents of that unit. There will be a mailbox key hanging on a nail near the front door of your

apartment that has to be shared by all the residents in your apartment. Please do NOT lose this key, as mailbox keys are extremely difficult to replace, and it can take a few weeks to do so. Additionally, your lease provides for a \$25 fee to replace a lost or damaged key.

Packages too large for your mailbox will be held at the Leasing Office for pick-up during normal business hours. You can receive a text or email alert that a package has arrived for you by adjusting your communication settings through your Resident Portal at www.collegetowncommunities.com. Once logged in, go to MENU>EDIT MY PROFILE>CONTACT and check all SMS preferences. You will have to make your own arrangements in order to mail packages from your apartment.

Sacony Commons: All mail and packages are delivered to and sorted by the Leasing Office staff. Each resident has his/her own mailbox located on the first floor of their building. Residents are provided with a mailbox key at move-in. Please do NOT lose this key, as mailbox keys are extremely difficult to replace, and it can take a few weeks to do so. Additionally, your lease provides for a \$25 fee to replace a lost or damaged key.

Packages too large for your mailbox will be held at the Sacony Commons Leasing Office for pick-up during normal business hours. You can receive a text or email alert that a package has arrived for you by adjusting your communication settings through your Resident Portal at www.collegetowncommunities.com. Once logged in, go to MENU>EDIT MY PROFILE>CONTACT and check all SMS preferences. You will have to make your own arrangements in order to mail packages from your apartment.

Sample Mailing Address:
First Name, Last Name
Building's Street Address (see below)
Apartment XXX
Kutztown, PA 19530

Street addresses for each location:
217 West Main Street
231 West Main Street
233 West Main Street
88 Bieber Alley (*for Bieber Square*)
301 East Main Street (*for The Lofts on East Main*)
45 East Normal Avenue (*for Apartments 1-36 at Sacony Commons*)
46 East Normal Avenue (*for Apartments 37-54 at Sacony Commons*)

MAINTENANCE/WORK ORDERS

Work Orders are requests for maintenance in your apartment filed electronically through the Resident Portal. Every resident has a username and password for the Resident Portal created at the time of application. Go to www.collegetowncommunities.com and click on RESIDENT PORTAL at the bottom of the homepage and then log in with your username and password. On the main page below the Balance Due section click on "Submit a Work Order." **All requests for maintenance must be filed as a Work Order.** This system allows our Operations Team to receive the requests immediately via email and to track the progress of the Work Order through the system. You can receive follow-up on that Work Order including parts ordered, services performed and completion dates. Work Orders are addressed within 24 hours, to the best of our ability. If the work requested is a result of negligence by the resident(s), nominal charges may be assessed to the resident(s). It is critical that all maintenance issues be reported through a Work Order regardless of how the issue arose. In order to maintain the quality property that we have, prompt repairs are necessary.

Work orders or requests for work to be completed will not be received if a resident texts, calls, or stops in to speak with a staff member at the leasing office. A formal Work Order through the Resident Portal MUST be submitted!

MOVE-IN

Approximately three weeks prior to the start date of your lease, you will receive a complete list of move-in instructions, along with the names of roommates and their contact information via email. All requirements as outlined in the lease and listed below must be completed PRIOR to the start of your lease. All residents MUST schedule an appointment to pick up their keys during posted office hours. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and their bedroom using the **Move-In Review** provided by Management when you pick up your keys. A completed form must be submitted to the Leasing Office with 48 hours of move-in. More details on how to complete the inspection will be provided when you check in.

In order to expedite the move-in process, you should complete the following prior to your arrival:

- Ensure that all required payments (security deposit and “Good Faith” payment toward rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Establish a renter’s insurance policy for yourself that names College Town Communities and your building address as additional insureds and provide a copy of the Declarations Page from your policy to the Leasing Office;
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about packages to be picked up or emergency announcements. Go to MENU>EDIT MY PROFILE>CONTACT and check all SMS notifications;
- Like us on Facebook (Kutztown Leasing and/or Sacony Commons) to get updates, reminders, special announcements, and postings about on- and off-campus activities;
- Your Resident Portal is the place to go to pay your rent, review your payment records, view documents, update personal information and file maintenance requests, aka “work orders.” If you need assistance accessing your portal, contact the Leasing Office. While you are in the portal, please complete the following:
 - Register your car; all residents who plan to park a car on one of our lots must register it;
 - Update your email and phone information, if necessary;
 - Add/edit any personal information that may have changed since registration;
- For leasing and payment questions, call the Leasing Office at (484)646-9558 or email kutztown@collegetowncommunities.com .

MOVE-OUT

Our staff will distribute detailed instructions about move-out procedures at least two weeks prior to the end of your lease. These instructions will advise you on ways to ensure you receive the most back from your security deposit. In general, this means that you return the apartment back to the same condition as when you moved in. If you created damage, identify it and let Management know, in advance, when it happens. Suggestions we provide include cleaning guidelines, how to return your key, reminders to ensure rent, fines, or overages are paid on time, etc. Any questions regarding move-out can be directed to the Leasing Office. If you are a renewing resident and will have new roommates next year, you are expected to cooperate with the Operations Team in ensuring the entire apartment looks as good for the new residents as it did when you moved in.

NOISE

Per Section 21 of your Lease, every resident has the right to “quiet enjoyment” of their apartment. Excessive noise and loud music in apartments, hallways, or common areas are not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours,” and no noise of any kind should be heard or felt outside of any apartment. This includes stereos, televisions, musical instruments, slamming doors, running up and down stairs, sounding vehicle horns, phone conversations, and yelling. You are responsible, also, for your guests’ behavior. Additionally, local municipal noise ordinances also apply to all buildings under College Town Communities’ management. If you have a noise complaint with a neighbor(s), please first address the issue in a civil manner with that person or persons. You can stop by the Leasing Office and meet with a Leasing Agent to discuss any ongoing issues you may have. If such action fails to produce results, contact Security for assistance. If you ever fear for your safety and/or that of others, call 911 immediately.

PARKING/PARKING PASSES

ALL residents will receive only ONE parking pass to display on the rear window of their vehicle. All vehicles must be registered through the Resident Portal. Family/friends/guests must use legal on-street parking. Please observe parking signs, as we do employ a third party tow company to patrol our lots and keep them open and safe for our residents. Before you move in, you must register the make, model, color and license plate state and number of the car you wish to park in the lot by accessing the Resident Portal at www.collegetowncommunities.com. You cannot change this car unless it is a permanent change. You can move the sticker to another vehicle temporarily, but the Leasing Office must be notified in advance. Your vehicle is your responsibility. We are not responsible for theft, damage, vandalism, towing charges, etc., so use discretion at all times when parking and driving at any property.

All vehicles must have valid, current inspection stickers. Vehicles with broken windows, flat tires, oil leaks, or other signs of lack of maintenance will not be allowed on the grounds of College Town Communities properties. If Management requests removal of an inoperable vehicle, including but not limited to cars, bicycles, motorcycles, watercraft, etc., said vehicle must be removed within 24 hours at the owner’s expense. Failure to comply with the requested removal may result in towing without notice at the owner’s expense.

Due to local government regulations and for safety reasons, no motor vehicles may be parked on the grass or sidewalks at any time. No motorbikes or motorcycles may be kept on porches, patios, decks, or inside of any apartment at any time.

Parking lots are not to be used for vehicle maintenance or washing cars.

PEST CONTROL

College Town Communities contracts with a commercial vendor for pest control service. All units will receive routine extermination services and monitoring twice annually, with additional services scheduled as needed. Routine extermination service within each individual apartment is offered at no cost to residents, who will be notified in advance via text or email as to when each apartment is scheduled for routine treatment. Should a resident notice any signs of pest infestation, despite our best preventative efforts, he/she should submit a Work Order through the resident portal IMMEDIATELY so prompt action may be taken by our pest control provider. **Should the infestation be the result of unsanitary living conditions and/or personal property brought into the apartment in a state of infestation, the resident(s) responsible will be held liable for the cost of additional treatment(s). Please refer to Section 14 of the Residential Lease for further details.**

Residents may be responsible for the costs associated with any special testing requested by residents regarding a potential infestation, e.g., repeatedly asking for additional services when the presence of that pest is not identified by service professionals.

PET/ANIMAL POLICY

Per your lease, pets/animals are NOT permitted, even if they are “just visiting” or you’ve been asked to pet-sit. This includes dogs, cats, birds, hamsters, snakes, fish, etc. If you are found to have a pet/ animal, you will be fined \$50 per day until the pet/animal has been removed from the premises. Why do we do this? (1) Not everyone is comfortable with animals in the building, (2) some residents could be allergic to animal dander or bedding, (3) a poorly kept pet can create unsanitary conditions or pest infestations, (4) pets can cause expensive damage to flooring, carpeting, furniture, etc., for which you will be financially responsible and/or (5) some animals make noise that can cause an audible disturbance to other residents.

POWER OUTAGES

Very rarely, the community may experience a power outage. Please know that Management has no control over the power and cannot expedite its return. Refer to Page 1 of this Handbook for contact information for your utility provider. In the event of a power outage, do one or more of the following:

- Find a flashlight or use your mobile phone as a light source, if necessary;
- Check to see if you have thrown a breaker in your apartment’s main electric panel box;
- Check with your neighbors to see if they have power;
- Contact your local power provider to report the outage and provide the address of your apartment building and your unit number – Borough of Kutztown, (610) 683-6131;
- Do not open your refrigerator more than is necessary to keep the cold air in the unit and prevent food spoilage;
- Do not light candles;
- Do not panic... relax. The power will return as soon as possible.

PUBLIC TRANSPORTATION

Kutztown University shuttle service stops at Sacony Commons on the 46 East Normal Avenue side twice an hour, each day. Go to www.kutztown.edu/shuttle for more information. You can download the DoubleMap app for iPhone and Android devices to track the bus’s location throughout Kutztown.

KU Parking and Transportation can be contacted by calling (610) 683-4860, or emailing parking@kutztown.edu.

Bieber Tourways provides convenient bus transportation to Philadelphia and New York City. The bus terminal is located at 141 N. Whiteoak Street in Kutztown (www.biebertourways.com). Lehigh Valley International Airport is located approximately 40 minutes from Kutztown in Allentown (www.flylv.com).

Philadelphia International Airport is located approximately 1½ hours from Kutztown (www.phl.org).

RENEWALS

All residents in good financial and disciplinary standing are welcome to renew their lease any time after October 1st. Interested residents should contact the Leasing Office for renewal procedures. The entire renewal process can easily be completed via the Resident Portal. Be advised that the ONLY way to secure your room for additional terms is to renew with a new lease through the Leasing Office. A verbal statement of your intent to renew is not sufficient! We always prefer to re-rent to residents with whom we have a relationship so we look forward to working with you. Our facilities fill early each year so do not delay your decision.

Be sure when you renew your lease that you are 100% sure that renewing your lease is what you want for another year as a Renewal Lease is a binding contract for a full term and for a full financial commitment.

RENT AND OTHER PAYMENTS

Rent Payments: Rent is due on August 1st for fall semester and on December 15th for spring semester, per your lease. Rent is due even if you are away on break or vacation, if financial aid is late, or if you choose to move out early. You will NOT receive a formal bill; it is your responsibility to know when rent is due. There is a grace period until midnight on September 30th for the fall semester and February 15th for the spring semester before a \$250 penalty for late rent is charged. A \$10 late fee per day will accrue for each day after the \$250 penalty is charged until the balance is paid.

To pay your rent, choose one of the following four payment options:

- Place a check or money order in the rent box located outside the Leasing Office. For Sacony Commons residents, make the check payable to “Sacony Commons.” For residents at all other properties, make the check payable to “College Town Communities.” **Include your name and unit number clearly written on the check.**
- Mail your properly completed check or money order to:
College Town Communities
233 West Main Street
Kutztown, PA 19530
- Pay online with a credit card or checking account through our website at www.collegetowncommunities.com by clicking on “Resident Portal.” Use your username and password to enter the portal. We recommend using the e-check option to avoid excessive online convenience fees.
- Arrange to transfer money from your bank to ours through a wire transfer. This is particularly convenient for international students whose banks are overseas. If you wish to pay with a wire transfer, email Kutztown@collegetowncommunities.com for instructions.
- **No cash payments will be accepted for rent, electric overages, fines, etc., no matter how small.**
- **The maximum amount that a single check can be written for is \$5,000.00. If a resident wishes to pay for the entire year in one lump sum, multiple checks may be necessary. Contact the Leasing Office for assistance.**

A \$50 returned check fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason. After two (2) returned checks, we will no longer accept checks for your rent payment or any other charges owed. All subsequent payments must be made with a money order, cashier’s check, or credit card.

RENT PAYMENT CONVENIENCE FEES

Use the following “Resident Portal Payment Options” to determine which payment method best suits your needs:

Logo	Method	Convenience Fee	How to Pay						
	Electronic check	Flat fee of \$1.25, no matter how much you pay (recommended option)	Enter the account holder’s name, your checking account number and the bank routing number. This information can be obtained from your bank or from a paper check issued for the account. If you have a debit card, please call your bank for the information you’ll need to process the payment. Accept the terms and submit payment.						
	MasterCard and Discover Credit Card	<table border="1"> <tr> <td>\$500.00</td> <td>\$11.00</td> </tr> <tr> <td>\$3,000.00</td> <td>\$48.50</td> </tr> <tr> <td>\$3,500.00</td> <td>\$56.00</td> </tr> </table>	\$500.00	\$11.00	\$3,000.00	\$48.50	\$3,500.00	\$56.00	Enter account info, accept terms, and submit payment.
\$500.00	\$11.00								
\$3,000.00	\$48.50								
\$3,500.00	\$56.00								
	Visa Credit Card	<table border="1"> <tr> <td>\$0–830.00</td> <td>\$15.95</td> </tr> </table> <p>\$830.00 is the maximum payment allowed by Visa <u>per transaction</u>. You may make multiple payments per day.</p>	\$0–830.00	\$15.95	Enter account info, accept terms, and submit payment. <u>You will need to call the 1-800 number listed after your payment is set up to verify payment.</u> The maximum amount you can make per transaction is \$830.00.				
\$0–830.00	\$15.95								
	MoneyGram	Flat fee of \$3.99, no matter how much you pay	Use this method if you wish to pay with cash. Follow the instructions listed to get your MoneyGram code and account number. Take this information to your nearest MoneyGram location, such as CVS or Walmart, and make the cash payment. The payment is then automatically transferred directly to your portal account, almost like an electronic money order.						

RENTER’S INSURANCE

Renter’s insurance is mandatory for all residents. Imagine a mystery leak from the apartment above yours that fries your laptop or ruins all of your clothes in your closet. This simple, unpredictable, and potentially common problem is why renter’s insurance is essential. Per Page 2, Section 10 of your lease, you are responsible for obtaining renter’s insurance for your personal belongings and to protect yourself against liability. This is particularly important because the insurance that College Town Communities has in place for our buildings in

Kutztown (like that of any off-campus housing facility) does NOT provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by College Town Communities' insurance.

Note: You may NOT submit your parents' homeowner's insurance as proof of coverage. This must be a separate renter's insurance policy in your name only.

Renter's insurance may be purchased directly through the Resident Portal under QUICK LINKS > SET-UP RENTER'S INSURANCE on the left-hand side of your home page. You may also purchase insurance through any major insurance company. Our office can refer you to an agent. Rates and coverage vary but start around \$13-14/month (approximately \$130 per lease term). Per your lease, the minimum coverage required is:

- Personal Property Value - \$20,000
- Personal Liability - \$100,000
- Medical Payments to Others - \$1,000
- Name College Town Communities and the address of your building as an "additional insured" so that we are kept updated should the policy change or lapse.

Prices per month can increase if you choose additional coverage. It's a small price to pay for the peace of mind this insurance will provide.

Proof of renter's insurance is tracked through the Resident Portal and will be required BEFORE you can get your key. Renter's insurance must be in effect through the last day of your lease.

RESIDENT PORTAL

Upon completion of your application and once all documents have been signed in the Applicant Portal, all residents' accounts transfer to the Resident Portal. Links to the Resident Portal are found on the homepage of www.collegetowncommunities.com by scrolling below the map of Pennsylvania or by going to the Kutztown page and clicking the link on the navigation bar. Your username and password will be the same as what you used for the application, unless you have edited it yourself. The Resident Portal provides you with access to your financial ledger of charges and payments, the ability to make one-time or set up future online payments, view and download electronic copies of your lease documents, file a Work Order for maintenance, register your car, update your email or phone numbers, renew your lease, and elect to receive communications from the Leasing Office. Familiarize yourself with these features, or contact the Leasing Office if you need assistance.

ROOM CHANGES/TRANSFERS

Once you are assigned to a room, we cannot change that assignment. Most of our residents come together as a group to rent an apartment. Sometimes, single applicants need staff to place them with other roommates. Our staff takes an exceptional amount of time and care placing applicants based on available units, roommate requests, and personal preferences provided during the application process. We will email your room assignment, roommates' names and their contact information, and important move-in information prior to move-in. We do this to give you the opportunity to communicate with your roommates, to get to know them in advance, and to plan for additional items you may need in the apartment. College is one of those times when you should be open to new people and new ideas. Please go into your room assignment with an open mind and a compassionate heart. We advise all units to meet as a group and establish "house rules" at the beginning of the year to avoid the common arguments that arise among roommates, i.e. cleaning, guests, temperature, quiet hours, etc. You may make friends with people you never imagined you would have the opportunity to meet.

Unauthorized room changes/switches may incur additional fees as outlined in the Residential Lease.

ROOMMATE REMEDIATION / ROOMMATE PROBLEMS

If a conflict arises between you and your roommate, it will not be considered grounds to terminate your lease or anyone else's. We cannot immediately move anyone to a new unit. Additionally, it is not the responsibility of Management to resolve the conflict. Although we will gladly assist you with mediation and finding solutions, it is the responsibility of you and your roommate(s) to find a peaceful resolution. Management works closely with Kutztown University and supports its Student Code of Conduct. Dependent upon the severity of a situation, Management may involve school officials for assistance.

SAFETY

Although we do our best to provide a safe living environment, no community is immune to crime. The following guidelines provide you with basic, common-sense tips to help protect yourself:

- Dial 911 for emergencies first, then contact the Leasing Office at (484) 646-9558 as soon as possible;
- Security (484) 646-9558 is available Thursday, Friday, and Saturday nights from 10pm to 4am to assist in non-life-threatening situations or even to walk you to your building late at night. Keep Security's number in your phone contacts;
- Lock your doors and windows, even when you are inside; do not keep your door propped open;
- When answering the door, use the peephole to see who's there. If you don't know the person, first talk with him/her without opening the door. If you have any doubts whatsoever, do NOT open the door;
- If you return to your apartment and think it has been entered illegally, do not enter. Call 911;
- Tell your roommate(s) where you are going and when you will be back;
- Do not walk alone at night;
- Do not carelessly display apartment keys in public or carelessly leave them in the mail or laundry area or other public places where they could be stolen;
- If your key is lost or stolen, immediately contact the Leasing Office at (484) 646-9558 to arrange for purchase of a new key and to have your old key deprogrammed;
- In a student-housing community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!" or "Police!" or "Fire!"
- Always lock your car and close all windows completely; do not store valuables in your automobile.

SECURITY (OVERALL SITE)

College Town Communities proudly offers the following security coverage:

- Professionally staffed, after-hours weekend security – Thursday, Friday, and Saturday nights from 10pm – 4am, at (484) 646-9558;
- 24-hour assistance through the Leasing Office phone number at (484) 646-9558;
- Individually programmed key fobs (where applicable) and PIN codes (where applicable) – Provided to residents to allow access to their building, their apartment and/or their bedroom, and the facility common areas;
- Security cameras – Due to their unique locations and configurations, there are numerous on-site security cameras at Sacony Commons and Bieber Square, both in exterior and interior common areas. Although video cameras do not stop crimes from happening, they are a useful and preventative tool. Camera footage is regularly reviewed by Management;

- Exterior doors – Exterior doors lock every time they close, the purpose of which is to ensure that only those with a key fob can access the building. Residents should remove obstructions that block a door from closing completely, or contact the Leasing Office or Security for assistance;
- Exterior lighting – Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk;
- Interior common area lighting – Interior lighting is always on.

SECURITY DEPOSIT

Per your lease, a \$250 security deposit is due at lease signing. This amount is paid along with the \$100 Administrative Fee. (See section of the same name on Page 4 of this Handbook.) Per Pennsylvania’s Landlord and Tenant Act of 1951, this deposit will be held in a separate savings account until it is withdrawn at the end of your lease term to pay for any damages or to generate a refund back to you. Prior to the end of your lease, we will provide detailed instructions on how to ensure you receive the most money back from your deposit after you move out. Once we receive your key, we will perform a visual walkthrough within 24 hours to assess the condition of your room and apartment upon your departure since one or more of your roommates may still be living in the unit. Per Pennsylvania law, within 30 days of the end of your lease term, we must perform a final walkthrough, list any damages found, and compare them to any that were identified by the resident on the Move-In Review at move-in. Photos will be taken of damage for our records and are available to you upon request. Within that same 30 days, we will send you a detailed inspection report and final account statement outlining what amount of money is being refunded or withheld. Any questions about this report should be emailed to kutztown@collegetowncommunities.com. All security deposit refund issues will be reviewed by our Management Team and responded to after a review has been completed.

SMOKE DETECTORS

All apartments are equipped with a hard-wired smoke detection system. These devices do not require batteries for power but do have one as a back-up in the event of a power failure. However, if they begin to “chirp,” it is up to the resident to submit a Work Order via the Resident Portal at www.collegetowncommunities.com. If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, which will set off all alarms in the building and dispatch the local fire department. Instead, turn off the stove or oven, open all windows and interior doors in the apartment, and fan the smoke detector with a book or towel until the smoke has cleared and the smoke alarm ceases to sound. Do NOT attempt to remove or dismantle the device to prevent it from going off. It is illegal to cover, remove, or tamper with any part of the fire protection system at Kutztown. There will be a zero tolerance policy towards any finding of a tampered device. **Per the lease, you will be fined \$500 per incident for any tampering with a smoke/fire device, e.g., removing batteries, removing the device, covering the device with plastic, etc.** In addition, the Kutztown Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues could result in a fine.

SMOKING POLICY

College Town Communities has a strict “no smoking inside buildings” policy. Costs for damages to the apartment finishes or furniture (where applicable) from smoke of ANY kind (cigarettes, cigars, cigarillos, incense, hookah, vaporizing cigarettes, etc.) will be deducted from your security deposit. Please smoke outside the building, disposing of your cigarettes in the ashtrays provided by each building entrance. There will be charges for littering, if excessive. Since most smoking violators are residents’ guests, please remember that you are responsible for ALL of your guests’ actions. Per your lease, a \$100 fine per resident will be assessed for each smoking offense. Should one occur, monthly inspections can continue and additional fines be levied if

smoking persists. Your lease also prohibits the burning of candles, incense, or any device that requires a flame to operate, i.e., a hookah pipe.

SNOW REMOVAL

Snow removal services are included in your monthly rental payment. We will plow all drive lanes and open parking spots, shovel all sidewalks and stairs, and salt where necessary at our earliest convenience upon completion of the snow storm. Because our insurance does not allow us to shovel behind vehicles or between vehicles, we recommend carrying a small shovel in the trunk of your car during the winter months. Plow trucks will come several times after a snow storm, so please move your cars to parking spaces that have already been cleared to allow snow to be removed from the other parking spaces. During snow emergencies, Management will communicate with you via text, email and building postings with specific instructions for moving cars on parking lots to facilitate snow removal. Ensure that your communication settings are up-to-date by going to your Resident Portal and clicking on MENU>EDIT MY PROFILE>CONTACT.

SOCIAL MEDIA

College Town Communities - Kutztown is active on Facebook. Follow us for updates, announcements, reminders, emergency information, etc. Be sure to like and tag us at Facebook: Kutztown Leasing: www.facebook.com/Kutztown Leasing Sacony Commons: www.facebook.com/SaconyCommons

TELEVISIONS AND ELECTRONIC EQUIPMENT

Depending on your apartment, your unit may be equipped with a 55" (or other sized) flat panel HD television with a remote control in your living room, including HD cable, hooked up and working upon your move-in. You will have a digital cable hookup in each bedroom if you'd like to bring a separate TV for your bedroom. There will be no additional charges for bedroom cable access. The living room television, television stand, and components cannot be moved. You may not attach your television to the wall. Any damage to your television during your stay will be evaluated and deducted from your security deposit.

YOU CANNOT ORDER PAY-PER-VIEW MOVIES, EVENTS, ETC. ON OUR SYSTEM.

TOILETS

Misuse of a toilet can create a lot of trouble for a resident and Management. Proper use outlined below will help you to avoid costly repairs, damage or inconvenience. ANY problem or issue that arises regarding your toilet should be directed to our Operations Team by filing a Work Order through the Resident Portal immediately.

- Common toilet issues include a loose handle, taking a long time to fill, not filling completely, filling continuously, slow flushing, dripping and/or condensation on the tank. All should be reported as soon as they are discovered;
- Clogged toilets can be prevented by insuring that ONLY toilet tissue used in moderation is flushed down the toilet. Baby wipes, facial tissues, paper towels, napkins, feminine hygiene products, cotton balls, prophylactics, etc. SHOULD NEVER BE flushed down the toilet. Keeping a plunger on hand will allow you to solve simple clogs quickly. DO NOT CONTINUE USING THE TOILET SHOULD A SERIOUS CLOG OCCUR;
- If the toilet appears to be on the verge of an overflow, TURN OFF THE WATER by closing the water supply valve located on the wall under the tank on the left hand side. Turn this valve off clockwise (to the right) until tight and until you no longer hear the whistling of flowing water in the pipes. File a Work Order immediately.

TRASH / RECYCLING AREAS

Dumpster areas are conveniently located at the rear of each parking lot. It is your responsibility to take all of your trash out to the dumpster as soon as possible. Do NOT let it sit in the building and begin to smell. Ideally, you should remove all garbage from your apartment AT LEAST once a week. The recycling dumpster will be in the same location and is “single stream,” which means everything recyclable (glass, plastic, paper, etc.) can go into the same container. We recommend having separate trash and recycling containers in your apartment because the Commonwealth of Pennsylvania requires you to recycle. Trash and recycling cans will NOT be provided in the apartments; you need to bring your own.

- Do NOT leave bags of trash on the ground next to the dumpsters. A \$25 per bag fine will be issued for any bag left outside of a dumpster or left in a recycling container;
- If the dumpster you go to is full, walk to the next closest dumpster and deposit your trash there;
- Any bulk items like a chair, table, bookshelf, etc. CANNOT be left at our dumpster. These items need to return home with you;
- Do NOT put hot ashes, paint, chemicals, motor oil or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers.

TROUBLESHOOTING

Garbage disposal is making a loud noise.	Something is jammed in the unit. File a Work Order.
Garbage disposal is not working but produces a humming sound.	The unit may need to be reset. Under the sink on the bottom of the disposal housing is a small red button. Press that button, then try the disposal again. If this does not correct the problem, file a Work Order.
Kitchen sink will not drain.	Garbage disposal is clogged. File a Work Order.
The food in my refrigerator is not cold.	Be sure the refrigerator door can close and seal completely. Next, be sure the unit is not overly full, which can prevent the circulation of air. Finally, ensure there are several inches of space between the rear of the unit and the wall. If conditions persist, file a Work Order.
A light bulb is out.	All light fixtures provided in your apartment have working bulbs in them when you move in. You may change the bulb yourself if it is easily accessible, or file a Work Order for maintenance to assist. For any burned out bulbs in walkways, halls, or common areas, please file a Work Order.
The fire alarm goes off every time I cook.	With all heat turned off, check your burners, the drip pans under the burners and the oven for burnt-on debris. Clean these areas with an approved oven or stove cleaner and rinse thoroughly. If drip pans cannot be cleaned, replacement liners can be obtained through the Leasing Office for free upon request. If all efforts fail but condition persists, file a Work Order.
My toilet flushes very slowly or not completely.	Do not use the toilet and file a Work Order immediately. See section entitled “Toilets” for more information.
There is a hissing noise coming from my toilet all the time.	The tank may not be filling completely, and the water is running constantly. File a Work Order immediately. See section entitled “Toilets” for more information.
Water is backing up in my toilet and looks like it	Immediately turn off the water supply valve on the

will overflow.	wall under the toilet tank on the left hand side. Attempt to absorb water from the floor and place wet towels in a garbage bag for cleaning or disposal. File a Work Order immediately. If after hours, contact Kutztown Security. See section entitled "Toilets" for more information.
The washers or dryers are not effectively washing or drying my clothes.	Refer to the Washer/Dryer instructions available through the Leasing Office and posted in the laundry rooms. Overfilling the machines is the #1 cause of poor performance.
I hear a weird chirping sound in my apartment, and it's happening more frequently.	The back-up battery in a smoke detector needs to be changed. File a Work Order.
The air coming out of the vents/PTAC is not warm when I use the heat. /The air coming out of the vents/PTAC is not cool when I use the air conditioning.	Do not turn the fan to ON. File a Work Order to request maintenance. The filter could be clogged, or more complicated repairs may be necessary. BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING. Pick a comfortable temperature for everyone in the unit and leave it there.
The Internet signal through the Wi-Fi is slow.	Refer to the trouble shooting guide available through the Leasing Office or on our website. The system is routinely checked for speed, so user error is the most common reason for slow service. Be certain you are logged into the correct router, and limit the number of devices logged on at one time.

UNIVERSITY CODE OF CONDUCT

All College Town Communities residents are required to adhere to the Kutztown University Code of Conduct available online at <http://www.kutztown.edu/thekey>.

UTILITIES/UTILITY OVERAGES

All utilities are provided and included in your rent including water, sewer, electric, gas (where applicable), Internet and cable. We do not provide a land line phone service as almost all residents have their own mobile phone. You do not need to secure any utility on your own. All utility bills come to Management.

Per your lease and depending on the size of your apartment, you are allowed between \$50 - 125.00 in electric and \$40 in water/sewer charges per unit per month. Residents using their utilities wisely will have no trouble staying within these limits. If a unit exceeds its monthly allowance, the difference between the total bill and the monthly allowance will be divided by the number of residents in the unit and a charge will be applied to each resident's online account. Copies of utility bills are always available upon request.

Activities that will increase a utility bill are as follows: a leaking or running toilet or faucet, using a bedroom mini-fridge, changing the thermostat temperature too often, having windows open while the heating/cooling system is running, constantly running window unit air conditioner (231-233 W. Main apartments only), not reporting a malfunctioning heating and AC system, leaving TVs/computers/lights on while not at home, and excessive use of electric decorations like twinkle lights, illuminated neon signs, black lights, etc.

VACANT BEDROOMS

Occasionally, a resident will move out prior to the end of the lease, leaving a vacant bedroom. Should this happen, Management will lock the bedroom and keep it locked at all times. If a vacant bedroom is broken into and/or found to be in use, all residents of that apartment will be

charged rent from the date of the last inspection by Management to the date of the discovery of the infraction. Additional breaking and entering charges may also be filed by the local police department.

WEATHER EMERGENCIES

Severe weather can hit at any time. Take the following precautions to stay safe:

- Monitor television, radio, and cell phone alerts. Check the weather forecast daily, and know when severe weather is expected;
- Obey all evacuation orders by local, state, and federal agencies. Do not await instructions from the community;
- Prior to the storm, notify family and friends of your whereabouts and your plans;
- During severe weather such as a hurricane or tornado, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls;
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm. Make sure your cell phone is fully charged before the storm;
- Stock up on bottled water, and make sure you have an extra set of fresh batteries for your flashlight;
- Do NOT use candles to light your apartment in the event of a power outage; use a flashlight only;
- In the event of an extended power outage, avoid opening the refrigerator and freezer. Your food can last for several hours if you keep the doors closed;
- In the event of a major storm, the option could exist to move home or off property as a specific directive from local authorities or Kutztown University;
- For further information on storm preparedness, log on to FEMA's website at http://www.ready.gov/make_a_plan.html.

WINDOWS / WINDOW TREATMENTS

All bedroom and living room windows are single hung windows, meaning only the bottom sash is operable. For safety purposes, do not obstruct windows and doors. We provide mini-blinds on all windows; they cannot be removed by you. If you wish to install draperies or curtains, use spring mounted tension curtain rods that fit inside your window opening ONLY; do NOT drill into the wall to attach other types of rods. All draperies/curtains must be taken with you upon move-out. Nothing can be thrown out windows or doors. Do NOT remove window screens. Do not leave windows open during inclement weather. Do not enter or exit the apartment through an open window unless there is an emergency. Should you do so and damage is incurred, you will be responsible for that damage, including but not limited to paint, walls, carpets and flooring.

The following may NOT be displayed in the windows of your apartment: towels, flags, posters, liquor bottles, or fraternity or sorority letters. Management will request the removal of said item immediately or remove the item themselves if prompt enough removal does not happen by the resident.

ADDENDUM

Apartment Damage/Replacement Charges

Management is responsible for normal maintenance in your apartment. Residents must submit all requests for service as a Work Order through the online resident portal, which is available 24 hours a day. Normal service is performed Monday-Friday, 9am-5pm, excluding major holidays. Emergencies are handled on an “as needed” basis. Unfortunately, we cannot make appointments for repair work. If any item is damaged due to negligence on your part, either during occupancy or when you vacate, you will be charged according to the following schedule:

General

Overall apartment smoke odor.....	\$ 300.00
Removal of personal possessions (per hour).....	\$ 55.00
Storage fee for personal possessions (per day).....	\$ 10.00
Trash/debris removal (per bag).....	\$ 25.00
Unreturned/damaged/lost key fob.....	\$ 100.00
Apartment entry door handle.....	\$ 75.00
Apartment entry electronic deadbolt.....	\$ 250.00
Unreturned/damaged/lost mailbox/laundry key.....	\$ 25.00
Ceiling panel.....	\$ 15.00
Window glass/frame.....	\$ 250.00
Window screen.....	\$ 20.00
Window mini blind.....	\$ 12.00
Window locks.....	\$ 15.00
Thermostat and/or sensor.....	\$ 90.00
Smoke detector.....	\$ 45.00
Light fixture.....	\$ 65.00
Adhesive wall decal and/or hook removal (each).....	\$ 20.00
Electrical outlet or switch.....	\$ 45.00
Electrical outlet covers.....	\$ 5.00
Any apartment doorstop.....	\$ 5.00
Lock-outs (during office hours).....	\$ 20.00
Lock-outs (after office hours).....	\$ 75.00

Any apartment door damage and/or trim/molding damage will be charged at current material price plus labor. Wall damage charges will vary based on the size of the hole and will be charged at current material price plus labor.

Kitchen

Extra cleaning for EACH appliance.....	\$ 45.00
Range dishes.....	\$ 25.00
Any damage to kitchen cabinets and/or appliances will be charged at current material price plus labor.	
Refrigerator/freezer door shelves.....	\$ 65.00
Refrigerator shelf.....	\$ 65.00
Crisper drawer.....	\$ 65.00

Granite countertop damages will be charged at current material price plus labor.

Jammed garbage disposal.....	\$ 35.00
Replacement of garbage disposal.....	\$ 250.00
Damaged HVAC air vent.....	\$ 60.00
Damaged media cabinet metal cover.....	\$ 90.00
Fire extinguisher.....	\$ 75.00

Cracked or broken ceramic tiles will be charged at current material price plus labor.

Living Room

HD cable box.....	\$ 200.00
HDMI cord.....	\$ 25.00
Remote control.....	\$ 20.00

Burns/damage to vinyl flooring will be charged at current material price plus labor.

Living Room Furniture

55" Flat screen TV.....	\$ 950.00
39" Flat screen TV.....	\$ 475.00
TV stand.....	\$ 250.00
TV stand shelf.....	\$ 25.00
Dining table.....	\$ 250.00
Dining chair.....	\$ 150.00
Coffee table.....	\$ 175.00
Side table.....	\$ 125.00
Side chair.....	\$ 250.00
Scratch/chip to wood furniture (each).....	\$ 15.00
Sofa.....	\$ 750.00
Love seat.....	\$ 650.00
Sofa/love seat cushion.....	\$ 100.00
Sofa/love seat stain (each).....	\$ 30.00
Sofa/love seat tear, rip, or burn (min. charge).....	\$ 30.00

Bedroom

Bedroom door knob.....	\$ 75.00
Bedroom electronic deadbolt.....	\$ 250.00
Carpet cleaning (suite style).....	\$ 55.00
Carpet cleaning (rooftop loft style).....	\$ 85.00
Standard cable box.....	\$ 200.00
Remote control.....	\$ 20.00
Carpet (full replacement).....	\$ 450.00

Bedroom Furniture

Headboard.....	\$ 150.00
Footboard.....	\$ 100.00
Spring base.....	\$ 100.00
Under bed drawer unit.....	\$ 225.00
Mattress.....	\$ 275.00
Mattress stains.....	\$ 20.00
Mattress tear.....	\$ 45.00
Dresser.....	\$ 375.00
Desk.....	\$ 250.00
Dresser/desk drawer.....	\$ 65.00
Dresser/desk drawer track.....	\$ 25.00
Wardrobe.....	\$ 700.00
Study carrel.....	\$ 150.00
Study carrel light.....	\$ 40.00
Corkboard replacement.....	\$ 25.00
Desk chair.....	\$ 125.00

Bathroom

Bathroom door knob.....	\$ 75.00
Toilet handle.....	\$ 20.00
Toilet seat.....	\$ 35.00
Stopped toilet due to foreign object and snake out.....	\$ 60.00
Stopped toilet requiring removal of toilet.....	\$ 125.00
Replacement of toilet.....	\$ 200.00
Sink faucet.....	\$ 80.00
Showerhead.....	\$ 50.00
Extra cleaning.....	\$ 45.00
Curtain rod.....	\$ 30.00
Toilet paper or towel holder.....	\$ 15.00
Shower rings.....	\$ 5.00

Damage to tub, tub surround, vanity top and/or vanity sink base will be charged at current material price plus labor.