



RESIDENT HANDBOOK

Academic Year 2018-2019

Welcome to **College Town Communities - Shippensburg**, a 304-bed portfolio of properties (Madison and Brookside Court Apartments) managed by College Town Communities exclusively for Shippensburg University students. Here you will find your choice of spacious apartments and 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 Management Team in Shippensburg 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 we 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!

Madison Court and Brookside Court Leasing Office

**14 Kenneth Avenue, Apt. 2
Shippensburg, PA 17257**

Telephone: (717) 532-4900

Email: Ship@CollegeTownCommunities.com

Office Hours: Mon. - Fri. 9am - 5pm

*** This Resident Handbook is subject to change as deemed necessary.***

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ADMINISTRATIVE FEE

The Administrative Fee is a nonrefundable annual fee of \$100 that covers the online application process, renewal lease generation, resident financial ledger maintenance, programmable door locks, 24-7 access to the online Resident Portal, maintenance of facilities, and on-site security.

APPLIANCES

Appliances provided in all apartments include a full-sized stove/range, range exhaust vent, refrigerator, dishwasher, full-sized microwave, and a washer and dryer in each apartment. All apartments include heat and air conditioning.

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, and toaster 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 Madison/Brookside Court apartment: portable or window air conditioning units, space heaters, water coolers, camping stoves, woks, griddles, convection ovens, Kegerators, 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 to properly secure your bicycle 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 and their guests 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 and high-speed Internet in every room via Ethernet cable and/or Wi-Fi. The Internet and cable provider for Madison and Brookside is Comcast.

Each Madison and Brookside bedroom is provided with a digital cable box which can be attached to a TV, should you choose to bring one from home. 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.

Madison and Brookside apartments all have Wi-Fi routers installed in the common area of the apartment. This Wi-Fi router is specific to the apartment in which it resides. Do NOT have more than

one router in your apartment as this 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. Tell the operator your building name and unit number and explain the nature of the problem. Madison and Brookside 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 and/or Comcast.

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.

COMMON AREAS

Please care for your building and grounds. If you see a piece of trash or garbage in the stairwell, grounds, or parking lots, please pick it up and dispose of it. Help us make our buildings and grounds an enjoyable and clean place to live. In addition, please follow these rules for common areas:

- Decks, porches, patios, and lawns may NOT be used for storage;
- Interior furniture may NOT be used outside, including on decks, patios, picnic areas, and grassy areas;
- No alcoholic beverages may be consumed on the grounds within which the Leased Premises are located. This includes decks, patios, picnic areas, 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.;
- Outdoor cooking is only allowed in the picnic pavilion. This means portable, gas, or charcoal grills, camp stoves, propane tanks, or any other such portable fuel-burning equipment are prohibited anywhere else 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 to political posters or lawn signs shall be placed upon the exterior of the premises, including decks, porches, patios, and grassy areas;
- We do not allow towels, flags, posters, liquor bottles, fraternity, or sorority letters that can be seen in the windows of the Leased Premises from the outside. Management will request the removal of said items immediately or remove the items 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 large 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, loft areas, 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 NAILS OR SCREWS WITH THE EXCEPTION OF THOSE INCLUDED IN PICTURE HANGING KITS.** There are many mechanical utilities in the walls that if damaged could cause fire or 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 or others are in danger. Non-life-threatening emergencies can be directed to the Leasing Office at (717) 532-4900. Our Security Team is on duty Thursday through Saturday, 10pm-3am.

FINANCIAL AID PAYMENT DUE DATE EXTENSION

College Town Communities understands that many of our residents wish to use their financial aid rewards to cover the cost of their rent. In order to accommodate these residents, Madison and Brookside offers an extension on the due dates of semesterly rent when provided with sufficient evidence of the expected refund of the financial aid. This proof of financial aid can be gathered from the resident’s “Paying for College” section of their Shippensburg University portal account once the school receives notification of financial aid disbursements. For further inquiries on providing proof of financial aid, please do not hesitate to call the Madison office at (717) 532-4900. The due dates for semesterly rent and the proof of financial aid are as follows:

Fall, 2018

August 1st, 2018 is the due date for Fall Semester rent. The financial aid extension pushes this due date to **October 1st, 2018**. In order to be considered for an extension, the resident must provide proof of financial aid prior to the August 1st due date. If we do not receive proper proof of financial aid by that time, the August 1st due date will hold firm, and late fees will be charged accordingly.

Spring, 2019

December 15th, 2018 is the due date for Spring Semester rent. The financial aid extension pushes this due date to **February 1st, 2019**. In order to be considered for an extension, the resident must provide proof of financial aid prior to the December 15th due date. If we do not receive proper proof of financial aid by that time, the December 15th due date will hold firm, and late fees will be charged accordingly.

Financial aid extensions do not cover any unpaid charges on the resident's account from previous years. Unpaid rent, late fees, and damage charges from previous years must be paid off prior to move-in, even if a financial aid extension agreement is exercised.

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 (717) 532-4900;
- 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. 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. This is a finable offense.**

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.;
- Portable dishwashers;
- Space heaters;
- Waterbeds;
- Window or portable AC units.

FURNITURE/FURNISHINGS

Your apartment is fully furnished with a chair, couch, end table and coffee table in the living room. Bedrooms include an extra-long twin bed with under-bed storage, a study desk and chair and a built-in wardrobe. Kitchens include a refrigerator, stove/oven, microwave and dishwasher. Each unit has its own washer and dryer. You are allowed to rearrange the furniture to your liking, but please be aware of damaging floors and walls when doing so. 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/Cleaning Charges” at the end of this Resident Handbook for details.

For all apartments, residents will need to bring small appliances such as a 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.

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 (717) 532-4900 for any questions about setting your thermostat.

The heating and air conditioning system is powered by an electric heat pump. In all units, 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 vacate your apartment 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;
- Run and then empty the dishwasher;
- 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 by electric. 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

Each resident will receive a 4-digit PIN code for his/her apartment door, which will also open your individual bedroom. The light will flash green when the door is unlocked. If the light flashes green and the door handle does not open, try entering your code again and lifting up on the handle instead

of down. If the light is flashing red after entering the proper code, the batteries may need to be replaced. File a Work Order immediately.

If you are locked out, you can do one of two things: (1) Call your roommate to let you in; (2) contact the Leasing Office at (717) 532-4900 Monday through Friday 9am-5pm; (3) In case of emergency or late-night lock-out ONLY, call (717) 961-7088.

There is a \$50 charge for reprogramming door codes. If you need a new door code, stop by the Leasing Office during office hours (Monday through Friday 9am-5pm). **DO NOT PROP OPEN ANY MAIN ENTRY DOOR!**

LAUNDRY

Each unit has a washer and dryer. Residents will receive a laundry card at move-in and will be able to put money on that card in the office during office hours (Monday through Friday 9am-5pm). If you are not in a "Premier" unit where laundry is free, laundry is \$1.75 per machine, or \$3.50 per load. If you misplace your laundry card, the cost is \$10 for a replacement. Refer to the washer/dryer instructions posted in each laundry room for assistance. Notify the Leasing Office at (717) 532-4900 if the machines malfunction or file a Work Order online.

LEASING OFFICE LOCATION AND HOURS

Location: 14 Kenneth Avenue, Apt. 2, Shippensburg, PA, 17257

Office Hours: Monday through Friday, 9am-5pm

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. Follow us on Facebook and Instagram (@madisonbrooksidecourt) for updates on office hours or emergencies.

MAIL AND PACKAGE DELIVERY

All mail and packages are delivered to and sorted by the Leasing Office staff. Each resident has his/her own mailbox located outside the Leasing Office. Residents are provided with a mailbox code at move-in.

Packages will be held at the Leasing Office for pick-up during normal business hours. **All packages MUST be picked up by the recipient, not by a friend/roommate. Photo ID is required at pick-up.** 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 XX

Shippensburg, PA 17257

Street Addresses for Each Location:

10, 12, 14, 16, or 18 Kenneth Avenue

101 or 103 Brookside Court

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 your unit assignment via email. All requirements as outlined in the lease and listed below must be completed PRIOR to the start of your lease. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and his/her bedroom using the **Move-In Review** provided by Management when you pick up your move-in materials. 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 first rent installment) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- 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;
- Follow us on Facebook and Instagram (@madisonbrooksidecourt) 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 Resident Portal, contact the Leasing Office. While you are in the Portal, please complete the following:
 - Update your email and phone information, if necessary;
 - Add your vehicle information so you can receive your parking pass;
 - Add/edit any personal information that may have changed since registration;
- For leasing and payment questions, call the Leasing Office at (717)532-4900 or email ship@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 at move-out 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 24 of your Lease, every resident has the right to “quiet enjoyment” of his/her 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 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 property manager 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 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 Madison and Brookside parking lots.

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).**

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

Pets are allowed at Madison and Brookside Court. However, if you would like to have a pet, then you must notify the office and pay any deposits/fees that pertain to that pet. If you fail to register a pet with the office and the pet is discovered, a fine of \$50 per day will be charged to your account until the animal is properly registered or moved out of the apartment.

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. 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;
- 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

Shippensburg University shuttle service stops at Madison and Brookside Court in the Madison parking lot each weekday. Go to www.ship.edu/RRT or call (717) 530-8891 for more information.

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. (If you have shown proof of adequate financial aid by these dates, your rent is due by October 1 and February 15 respectively. See the section entitled “Financial Aid Payment Due Date Extensions” for more details.) 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.

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. Checks and money orders can be made out to “Madison Court” or “Brookside Court” **Include your name and unit number clearly written on the check or money order.**
- Mail your properly completed check or money order to:





**Madison/Brookside Court Apartments
14 Kenneth Avenue, Apt. 2
Shippensburg, PA 17257**

- 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 higher 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 ship@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 \$1.95, 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>\$0-300.00</td> <td>\$18.75</td> </tr> </table> <p>\$300 is the maximum payment allowed by Visa per transaction. You may make multiple payments per day.</p>	\$0-300.00	\$18.75	Enter account info, accept terms, and submit payment. You will need to call the 1-800 number listed after your payment is set up to verify payment. The maximum amount you can make per transaction is \$300.00.				
\$0-300.00	\$18.75								
	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 not mandatory for residents but is recommended. It is recommended but not required that residents obtain 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 Shippensburg (like that of any off-campus housing facility) does NOT provide coverage for your personal belongings, property damage or bodily injury. In other words, 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.

Renter's insurance may be purchased directly through any major insurance company. Rates and coverage vary but start around \$13-14/month (approximately \$130 per lease term).

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.

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 Shippensburg 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. If you are not coming in as a roommate group, 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. You may make friends with people you never imagined you would have the opportunity to meet.

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.

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 Shippensburg 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 (717) 532-4900 as soon as possible;
- Security is available Thursday, Friday, and Saturday nights from 10pm to 3am to assist in non-life-threatening situations or even to walk you to your building late at night;
- 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 picnic area or other public places where they could be stolen;
- If you're locked out of your apartment, immediately contact the Leasing Office at (717) 532-4900 to arrange for someone to let you in;
- 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 – 3am;
- Individually programmed PIN codes – Provided to residents to allow access to their apartment, and their bedroom;
- Security cameras – Due to their unique locations and configurations, there are numerous on-site security cameras at Madison and Brookside. Although video cameras do not stop crimes from happening, they are a useful and preventative tool. Camera footage is reviewed regularly by Management;
- Exterior doors – Exterior doors lock every time they close, the purpose of which is to ensure that only those with a pin code can access the building. Residents should remove obstructions that block a door from closing completely, or contact the Leasing Office for assistance;
- Exterior lighting – Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk.

SECURITY DEPOSIT

Per your lease, a \$200 Security Deposit is due at lease signing. This amount is paid along with the \$100 Administrative Fee. 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. Per Pennsylvania law, within 30 days of surrender of possession by the resident, we will 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 ship@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 Shippensburg. 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 Shippensburg 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 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, e.g., a hookah pipe.

SNOW REMOVAL

Snow removal services are included in your 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/ice 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 - Shippensburg is active on both Facebook and Instagram. Follow us for updates, announcements, reminders, emergency information, etc.

TELEVISIONS AND ELECTRONIC EQUIPMENT

Standard units at Madison and Brookside provide cable boxes in each individual bedroom as well as the living room. An information sheet will be provided on move-in day which will explain how to access cable on televisions. **You may not attach your television to the wall.**

Premier units at Madison and Brookside are equipped with a flat panel HD television with a remote control in the living room, including HD cable, all hooked up and working upon your move-in. The living room television, television stand, and components cannot be moved. Any damage to your television during your stay will be evaluated and deducted from your Security Deposit.

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 ensuring 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 \$50 per bag fine will be issued for any bag left outside of your apartment door;
- 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

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 will overflow.	Immediately turn off the water supply valve on the 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 Shippensburg 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 area. 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.

<p>The air coming out of the vents/PTAC is not warm when I use the heat OR the air coming out of the vents/PTAC is not cool when I use the air conditioning.</p>	<p>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.</p>
<p>The Internet signal through the Wi-Fi has weakened.</p>	<p>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.</p>

UNIVERSITY CODE OF CONDUCT

All Madison and Brookside Court residents are required to adhere to the Shippensburg University Code of Conduct available on www.ship.edu.

UTILITIES/UTILITY OVERAGES

All utilities are provided and included in your rent including water, sewer, electric, 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 and are paid by Management on your behalf.

Per your lease and depending on the size of your apartment, you are allowed between \$50 - \$150 in electric. 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, 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 unless it can be proven otherwise. 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 Shippensburg 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 damage to paint, walls, carpets and flooring. For safety purposes, keep your windows locked at all times.

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 itself if prompt enough removal does not happen by the resident.

2018-2019 APARTMENT DAMAGE, REPLACEMENT, AND CLEANING CHARGES

General	
Overall apartment smoke odor	\$300
Removal of personal possessions (per hour)	\$55
Storage fee for personal possessions (per day)	\$10
Trash/debris removal (per bag)	\$25
Unreturned/damaged/lost key fob	\$100
Apartment entry door handle	\$75
Apartment entry door handle (Sacony Commons only)	\$600
Apartment entry electronic deadbolt	\$250-\$325
Unreturned/damaged/lost mailbox/laundry/bedroom key	\$25
Ceiling panel	\$15
Window glass/frame	\$250
Window screen	\$20
Window mini blind (standard)	\$15
Window blind (specialty/Premier)	\$100
Window locks	\$15
Thermostat and/or sensor	\$90
Smoke detector	\$45
Light fixture	\$65
Adhesive wall decal and/or hook removal (each)	\$20
Electrical outlet or switch	\$45
Electrical outlet covers	\$5
Doorstop	\$5
Lock-outs (during office hours)	\$20
Lock-outs (after office hours)	\$75
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
Stove dishes/drip pans	\$25
Stove burner coil	\$45
Refrigerator/freezer door shelves	\$65
Refrigerator shelf and/or crisper drawer	\$65
Dishwasher	\$400
Microwave	\$350
Microwave handle	\$65
Microwave door	\$175
Jammed garbage disposal	\$35
Replacement of garbage disposal	\$250
Damaged HVAC air vent	\$60
Damaged media cabinet metal cover	\$90
Fire extinguisher	\$75
Any damage to kitchen cabinets, appliances, countertops, and/or ceramic tiles will be charged at current material price plus labor.	

Laundry Area	
Washer and Dryer (per appliance)	\$500
Living Room	
Sliding glass door	\$1400
Sliding glass door handle	\$95
Sliding glass door glass replacement (per panel)	\$400
Sliding glass door track (requires full door replacement)	\$1400
Sliding glass door vertical blind (full replacement)	\$140
Sliding glass door vertical blind (per slat)	\$5
Sliding glass door screen door	\$95
HD cable box	\$200
HDMI cord	\$25
Remote control	\$20
Burns/damage to vinyl flooring will be charged at current material price plus labor	
Living Room Furniture	
39" Flat screen TV	\$475
50"-55" Flat screen TV	\$650
TV stand	\$250
TV stand shelf	\$25
TV mount	\$120
Fireplace with blue tooth speakers	\$500
Dining table	\$250
Dining chair	\$150
Coffee table	\$175
Side chair	\$250
Arm chair	\$275
Side table	\$125
Scratch/chip to wood furniture (each)	\$15
Sofa (cloth)	\$400
Sofa	\$750
Love seat	\$650
Sofa/love seat cushion	\$100
Sofa/love seat stain (each)	\$30
Sofa/love seat tear, rip, or burn (min. charge)	\$30
Bedroom	
Bedroom door knob	\$75
Bedroom electronic deadbolt	\$250-\$325
Carpet cleaning (suite-style)	\$55
Carpet cleaning (rooftop loft-style)	\$85
Standard cable box	\$200
Remote control	\$20
Carpet (suite-style full room replacement)	\$475
Carpet (rooftop loft-style full room replacement)	\$750
Carpeted stairwell replacement	\$550

Bedroom Furniture	
Headboard	\$150
Footboard	\$100
Spring base/bed platform	\$100
Under-bed drawer unit	\$225
Mattress	\$275
Mattress stain (each)	\$20
Mattress tear (each)	\$45
Dresser	\$375
Desk	\$250
Dresser/desk drawer	\$65
Dresser/desk drawer track	\$25
Wardrobe	\$700
Wardrobe door (per door)	\$145
Study carrel	\$150
Study carrel light	\$40
Corkboard replacement	\$25
Desk chair	\$125
Bathroom	
Bathroom door knob	\$75
Toilet handle	\$20
Toilet seat	\$35
Stopped toilet due to foreign object and snake-out	\$60
Stopped toilet requiring removal of toilet	\$125
Replacement of toilet	\$200
Sink faucet	\$80
Showerhead	\$50
Extra cleaning (per fixture)	\$45
Curtain rod	\$30
Toilet paper roller	\$10
Toilet paper or towel holder	\$35
Shower rings	\$5
Mirror	\$75
Damage to tub, tub surround, vanity top and/or vanity sink base will be charged at current material price plus labor.	