



BROWN

River House  
Graduate / Medical  
Student Housing

RESIDENT HANDBOOK

# TABLE OF CONTENTS

---

## **THE APARTMENT**

A. APPEARANCE	4
B. GRILLS	5
C. APARTMENT ENTRY	5
D. HEALTH AND SAFETY INSPECTIONS	6
E. PERSONAL PROPERTY RESTRICTIONS	6
F. BICYCLES	6
G. BUSINESS/PRIVATE ENTERPRISES	7
H. PETS	7

## **THE COMMUNITY**

A. OFFICE HOURS AND CLOSINGS	7
B. COMMON AREAS	8
C. AMENITY AREAS	8
D. PARKING	10
E. SOLICITORS	10
F. ACCESS DEVICES	11
G. CAR REPAIRS	11
H. MAIL DELIVERY	11
I. PACKAGE RELEASE	11

## **THE HOUSING AGREEMENT**

A. OCCUPANCY STANDARDS	11
B. PAYING RENT	11
C. TRANSFER POLICY	12
D. GUESTS	12
E. ROOMMATE REMEDIATION	12

## **PROTECTING YOURSELF**

A. RENTER'S INSURANCE	12
B. KEYS AND KEY RELEASE	12
C. CRIME	13
D. PERSONAL SAFETY	13
E. FIRE SAFETY	14
F. FIRE	15
G. SEVERE WEATHER PREPARATIONS	15
H. FREEZING WEATHER	15
I. HOLIDAY CHECKLIST	15

## **MAINTENANCE**

A. SERVICE REQUESTS	16
B. AFTER-HOURS EMERGENCIES	16
C. LOCKOUTS	17
D. LIGHT BULBS	17
E. FURNITURE	17
F. SMOKE DETECTORS	17
G. PLUMBING/LAVATORIES	17
H. PROPERTY APPLIANCE USAGE	17
I. ENERGY CONSERVATION TIPS	19

## **YOUR CONDUCT**

A. DRUGS AND ALCOHOL	20
----------------------	----

B.SMOKING	20
C. FIREARMS, WEAPONS AND HAZARDOUS MATERIALS	20
D. MOTORCYCLES & SCOOTERS (FUEL OPERATED)	20
E. NOISE	21
F. ODOR	21
G. CONDUCT	21
H. FINES	21
<b>MOVING OUT OF YOUR APARTMENT</b>	
A. MOVE-OUT PROCESS	22
B. DAMAGES	25

# WELCOME HOME

Welcome to your new community! Our goal is to provide superior service to our residents. We strive to treat all residents with respect, enthusiasm, and a positive attitude in every encounter.

The policies and guidelines contained in this Handbook are attached to and made a part of your **Brown Housing Agreement** (the "Agreement"). As such, you should read this handbook carefully as you agree to be bound by these policies when you sign the Agreement. You are also responsible for your guest's compliance with all policies and guidelines. Violations of rules contained in this Handbook may be subject to fines leading up to eviction. We have a right to change this Handbook from time to time as we deem necessary. Any changes to this Handbook will be effective and a part of the Agreement once they have been delivered to you or posted in a public area of the community used for such purposes.

The terms "you" and "your" refer to all residents listed on the Agreement. The terms "we", "us", and "our" refer to Management/Owner listed on the Agreement. All terms in this Handbook shall have the same meaning as in the Agreement.

Everyone in a community has the responsibility to maintain the safety and well-being of the community, to maintain the condition of the facility, and to take initiative and action if there is a violation of community standards. Your presence during any violation of the community's standards or policies ultimately condones supports and/or encourages violation(s). If you witness a crime, please call Brown's Department of Public Safety, 401-863-4111 immediately, and then contact the management office at 401-859-2390.

Our vision is that individuals accept ownership of and take responsibility for resolving conflicts and problems in their community. In the event that a conflict arises that you have not been able to resolve, please do not hesitate to contact the office.

# THE APARTMENT

---

## **A. APPEARANCE**

### **1. PATIOS/BALCONIES**

Patios and balconies must be kept orderly and clean. Only outdoor furniture and related patio items may be placed on any patio/balcony. Trash, drying towels/clothes, and other unattractive or large items may not be stored on patios and balconies. Use of gas or charcoal grills on the patios and balconies is not allowed and subject to fines from both the Apartment Community and the Fire Marshall. Items of any kind should not be placed on the ledges or protrude from the railing. Hooks/levers for hanging plants or hammocks are not allowed. Management has the right to limit the number of people on a balcony at any given time. No motorbikes or mopeds are allowed on balconies or patios. Nothing should be thrown or dropped from balconies or patios. Additionally, the Owner reserves the right to close or deny access to balconies, patios, and other Common Area spaces in or around the Unit or the Community when deemed necessary at any time and for any duration, for the safety or enjoyment of the Community or its neighbors, and at the Owner's sole option and discretion.

### **2. FLAGS/SIGNS**

Signs and banners may not be hung from patios, balconies, windows, or from any area that would be seen from the exterior without prior approval by management.

### **3. ANTENNAS/SATELLITES**

For safety reasons and to maintain the appearance of the community, we do not allow any kind of outside antennas or satellite dishes to be installed unless approved in writing by us 10 days prior to installation and following all subsequent installation policies, paying additional security deposits, and any other requirements as directed.

### **4. IN-UNIT UTILITY CLOSETS**

The utility closets holding water heaters and air conditioning equipment are not to be used for storage or trash.

### **5. WINDOWS/CURTAINS**

Windows and doors cannot be blocked. If provided, blinds cannot be removed without written permission from Owner. Aluminum foil, tinting, cardboard, signs, etc. may not be placed over windows where they can be seen from the exterior. All window treatments installed by you must be removed at the end of the Agreement term. Any damage caused by curtains, blinds, or other décor hung/applied by you will be repaired and charged to you. Holiday decorations/lights must be taken down within one week of the holiday, and subject to all other conditions of the Agreement and this Handbook.

Nothing shall be thrown out of the windows or doors. Do not leave windows or doors open during inclement weather. You will be responsible for any damage, including, but not limited to, paint, wall, cabinets, carpets, and floors resulting from failure to exercise reasonable care.

## **6. DECORATING/PAINTING/WALL HANGINGS**

No structural changes or additions may be made to the exterior of the building, including the front entrance, patios, and balconies. No alterations may be made to your front door or entrance to your apartment. Front doormats are encouraged, but we reserve the right to remove mats that are not designed for outdoor use, have an inappropriate message, are a trip hazard, or any other reason we deem necessary. Colored light bulbs are prohibited in all exterior fixtures.

In the interior of your apartment, you have the freedom to decorate by hanging pictures or other decorative objects. Stickers, including glow in the dark stars, double-sided adhesive foam, or tape are not allowed on walls, ceilings, windows, cabinets, exterior or interior doors. You must obtain written permission from the manager to perform any repairs, painting, wallpapering, carpeting, electrical changes, or to make any other changes to the interior or exterior. It will be your responsibility to return the apartment back to the original condition or you will be charged. All shelf paper, tub or shower decals, shelf brackets, hooks, towel holders must be removed. If you put these on walls, ceilings, doors, etc., there will be a charge for their removal and any repairs needed.

## **7. PUBLIC AREAS**

For the safety of all residents and to preserve the appearance of the community, please do not keep any personal belongings in the walkways, hallways, or entranceways. Please do not gather in the hallways.

## **8. GROUNDS**

Lawn areas must be kept free of litter, cigarette butts, bicycles, and other equipment. Fines may be imposed if the lawns or landscaped areas are used as animal relief areas.

## **9. TRASH**

All trash should be bagged and placed inside the compactor or dumpster designated at the community and should not be left in the apartment, breezeways, or other common areas. If your apartment community allows valet trash, trash must be in designated bins during the designated hours assigned to the property. This information is provided by the office. Cigarette butts must be disposed of properly and are not allowed to be thrown on the exterior. Do not put hot ashes or coals, paint, chemicals, motor oil, or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers. We have the right to impose reasonable fines for the violation of these provisions, as well as for any littering by you or your guests.

## **B. GRILLS**

Fire regulations prohibit using or storing gas or barbecue grills in and around buildings, including patios and balconies, and around heavily wooded areas. You should use grills in accordance with local ordinances (see community representative for restrictions). Gas or barbecue grills are not allowed on any patios or balconies under any circumstances.

## **C. APARTMENT ENTRY**

We respect your right to privacy. Without prior written consent, we will not give any person access

to your apartment unless they have an Agreement to occupy the Premises. However, our staff may enter your apartment when we deem reasonably necessary, including but not limited to as follows:

- in case of an emergency
- when you have abandoned or surrendered the apartment
- to make necessary or agreed repairs, alterations, or improvements
- to inspect, open or lock, or perform make ready work on vacant bedrooms
- to supply necessary or agreed services
- to test smoke detectors and complete health & safety inspections
- to examine your apartment for prospective or actual purchasers, mortgagers, residents, workers or contractors' routine inspections
- with your prior permission, or
- as otherwise allowed by law

Except in cases of emergency and as required by law, we will provide you with at least 24-48 hours' written notice of our scheduled time to enter and entry will be during normal business hours. You may be present; however, entry is not conditional upon your presence. In case of emergency, we may enter your household at any time without prior notice. In such situations, you do not have the right to refuse to open the door and you must allow access.

#### **D. HEALTH AND SAFETY INSPECTIONS**

We will perform routine apartment inspections to ensure health and safety standards are being met and to identify potential hazards. You will receive advance notification and the inspections will focus on the following:

- Safety Equipment
- Smoke detectors
- Sprinkler heads
- Other security features (self-closing door hinges, window & door locks, etc.)
- Fire Hazards
- Frayed and/or overloaded electrical wiring
- Stacks of newspapers or magazines
- Covered heaters
- Build-up of grease in ovens, broilers, or on stovetops
- Storage of gasoline or other flammable materials, or gas-powered vehicles in unit
- Health Hazards
- Garbage or food improperly disposed of
- Unsanitary bathroom conditions
- Unreported water intrusion/leaks
- Corrective warning notices will be communicated within a reasonable time following the inspection. Any violations that mandate an immediate fine will also be communicated via such means and will be considered due and payable upon receipt.

#### **E. PERSONAL PROPERTY RESTRICTIONS**

You and your guests are not allowed to place any unusually heavy objects on the floor, i.e. pool tables, waterbeds, kegs, etc. You and your guests agree not to keep firearms, ammunition,

explosives, gasoline, dangerous or hazardous materials in your apartment, storage facility or balcony.

#### **F. BICYCLES**

Please use designated bicycle racks or carefully store bicycles in your apartment (bicycle hooks are not allowed). You must ride responsibly through the community and obey all posted traffic signs. The bicycle rider must not interfere with the right-of-way of pedestrians. Due to life safety concerns, bicycles found in patios, balconies, hallways, breezeways, stairways, blocking public access to exits will be removed and impounded (a fee may be imposed for removal and storage). To protect your bicycle from theft, get a high-quality lock and properly secure it to the bicycle rack. Bicycles may only be secured to bicycle racks. Bicycles must be removed from property on your scheduled move-out date.

#### **G. BUSINESS/PRIVATE ENTERPRISES**

Operating any kind of business in your apartment or in the community is prohibited - except that any lawful business conducted "at home" by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes and provided you comply with the Network Access Policy.

#### **H. PETS**

No animals (including mammals, reptiles, birds, fish, amphibians, arachnids, and insects) are allowed, even temporarily, anywhere in the Property, except in the case of service animals, approved by Brown's Student Accessibility Services Dept. If you are found to have an unauthorized animal, you may be subject to a fine. Evidence of a pet, as determined by us, is sufficient grounds; the pet does not have to be witnessed by us. Multiple occurrences may be subject to additional fines and leading up to and including eviction. Service animals are allowed and welcome with proper documentation and written approval from management.

If you have an approved service animal, you agree to abide by the following rules and regulations:

If required, you will pay a monthly pet rent as set out in the Pet Addendum. Pet rent may be adjusted at the beginning of every Agreement term.

- All service animals must wear an identification tag.
- All service animals must be registered and inoculated in accordance with local law.
- You must keep your service animal on a leash and under your supervision when outside the apartment
- You must walk service animals in designated pet areas only and must dispose of waste in a sanitary manner. Do not dispose of waste or cat litter in trash chutes. If you do not dispose of waste properly, a reasonable fee per incident will be charged. Multiple occurrences may require permanent removal of the pet.
- Service animals may not be tied up or left unattended on patios, balconies, or any other areas outside of the buildings.
- You will be responsible for the entire amount of any injury to any person caused by your pet, including all costs of litigation and attorney's fees resulting from such injury.



- Service animals may not disturb other residents, damage or destroy our property.
- You agree to be financially responsible for repairing or replacing any damage caused by your service animal. If needed, the cost of carpet and/or vinyl replacement will be charged to you
- Management must be made aware of any service animal occupancy changes that occur.

## THE COMMUNITY

---

### A. OFFICE HOURS AND CLOSINGS

Office hours are posted at the management office. The management office may occasionally be closed due to holidays, inclement weather, or other circumstances as necessary. If the office is closed, a sign or notice will be placed on the front entrance to the management office or in other high-traffic areas. The sign will include information as to when the office will be closed, when the office will reopen and the telephone number for maintenance emergencies. For holidays or when the staff is attending training or other professional meetings, we will provide reasonable notice by posting signs on the front entrance to the management office, or in high-traffic areas.

### B. COMMON AREAS

The driveways, sidewalks, courtyards, entry passages, stairs, and halls shall not be obstructed or used for any purpose other than ingress and egress. Bicycles and similar vehicles shall not be allowed to obstruct the common areas. Hallways, walkways, and lounges are not to be used as grounds for 'hall sports,' sporting events, wrestling, horseplay, or riding bicycles and skateboards, due to property damage, disturbance to neighbors or the possibility of injury.

### C. AMENITY AREAS

Listed below are various types of recreational facilities available at River House. You and your guests must agree to abide by the rules as set out below. You must accompany your guests at all times in the amenity areas. Failure to comply with the rules is considered sufficient cause for any action deemed necessary by us, including barring of violators from the use of the amenity areas.

Use of the amenity areas will be at your own risk. We are not responsible for accidents, injuries, or lost, stolen, or damaged or misplaced items. If you have any health issues, you should consult your physician before using any recreational facility.

We reserve the right to limit access, close down whole areas or spaces, and disperse groups from any amenity space or community area without prior notice.

Some recreational or multimedia equipment may be available for your use, i.e. billiard equipment, movies, games, etc. Equipment is available on a first-come, first-served basis, and is available during regular business hours. You agree to return all equipment in good working condition (except for reasonable wear and tear) within the designated time frame. You agree to check out equipment at your own risk and will not hold us liable for any possible damage. You authorize us to charge your

student account the total amount owed, including full market value of all items not returned in good working condition (except for reasonable wear and tear). You should ask a community representative if and what equipment is available.

In case of emergency, call Brown's Department of Public Safety 401-863-4111 immediately, then contact the management office 401-859-2390.

1. GENERAL RULES FOR ALL AMENITY SPACES:

- No smoking is allowed in the amenity areas unless otherwise posted.
- Attendants are not provided.
- Operating hours are posted. We reserve the right to change operating hours at any time without notice.
- All trash must be put in the appropriate containers placed in and around the amenity areas. Please help keep the amenities clean.
- You are responsible for the consequences of your guest's actions. The cost of damages will be charged to you.
- No wheeled vehicles (except wheelchairs) are permitted in the amenity areas at any time.
- No intoxicated person is allowed in the amenity areas. See posted rules for community specific policies on drinking alcoholic beverages.
- No abusive language will be tolerated.
- Report vandalism and unauthorized users.

2. FITNESS CENTER RULES

You should read applicable instructions for use before attempting to use any machines or free weights.

- You are limited to one guest and you must accompany your guest at all times while using the Fitness Center
- Person's ages 16 years and younger are not allowed to use the Fitness Center
- No wet clothing in the Fitness Center
- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs on fitness equipment. Please report needed repairs immediately to the office.
- Do not use, adjust, or operate fitness equipment beyond your physical limitations.
- Do not remove equipment from Fitness Center.
- Do not leave personal items in the Fitness Center.
- Respect others by keeping noise to a minimum and by disposing of trash properly.
- We recommend exercising with a partner.
- Please wipe down the fitness equipment with a clean towel once you are done.

3. COMPUTER USE RULES

You must be aware that the computer, associated software, and internet access are being provided as a complimentary benefit to all residents. Two computers, with internet access, are available in the lobby and accessible by all residents. You understand there should be no expectation of privacy regarding any activity on the computers or any documents or email messages that you may enter,

receive, or send using the computers or Internet.

You agree to use the equipment at your own risk. We are not liable for any interruption, surge, inability to connect, loss of data, etc. We are also not liable for any damages or claims you may suffer or have as a result of your use of the internet, including, but not limited to, computer viruses, loss of data, invasion of privacy, defamation, fraud, copyright, or trademark infringement. You also understand and agree to the following policies regarding use of the computer and internet:

- The computers are for residents' personal use only. Your guests will not be allowed to use the computers. No commercial use of the computers or internet is permitted.
- No browsing of websites containing pornography or sexually explicit material or downloading or uploading of such materials.
- No downloading of any material to the computer's hard drive. Any downloading of material not otherwise prohibited may be saved only to your removable personal media. Documents on the hard drive will be deleted nightly.
- No downloading or uploading of any copyright protected material. Copying and/or distributing copyrighted information is a violation of the U.S. law. As a general rule, do not copy and/or distribute any information obtained via the internet.
- No sending unsolicited bulk email (also known as "spamming").
- Copy services are available free of charge or for a minimal charge. You will be held responsible for any damage to equipment during your computer time if due to negligence or intentional misuse/abuse by you.
- No food, drink, or smoking allowed in the computer area.
- Equipment may be electronically monitored. Removed equipment will engage alarm system.
- Screen savers and desktop backgrounds are not to be tampered with at any time.
- You must provide your own paper.

You understand that the violation of any condition or term of these provisions may result in being prohibited from using the computers. You understand that the use, availability, and configuration of the computers and/or internet are at the sole discretion of us and may be modified, terminated, and/or suspended at any time without notice and without replacement.

#### **D. PARKING**

You and your guests are required to abide by all parking regulations established by Management, as well as by the local police and fire marshal. These rules apply to all motorized vehicles, including cars, motorcycles, and scooters. We are not responsible for any damage to you or your guest's vehicle while parked at the community. For additional rules, please refer to the Parking Addendum and all posted signage. If the conditions for parking are not met, your vehicle may be towed without notice at your expense. It is your responsibility to make sure your guests understand these parking rules and regulations as their vehicles may be towed at their expense if parked improperly. You and your guests agree to abide by the rules regarding parking.

Our towing company frequently, and at random, without being called by us, tows any vehicle that is inoperable, has an expired or invalid license plate, expired temporary license plates, is in violation of any of the other provisions of the Agreement, Parking Addendum and this Handbook. This is the

only notice you will receive. You will be towed, if you are not parked or permitted correctly or you are not in compliance with all other state or local requirements, with no further notice. Additionally, you or your guests may be towed if you park in areas marked as Future Resident parking unless signage designates otherwise.

#### **GUEST PARKING**

Where applicable, your guests must park only in designated guest or visitor parking, and they are subject to all the provisions of this Handbook.

If a guest parking permit is required, you agree to obtain such permit for your guest during business hours only. We reserve the right to limit the number issued each day and to issue none on any day we choose. Guest permits must be clearly in view in the area specified by us when you sign out the permit (it is your responsibility to ask where the guest permit should be placed). If the permit is not visible for any reason, the car may be towed at the vehicle owner's expense.

You understand that failure to abide by any of these parking conditions will result in the fines and consequences outlined in the Agreement and/or revocation of your ability to use guest or visitor parking.

#### **E. SOLICITORS**

Door-to-door solicitors are not permitted in the community. Please contact us if a solicitor disturbs you or contact the local authorities if the situation calls for their involvement.

#### **F. ACCESS DEVICES**

You will be issued an access device for entry into the buildings and/or amenities. Only one access device will be issued per resident and a deposit may be required. The access device must be with you at all times when using the amenities. If you lose the access device or fail to turn it in with your keys at the end of the Agreement, you will be charged a \$50 replacement fee per device. A replacement device will not be issued until the replacement fee of \$50 is paid.

#### **G. CAR REPAIRS**

To maintain a beautiful community and for safety and environmental concerns, we ask that you schedule auto repairs outside of the community.

#### **H. MAIL DELIVERY**

The United States Postal Service (USPS) will sort and deliver mail to student mailboxes located on the first floor. We will not be responsible for any problems that may occur in their efforts to provide mail services or claims that may arise out of the service.

You understand that from time to time prompt delivery may be impossible. We are not responsible for lost or damaged envelopes or any other type of mail delivery. We are not required to forward mail. If this is not acceptable to you, you may elect to pick up your mail at the local USPS Substation at your expense.

You are required to put your entire address, including apartment number/room number and letter on all mail. You are responsible for your mail being correctly addressed.

## **I. PACKAGE RELEASE**

Luxer 1 is a package locker located on the first floor of the building. This is a secure locker system for receipt of packages or parcels. We will not accept delivery on any item that must be placed inside your apartment, i.e., furniture, or C.O.D. deliveries. We assume no liability for their loss, damage, theft, misdelivery, delays in delivery, and/or failure of delivery.

Although we will do our best to accommodate, during high package volume times such as move in and the holidays, we reserve the right to refuse to accept and hold deliveries (as permitted by applicable law) of large boxes, numerous packages for the same resident, or as space and capacity permits. Deliveries of packages for future residents before your Agreement begins will not be accepted.

# **THE Brown Housing Agreement**

---

## **A. OCCUPANCY STANDARDS**

The number of occupants is limited according to the terms of the Housing Agreement. You are required to comply with these limitations.

## **B. PAYING RENT**

Rent is collected through the Bursar's office per the terms of your Housing Agreement.

## **C. TRANSFER POLICY**

Transfer Policy is outlined in your Agreement

## **D. GUESTS**

Guests are allowed to stay pursuant to your Agreement.

## **E. ROOMMATE REMEDIATION**

If a conflict arises between you and your roommate, it will not be considered grounds to terminate the Agreement. Additionally, it is not our responsibility to resolve the conflict. We will assist you with mediation and finding possible solutions; however, it will be the responsibility of you and your roommate to find a resolution in a conflict. In the event of transfer as a solution, all applicable transfer fees will apply.

SUGGESTED GUIDELINES FOR CO-HABITATION:

- Decide on a thermostat setting that all roommates agree to
- Organize the fridge/freezer for easy access and to easily see which items belong to whom
- Create a laundry schedule and discuss with your roommates if you need to change your schedule at any time

- Decide who will be responsible for taking out the trash on which days

## PROTECTING YOURSELF

---

### A. RENTER'S INSURANCE

Obtaining renter's insurance is strongly recommended for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for the community does not provide coverage for your personal belongings, property damage, or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by the community's insurance. In general, renter's insurance is not expensive, and can provide substantial protection and peace of mind.

### B. KEYS AND KEY RELEASE

As a resident, you will receive a frequency operated button ("FOB" or "key") and a mailbox key for your personal use. You understand that any duplicate keys or entry devices must be made by us, and that all keys or entry devices issued must be returned at move-out. You cannot change the entry locks or otherwise deny us access to the apartment. If keys or entry devices are not returned or lost, a replacement charge will be assessed for each item. If key or entry device is lost or stolen, you should notify us immediately. We are not obligated to, but if it is approved by us and you wish for us to release a key to your apartment to anyone not listed on the Agreement, you must complete a Key Release Form (see a community representative to obtain form). You understand that it is your responsibility to notify us in writing should any person listed on a Key Release Form no longer have permission to access the apartment. You will inform person(s) listed on the key release that we will require valid photo identification prior to releasing any key or allowing access. We are not liable for unreturned keys or any damages to you, your roommates or your guests for injury, damage or loss to person or property caused by criminal conduct of other persons including theft, burglary, assault, vandalism or other crimes.

### C. CRIME

We do not guarantee or assure your personal security. Our actions are voluntary in an effort to reduce the risk of crime in the community. You agree that the provision of safety devices and patrol services will not constitute a guarantee of their effectiveness nor impose an obligation to us to continue providing these services. If you witness a crime, please call Brown's Department of Public Safety at 401-863-4111 immediately and then report it to the management office at 401-859-2390.

### D. PERSONAL SAFETY

Though we do our best to provide a safe living environment, no community is exempt to crime. The following guidelines will provide you with basic, easy-to-follow tips to help you protect yourself.

#### 1. INSIDE YOUR APARTMENT

We recommend you follow these important safety guidelines inside your apartment as follows:

- Dial Brown's Department of Public Safety #401-863-4111 for emergencies. If an emergency arises, call the appropriate authorities first, and then notify management
- Lock your doors and windows – even when you are inside
- Before answering the door, see who is there by looking through a window or peephole. If you do not know the person, first talk with him/her without opening the door. Do not open the door if you have any doubts.
- If you return to your residence and you think it has been entered illegally, do not enter. Call Brown's Department of Public Safety 401-863-4111
- Never give out keys. If your keys are lost or stolen, call the office or after-hours emergency line immediately to re-key the apartment.
- Keep a complete list of the serial and identification numbers of computer and other electronics. This will help if recovering stolen goods.
- Keep valuables out of sight by drawing curtains or blinds and storing such items away from windows.
- Never leave a note on your door stating you are not home.
- Do not display apartment keys in public or carelessly leave them in the mail area, at the pool, or places where they can be easily stolen.
- Do not put your name, address, or telephone number on your key ring.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Check your door locks, window latches, and other security devices regularly to be sure they are working properly.
- Close and latch your windows while you are not home, particularly when you are on vacation or away for a long period of time.
- Leave a radio or television playing softly while you are gone.
- Immediately report the following to us in writing, dated, and signed: Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems.
- Close curtains, blinds, and window shades at night or while you are not home.
- Mark or engrave identification on valuable personal property.
- Use lamp timers when you leave for extended periods of time.
- In a residential community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!", "Police!", or "Fire!"
- Mark or engrave identification on valuable personal property.

## 2. OUTSIDE YOUR APARTMENT

We may provide systems or services such as courtesy officers, courtesy patrols, emergency alert buttons located on the exterior of the building. These services or systems are not a guarantee of your personal safety or security and they are not a guarantee against criminal activity. We have the right to alter or cancel any of these systems or services without notice. We have no duty of security or personal safety except to proceed with diligence to repair any systems after notification that such systems are not working.

We recommend you follow the important safety guidelines outside your apartment as follows:

- When returning to your apartment late in the evening, if possible, always use the main property

entrance or commonly used walkways.

- Lock your doors while you are gone.
- Tell your roommates where you are going and when you will be back.
- Do not walk alone at night.
- Do not hide a key under the doormat or a nearby flowerpot. These are the first places a burglar will look.
- Do not give entry codes or electronic does to anyone.
- Carry your door key in your hand when nearing the entry door. You are more vulnerable when looking for your keys at the door.
- If you see suspicious persons loitering around the property, report them immediately to the proper authorities. DO NOT confront them yourself.
- Immediately report the following to Management: Any malfunction of safety devices outside your apartment such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railing, etc.

#### **E. FIRE SAFETY**

Call Brown's Department of Public Safety #401-863-4111 if there is a fire or if you see/smell smoke. Disabling or tampering with a fire extinguisher, pull stations, or smoke detector is a violation of the law and may lead to fines and possible termination of the Agreement. Prevention is your best insurance against fire. We recommend that you follow these simple safety precautions in your own apartment to prevent fires:

- Do not put water on a grease fire. Call Brown's Department of Public Safety #401-863-4111 immediately.
- Do not let grease or oil cook on stove unattended.
- Properly dispose of all lighted tobacco products in appropriate metal containers. Do not smoke in any interior spaces.
- Avoid cooking while intoxicated, taking medication, or when sleepy.
- Test smoke detectors monthly to make sure they are working.
- Do not store gas-operated tools or vehicles inside the apartment or under stairwells, breezeways, patios, or balconies.
- Do not burn candles of any kind.
- Do no overload outlets or circuits.
- Do not use halogen bulbs or lamps.

#### **F. FIRE**

If there is a fire, do not exit your apartment into the hallway or breezeway. First, calmly feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, get down on your hands and knees and crawl - smoke rises, so the cleanest air is nearest the floor. If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call Brown's Department of Public Safety #401-863-4111 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel or sheet out a window to signal your location.



## **G. SEVERE WEATHER PREPARATIONS**

- You should comply with all evacuation orders issued by local, state, or federal departments. Do not wait for instructions from Management.
- Listen to the radio or television for the latest information – check the weather forecast before leaving for planned outdoor activities and postpone plans if severe weather is imminent.
- Before the storm, notify family, friends, and neighbors as to your whereabouts and your plans. Establish a post-storm communication plan – place and time to meet, etc.
- Close all windows and doors (draw the shades or blinds on windows).
- During severe weather, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls. If necessary, get under a piece of sturdy furniture and use sofa cushions to protect head and neck.
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm.
- Ensure your cell phone is fully charged the night before.
- Stock up on bottled water.
- Have a charged portable power bank available
- If the storm is severe, collect any forms of identification, credit cards, emergency contact numbers, etc. and keep them with you.
- Keep all medications with you.
- The key to ensuring refrigerated/frozen food does not spoil is to minimize the amount of times the doors are opened. You can plan for this by taking out non-perishable drinks that can be stored at room temperature (soda, water, canned or packaged juices). Extra Ziploc bags full of ice cubes are another step to help keep items in the freezer at a suitable temperature.

## **H. FREEZING WEATHER**

If you are going to be away from your apartment for a longer period of time, please leave the thermostat set to “auto” and at a minimum of 55 degrees. These precautions are essential in order to avoid substantial damage to your apartment and personal belongings from broken pipes.

If you fail to take these precautions, you may be liable for damages to your apartment and any other damaged areas.

## **I. HOLIDAY CHECKLIST**

- If you plan to travel when unit charges are due, you should make prior arrangements for payment to be paid on time. If you are mailing your payment, make sure you allow ample time for it to reach us by the 1st of the month. You can also pay online through the Resident Portal
  - In cold weather, set your heater on “auto” with the temperature set on 55. Be sure to leave cabinet doors open under all sinks.
  - In hot climates, set your air conditioning on “auto” with the temperature set on 80.
  - Leave a visible light on. You may want to use an automatic timer on one of your lamps.
  - Do not leave notes on your door or post on social media that you are not home.
  - Take any valuables (TV, stereo, computer, jewelry, etc.) with you.

- Make sure all windows and doors are locked.

## MAINTENANCE

---

### A. SERVICE REQUESTS

We offer 24-hour response to emergency service requests. Call Brown's Department of Public Safety #401-863-4111 in case of fire or other life threatening situations. For After-hours Emergencies (as defined below), call the management office #401-859-2390 and explain the situation. They will contact the proper service personnel. For normal service requests, please submit a work order through the resident portal online or in the office.

In an attempt to effectively manage after-hours calls, we categorize calls into two categories: After-hours Emergencies and General Service Requests.

- An After-hours Emergency is defined as any failure or malfunction in which life, health, or property is threatened if immediate corrective action is not taken. Though it is impossible to list or predict all possible scenarios, the list below includes acceptable on-call emergencies.
- General Service Requests are calls that do not conform to criteria for an After-hours Emergency - in short, they are routine service calls which can wait until morning, at which time the work order will be completed on a first-come, first-served basis as quickly as possible. You can be fined for requesting an After-hours Emergency when the call is in fact just a routine service call.

### B. AFTER-HOURS EMERGENCIES

Examples of After-hours Emergency requests are as follows:

- No heat or air-conditioning when outside temperatures are less than 50 degrees or higher than 80 degrees.
- Electrical or gas failure of any nature
- Overflowing toilet
- Stopped up toilet if only one is available in apartment
- Water problems such as leaks, severe backups, or broken pipes
- No water
- No hot water when affecting more than one unit, when exterior temperatures are below 50 degrees
- Any unsecured entry
- Malfunctioning controlled access gates
- Threatening situations such as: fire, police action, or broken windows, locks, doors, etc.
- Bio hazards
- Lockouts (lockout fee may apply)

### C. LOCKOUTS

If you inadvertently lock yourself out, you can call the management office at 401-859-2390. If it is after hours, explain the situation and they will contact the proper service personnel. You will be required to provide photo identification and the service personnel must be able to identify you by pulling your file or the housing roster. After regular business hours, there may be a minimum lockout charge per lockout or as detailed in your Housing Agreement. Additional charges may be assessed for repeat occurrences. We cannot guarantee response or wait time.

#### **D. LIGHT BULBS**

Your apartment is supplied with light bulbs at time of move-in. After move-in, please submit a work order for any light fixtures with burned-out bulbs. Please report unlit bulbs over walkways, halls, or common areas to us.

#### **E. FURNITURE**

The supplied furniture inside the apartment is designed for interior use only and may not be used for exterior purposes at any time. A labor charge will be assessed for furniture that must be removed from the exterior to the interior, as well as for any damages to the furniture. Any furniture provided by you must be removed at the end of your Agreement term or you will be assessed charges for the removal of such items.

#### **F. SMOKE DETECTORS**

You are responsible for ensuring that all smoke detectors are working properly. We request that you test smoke detectors on a monthly basis. Please call us if a smoke detector starts “chirping” or if it is determined through monthly smoke alarm tests that the smoke alarm is not working properly.

Do not disable smoke detectors. Disabling a smoke detector or removing working batteries is a violation of the law and may lead to fines and possible early termination of the Agreement.

#### **G. PLUMBING/LAVATORIES**

All water and plumbing apparatus shall be used only for the purpose for which they are intended. Do not throw any items other than toilet paper (such as sweepings, rubbish, rags, cat litter, ashes, and feminine hygiene products) into the toilet or down the sink. Any damage to plumbing and the cost of cleaning and/or repairing such damage resulting from misuse will be charged to you. In the event that your toilet becomes clogged, please submit a work order.

#### **H. PROPERTY APPLIANCE USAGE**

##### **1. OPERATING YOUR GARBAGE DISPOSAL:**

- Run cold water through garbage disposal and keep water running while the disposal is on.
- Gradually put food into garbage disposal; do not put in large quantities at once.
- Avoid hard objects such as chicken bones, steak bones, etc.
- Avoid putting large pieces of food into garbage disposal. Items have to fit into a very small hole at the base of the unit, about the size of a nickel.
- Avoid putting bottle caps, glass, foil, rags, cigarettes, string, paper, or grease down garbage disposal. This can cause clogging.
- Avoid putting pasta, egg shells, or anything fibrous, (i.e. lettuce, celery, artichokes, corn husks,

potato peelings, carrots peelings) into the garbage disposal. These items stick to the side of the garbage disposal causing it to become clogged.

- Allow garbage disposal to run 10 seconds after food clears, then continue running water for 15 seconds more.

Tips on using the garbage disposal:

- Hot water running through the garbage disposal works well with greasy foods, but NEVER pour greas down the drain.
- Ice running through the garbage disposal helps clean the disposal.
- Put only the hearts of citrus fruit (lemons, limes, oranges) into the garbage disposal to help it smell better. The skin cannot be ground up by the disposal and can cause frequent clogs.
- Run the garbage disposal a few minutes before running the dishwasher since the dishwasher drains through the garbage disposal.
- Keep the cover in the stopper position when not in use to prevent foreign material from accidentally dropping into the disposal.

If the garbage disposal quits working, press the reset button under the garbage disposal unit (located under the sink) and turn the switch on. If the disposal still does not operate, please submit a work order and we will send someone out to repair the unit.

## 2. CARE AND CLEANING OF WASHER/DRYER

When using the washer, leave the lid open after washing to allow moisture to evaporate. The wash basket is practically carefree. If you want to clean the basket, use a clean soft cloth dampened with liquid detergent, then rinse (do not use harsh or gritty cleaners). To rinse, choose the largest load size, turn the cycle knob to any rinse setting, and start the washer.

Do not overload the washer. Overloading the washer or allowing the washer to become unbalanced can cause damage to the washer and you will be responsible for any such damage.

The lint filter in the dryer should be cleaned before each use. This helps the dryer operate efficiently. Moisten your fingers and reach into the filter opening. Run your fingers across the filter. Lint must be removed from in and around the dryer (check behind the machine) to reduce fire hazards.

You should immediately wipe any spills or washing compounds on the washer and dryer. Wipe with damp cloth. Do not hit the surfaces with sharp objects. Dryer control panel and finishes may be damaged by some laundry pretreatment soil and stain remover products if such products are sprayed on or have direct contact with the dryer. Damages to the dryer from pretreatment products may result in charges to you.

## 3. DISHWASHERS

Rinsing your dishes before loading helps prevent the drain from clogging. If you have dishwasher safe plastic and wooden items, load them in the top rack only. Do not place fragile glassware in the dishwasher; the jet action may cause breakage.

#### 4. CENTRAL AIR & HEAT (HVAC)

Your apartment is equipped with individual unit central air and heat, an ideal temperature setting is between 71° and 74°, with the minimum to maximum range being from 70° to 78° (please be aware that setting your thermostat to temperature extremes may cause damage to your HVAC unit). You should allow a minimum of ten minutes for the temperature to adjust (choosing an extreme setting will not bypass this 10-minute adjustment). If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call us. Never turn the HVAC thermostat completely off unless instructed to do so by management.

#### 5. HVAC FILTERS

At move-in, your HVAC filter will be new. Twice yearly, our maintenance team will schedule your filter to be replaced. Additional replacements can be requested at any time by calling the management office.

### **I. ENERGY CONSERVATION TIPS**

#### Appliances

- Open the refrigerator door only long enough to get the food items you need.
- Before storing leftovers, allow them to cool, that way your refrigerator or freezer will not have to work to cool them off.
- Overloading refrigerators and freezers will prevent cold air from circulating properly.
- Only wash full loads of clothes in the washer and dishes in the dishwasher
- If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.
- Clean the dryer's lint filter after each load.
- Most materials only need a 10 to 15-minute wash cycle to get them clean, over washing and/or drying will wear out clothes faster.

#### Water and Utilities

- Turn off lights when you leave the room.
- Unplug chargers when they are not in use and utilize power strips.
- Turn the water off when you're not using it - such as when lathering your hands with soap, brushing your teeth, and scrubbing dishes.
- Decrease your normal showering time by 2 minutes.
- In colder months, the thermostat should never be turned up high to heat a home in a hurry (it will not heat your home any faster).
- In warmer months, the thermostat should never be turned below 70 to avoid freezing your HVAC unit.
- Do not let heat or cold air escape - keep windows and doors closed while HVAC is in use.
- Use fans and open windows to create a cross-draft instead of using your central air-conditioning.
- Keep your vents free from obstructions.

# YOUR CONDUCT

---

You are responsible for the consequences of your guests' actions. You should inform your guests of conduct rules and accompany them within common areas at all times. We may exclude from the community guests or others who, in our judgment, have been violating the law, violating the Agreement, or any apartment rules, or disturbing other residents, neighbors, visitors, or owner representatives. We may also exclude from any outside area or common area a person who refuses to show photo identification or refuses to identify themselves as a resident, occupant, or guest of a specific resident in the community.

## **A. DRUGS AND ALCOHOL**

You or your guests will not engage in or permit your apartment to be used for criminal activity, including drug-related criminal activity and will not engage in the manufacture, sale, or distribution of illegal drugs at any location, whether on, or near, the community. It is your responsibility to notify the proper authorities if you suspect a roommate or a guest is engaged in illegal activities.

Possession and consumption of alcoholic beverages must be in full compliance with local, state, and federal laws and regulations and in accordance with these rules and regulations.

Violation of the above shall be a material violation of the Agreement and may be cause for termination of tenancy. Agreement Termination/Eviction does not release you from your financial obligations under the Agreement.

## **B. SMOKING**

Smoking of any kind (cigarettes, vaping, hookah, marijuana, or otherwise) is prohibited inside any apartment, balcony, patio, and all other indoor and outdoor areas at the Apartment community. Smoking violations of any kind will result in fee for the first offense and will increase for every subsequent violation up to termination of the Agreement.

## **C. FIREARMS, WEAPONS AND HAZARDOUS MATERIALS**

You may not under any circumstances have a handgun, rifle, or any other weapon of any kind on our property regardless of state or local law to the contrary. Weapons of any kind are not permitted including, hunting equipment, slingshots, gas-powered guns, air rifles, and paintball guns.

Any form of explosive devices - including firecrackers, fireworks, ammunition, pyrotechnics, and similar products are also not permitted in the community. It is a misdemeanor to possess, store, sell, or use fireworks in or around the community. You may not store gasoline in your apartment or on the patio or balcony. Harboring hazardous materials with intent to create explosive devices shall be referred directly to the proper authorities. Any violations of this provision of your Rules and Regulations may constitute an Agreement default; leading to termination of Agreement and financial penalty.

#### **D. MOTORCYCLES & SCOOTERS (FUEL OPERATED)**

All fuel-operated vehicles may only be parked in designated areas and must be properly registered. Due to safety concerns, it is prohibited to store such vehicles inside the apartment, on patios/balconies, stairwells, landings, breezeways, and walkways. Any of these vehicles found beyond the designated areas may be cited, towed, and impounded at your expense.

#### **E. NOISE**

Excessive noise and loud music in apartments, hallways or common areas cannot be permitted at any time. Between the hours of 11pm and 7am, no noise of any kind that can be heard outside of the apartment is permitted. This includes stereos, televisions, musical instruments, slamming doors and windows, running up and down stairs, sounding vehicle horns and yelling. You are responsible for your guest's behavior.

#### **F. ODOR**

You will not permit any offensive odors to originate from your apartment or bedroom at any time.

#### **G. CONDUCT**

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including yourself) may result in fines and possible termination of your Agreement, privileges and possible criminal action. You are responsible for reporting abuse to appropriate authorities.

**At all times, you and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook, as well as the Brown University Code of Conduct.**

In the presence of a policy violation, you may attempt to stop the violation, contact management staff and/or immediately remove yourself from the situation and the vicinity of the violation. If you choose to remain at the scene of a policy violation, you will be included in the documentation and may also be held accountable for applicable policy violation(s). Concealment is also considered a policy violation. If concealment should occur, you may be considered an accomplice to the violation and be subject to any actions outlined above.

#### **H. FINES**

Unless otherwise set forth in this Handbook or the Agreement, all violations of these Rules and Regulations will be treated as follows: 1) First Occurrence - \$100 charge will be assessed, 2) Second Occurrence - \$200 charge will be assessed, 3) Third Occurrence - \$500 charge will be assessed. This section does not prohibit us from exercising any of its rights and remedies under the Agreement or assessing fines beyond these amounts for specific and/or serious violations as determined by management. These fines are intended as guidelines only and may be increased or decreased at our

sole discretion based on the nature and severity of the violation.

# MOVING OUT

---

## A. MOVE-OUT PROCESS

Prior to the end of the Agreement term (if you have not renewed your Agreement), you will receive a letter outlining the move-out process. You will be required to clean your apartment and you will be responsible for payment of damages assessed against you. You must turn in all keys, parking access card, if applicable, and FOB and provide your forwarding address on or before the move-out date and time. If you do not meet the deadline, you may incur additional holdover charges or fees. If you are renewing with us and are moving to a different apartment, you will receive additional instructions for transferring to your new apartment.

Prior to move-out, all late charges, delinquent rents, and outstanding fees for damages must be paid.

### 1. CHECKING OUT

You have two options for checking out of your apartment:

#### Option 1

Our Standard checkout procedure is to have a staff member inspect your apartment and note damages prior to the move-out date. If you elect to have a move-out inspection, you must call us to schedule an appointment. All appointments will be scheduled during the week prior to the move-out date and you must be present for the review. No move-out inspections will take place on the scheduled move-out date.

#### Option 2

We offer an Express Checkout as a convenience to our residents. If you do not wish to have a move-out inspection with a staff member, you may pick up a key return envelope and drop the completed envelope and keys at the management office prior to leaving the community.

The move-out process will not be complete until all residents within an apartment have moved out (regardless of whether you utilize the Standard Checkout or the Express Checkout). Once all residents within an apartment have checked out, the apartment will be inspected for damages, charges will be assessed, and deposit refund checks will be processed accordingly.

### 2. MOVE-OUT CLEANING GUIDELINES

Floors:



- Sweep hard floors to remove all dirt and debris.
- Mop all hard floors. DO NOT APPLY ANY TYPE OF FLOOR WAX.
- Thoroughly vacuum all carpeting.
- Sweep and wash (if needed) your patio or balcony

#### Walls, Cabinets, and Countertops:

- Walls should be free of marks, stains, and damage.
- Interior of cabinets should be free of shelf lining, crumbs, and dust. Do not forget the drawers.
- All exterior cabinets should be wiped down to remove water spots and food drips or spills.
- Clean all hard surfaces and inside shelves.
- Wipe off all countertops, and clean the tops of the cabinets.
- Clean all light fixtures and ceiling fans (if applicable) to remove dust and bugs.
- All light bulbs should be working.

#### Windows and Doors:

- Clean inside and outside of all doors to ensure they are free of grime
- Clean interiors of all windows and mirrored closet doors with Windex or similar product.
- Wipe down the top (locks) and tracks of all windows. Also wipe down all windowsills.
- All blinds/window treatments must be completely clean
- Remove small nails from the wall. DO NOT FILL IN THE NAIL HOLES. If you used larger nails, screws or molly bolts, you are responsible for removing them and returning the wall to its original condition.

#### Furniture:

- Wipe down all furniture; leave no personal furniture behind.
- Vacuum out sofa and chair - make sure to get underneath all cushions
- Do not leave any personal belongings or trash in the apartment. Removal by our staff will result in a charge against your security deposit.

#### Appliances:

##### Oven/Stove Top:

- Thoroughly clean exterior of oven. Do not forget the exterior of the oven drawer as well.
- Use oven cleaner to clean interior. Recommended product: Easy-Off Fume Free
- Scour drip pans and rings with an S.O.S. pad and clean all food and spills from underneath the drip pans. (Do not use oven cleaner on the drip pans because it corrodes the surface and turns them black).
- Clean exhaust hood (exterior as well as grease under the hood) and clean the fan filter over the stove.
- Clean walls, cabinets, and floor under and around stove.

##### Refrigerator:

- Wash all inside and outside surfaces. Do not forget the crisper drawer (inside and underneath).
- Dump all ice from icemaker and wash the receptacle and maker. Lift the lever to the off position.
- Clean all drawers, compartments and shelves.

##### Dishwasher:

- Thoroughly clean inside and out and around the edges - especially the door.
- Clean out any glass or plastic in bottom of dishwasher and around the spray arm.

##### Washer/Dryer:

- Be sure to clean both inside and out.
- The exterior should be wiped down and the control(s) turned to the “off” position.
- Remember to remove all debris/lint from the lint trap.

#### Kitchen Sinks:

- Kitchen sinks should be scrubbed and free of water spots and stains.
- Make sure that the kitchen faucet is clean - pay special attention to the area around the faucet knobs.
- Make sure garbage disposal is free of all food/objects.

#### Bathroom:

- Wash inside and outside of vanity. Wipe or scrub all drawers and cabinets, and wipe off counter top.
- Clean the mirror(s) with Windex or similar product.
- Thoroughly scrub all ceramic tiles around the bathtub. Use a product such as Tilex or Scrub Free to clean the grout as well as the ceramic tiles. Scour the bottom and sides of the tub with Comet or Ajax until all dirt and soap residue is gone. Do not forget to scour the soap dish and temperature knobs as well. Make sure there are no rust rings on the edge of the tub.
- Clean vanity sink(s) including the faucet (sometimes a toothbrush must be used around the knobs to get them completely clean).
- Clean toilet bowl and tank with a disinfecting cleaner such as Lysol Cling Free; make sure exterior of toilet, lid, and bowl are clean. Pay special attention to the base of the toilet.

#### Cleaning Product Notes:

- **DO NOT USE BLEACH OF ANY KIND**
- Disinfecting cleaners such as 409, Fantastik, or Windex Glass & Surface work on most surfaces (furniture, ceiling fans, baseboards, etc.).
- Disinfecting and non-sudsing cleansers with the ability to cut grease, such as Top Job or Mr. Clean are perfect for the kitchen and bathroom (countertops, floors, exhaust fan, vanity, etc.).

## B. DAMAGES

We reserve the right to charge for damages beyond ordinary wear and tear to the apartment, furniture, appliances, carpet, blinds, and floor coverings. We can also assess the charges if the entire apartment, including range, refrigerator, bathrooms, closets, cupboards, furniture, and floors are not clean, regardless of condition at time of move-in.

REPLACEMENT COST AND REPAIR SCHEDULE*					
Description	Amount	Description	Amount	Description	Amount
<b>Kitchen</b>		<b>Light Fixtures</b>		<b>Wall Repairs and Paint</b>	
Dishwasher	\$ 350	Entry Light	\$ 35	Sticker Removal	\$ 10
Refrigerator	\$ 500	Pendant Light	\$ 110	Nail Repair (Each)	\$ 25
Refrigerator Handles	\$ 35	Kitchen Light	\$ 85	Holes (Each) 1-3"	\$ 40
Refrigerator Shelves	\$ 25	Ceiling Fan	\$ 150	Holes (Each) 3-6"	\$ 80
Ice Maker	\$ 125	Bedroom Light	\$ 50	Holes (Each) 6" +	\$ 150
Range	\$ 450	Hallway Light	\$ 35	4x8 Sheet	\$ 250
Heating Element	\$ 75	Vanity Light	\$ 85	Full Paint Common Area	\$ 280
Drip Pans (each)	\$ 10	Bath Light	\$ 55	Full Paint Bedroom	\$ 160
Microwave	\$ 175	Bath Fan	\$ 110	Full Paint Bathroom	\$ 130
Microwave Handle	\$ 25	Laundry Light	\$ 40	Paint Individual Wall	\$ 40
Sink	\$ 175	Deck/Patio Light	\$ 50	<b>Flooring</b>	
Faucet	\$ 100	<b>Furniture</b>		Kitchen and Living Vinyl	\$ 1,850
Garbage Disposal	\$ 175	Barstool (per)	\$ 85	Bedroom Carpet	\$ 265
<b>Kitchen Cabinets/Shelving</b>		End Table	\$ 75	Bathroom VCT	\$ 280
Cabinet	\$ 150	Coffee Table	\$ 85	Laundry Room VCT	\$ 100
Cabinet Drawer	\$ 55	Entertainment Stand	\$ 125	<b>Windows</b>	
Cabinet Drawer	\$ 55	Headboard	\$ 86	Bedroom (Each)	\$ 350
Drawer Front	\$ 30	Slatbed/Bed Frame	\$ 130	Living Room (Each)	\$ 550
Cabinet Shelves	\$ 25	Mattress	\$ 185	Screens (Each)	\$ 35
Pantry Shelves	\$ 50	Nightstand	\$ 85	<b>Window Treatments/Blinds</b>	
Wardrobe Shelves	\$ 50	Chest of Drawers	\$ 300	Living Room Window	\$ 50
Laundry Shelf	\$ 75	Desk	\$ 120	Patio/Deck	\$ 75
<b>Bathroom</b>		Desk Chair	\$ 120	Bedroom	\$ 50
Vanity	\$ 225	Sofa	\$ 540	<b>Cleaning Charges</b>	
Toilet	\$ 175	Arm Chair/ Side Chair	\$ 340	Full Clean – Bedroom	\$ 30-65
Toilet Seat	\$ 35	<b>Miscellaneous</b>		Full Clean – Common Area	\$ 100-175
Towel Bar	\$ 35	LED Television	\$ 750	Full Clean – Bathroom Area	\$ 35-45
Toilet Paper Holder	\$ 30	HD DVR Box	\$ 400	Refrigerator	\$ 25
Faucet	\$ 75	Smoke Detector	\$ 35	Range	\$ 35
Shower Head	\$ 40	Register Cover	\$ 55	Microwave	\$ 5
Shower Rod	\$ 65	Thermostat	\$ 55	Dishwasher	\$ 10
Mirror	\$ 100	Deck Board	\$ 75	Washer	\$ 10
<b>Countertops</b>		Deck Railings	\$ 135	Dryer	\$ 10
Sink Countertop	\$ 1,500	Bedroom Door	\$ 135	Bathroom Sink	\$ 5
Island Countertop	\$ 500	Bedroom Dead Bolt	\$ 125	Kitchen Sink	\$ 5
Vanity Countertop	\$ 150	Bath/Closet Door	\$ 95	Toilet	\$ 10
<b>Laundry</b>		Bath Shower Pan	\$ 300	Shower	\$ 35
Washer	\$ 650	Entry Door	\$ 450	Drawers/Cabinets (Each)	\$ 5
Dryer	\$ 600	Entry Lock	\$ 125	Carpet (Per Room)	\$ 50
Stackable Washer/Dryer	\$ 1,255	HVAC System	\$ 2,000	Kitchen/Living Room Floor	\$ 35
		LED Television	\$ 750	Bathroom Floor	\$ 25
		Trash Removal (Per Bag)	\$ 30	Windows (Each)	\$ 10

\*Costs listed above are approximate and may vary upon market, labor costs, materials used, and actual work performed. Damage and cleaning

charges are not limited to the items above and may include additional furniture/areas not listed. All costs listed are subject to change without prior notice.