

Resident Manual

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Revision History

This manual may be updated periodically. The most recent version will be maintained on our web site at <https://thunderhillproperties.com>.

Version	Date	Description of Changes
1.0	4/14/2019	Initial Draft
1.1	5/29/2019	Adjust maintenance information and added information about electronic locks.
1.2	2/23/2020	Fixed some formatting and grammar.

Welcome

Welcome to your new home! We hope that this is the start of a warm and long lasting relationship. We strive to offer the best quality experience for our tenants and will work hard to ensure your continued happiness with our services.

Although our rules are few, we enforce them vigorously. Our goal is that you feel a sense of “ownership” of your new home and that you (and your family) feel like it is truly your home. The best way we can both achieve that goal is through mutual respect.

We show our respect by giving ample notice when we need to come in, by fixing problems in a timely manner, (within reason,) and speaking respectfully to you. Your part would be making timely rent payment your #1 priority and treating our building (including your unit) like it’s property you’ve been entrusted with. And so, this manual is intended to “fill in” all the blanks: What to do, what not to do—both while you’re here and as you leave.

Definitions

Lessor = “Us” or “landlord” or “THP”

Lessee = “you” or “resident”

Lessee agrees to follow all maintenance and other instructions, and understands that all rules in lease and this manual prevail unless Lessee receives notification from Lessor or Lessor’s Agent. In this Resident Manual, the lessor, Thunder Hill Properties, LLC is referred to as THP or The Lessor. Please let us know if you find any errors or inconsistencies in this manual.

Instructions

1. Requesting Maintenance

- a. Use the [Maintenance Request Form](#) (available Under Maintenance in Tenant Resources page at <https://thunderhillproperties.com>, call Chris Harper at 207-242-8160 or email croger777@thunderhillproperties.com to report maintenance needs.

- i. For a non-emergency, leave a message and your call will be returned the next **business** day.
- ii. For **Emergencies**, if it is life threatening call 911 (see section 2 below). If it is not life threatening (see Section 2 below) always try to call Chris Harper first (207-242-8160) first or refer to your welcome letter / contact sheet, call the appropriate person and leave the information needed. It is vital you leave all necessary telephone numbers and times where we/they can reach you after hours, weekends, and holidays. If you have lost your welcome letter, please visit www.thunderhillproperties.com and you will find the information you need in the Tenant Resources page. There may be specific emergency instructions for your building located there.

b. BEFORE YOU REQUEST MAINTENANCE

- i. **Before calling**, check to see if you can determine the cause of the problem you are experiencing. (Read examples of various problems on the following page carefully.)
- ii. **Determine** if it is an emergency or a non-emergency item. (See #3 below) Determine if it is business hours or after business hours.

2. EMERGENCIES: Definition of an emergency:

- a. *A life threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.*
 - i. Emergencies causing immediate danger such as fire call 911
 - ii. Emergencies involving gas call the gas company and if necessary, 911
- b. Emergencies involving IMMEDIATE electrical danger, call the utility service.
- c. Plumbing Leaks, flooding or roof leaks that CANNOT wait until we open because there is a danger of property damage or injury.
- d. Loss of heat CAN be an emergency if temperature is below freezing, otherwise this is a priority item and we will make it a priority with vendors to have the heat working as soon as possible.
- e. An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc. THESE items should be entered on the Maintenance Request Form,

called in to Chris (during NORMAL BUSINESS HOURS) or emailed (see section 1).

3. NON-EMERGENCIES: If it is a non-emergency, please do the following:

- a. Refer to the list in #4 (below) to see if you can determine the cause of the issue.
- b. **See Section 1 above.**
- c. Explain your problem clearly and calmly, giving your name, telephone numbers and address. Then we will assign a vendor to contact you OR ask you to contact them. Remember, this is a NON-EMERGENCY item and in most cases, the Chris or the vendor will not be able to make an appointment immediately.
- d. **Failure to show at an appointment can mean a charge to you.**
Therefore, be certain to call the vendor as soon as possible if you are unable to make the appointment. If you are unable to reach the vendor, you may call our office.
- e. If the vendor does not return your call within two business day or fails to show for an appointment, call the office and inform us a vendor has not contacted you. A staff member will contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected.
- f. After a repair has taken place, if you have problems, call us and state you had a recent repair but there is still a problem. Recent repair means within the last 60 days and pest control work means within 30 days. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

4. POSSIBLE PROBLEMS AND STEPS TO TAKE BEFORE CALLING

- a. If the oven does not work, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT. Having a technician perform a service call, and finding the oven on time-bake can mean a charge to you.

- b. If the garbage disposal does not work, check underneath on the disposal unit and push the reset button. If something is stuck and the blades do not turn, try putting a broom handle down the disposal and give it a gentle twist, but do not exert extreme force. This can break the disposal loose, and then it will work. **Special note:** Check that the garbage disposal is OFF before using these instructions. If this does not work, call us.
- c. If the electrical does not work in part of the house:
 - i. Check for the GFI plug, which is usually located in the garage, patio, kitchen, or the bathroom.
 - ii. Reset the GFI plug and most likely, it will restart the electrical. c. Check ALL circuit breakers. Often during hot weather (or if a circuit breaker overloads), it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not. Therefore, you must turn the breaker all the way off and then turned the break all the way on. If you do not turn the circuit breaker all the way off, it does not “reset” itself to correct the problem.
- d. If the circuit breakers continually keep going off: Check all appliances to see if too many appliances are running such as irons, microware, toaster, curling iron, computers, printer, blow dryers, and more are causing an overload.
- e. If the smoke alarm does not work, check the following:
 - i. First, check the batteries. NOTE: WE ARE NOT RESPONSIBLE FOR CHANGING BATTERIES OR LIGHT BULBS. THESE ARE BOTH LESSEE RESPONSIBILITIES. If a new battery does not work, call in a work order. Lessee / Residents are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm.
 - ii. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge.
 - iii. Test your smoke alarms every thirty days. If the smoke alarm is not working, call THP to place a work order immediately. Remember a smoke alarm is for safety, and it is very important to check it regularly to see if it is working
 - iv. The Fire Department suggest changing batteries every time you move the clocks ahead of back (spring & fall).

- v. Do not disconnect or remove a smoke alarm.

5. USE OF YOUR APARTMENT (DO'S AND DON'TS)

- a. Each apartment has a limit to the number of people that are allowed to live in it, and **ONLY** the people listed on the lease may live in the apartment. Before a person is added you must get permission from the management and that person must be added to the lease. Management reserves the right to deny requests.
 - i. Efficiency or 1 Bedroom Apt – 2 people. 1 additional person may reside in unit for an additional \$50 per month.
 - ii. 2 Bedroom Apt 2 adults in first bedroom, 1 adult or 2 children under the age of 18 in second bedroom. One additional child or adult may reside in the unit for an additional \$50 per month.
 - iii. 3 Bedroom Apt – 2 adults in first bedroom, 1 adult or 2 children under the age of 18 in each additional bedroom. One additional child or adult may reside in the unit for an additional \$50 per month.
- b. You are permitted to have guests, however, the length of stay cannot exceed one week without prior approval from Management. Violation is considered a lease violation. You are responsible for the conduct of all members of the household, visitors and guests.
- c. With permission (and in some cases a nominal fee), facilities on the property may be used by residents for events such as family parties, yard sales, etc.
- d. No cooking grills or open flames of any kind can be used on decks or balconies with overhead roofs. This is a fire code violation. Grills **CAN** be used on porches or decks that are open and have **NO** roof.

6. APPLIANCES AND FURNISHINGS

- a. Your apartment is equipped with all the necessary heating units to provide adequate heat. If you find you need more heat, there are many affordable electric heaters available at locations like Wal-Mart and Home Depot. **HOWEVER**, due to fire hazards, **KEROSENE HEATERS, GAS HEATERS, OR ELECTRIC SPACE HEATERS ARE NOT PERMITTED** without express

written permission from lessor or management. Check with us first, let us know what you're planning on buying and using so we can approve it.

- b. Dishwashers and freezers are not permitted in your apartment unless specifically allowed in writing by the lessor.
- c. Washers and dryers are allowed only in units designed with hookups. NO PORTABLE WASHING MACHINES ARE ALLOWED.
- d. Air conditioners are permitted if Management is notified first and all specifications regarding size, model type are met. If utilities are included in the rent, there may be an additional charge to the resident for the added utility usage due to the air conditioner.

7. GENERAL CARE OF YOUR APARTMENT (our responsibilities & your responsibilities)

- a. It is the responsibility of Management to make any and all repairs to your apartment. However, Lessee / Residents can incur financial damages if they fail to report maintenance problems.
- b. It is the Lessee / Resident 's responsibility to report the following:
 - i. Any sign of mold in the property immediately
 - ii. All toilet and faucet leaks and any plumbing backups
 - iii. Electrical problems
 - iv. Heating problems
 - v. Inoperative smoke detectors
 - vi. Faulty appliances supplied in property
 - vii. Roof leaks
 - viii. Broken windows and doors
 - ix. Fence repair
 - x. Malfunctioning sprinklers
 - xi. Any other necessary repairs or unsafe condition

- xii. Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- c. It is the Lessee / Resident's responsibility to properly dispose of the following:
- i. Toxic waste such as oil, antifreeze, batteries, and solvents.
 - ii. Garbage by placing it in the proper receptacles provided and in accordance with city and/or county rules. Additionally it is the responsibility of Lessee / Residents to properly put out garbage on the proper collection days.
 - iii. Christmas trees.
- d. Holiday decorations and lights policy:
- i. Hang lights and decorations properly and carefully.
 - ii. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
 - iii. Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- e. It is the Lessee / Residents responsibility keep a clean kitchen area and maintain kitchen appliances. Cleaning and maintenance of kitchens:
- i. Keep food cleaned up at all times and clean oven/stove hood vents regularly.
 - ii. Ovens: Do not allow grease build up – this can cause fires.
 - iii. Clean regularly
 - iv. If the oven is a continuous clean oven, do not use a commercial oven cleaner, such as "Easy Off." This will only ruin a continuous clean oven.
 - v. For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after the oven cools.
 - vi. Do not leave the oven on high heat for longer than 3 hours.

- vii. Regular ovens that are not continuous or self-cleaning: Use a commercial oven cleaner, such as "Easy Off" and follow directions on the product.
 - viii. On self-cleaning ovens, follow the cleaning directions, usually located on the top of the stove/oven.
- f. It is the Lessee / Residents' responsibility to keep a clean bathroom area and to help prevent mildew. Cleaning and maintenance of Bathrooms
- i. Prevent mildew and mold from accumulating.
 - ii. If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately.
 - iii. Keep bathrooms properly ventilated to prevent mildew and mold from happening.
 - iv. Use an exhaust fan or window, while taking showers and for an extended reasonable time afterward.
 - v. Do not flush anything other than Toilet Paper in toilets. "Flushable wipes" are not flushable.
- g. Maintenance and cleanliness of carpets and flooring are the responsibility of Lessee / Residents. Cleaning and maintenance of Carpets and flooring:
- i. Maintenance and cleanliness of carpets and flooring are the responsibility of Lessee / Residents during occupancy, when moving, and done at their own expense.
 - ii. Keep floors vacuumed.
 - iii. Immediately clean up spills to prevent stains and damage.
 - iv. Do not use wax on vinyl or tile.
 - v. Use only hardwood floor cleaners on hardwood floors.
 - vi. Have carpets steam cleaned when appropriate; do not use home floor cleaning machines.
- h. It is the Lessee / Residents' responsibility to maintain window blinds and keep windows closed as necessary. Windows and window furnishings policies:

- i. Maintenance and cleanliness of windows and window furnishings are the Lessee / Resident 's responsibility during occupancy, when moving, and at their own expense.
 - ii. Wipe all blinds with soft dry cloth or with products designed for the blinds.
 - iii. Close windows against the elements of weather, when appropriate, to avoid damage to interior
 - iv. Close doors and windows when leaving the residence.
 - v. MAKE CERTAIN that all windows (including outer storm windows if so equipped) are closed from approx. November 1 through April 1. If you need to open them to "air out" the home, please return them to the closed position. Leaving windows open results in heat escaping, more oil being used, and raised rent! The first time we discover an open window, we give a written warning, the second time, and your rent will immediately increase \$20 per month indefinitely. The third time, we MAY terminate your lease, asking you to leave. If there is a compelling reason that a window needs to be opened, please discuss it with us first.
- i. Replace burned out light bulbs with the correct size, but do not use light bulbs in excess of 60 Watts. If we are paying for electricity, LED bulbs only must be used.
 - j. Baseboard Heaters must remain free of obstruction so that they may properly function and heat your home. DO NOT store items up against or even in front of baseboard heaters. This will prevent the heat from getting into the room. Also, long curtains should NOT hang in front of these heaters. Use clothespins or other means to keep them a few inches above. Otherwise heat will be trapped behind the curtains and escape through the window before it gets a chance to warm your room. DO your best to keep furniture away as well. **Whenever possible** put sofas, chairs, etc. on walls that do NOT have baseboard heaters.
 - k. Replace smoke alarm battery:
 - i. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Do not remove a smoke alarm because it is not working or beeping. By doing so, you

endanger all residents and guests and you could be liable for damages in the event of a fire.

- ii. If the smoke alarm is not working, replace the batteries. If new batteries still do not work, call and place a work order immediately. Lessee / Residents are responsible for the replacement of batteries.
 - iii. Test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working.
 - iv. Never remove or disconnect a smoke alarm – you can endanger everyone.
- I. Some notes about pets if allowed at your property:
- i. If you have cats, please be very fastidious with cleanliness. Their odor can be overwhelming if boxes are not changed often. ALL cats must be INDOOR cats and have flea collars or monthly treatment at all times.
 - ii. We do limit pets to TWO, and we do charge substantial one time and recurring fees for having them on the premises.
 - iii. Please NEVER flush litter down the toilet. This can clog the pipes and you will be charged 100% of the cost of the plumber's bill.
 - iv. Never leave dog (or cat) waste on the grounds. Pick it up immediately.
- m. Residents are responsible for reporting any items in need of repairs within or around their apartments in writing to the Site Manager as soon as detected. IMPORTANT: You could be charged if a repair goes unreported and causes more damage as a result of not being repaired.
- i. PLUMBING: Please note, if we send a plumber over because of a clogged or slow drain, and it is found that it was caused by hair, grease, paper towel or sanitary napkins down the toilet, or other issue caused by misuse, you will be billed for 100% of the visit. Plumbers are \$50-\$100 per hour and can run up enormous bills, so PLEASE, for your sake, use common sense as to what goes down the drain.
- n. Do not paint or stencil your walls or apply wallpaper or wallpaper borders.

- o. Pictures and mirrors should be hung with small nail picture hangers. Do not use adhesive picture hangers. DO NOT USE LARGE NAILS OR SCREWS AND DO NOT MAKE ANY HOLES IN WOODEN TRIM. WALLS ONLY.
- p. Additional locks must be pre-approved and installed by Management unless approved by the manager.
- q. Shades and curtain rods should be installed in the wall, not in the woodwork.
- r. No articles other than shades, curtains or blinds shall be hung in the windows. That means no blankets, towels, bedspreads, etc.
- s. Make sure that curtains and furniture are kept a safe distance from heating units.
- t. Do not apply decals, stickers, etc. to doors, walls, ceilings, the bathtub or other Surfaces.
- u. Adhesive backed contact paper should not be used on shelves or cupboards. Please use shelving paper without an adhesive backing.
- v. Do not change or remove any part of the appliances, fixtures, or equipment in the unit.

8. Normal insect control

- a. Lessee / Residents are required to do normal insect maintenance AND take “common sense” measures to prevent such problems.
 - i. Keep dishes washed daily, keep food refrigerated or covered and cleanup any spilled food immediately in your apartment
 - ii. If an insect problem is found to be caused by poor sanitation and/or housekeeping practices, you may be charged for any insect control measures
- b. When storing pesticides, be careful for the safety of children and animals at all times.
- c. For Indoor insects, such as fleas, ants, spiders, silverfish, and more, do the following:
 - i. Insect foggers are the most reliable. Purchase them at grocery or garden stores.

- ii. To use: follow the instructions on the cans, cover all food and dishes, remove all adults, children and animals from the inside, and leave for approximately for four hours.
- iii. For outdoor Insects, such as ants, fleas, grasshoppers, and more:
 - 1. Purchase granulated or liquid insect products at any garden supply store. It is very economical to buy and very effective.
 - 2. Follow the directions on the package, apply around the perimeter of the house, and fence.
 - 3. For spiders, use liquid premixed insecticide. Follow the directions on the package.
 - 4. Purchase bait for snails, sow bugs, and slugs, and similar pest, bait at garden supply stores. Follow the directions on the package.
 - 5. If the insect problem persists, call the office.
 - 6. For rodent control, observe the following:
 - a. If you have ordinary mice, you can purchase several common controls t at grocery or garden supply stores.
 - b. If you see rats or large rodents, contact us.
 - c. BED BUGS: Because bed bugs have been a concern nationwide, there are a few precautions you must take to reduce the possibility of this pest coming into your apartment.
 - i. MATTRESSES must NOT lie on the floor. They should be on some sort of frame
 - ii. NO towels, sheets, or ANYTHING other than curtains or shades should be in windows.
 - iii. See <http://umaine.edu/ipm/ipddl/publications/5004e/> for more information.

9. Water Damage

- a. The Resident will be held strictly responsible for any loss or damage to his/her and other units resulting from overflow from sinks, bathtubs, or toilets in his/her dwelling if due to the Resident's negligence.
- b. IF IT DOES BECOME NECESSARY TO OPEN A WINDOW FROM TIME TO TIME DURING HEATING SEASON, RETURN THE INSIDE WINDOW AND STORM WINDOW TO A FULLY CLOSED POSITION. "From time to time" means when the temperature climbs to 50 (fifty) degrees Fahrenheit or above (OUTSIDE) and opening the window for no more than 1-2 hours.

10. Wood burning fireplace maintenance (for units with fireplaces)

- a. In order to use the fireplace or woodstove, Lessee / Resident must have a fireplace inspected, cleaned and provide proof to the lessor one per year.
- b. Always be sure to open the damper before starting any fire. If you are unfamiliar with how to do this, call for help.
- c. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.
- d. Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Use woods such as oak, almond, walnut, etc.
- e. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a fire.
- f. Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.
- g. Check to see if fireplace coals are cold before removing them from the fireplace...
- h. Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container. Never store the garbage can in the garage or against the house

- i. Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them, and then check them again before disposing.

11. Lessee / Residents will be responsible for the following charges:

- a. If the Lessee / Resident fails to report necessary repairs
- b. If there is a service call and a breaker is tripped
- c. When oven is on time bake and is not defective
- d. When residents cause sewer stoppages/blockages
- e. If the Lessee / Resident fails to meet a vendor at an assigned appointment and there is a vendor charge.
- f. If the Lessee / Resident or Lessee / Resident 's Guests or Invitees, cause damage to the property
- g. If the Lessee / Resident 's pet causes damage to the property
- h. If the Lessee / Resident reports a repair which does not require service
- i. If the Lessee / Resident fails to replace battery for smoke detector or battery for remote door opener, and causes a service call for only battery replacement.
- j. For replacing doors, jambs, broken glass and/or windows unless the Lessee / Resident provides a Police Report detailing the cause of the problem showing forced entry by others.
- k. For damage to walls, carpets, floors, etc. because the Lessee / Resident left the windows or doors open during rain or wind.
- l. Damage (yellowing of walls, smell of smoke) from smoking in unit

12. Lessee / Residents are NOT to do the following (Prohibited activities)

- a. Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- b. Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Lessor or Lessor's Agent.
- c. Do NOT perform repairs unless authorized by THP or outlined in this guideline
- d. Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent, unless authorized by THP. If THP authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.
- e. Do NOT overload circuits by plugging many electronic items into one receptacle (such as fully loaded power strips.) See CMP's website at <http://www.cmpco.com> (click on usage and safety) or call 1-800-686-4044 if you have any question or doubts as to what is safe / not safe.

13. AERIALS, FENCES, AND APARTMENT "IMPROVEMENTS"

- a. Aerials, dishes, antennas and signs cannot be erected on your apartment or installed on the grounds.
- b. Fences are not permitted.
- c. "Improvements" to the apartment, such as installation of additional cabinets or other construction modifications are prohibited unless prior written authorization is given to you by management.
- d. Painting
 - i. We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
 - ii. Charges can occur if unnecessary painting is required due to Lessee / Resident painting.

- iii. Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

14. STORAGE OF POSSESSIONS

- a. Flammable materials are not allowed in your apartment or storage areas.
- b. Do not allow newspapers or other similar materials to accumulate in your apartment. Accumulations of this sort can create a fire hazard for you and other Residents.
- c. Possessions should be stored in designated storage areas and not outside your apartment. Management may dispose of personal property left in common areas, hallways, or on lawns and could charge you for the cost of disposing of the property.
- d. For further clarity on storage of personal items, no items should be stored on porches OR common areas, stairwells or entries. The ONLY thing that should be kept on porches or balconies is neatly kept “porch” or “outdoor” furniture.

15. CARE OF THE GROUNDS

- a. Keeping up the appearance of the property is a job you share with us. It is your responsibility to keep the area immediately in front of and in back of your apartment clean. If it is not clean, and management has to remove any debris, you may be charged a disposal fee.
- b. You may not leave unwanted mail items such as advertisements, etc. on the floor near your mailbox. If it came in your mailbox it is your responsibility to dispose of it properly.
- c. Landscape
 - i. The outside area is to be neatly mowed and trimmed for outside areas that apply in your lease.
 - ii. Remove all trash and other debris.
 - iii. Pick up any animal droppings left by your pet
- d. Trash

- i. If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- ii. Place all other trash within the appropriate trash receptacles for normal trash removal.
- iii. If trash cans are supplied, store only bagged trash in them.

16. COMMON AREAS

- a. It is your responsibility to make sure that the belongings, such as lawn furniture, toys and bicycles are not left in common areas, on the grounds or walkways. Please keep these areas clean and uncluttered at all times.
- b. It is your responsibility to be sure your children's toys as well as other belongings are put away so that the Maintenance person can mow and groom the property. If he has to pick up your things and charges the Management you will be charged.
- c. PLEASE work together to ensure that common area doors are closed behind you and lights are shut off when not needed. Whenever it comes time to decide on raising rent, or leaving it, the number of times we see common area doors open, common area lights on, and windows open during cold days all contribute to our decision. Nothing pleases us more than low utility bills, because we know they're low in part because our Lessee / Residents are respecting us, and working hard to keep them low. When we're feeling pleased, we're MUCH less apt to raise rent.

17. PARKING

- a. There is adequate parking space for **one car per apartment**. Additional vehicles or oversized vehicles, such as recreational vehicles, trucks larger than pick-up, (such as campers/trailers, snowmobiles, buses, boats or boat trailers) which require more than one parking space cannot be parked on the premises unless written permission is granted by lessor.
- b. Please park only in the designated parking areas. Parking on lawns or sidewalks is not allowed.
- c. Be sure your visitors use the designated visitor parking and NOT other Resident's spaces

- d. Illegally parked vehicles may be towed without notice, at your expense
- e. In winter months, during reasonable hours, you are responsible for moving your vehicle when the snowplow arrives. If the vehicles are not moved, they will be towed at the Resident's expense.

18. AUTOMOBILES

- a. Only registered and operable vehicles can be parked on the complex. Inoperable and/or unregistered vehicles will be towed away, without notice, at your expenses.
- b. Any vehicle leaking fluids must be removed from the premises. Any costs to clean up may be charged to Resident responsible.
- c. Car repairs cannot be made on the complex unless they are started and finished in a single day
- d. Washing of cars and other motor vehicles on the premises is not permitted unless your unit is a single family house that you're paying the sewer / water bill.
- e. It is your responsibility to make arrangements to leave your car keys with someone within the complex so they can move your vehicle if you are away when the snowplow visits

19. SNOWMOBILES/CAMPERS/ATVS

- a. Snowmobiles and ATVs will not be allowed to be driven on the property without written permission of the lessor.

20. TRASH REMOVAL

- a. It is your responsibility to dispose of trash in bags and to get your garbage to the designated trash area. ANY TRASH FOUND OUTSIDE WILL BE IMMEDIATELY DISPOSED OF AND THIS DISPOSAL WILL BE BILLED TO YOU AT THE RATE OF \$25 PER HOUR WITH A MINIMUM OF \$10.
- b. Resident is responsible for removal of all large items that cannot fit in the trash can or dumpster or is an item that cannot be thrown out with the regular trash (i.e. bicycles, mattresses, frames, etc.). If you have any doubts or questions, please contact the Management. If Management has to

remove these items the Resident responsible will be charged a fee to cover all costs of removal and disposal.

- c. Please keep covers of dumpster closed after using

21. RECYCLING

- a. If and where recycling is mandatory, the Resident will have to separate all recyclable items according to town/city ordinances.

22. NEIGHBORS

- a. When people live in a multi-unit complex" they must consider the rights of others. Loud stereos, radios, late parties, shouting or slamming doors can be very annoying to your neighbors. We strongly discourage the use of "home theatre" type systems for your television. These systems are more appropriate for single family housing. These systems greatly exaggerate certain sound frequencies, especially bass, and will most likely be the source of ongoing complaints from neighbors.
- b. Noise must be kept to a minimum between the hours of 9:00 p.m. and 7:00 a.m.
- c. If something your neighbor does bothers you, let him/her know. If the problem continues, notify your Site Manager in writing.

23. KEYS AND LOCKS

- a. All apartments are fitted with electronic locks. You will be provided with one or two codes that can be used to unlock the primary door. THP and our Maintenance staff each have private codes. These codes will be deleted after you move out.
- b. No keys will be issued for apartments.
- c. The batteries in the electronic locks will last approximately 3 years. As the battery wears out, you may experience code entry problems. Unscrew the inside faceplate (2 phillips head screws) and replace the 9v battery. If you are unable to do this, please open a maintenance request.

- d. Lockouts: We do charge up to \$35 if we have to come let you into your apartment because you've locked yourself out (didn't change the battery, contact maintenance to replace the battery or forgot code).

24. NOTICE OF ABSENCE FROM UNIT

- a. If you intend to be absent from your apartment for more than one week, please notify the Site Manager and provide a contact phone number in the event of an emergency such as break-ins, fire, or required paperwork, etc.

25. LAUNDRY ROOM

- a. The laundry room is intended for use of Residents only. It is not available to the general public, nor to the friends or relatives of Residents.
- b. Please be considerate of others and remove clothing promptly from machines. Management is not responsible for clothing left unattended.
- c. Residents are responsible for taking all of their trash with them. Do not leave food wrappers, detergent containers, soda cans etc. behind.
- d. Residents are responsible for ensuring that the lint trap is clear before and after drying clothes.

26. MISCELLANEOUS

- a. The terms of the lease shall supersede and control over any conflicting terms contained in this addendum.
- b. We are required by law to supply heat to 68 degrees if heat is included in your rent. We generously supply heat to *72 degrees*. If you find you need more heat, we are happy to install a thermostat with higher limits in exchange for higher rent to offset the cost. Attempting to bypass limiting thermostats is a violation of rental terms and may result in eviction or raised rent.
- c. Please note that ALL units (houses AND apartments) are subject to routine inspections. This is not to be "nosey" or invade your privacy, but to simply "check up" on our investment and make sure your home is safe, and reasonably clean. These inspections, under normal circumstances, should

be no more than once per year other than those times we need to come in for other reasons, such as maintenance or weatherization.

27. RENTERS INSURANCE

- a. If you do not already have renter's insurance, it is a requirement of tenancy. This protects your personal belongings in case of fire, burst pipes, burglary or other disasters. Our property insurance policy does not cover your personal belongings, AND MORE IMPORTANTLY, we will not reimburse you for damage to your belongings, (even if caused by a plumbing or other problem in our building.) Also, if it is your negligence that causes a disaster, you could be held liable for any damage to the property of others. A renter's policy usually provides personal liability coverage. By signing up for this with your auto insurance company, you may be entitled to a 5% discount on your auto insurance. **Renter's insurance is also relatively cheap, often less than \$100 per year.**

28. MOVE OUT

- a. Cleaning:
 - i. Have the property clean throughout the interior and the exterior.
 - ii. This also includes vinyl or tile floors, windows inside, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- b. Carpet Cleaning:
 - i. Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
 - ii. You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
 - iii. Up to 1 year: carpets will require cleaning. Lessee / Residents incur charges if Lessee / Resident does not have carpets professionally cleaned.

- iv. UP to 2 YEARS – you will be charged 50% of the cleaning of normal wear and tear.
 - v. OVER 2 YEARS – there is no charge for normal wear and tear
 - vi. DO NOT rent machines, use home cleaning machines, or employ chemical cleaning companies. Only professional steam cleaning is accepted.
 - vii. Call for a recommendation from us to receive reasonable rates on carpet cleaning.
 - viii. If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of Lessor and/or Lessor's Agent, and a receipt is required during the walk through inspection.
 - ix. Lessee / Residents please note: you will not be reimburses for any carpet cleaning contracted by Lessee / Residents.
- c. Please Replace:
- i. Light bulbs, filters, smoke detector batteries, doorstops; these items must be IN PLACE OR WORKING to avoid charges
 - ii. Grease traps (metal trays under stove burners)

Acceptance

Signature:

(This only needs to be signed if section 9a (Resident Manual) in the lease indicates Lessee has NOT received a copy)

I have received a copy of, and agree to abide by, the Resident Manual provided by Thunder Hill Properties, LLC.

Lessee / Resident:

Name: (print) _____

Address: _____

Apt # _____

Signatures:

Lessee / Resident : _____ Date: _____

Lessee / Resident : _____ Date: _____

Lessee / Resident : _____ Date: _____

Property Manager / Owner:

Thunder Hill Properties, LLC

Lessor, by: (print) _____ Date: _____