

VTech Housing @ RSA RESIDENT POLICY & INFORMATION HANDBOOK

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WELCOME TO YOUR NEW APARTMENT HOME

Dear New Residents:

The V-Tech Housing @ Roanoke Street Apartments Staff welcomes you to your new home. We hope you will be comfortable and that your time will be filled with relaxation, enjoyment, and satisfaction.

To ensure your expectations of your new home are met we have developed policies and regulations that are based on our past years of experience and are in accordance with Federal, State, and Local ordinances.

We've prepared this Resident Information and Policy Handbook to explain our policies and regulations. This book explains what we need from you and how you can get the services you need from us.

We urge all parties to the lease agreement to read this information and if you have any questions please come by the rental office and we can discuss the information.

We sincerely hope this will help us build a happy and long lasting relationship.

Sincerely,
Jackie Lowery
Property Manager

INTRODUCTION

You have signed a lease agreement acknowledging that you, your family and guests will comply with all regulations included in this handbook. You will be notified of any changes by special notice delivered to your apartment and/or email you will be held accountable for compliance. Your apartment was designed and intended for reasonable residential use. It was designed to meet all applicable building codes at the time of construction. These codes, we believe, assume certain types of reasonable use of a living unit.

UNREASONABLE USE OF YOUR APARTMENT MAY EXCEED DESIGN CRITERIA. FOR THE SAFETY OF YOURSELF, YOUR GUESTS AND OTHER RESIDENTS OF THE BUILDING. UNREASONABLE USE OF THE APARTMENT MUST BE AVOIDED. UNREASONABLE USE CAN BE DEFINED AS HAVING EXCESSIVELY LARGE GATHERINGS, EXTREMELY HEAVY FURNITURE (INCLUDING WATERBEDS) OR HAVING EXCESSIVE AMOUNTS OF MACHINERY INSIDE OF THE APARTMENT.

Please observe the policies and regulations to ensure your comfort, privacy, and the rights of other residents.

THESE POLICIES AND REGULATIONS ARE SUBJECT TO CHANGE WITH RESIDENT NOTIFICATION SO THAT WE MAY BE RESPONSIVE TO YOUR NEEDS.

RENTAL OFFICE INFORMATION

Office Hours: 9:00 A.M. – 5:00 P.M. Monday through Friday

506 A Jackson Street

Blacksburg, Virginia 24060

Telephone: (540) 552-8340

Fax: (540) 552-5231

Email: Vtechhousing@roanokestreetapartments.com

Or

roanokestreetapts@gmail.com

RESIDENT INFORMATION

For your protection, communication, and convenience please provide the rental office with your cell, home and work telephone numbers along with your email address. This MUST be current at all times in case of an emergency. It is your responsibility to notify the rental office of any changes, so the office will have an updated record at all times. The rental office performs most of our communication via email or telephone.

UTILITY SERVICES

All apartment utilities must be in the residents name at the lease starting date and remain in their name until the expiration of the lease agreement (not move-out date). If for any reason utilities are not in your name upon move-in or disconnected at any time for any reason before the lease ending date your rental account will be charged a fifty dollar (\$50.00) disconnect fee plus amount of usage.

If you are leaving your apartment for an extended time you can reduce your bill by turning off the electric switches (except for refrigerators and heat which must remain on). During the winter, maintain a room temperature of at least 60 degrees to prevent pipes from freezing and never disconnect the power for any reason. If the proper temperature is not maintained and damages occur as a result, the resident will be responsible for payment.

LEASE OBLIGATION

Your lease agreement is a legal and binding contract. Your lease indicates what you can expect from management as well as what management can expect from the residents. In the lease agreement, you have agreed to rent for a specific length of time. You cannot arbitrarily reduce the term of the lease by moving. We have the right to take legal action for damages and rent arising from a resident moving before his/her lease expires. If you find that you must move, please contact the rental office as soon as possible. We will assist you by explaining your obligations and possible alternatives.

MOVE IN INSPECTION REPORTS

We realize move-in day is a hectic time for all new residents; however, please do not forget to complete your move-in inspection report and return it to the rental office within five (5) days. This report will be used at the end of your lease to prevent any incorrect charges for damages that were present when you accepted possession of your apartment. This protects your deposit money. We cannot accept the report after the five (5) day period. If you move in during peak turnover season, please allow thirty (30) days for non-emergency items to be completed by maintenance.

RENT PAYMENTS

Rent is due and payable on the first day of each month. In accordance with your lease agreement residents agree to pay late charges of 10% of the monthly rent or 10% of the unpaid balance, whichever is less on rent received after 5:00pm on the fifth (5th) of the month. (Regardless of weekends, holidays or post mark). If a partial payment is made the late fee will still apply. (Rent is considered unpaid until paid in full). In the event a rent payment does not clear your financial institution, the rent will be considered late and fees charged accordingly.

**ALL PAYMENTS RECEIVED ARE FIRST APPLIED TO ANY OUTSTANDING
BALANCES
FOR LATE FEES, FINES, AND MAINTENANCE CHARGES.
TO AVOID ADDITIONAL LATE FEES, BE SURE TO INCLUDE PAYMENT FOR ANY**

OUTSTANDING BALANCES.

Please indicate your apartment number and telephone number on all checks.

*According to your lease agreement, you may not make any deductions from your standard monthly rental payment and deposits may not be used to pay the last month's rent.

RETURNED CHECKS

There will be a charge of thirty five dollars (\$35.00) plus late fees for any returned check. Returned checks must be covered by cash, certified check or cashier's check. After two (2) returned checks we will no longer accept checks and subsequent payments will be required in cash, cashier's check or certified funds.

MAINTENANCE SERVICE

During business hours, contact the rental office and we will dispatch maintenance personnel to make necessary repairs. Once you have placed a work order with the rental office, this is considered notice that maintenance will be entering your apartment to do repairs.

We provide 24-hour emergency maintenance service. This means we have someone on call at all times every day of the year for emergencies. If you have an emergency, call Reggie at **(540) 808-7272** and he will respond as soon as possible.

An emergency is anything that is causing or has the potential to cause damage or harm.

Emergencies include: Broken door lock, no heat (in cold temperatures), no air conditioning (when outside temperatures are 85 degrees or higher), no hot water, gas leaks (located only at laundry area), water leaks, overflowing toilet, and inoperative refrigerators. This list is not all-inclusive – you may encounter another type of emergency that may require immediate attention. Please call us if you think your maintenance problem could be considered an emergency so that we can help you.

LOCK-OUT SERVICE

If you are locked out of your apartment during business hours, come to the rental office and check out a key at no charge. The key must be returned the day of signing out. If, the key is not returned you will be charged for key/lock replacement of thirty five dollars (\$35.00). If you lock yourself out of your apartment outside of business hours there will be a thirty five dollar (\$35.00) lock-out fee. To use the lock-out service you must be on a signed lease, show a picture ID, and make cash payment BEFORE entry. **ONLY PERSONS ON THE LEASE AGREEMENT MAY USE THE LOCK-OUT SERVICE.** Please do not argue or harass our personnel who are available for this privilege as this service is provided as a convenience and is not a required lease or management service.

ANY ATTEMPTS TO GAIN ENTRY BY OTHER MEANS WILL BE AT YOUR OWN EXPENSE

KEYS/LOCKS

Each person is given one door key upon move-in. If you lose your key, it is your responsibility to borrow one from your roommate or rental office and pay to have a duplicate made at Wal Mart Lowes or place of choice. If the lock has to be replaced, there is a charge of thirty five dollars (\$35.00) to the resident. If all keys are not returned upon day of move-out by each resident, including your mail box key, your apartment will be charged thirty five dollars (\$35.00) each for replacement of front door lock and mail box lock. Installation of any type of security devices to the interior/exterior of any door requires prior written consent from the rental office. If locks are permitted on the bedroom doors, you are required to give one to the rental office in case of an emergency. If granted permission to change bedroom locks, it must be replaced with the original upon vacating. If special security devices are installed, residents are required to demonstrate and provide the rental office with any codes, in order for management to enter in case of an emergency.

PARKING

We have provided our residents with adequate, convenient, and lighted parking. Parking is on a first come basis and we cannot guarantee parking at your building.

Please observe the following parking regulations:

- Park precisely between lines; do not use two spaces.
- Do not park in front of dumpsters, on the grass, in fire lanes, on yellow lines, etc.
- Improperly parked vehicles will be towed at the owner's expense.
- Motorcycles/bikes park three to a space whenever possible. Motorcycles/bikes are not allowed in apartments, on balconies, decks, or in the common hallway area. It is against the local fire regulations to park motorized vehicles in these areas. Any violations will be removed immediately at the owner's expense.

ALL VEHICLES MUST BE REGISTERED, AND A COPY OF THE VEHICLE REGISTRATION MUST BE PROVIDED TO THE MANAGEMENT OFFICE SO ALL PARKING PERMITS CAN BE ISSUED. ALL VEHICLES MUST DISPLAY THE PARKING PERMIT AT ALL TIMES. IF YOU FAIL TO REGISTER YOUR VEHICLE OR DISPLAY A PARKING PERMIT YOU ARE SUBJECT TO BEING TOWED AT YOUR EXPENSE. CONTACT THE RENTAL OFFICE FOR VEHICLE REGISTRATION INFORMATION AND GUEST PARKING PERMITS.

Due to limited parking availability only one (1) vehicle per resident may be registered.

No vehicle washing or repairs are to be done in the parking lots. No boats are allowed anywhere on premises without written consent of management.

Abandoned, inoperable, and/or unused vehicles are not allowed. These vehicles will be given a five (5) day notice and then towed at your expense. Vehicles with expired tags or decals are considered unused and will be towed at your expense.

MANAGEMENT ENTRY

Management must maintain the right to enter apartments at any time to inspect, maintain or to verify lease obligations (illegal resident, pets, etc.). If possible, we will always give 24 hours notice of the intent to enter an apartment except in cases of emergency, resident requested work orders, condition reports, filter changes, or in the event it is impractical to do so.

FILTER CHANGES

In order to protect the residents' health and welfare as well as assist in cleaning, the management will periodically change the filters in the heating and a/c systems. You will receive advance notice when the filters are scheduled to be changed and asked to move any furniture or personal belongings in front of the A/C door.

INSPECTIONS

Inspections will be done periodically, usually when filters are being changed. We will be checking for any leaks, drips, damages, or other items to assist us with preventive maintenance. You will be notified in advance when these inspections are to occur. If repairs are found during the inspection, a work order request will be submitted for maintenance to repair/replace, before doing so residents will be notified that a work order has been generated for their apartment and a time frame the work will take place.

ILLEGAL RESIDENTS

Only residents listed specifically on the lease agreement may occupy an apartment. Any nonregistered individual occupying the apartment is an illegal resident. Therefore, no legal recourse is provided for the residents of the lease or for management in the event of damages or non-payment of rent. Management has the right to enter the apartment at any time to verify lease obligations.

PET POLICY

ALL PETS MUST BE APPROVED BY MANAGER. PLEASE CALL OFFICE FOR MORE INFORMATION. YOU MUST FILL OUT A PET ADDENDUM FORM, VET FORM PROVIDED BY RENTAL OFFICE, (COMPLETED BY VET) ALONG WITH A PHOTO ID AND PAY THE NON-REFUNDABLE PET REGISTRATION FEE BEFORE ALLOWING A PET TO RESIDE IN YOUR APARTMENT

ILLEGAL PETS

****ILLEGAL PETS SHALL SPECIFICALLY INCLUDE PETS OF ANY VISITORS ON THE PREMISES****

- If an illegal pet is found in any apartment premises (including patio), or seen with resident on property, an immediate TWO HUNDRED FIFTY (\$250.00) DOLLARS fine will be imposed and billed to all residents of the apartment. If the fine is not paid, within ten(10) days, a late fee of one hundred (\$100.00) dollars will be assessed and will be charged for each month thereafter until the entire fine and late fees are paid in full.
- Residents will be given seven (7) days to remove the pet from the apartment. If the pet remains in the apartment on the eighth (8th) day an additional fifty (\$50.00) dollar fine will be imposed every seven (7) days until the pet is removed from the apartment.
- Continued violation of the pet policy or other provisions of the lease agreement shall give the owners/management the right to terminate the lease agreement as provided by the laws of the State of Virginia at their discretion. Should it become necessary to terminate the lease agreement the remaining balance of the term rent shall become due and payable immediately upon lease termination.
- Management may enter apartment without notice to verify possible violations.

RESIDENTS SHOULD BE AWARE THAT ALL MONIES PAID (INCLUDING RENT) SHALL BE APPLIED TO ANY OUTSTANDING BALANCES (LATE FEES, RENT,REPAIR CHARGES, FINES, ETC...)

SUBLEASE

No sublease is permitted without written consent of management. A sublease is when all residents give permission to lease the apartment or portion thereof to someone else for a period less than the original lease period. The original resident still remains responsible for the apartment even though the apartment is rented to another. The original resident is bound to perform under the lease if the sub lessee fails to perform. The original resident is not bound if the sub lessee renews the lease agreement.

When there is a sublease, management does not do any work on the apartment. The sub lessee agrees to accept the apartment “as is.” A sublease CANNOT be approved if the apartment is in poor condition. The sub lessee pays the deposit to the original resident and the original deposit stays with management and is refunded to the sub lessee when the lease expires. The sub lessee assumes all responsibility for damages in the apartment at move-out.

THE ORIGINAL RESIDENT MAY NOT SUBLEASE THE APARTMENT UNLESS THE ACCOUNT BALANCE IS PAID AND CURRENT WITH NO OUTSTANDING BALANCE OWED. Upon given written permission to sublease from the rental office, an administrative fee of One Hundred Dollars (\$100) will be due before the transaction is completed.

ROOMMATE CHANGES

No roommate change is permitted without written consent of management. A roommate change is when one or more, but not all, of the original residents wish to transfer their responsibility for the apartment to another individual. A lease commits you to a contracted term of responsibility, but we do allow roommate changes if certain prerequisites are met. Check with the rental office for information and policies for roommate changes. All persons on the lease agreement must agree for a roommate change. A one hundred (\$100.00) dollar administrative fee will be charged for a roommate change made during a lease term. If a roommate change is made at lease renewal then no fee will be charged.

Security deposits are not refunded for roommate changes and an inspection will not be made unless the apartment is completely vacated and the change is made at the lease ending date.

If a roommate change occurs during a lease term all remaining roommates and incoming roommates must sign a release form allowing the outgoing roommate to be released from the lease agreement and responsibility.

The rental account must be current before a roommate change will be allowed.

When a roommate change is made, the incoming roommate accepts the apartment “as is” and accepts all responsibility for the outgoing resident including apartment damage.

TRANSFERRING TO ANOTHER APARTMENT

No transfers are permitted without written consent of management. Management may allow an apartment transfer upon resident request under the following conditions:

- The deposit must be handled as though you were a new resident. Original deposits will not be transferred to the new apartment.
- The resident must fulfill the terms of the existing lease agreement, plus an additional lease period of twelve (12) months.
- If damage charges in the original apartment exceed the deposit, the resident will be fully responsible for additional costs of all related cleaning and repairs necessary for its rental and/or the transfer may be denied.

All apartment transfers are allowed at management’s discretion and may be denied without additional explanation.

RENEWAL LEASE OR NOTICE TO VACATE

Renewal of lease shall be done in accordance with a letter of instruction from owner during the lease term, whereby the Resident must give written notice of his intention to renew the lease or his intention to allow this lease to expire. At the time of renewal, the rental rates are subject to change as determined by Owner and said rate change will be stated on your renewal lease. Lack of a written vacating notice or Resident’s failure to surrender possession of the premises at lease expiration will result in the Owner applying the Security Deposit against any rent loss or damages sustained. The Owner shall have the right for one hundred twenty (120) days prior to the expiration of the term or any renewal period to have applicants admitted at all reasonable hours to view the premises until rented.

Should you find it necessary to move, please complete a vacating notice, which is available in the rental office. Also, please furnish the rental office with a forwarding address for the resident accepting responsibility for the distribution of the deposit.

TERMINATION OF A LEASE AGREEMENT BY MANAGEMENT

Management may terminate an apartment lease if there is a breach of the lease agreement or noncompliance with related rules and regulations. Notice of termination may be served to the residents after the first warning of a rule violation has been issued. Management also has the right to give the resident a thirty (30) day written notice prior to the expiration date of the lease that renewal of the lease is not desired.

Additionally, should the resident be late with the rent payments three times within the term of the lease, at the option of management, the lease may be terminated.

VANDALISM

Residents are responsible for any damages to their apartment as a result of vandalism. We strongly recommend that residents obtain renter's insurance to cover this type of damage. Broken windows are the responsibility of the apartment residents and will be billed at cost for repairs/replacements.

TRASH

Trash containers are located in close proximity to each building. They will be emptied regularly. All large boxes should be cut up before being thrown away. If your trash container is full, use another dumpster. Please do not leave trash outside the dumpster. Do not put trash on patios, balconies or in hallways. If, V-Tech Housing personnel removes your trash from beside the door/hallway your account will be charged twenty-five dollars (\$25.00) per apartment or occurrence. The charge will be due immediately upon receiving notice of this charge.

FURNITURE/HEAVY ITEMS

Do not place large items such as mattresses, furniture, etc. in or beside the dumpsters. We do not dispose of these items and they are not included in the trash service we provide. This is the resident(s) responsibility to dispose of properly. Goodwill (540-381-1544) and YMCA Thrift Store (540-231-3734) will come to your apartment and pick up at your convenience.

Residents found responsible will be fined and still be responsible for disposing of items properly.

CIGARETTE BUTTS

Cigarette Butts are not only very unsightly, but could be very dangerous by throwing into mulch beds. Please do not throw cigarette butts off balconies or patios. A clean up fee of twenty-five dollars (\$25.00) per apartment will be charged if, V-Tech Housing personnel is required to clean

up cigarette butts from lawn and mulch areas. The charge will be due immediately upon receiving notice of the charge.

Please use ashtrays or fireproof containers for your cigarette butts and dispose of them properly.

OUTDOOR GRILLS

Grills are not allowed anywhere within the confines of any apartment building. This includes first floor patios. Anyone found using a grill on their balcony or patio will be asked to immediately extinguish the flame and remove the grill from the property. A fine of twenty five (\$25.00) dollars will be assessed and immediate removal by V Tech Housing personnel. This includes anywhere on the premises.

Virginia Law and Town of Blacksburg Law forbid the presence of grills in or near apartment buildings. No resident is allowed to have a charcoal or gas grill or any flammable liquid or liquefied petroleum in an apartment, on deck or balcony. Any person who is found guilty of violating this act (a misdemeanor) can be fined five hundred (\$500.00) dollars per person, per apartment or not more than two thousand five hundred (\$2500.00) dollars for such violation. Each day upon which such a violation occurs should be deemed a separate offense.

BALCONY OR PATIO

Private balconies or patios are provided with each apartment so you may enjoy indoor-outdoor living. The balconies were built to comply with building code requirements and are safe when reasonably used. Due to recent incidents in the Blacksburg area, management finds it necessary to restrict balcony use as follows:

- No more than eight (8) persons should be allowed on the balcony area
- No beer kegs will be allowed on the balcony of any apartment at any time
- Please observe weight limitations as posted on each balcony railing

In consideration for your neighbors, please do not dump beverage cans, ashtrays, empty vacuum cleaners, or shake mops or rugs from your balcony or patio.

Do not throw cigarette butts or ashes off balconies/patios onto lawn and mulch areas. A clean-up fee of twenty-five dollars (\$25.00) per apartment will be charged when V-Tech Housing personnel is required to clean up the lawn and mulch areas.

The Town of Blacksburg forbids the following on the patio or balcony area. Their fine consists of five hundred (\$500.00) dollars per person per apartment. We strictly enforce this policy to prevent this from happening.

Clotheslines are not permitted on the balcony or patio, nor may clothing or other articles be hung from or placed on balcony rails or windowsills.

No upholstered furniture, indoor furniture, or lumber, bicycles, dog kennels, coolers, garbage cans, trash or debris of any kind, tarps, interior doors, kegs, bbq grill, etc.

These areas should be maintained in a neat and orderly manner at all times. Inspections will be made from time to time by management to enforce this regulation. A fine of twenty five dollars (\$25.00) will be assessed for any balcony violation listed above.

ONLY OUTDOOR FURNITURE IS PERMITTED ON YOUR PATIO OR BALCONY.

ENTRY HALLWAY

It is against fire regulations to block the entry halls with bicycles, toys, boxes, etc. We must provide a safe passage for all residents and guests. If items are placed in hallways then management will remove them. Residents may not place any signs or other advertising matter on windows, hallways, doors, or mailboxes. There is a bulletin board in the laundry room and rental office for this purpose. **RESIDENTS WILL BE CHARGED A TWENTY-FIVE DOLLAR (\$25.00) FINE FOR TRASH REMOVAL FROM HALLWAYS.**

BICYCLES

Bicycles are to be stored on the bike racks located throughout the property. Bicycles are not to be left on the lawns, chained to drain pipes, bushes, or railings, stored in hallways, patio or balcony. V Tech personnel will remove at the owner's expense.

CARE OF THE PREMISES

Social gatherings are expected. Please clean up the grounds and hallways should trash (cups, cans, cigarette butts, etc) be dropped. If perhaps anyone from the party were to vomit in the hallways, this is resident's responsibility to clean up also. Cleanup deadline is 9:00 A.M. the following morning. The responsible party will be charged a minimum of twenty five dollars (\$25.00) up to maximum of five hundred dollars (\$500.00) will be imposed when V-Tech Housing personnel does the clean up. Social gatherings have the potential to attract large crowds, some invited and some uninvited which could lead to an uncontrollable situation such as fights, severe property damage, etc.. It is resident's responsibility to observe under-age drinking laws, as defined by the State of Virginia and local ordinances regarding public use of alcohol and noise. V-Tech Housing reserves the right to exclude guests or others, who in our judgment have been violating the law, lease contracts, apartment rules, or disturbing neighbors, visitors, or owner representatives.

You, the resident will be held responsible for all guest, (invited or uninvited).

INSURANCE

The V-Tech Housing lease requires all residents to obtain a renter's insurance policy prior to occupancy and required for the entire lease period.

SECURITY

Things to remember before leaving home for any amount of time:

- Always secure windows, patio doors, and make sure your entry door is locked.
- Never leave a hidden key for any reason
- Always make the management aware of your intent of leaving and returning for an extended period of time and the best way to contact you in case of an emergency. If unusual behavior is noticed or of circumstances of illegal nature and if an emergency, call 911 and always contact the Management of any situation. Remember the observance and reporting of unusual occurrences and noises can prevent vandalism.

WHAT TO DO IN CASE OF FIRE

First, see that everyone is out of the apartment. Then, see that the fire department is called, and then call management. **DO NOT PANIC.**

Fires rise and spread through open doors and stairways. Anything you can safely do to delay or retard this spread will help. Do not leave your apartment door open if you have to leave the apartment. However, leave the door unlocked in case we should be required to enter the apartment.

No resident will be allowed to keep gasoline or other combustible material on the premises or be permitted to do anything which would increase the possibility of a fire (i.e. motorized vehicles in building or on patios).

Above all, you can prevent fires by taking these simple precautions:

- Make sure matches and cigarettes are completely cold before they are discarded
- Do not smoke in bed
- Keep matches out of reach of children.
- Never throw water on a grease fire occurring on the range. Have a box of baking soda handy to douse a grease fire

FIRE EXTINGUISHERS

A fire extinguisher has been placed in each apartment for your protection. Misusing this safety device will require payment of all damages including recharging the fire extinguisher and a fine of fifty dollars (\$50.00) The fire extinguisher is to stay in the apartment at all times. If missing from your apartment a replacement charge of fifty dollars (\$50.00) will be billed to your account and due immediately upon receiving notice of the charge. If you have a fire and legitimately discharge the fire extinguisher **YOU MUST** report it to the rental office so that the extinguisher may be recharged for future use.

SMOKE DETECTORS

Smoke detectors have been installed in all hallways and each bedroom of apartments to provide early warning against lethal smoke. The smoke detector will be in operation at the time of move-in and it is the responsibility of the resident to maintain the smoke detector under VIRGINIA LAW. Notify the rental office at any time you become aware the detector is not working. Do not disconnect the smoke detector. State law requires that the detectors be in operation at all times.

RESIDENTS SHOULD CHECK SMOKE DETECTORS REGULARLY DURING THE TERM OF THE LEASE

NOISE COMPLAINTS

Apartment living requires consideration for others, especially where noise is concerned. Most noise complaints are due to a lack of consideration of other residents. The noise can usually be attributed to individual boisterousness and amplification of stereo systems. It is imperative that residents receive the full cooperation of their neighbors in this matter.

We suggest that you talk to your neighbors if you experience noise problems and, as a last resort, contact the Blacksburg Police Department for corrective action. We also ask that you notify the rental office on the following workday, giving the apartment number of the offending resident and the circumstances surrounding your complaint.

Please make sure that your party guest list be structured in such a way as to limit the number of people in attendance. From past experience, open-ended invitations can lead to large, uncontrollable gatherings.

Your party must stay within your apartment. Guests are not allowed to congregate in the common areas of the building or on the grounds. Please contact the rental office for a copy of the Town of Blacksburg ordinance regarding mass gatherings and noise violations.

For social functions at your apartment, please try to follow a few simple rules to avoid complaints and visits from the Blacksburg Police Department:

- Keep balcony or patio doors and windows shut.
- Please maintain guests inside the confines of your apartment with the entrance door closed.
- Advise your guests not to linger in the hallways, stairs, entryways, or parking lots.
- You will be billed for cleanup if trash is found outside your apartment either in the hallways or on the grounds.
- Restrict attendance to friends, not admitting people whom you do not know or cannot control.
- Do not extend blanket invitations.
- Ask guests to park on the street, as parking is limited and unregistered vehicles will be towed at the owner's expense. Do not block entrances and DO NOT park on the grass.
- If you have a function and feel you no longer have control of your guests please contact the Blacksburg Police Department for assistance

FRIENDS, VISITORS, AND GUESTS

The resident has full responsibility for all their family, friends, visitors and /or guests whether (invited or uninvited) while they are on the premises of Roanoke Street Apartments. We do respect your right to have visitors, however, visitors are not allowed to occupy the premises for more than seven (7) consecutive days or fourteen (14) days in any one twelve month (12) lease term. This is a violation of your lease and could/will result in legal proceedings against the resident in accordance with applicable Virginia Law. Occupancy is defined in paragraph two (2) of the lease agreement.

MAIL DELIVERIES

If you are a registered resident a mailbox is assigned to your apartment. The U.S. Postal Service will deliver mail to your mailbox. V-Tech Housing (Roanoke Street Apartments) is not responsible to accept any mail delivery. The US Post Office is to be contacted of any mail not being delivered properly. The only responsibility V-Tech Housing (Roanoke Street Apartments) has responsibility for is the locks. You will be given one mailbox key per apartment. If your mailbox key is lost contact the rental office for the replacement procedure. If lock has to be replaced, there will be a lock replacement fee of thirty five dollars (\$35.00) which will be billed to your account and due immediately upon receiving notice of charge.

PACKAGE DELIVERIES

If you have a package addressed to you and you are not at home to accept, the delivery service (UPS or Fed EX) will leave a note on your door and bring the package to the office. We will accept and sign for the package. It will be your responsibility to pick up promptly as V-Tech Housing (Roanoke Street Apartments) assumes no responsibility for the packages. We only do this as a courtesy for our residents. If package is being delivered by the US Postal Service, when you receive notice in mail box, you pick the package up at Post Office located on University City Blvd.

PEST EXTERMINATION

Your apartment will be professionally exterminated for pest and insects approximately every sixty (60) days. If you are experiencing a particular problem, please notify the rental office for special service.

ENTRANCE/PATIO DOORS

Residents are responsible for repairs/replacements whether door damage is due to resident damage or vandalism. This includes damage to the interior and/or exterior. Residents will be responsible for charges of material and labor, which will be billed to the apartment and due immediately upon receiving notice of charge.

DOORMATS

Only proper-sized, standard doormats made of rubber or hemp should be used at all apartment entrances.

PATIO DOOR COVERING/WINDOW TREATMENT REQUIREMENT

In order that we may preserve the beauty and uniformity of our apartment community, V-Tech Housing furnishes mini-blinds on all bedroom windows and vertical blinds for the balcony/ patio door. If you decide to use window coverings in addition to the blinds, it must draperies made for windows. Other coverings (i.e., blankets, sheets, tie-dyed coverings, etc.) will not be allowed. If blinds are damaged at any time during residency V-Tech Housing personnel will replace at the residents expense, and billed to the apartment, which will be due immediately upon receiving notice of charge.

ALTERATIONS

No alterations allowed without written consent of management. Some of the most frequently asked questions concerning alterations, which are not allowed, are as follows: lock changes, shelving brackets, wall partitions, and colored paint on walls.

Any time alterations are made, the resident must be charged the entire cost of restoration.

HANGING PICTURES

Please feel free to decorate the walls of your apartment with pictures, mirrors, etc. We recommend using hangers made specifically for hanging pictures or small nails. Do not use any large nails, bolts, tape, glue, or sticky type hangers. These items will cause damage to the walls and have to be repaired at the expense of resident. Do not hang or attach anything to any doors (cabinets, entrance, or bedroom). It is residents' responsibility to remove any picture hangers and spackle any larger places made from the decorations. If not done upon move-out there will be a charge for cost and labor charge.

CARPETING AND FLOORS

We would appreciate your caring for the carpeting as if it were your own. Regular and proper cleaning is required. Any damage other than normal wear and tear will be the financial responsibility of the resident. Traffic areas need to be cleaned regularly and carpets should be vacuumed twice a week. Spots should be cleaned immediately. If there is wall or floor damage in the baths from misuse or non-use of a shower curtain, resident will be charged for repairs and/or replacements.

WINDOWS AND SCREENS

Residents are responsible for window breakage and replacement as well as any screen repairs or replacements whether damage is due to resident damage or vandalism. Broken windows and screens will be replaced and/or repaired at cost and billed to the residents of the apartment, which will be due immediately upon receiving notice of charge. Window fans are not allowed.

PLUMBING

If any pipes or faucets begin to leak, or if toilet tank has water running continually, you need to report to the rental office immediately. Water leaks can be very expensive, if repaired in a timely manner can save money and further damages to the property, which could result in Residents expense due to neglect or failure to report. If it appears to be a resident's expense, the charge will be due immediately upon receiving notice.

All plumbing fixtures such as sinks, tubs, drains, commodes, etc. are to be used only for the purpose intended for design. Therefore, no solid articles, rags, rubbish, grease, food, sweepings, matches, ashes, cigarette butts, sanitary napkins, Q-Tips, cotton balls, etc. All such waste items should be placed in trash containers. Articles that result in blockages or must be removed by maintenance will be at Residents expense and will be due immediately upon receiving notice of charge.

HEATING, AIR CONDITIONING, AND TEMPERATURE CONTROL

Your apartment home is equipped with an energy efficient HVAC system. Because of the nature of the system there are a few things you need to be aware of when operating the heating and air conditioning:

- An HVAC system is not designed to rapidly cool or heat a space. Regardless of the temperature you set the thermostat all units will cool or heat at the exact same rate. For this reason, if you completely turn the system off for a long period of time you will need to gradually re-heat or re-cool your home. For example, if you come home in the summer months and your apartment is stuffy you should reduce the temperature in five degree increments, giving the system enough time between periods of operation to rest and giving the motor time to cool down. The thermostat for cooling should never be set below 68 degrees. In doing so this will only cause the unit to freeze or could result in a complete motor burn out or necessitate replacing the HVAC unit entirely.
- We will change the air filters in your HVAC system regularly. At the time that filters are changed we will also check over the system for proper operation.
- Your HVAC system has the ability to completely freeze over with ice. This generally happens when the system is low on Freon or when the system is working too hard to cool your apartment. If there is no air coming out of the vents then your system is probably frozen. Please immediately set the thermostat to the "off" position and the fan to the "on" position and let us know that you suspect your HVAC is frozen. Defrosting the HVAC will take up to 24 hours. If the system is allowed to run for a long period of time after it freezes this could also result in a complete motor burn out.
- If we are called to service your HVAC system and we discover that you have flipped the temperature regulator switch to an extremely cold or hot setting then you may be responsible for any costs occurred in repairing your system.
- For optimal operation, remember to keep all windows and doors closed while unit is on.

The residents are responsible to properly use your HVAC system. You understand that if a problem is caused in your HVAC system due to negligence or trying to overwork the system you could be responsible for costs incurred in repairing the unit.

Upon notice of a filter change or repair, you are required to move your personal belongings away from your HVAC Door.

Electric Fixtures

Each Apartment is supplied with electric fixtures which are easy to clean and maintain. Use mild detergent with a damp cloth to clean. Prior to clean turn off switches and/or unplug cords from the receptacles. Each apartment is wired for the normal use of lamps, televisions, stereos, electronic games (X-Box, Wii, etc.). Do not use multiple extension cords or plugs. Overloading a circuit can not only damage the plugged in item, but could possibly create a fire hazard. Each apartment is equipped with a circuit breaker box located in kitchen closet near the hot water heater. Please make yourself familiar with the location and proper use of the circuit breaker box. As a safety precaution and to protect against damage, the breaker will automatically cut off when there is an overload or an electrical short. If you ever lose power in a section or the entire apartment, check the circuit breakers and make sure they are all "ON". When a circuit breaker turns "OFF" it does not flip totally to the "off" position. Wait approximately five (50) minutes before you re-set the circuit breaker. Upon re-setting the circuit breaker completely turn the switch "OFF" and then flip back to the "ON" position. If this does not solve the problem, report immediately by calling the rental office (540-552-8340) during business hours and emergency maintenance (540-808-7272 Reggie) after hours.

LIGHT BULBS

All light bulbs are provided in working order throughout the apartment at the time of move-in. Thereafter, the resident is responsible for replacement and installation of all light bulbs, including the fluorescent and appliance bulbs. If in doubt where to purchase call the rental office. All light must be in working order upon residents move-out. Make sure you replace with same wattage and type of bulb. Too large of wattage or wrong type of bulb could result in damage to the fixtures/appliances and could be charged to the residents.

WASHER AND DRYERS

Residents do have the option of leasing a washer and dryer for their full lease term.

The following requirements:

- Residents will sign an addendum through the rental office
- The residents will be in full agreement to bear full responsibility for the use of the equipment and agrees to use the equipment in accordance with normal operating procedures.
- Resident agrees not to move the washer/dryer from the apartment. If washer/dryer is removed, damaged, or stolen, the residents will be responsible to pay full replacement cost.

- The monthly fee is due on the first (1st) of each month and is to be paid to the rental office.
- If not paid by the fifth (5th) of each month, the standard late fee for rent will prevail.
- Management does not accept any responsibility for damage to clothing.
- For maximum benefit, clean your lint filter after every use.

□

Remember, it is the Residents responsibility upon vacating to notify the office for removal.

LAUNDRY FACILITIES

We have a coin operated laundry for residents who do not have a washer and dryer. It is located across from the office (building 506) and is open 24 hours a day, seven days a week for your convenience. Please assist us in keeping the laundry room clean by picking up dryer sheets, etc. and disposing of them in the trash can provided. If you were to have problems with one of the washers or dryers, please contact the rental office and/or put an “out of order” sign on the machine until we may get it repaired.

Management does not accept any responsibility of damage/missing personal items.

APPLIANCES

Each apartment is equipped with range, refrigerator, dishwasher, and garbage disposal. Care of these appliances will prolong their life and make them work more efficiently. Any misuse or deliberate abuse, damage, etc. will result in repair and/or replacement of appliance(s), residents will be charged for repairs and/or replacements. The cost will be billed to the residents of the apartment, which will be due immediately upon receiving notice of charge.

Range - In order to insure maximum cooking efficiency, periodic cleaning of the range top and oven is necessary. **“MAKE SURE ALL CONTROLS ARE OFF”** before cleaning. The range top and facing can be cleaned with hot soapy water or a non-abrasive all purpose cleaner. Never clean the surfaces with abrasive cleaners or a sharp instrument as all can cause damage to the appliance. The oven walls can be cleaned with an oven cleaner, follow directions and make sure the cleaner does not

come in contact with chrome, electric elements or drip pans. The drip pans and oven racks may be put in dishwasher for cleaning. The range hood is essential for removing cooking smoke and should be cleaned often for the full effectiveness and safety. You remove the chrome vent and wash in hot soapy water, dry thoroughly before replacing in its’ original position.

Refrigerator – To clean the interior of refrigerator, use a solution of baking soda and warm water. On the exterior, use a mild soap and warm water. Never use abrasive cleaners, as they will scratch the surface whether it be interior or exterior. Never use a sharp instrument to remove build up as this may cause damage to the appliance. Do not wash the interior parts in the

dishwasher they must be washed by hand and with non-abrasive cleaner and warm water. Never place interior parts from cold refrigerator into extremely hot water this will cause damage to the parts.

Dishwasher – USE ONLY SPECIFIED DETERGENT FOR DISHWASHERS ONLY --- NEVER USE REGULAR (HAND) DISHWASHING DETERGENT, THIS WILL CAUSE THE DISHWASHER TO OVERFLOW AND LEAK. Scrape all food from dishes/pots/pans before placing in dishwasher. Place all plastic items on top shelf, do not let items fall through basket onto the heating element (located on bottom of dishwasher). To clean the interior and exterior surfaces use hot soapy water or a mild non-abrasive all purpose cleaner. Periodically running the dishwasher through a cycle with a cup of bleach will help keep the lines unclogged and the inside clean. ***Management is not responsible for items damaged in dishwasher.***

Garbage Disposal – We recommend that the cover be left over drain when not in use, this will prevent any foreign material from accidentally falling into the disposal. The disposal is to be used only for vegetable matter, cooked meat scraps. The disposal be turned on and have water to run through for a minute or two at least once a week, this will prevent odor from seeping back up the drains and keep the parts from locking up.

Suggestions for operational use: Push food through the splashguard with spatula (**never put your hand in garbage disposal**), turn cold water on to a full flow, turn switch to on position, once the grinding sound diminishes, turn switch off, and allow water to run through for a few seconds longer. Should the motor shut off due to overload, wait a few minutes, then push the red reset button on the motor (located in the cabinet underneath the sink) and resume operation. Problem should be corrected if not, call or email the rental office for repairs, if found to be misuse, residents will be charged for repair/replacement. The cost will be billed to residents of the apartment, which will be due immediately upon receiving notice.

GUIDELINES FOR RETURN OF SECURITY DEPOSITS & STANDARD VACATING CHECKLIST AND MOVE OUT ESTIMATE SCHEDULE

We have received many inquiries concerning move-out inspections when you move from your apartment home. Contrary to rumor, we do not want your security deposit. It would be much easier to just give them all back. A vigorous day or two of thorough housecleaning will help get your deposit back, provided the apartment is clean and there are no damages.

Vacate Notice will be given to residents prior to move-out and we request residents to make this a priority and return to the rental office ASAP with information requested.

Remember, to return the vacate notice and intent to be present upon move out inspection ASAP to the rental office.

Security deposits will be refunded provided the resident have complied with all provisions of the lease agreement, rent and other monies due are paid through lease ending date, and all keys have been returned.

Remember, your lease requires that all utilities remain on until the last day of you lease term.

We recommend you make sure you have thoroughly completed all described items to insure the maximum return of you security deposit. While this list does not cover all of the possible sources of damage, it will help. All items should be done thoroughly. If we find it necessary to re-do them, your deposit will be charged accordingly. Designated resident will receive a refund and/or Statement of Security Deposit Account. Less, monies due to V-Tech Housing (Roanoke Street Apartments) will be refunded within forty-five days (45) from lease expiration date. Monies due to V-Tech Housing (Roanoke Street Apartments) will be due upon receipt of Statement of Deposit Account.

If you have any questions, do not hesitate to contact our office.

We would like to Thank You for choosing Roanoke Street Apartments for your home while staying in Blacksburg and hope you enjoyed living here.

We would like to wish you all the best with your future.

STANDARD VACATING CHECKLIST

The following non-exclusive responsibilities are to be completed by the Resident(s) prior to vacating an apartment. Below is a checklist of the items to be cleaned before the move-out inspection can be completed. Charges shall be in accordance with the attached Move-Out Cost Estimate Schedule.

KITCHEN

1. Refrigerator—Clean inside thoroughly, making sure there is no food, dirt, or debris, and carefully checking the seals around the doors to make sure they are clean. Pull out the crisper drawers and make sure there are no spills, etc. Wash out drawers, wipe down shelves, and put back into place. Wipe down the outside, making sure all smudges, fingerprints, etc. are removed. The freezers are self-defrosting. Clean with mild detergent, wipe out, and make sure it is free of crumbs, spills, etc. Please, make sure you do not unplug or turn off the refrigerator. Make sure your temperature setting is set to a #3 or medium setting. Replace appliance bulb, if needed.
2. Range—Remove drip pans and burners, lift up stovetop, and clean underneath. Drip pans must be replaced. Clean the inside of the oven and racks thoroughly. There should be no stains or grease remaining. Use a clean, damp cloth after thoroughly cleaning, and wipe out residue. There should be no residue left, and the appliance should be clean and shiny. Clean outside and sides of the range as well. Replace appliance bulb, if needed.
3. Cabinets, Countertops, and Sink—Make sure all items and shelf paper are removed from inside the cabinets. Wipe down inside and outside of cabinets, along with the countertops. Make sure all surfaces are clean of dirt and grease. Clean sink thoroughly, and wipe down with dry cloth to make clean and shiny.
4. Dishwasher—Remove all items and clean thoroughly inside and out. Then pour a cup of bleach into dishwasher and run through the cycle.
5. Floors—Sweep and scrub to remove any ground in dirt, stains, or scuffs. Mop thoroughly.
6. Utility closet—Make sure all items are removed, floor is swept and mopped.
7. Washer/Dryer—Make sure you have notified the office for removal of appliances.

BATHROOMS

1. Tub/Shower—Scour and remove all dirt, soap scum, mildew, and rust stains. Sanitize entire area and towel dry to remove watermarks and residue from the cleaning agents.

2. Vanity/sink—Scour basin and soap holders with the proper cleansers. Clean inside and outside of medicine cabinets, leaving all mirrors streak free. Clean out light fixtures and replace bulbs, if needed. (Only use 60 watt bulbs)
3. Toilet—Clean inside, outside, and base thoroughly. Any stains must be removed, as well as any items put in tank.
4. Clean/dust exhaust fan.
5. Floors—Sweep and scrub to remove any ground in dirt, stains, and scuffs. Mop thoroughly.

BEDROOMS, HALLWAYS, LIVING/DINING ROOMS

1. Windows, Tracks, and Windowsills—Clean all thoroughly inside and outside. Dust all mini-blinds, and wash, if necessary. Broken blinds will be replaced at your expense.
2. Light fixtures—Remove light fixture covers and clean. Replace bulbs if burned out.
3. Doors, Baseboards, Receptacles, Light Switches—Clean/dust all door surfaces, all receptacle covers and light switches, removing grime and all fingerprints. Vacuum all Heat/AV vents.

CARPETS

1. All carpets must be professionally steam-cleaned, and will be done at your expense. If you choose to clean the carpets on your own, please do not use steam machines that you can rent, this is not considered acceptable. If the cleaning quality is not considered acceptable by the cleaning service you use, you will be charged if we have to re-clean the carpets. If you prefer, we can have your carpets cleaned and deduct the charge from your security deposit. (See attached sheet for the charge schedule)

EXTERMINATING

1. Pets—If you had a pet in your apartment at any time during your lease, you must have your apartment exterminated, and a receipt furnished to the office. If we do not receive a receipt, we will have the extermination done, and you will be charged. If you do have the apartment exterminated, and there is still evidence of fleas, etc., we will have it re-done, and you will be charged. We use Dodson, and if you prefer to have them do it yourself, and a problem arises, they will come back with no charge to you.

UTILITIES

1. Water service and electric service MUST NOT BE TURNED OFF and must remain in the Resident(s) name until the lease expiration date.
2. If the utilities are turned off before your lease expiration date, and damage is caused to the appliances or apartment building due to the lack of utilities, Resident(s) will be held responsible for repairs and replacement costs incurred.
3. Resident(s) is responsible for any outstanding utility bills
4. Resident(s) is responsible for contacting the utility company for disconnect.

LEFTOVER FURNISHINGS, PERSONAL BELONGINGS, AND EFFECTS

1. Any belongings left in the apartment will be disposed of by Roanoke Street Apartments, and the Resident(s) will be responsible for any charges associated with the removal of items.

If you expect to have your security deposit refunded, you must follow the non-exclusive guidelines we have furnished for you. This will make turnover easier and less expensive for you and us.

**Standard Vacating Checklist
&
Move out Cost Estimate Schedule**

If prior to moving out you do not thoroughly clean the items listed below, the following charges, in addition to any outstanding balances, will be deducted from the deposit. The charges are estimated and do not represent an all-inclusive list. Residents may be charged for items not included on this list.

COMPLETE CLEANING:

2 BR: \$250.00

3 BR: \$300.00

4 Br: \$500.00

CLEANING AND REPAIR CHARGES

KITCHEN CLEANING

Refrigerator/Freezer	\$20-\$50
\$20-\$50	
Oven	\$20-\$50
\$20-\$50	
Stove Drip Pans	\$8.00 ea.
\$15	
Stovetop/Exterior	\$15-\$20
Pantry Clean-out	\$10
Kitchen/Pantry Floor	\$20-\$25
(Move appliances)	
\$5.00 ea.	
Countertops/Cabinets	\$15-\$25
Plumbing fixtures	\$ 5
Exhaust Vent Fan	\$15
Dishwasher	\$10-\$15
Bulbs	\$5.00 ea.
or	
Kitchen Touch up	\$75.00
\$75.00	

BATHROOM CLEANING

Tub/Shower	
Toilet	
Sink/Vanity/Mirror	\$5-
Vinyl Floor	\$25
Exhaust Vent Cover	\$10
Light Cover	\$10
Bulbs	
or	
Bathroom Touchup	

LIVING ROOM/HALLWAY CLEANING

Baseboards	\$ 5-\$15
\$15	
Patio Doors/Door Tracks	\$10-\$15
Switch Plates, Receptacles	\$1.00 ea.
\$1.00 ea.	
Vertical Blinds	\$40
Light Cover	\$10
Dining Room Light	\$5-\$10
Bulbs	\$5.00 ea.

BEDROOM CLEANING

Baseboards	\$5-
Windows/Tracks	\$10
Switch Plates	
Window Blinds	\$35
(All other windows)	
Light Cover	\$10
Bulbs	\$5.00

MISCELLANEOUS

Professionally Clean Carpets	2BR	\$150.00 - \$175.00
	3BR	\$200.00 - \$250.00
	4BR	\$300.00 - \$350.00
Cleaning All Windows		\$50.00
Trash Removal		\$50.00 per bag

PAINTING

Touch up	2BR	\$225
	3BR	\$265
	4BR	\$305
Complete (1Yr. Residency)	2BR	\$350-\$450
	3BR	\$450-\$500
	4BR	\$600-\$800
(2Yr. Residency)		½ Quoted Rate
(3Yr. Residency)		No Charge to Residents
Wall Repairs & Prep. Charges		\$25-\$200 (depending on damage)

Discontinued Utility Services prior to lease ending date: \$50 fee plus amount of usage
Discarding furniture in unit or in or beside dumpsters: Removal fee and/or fine of \$100.00 per piece

(\$100.00 FINE IF NOT OUT BY 12 MIDNIGHT ON THE LEASING DATE)

REPLACEMENT CHARGES

In the event items are missing or damaged beyond repair, and require replacement, residents will be charged actual cost, plus labor and service charges.

Such items may include, but are not limited to the following:

- | | |
|-------------------------------|-----------------------|
| Broken Windows/Window Screens | Vinyl Floor coverings |
| Patio Screen Door | Window Blinds |
| Vertical Patio Blinds | Mirrors |
| Countertops | Cabinets |
| Appliances | Light Fixtures/Covers |
| Thermostats/Covers | Towel Bars |
| Doors/Door Frames | Carpet |
| Clean Front Door Exterior | |

We hope this information will help you with your move-out, as well as help you to avoid charges against your security deposit. If you have any questions, please call or stop by the office at any time. Remember, we do not want your deposit, but if we have to clean or make repairs, you will be charged for the work. The apartment must be cleaned at the end of the lease or when you vacate, whichever comes first. Cleaning and then living in the apartment for a few days will not work.

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Signature _____ Date _____

Management Signature: _____ Date _____

THANK YOU FOR YOUR COOPERATION.

V-Tech Housing (Roanoke Street Apartments) Management

