

BOLES PROPERTY MANAGEMENT RESIDENT HANDBOOK & MOVE-IN INFORMATION

Unit Address: _____

Make rent checks payable to: _____

Total Monthly Payment Amount: _____

Move-in date/time: _____

Lease expiration date/time: _____

Last day to give notice to vacate: _____

Tenant utility responsibilities/contacts:

- Water/sewer: _____
- Electricity: _____
- Natural Gas/Propane: _____
- Garbage: _____
- Other: _____

Lawn responsibilities: _____

Snow removal responsibilities/times to move vehicles: _____

Parking restrictions/rules/issues: _____

Tenant maintenance responsibilities: _____

Pets allowed at this property: _____

Issues specific to this unit: _____

Contact Information:

Boles Property Management, Inc

108 E. Maple St.

River Falls, WI 54022

715-426-6559

FAX: 715-426-5669

After Hours Maintenance Emergency Phone: 715-821-2648

Email Contacts:

- General inquiries: Colleen Grey at colleen@bolesmanagement.com
- Maintenance: Brad Valentine at brad@bolesmanagement.com or maintenance request link on www.bolesmanagement.com
- Leasing: Tyler Boles at tyler@bolesmanagement.com
- Accounting: Robin Boles at manager@bolesmanagement.com

INTRODUCTION

This Resident Handbook is provided to help you identify Resident lease obligations and to answer questions that might arise during your residency. This Handbook may not answer every question you might have, but it does answer questions we are asked most frequently.

If you have any other questions, please feel free to contact Boles Property Management, Inc. (herein after referred to as BPM) at 108 E. Maple St., River Falls, WI 54022, (715)-426-6559, or manager@bolesmanagement.com. We will be more than willing to help you any way we can.

We hope you enjoy your stay with us and thank you for giving us this opportunity to serve you.

CHECK-IN PROCEDURE

1. **KEYS WILL NOT BE ISSUED** until the entire security deposit and the first month's rent have been received in full.
2. **YOU SHOULD MAKE CONTACT** with the appropriate utilities such as the electric company, municipal water company, natural gas or propane company and cable/internet provider to insure orderly transfer of utilities to your name without interruption of service. Failure set up utilities that you are responsible for will result in at \$50.00 processing charge from our office for each utility service that was not set up before move-in. Give the utility companies sufficient notice to avoid the inconvenience of delays or interruption of service. Residents are responsible to pay all utilities: electric, water/sewer, heating fuel, garbage/recycling, internet, cable TV (if any) and telephone unless specifically modified by your lease. There will be a \$50 service charge for allowing access to locked areas to any phone/cable/internet technicians unless at least notice of at least one full business day is given to BPM prior to the installation time. BPM shall not be available to allow access to technicians outside of our normal business hours.
3. **TELEPHONE INSTALLATION IS YOUR RESPONSIBILITY.** If you are moving into a new building, you will have to pay for the jacks to be activated if you want phone service. We wire as far as the phone company allows us to and they take over from that point. This is the billing policy of the phone companies and is beyond our control.
4. **ARRANGEMENTS FOR DELIVERY OR PICKUP OF KEYS** for move-in will vary from location to location. If your move-in date is approaching and arrangements have not been made for the delivery of keys, contact Boles Property Management, Inc. at 108 E. Maple St., River Falls, WI 54022, (715)-426-6559, or manager@bolesmanagement.com to finalize arrangements for keys. Do not, under any circumstances, expect to move belongings into your unit until the checkout for the prior Resident(s) has been completed by our office. When we do checkouts on vacating units, we remove any belongings found to be in the units at that time as it is assumed that any item left there belongs to prior Residents.
5. **USE EXTREME CARE IN MOVING ITEMS INTO THE UNIT.** Use particular care around corners, in hallways, stairwells and in doorways to avoid scuffs, dents or scratches to furnishings and apartment.
6. **AN APARTMENT MOVE-IN CHECK LIST IS PROVIDED WITH YOUR MOVE-IN MATERIALS** for your use in identifying any problems or damage you find in your apartment at move-in. Please fill out thoroughly, initial each page and sign and date. If your phone number has changed, please include your new phone number so we have it for our records. Make a copy for your records and return the original form to us within 8 days after your move-in date. Any check in sheets received subsequent to the 8-day period after move-in will be invalid. If you do not receive a move-in check list from us, contact our office immediately after your lease start date so we can provide one for you. If you would prefer, you can submit your list of damages on your own paper. **It is not mandatory that it be submitted on one of our forms. HOWEVER, NO MATTER HOW YOU DECIDE TO SUBMIT IT, WE MUST RECEIVE YOUR SIGNED, DATED MOVE-IN CHECK LIST WITHIN 8 DAYS AFTER YOU MOVE IN FOR IT TO BE VALID.** If you wish to document condition of the unit with photos, there is no need to submit them to BPM as you should keep them for your own records.
7. **IF YOU ENCOUNTER ANY MAJOR PROBLEMS UPON MOVE-IN** (i.e., plumbing leaks, electrical or heating malfunction, etc.) please make immediate contact with us so repairs can be made.
8. **PLEASE NOTIFY US OF ANY CLEANING PROBLEMS IMMEDIATELY UPON MOVE-IN** so we have the opportunity to remedy the problem. If we are notified days or months after move-in the information will be considered invalid and we'll expect your unit to be left in a clean and rentable condition when you vacate.
9. **SOME OF YOU WILL BE BILLED THROUGH OUR OFFICE FOR GARBAGE SERVICE** according to your lease agreement. For some properties other utilities are also billed to you through our office.
10. **CALL YOUR LOCAL MUNICIPALITY** to find out about local shelter locations in case of a weather-related emergency.

PAYMENTS

1. Security deposits are due in full before occupancy.
2. The first month's rent is due in full before occupancy.
3. Rent is due by the due date noted on the lease.
4. We allow a 5 day grace period before we assess late fees of \$5 per day, starting on the first of the month, and accumulating until the rent is paid in full. This late charge is to create an incentive for prompt payment and to help cover our costs of follow-up. Rents **MUST** be received within 5 days of, and including, the due date on your lease. Any other payments due (late charges, utilities, etc.) have the same due date as your rent. A late charge will be assessed on any checks written incorrectly or made out to the wrong payee (some properties require rent checks to be made out to entities other than Boles Property Management, Inc.). If you know your rent is going to be late, please include the \$5/day late fees. A post dated check received within 5 days of the due date, but dated to be cashed beyond the 5 day grace period is still considered to be a late payment and therefore subject to the \$5/day late fees.
5. All payments received in our office will be applied to oldest charges first (rent, utilities, previous late fees, service fees, maintenance charges, etc.). Any remaining balance of your payment will then be applied to most recent charges. All student units will be responsible for keeping track of their own payment amounts as a total group. For ease of keeping track of who has or has not paid for your unit, we suggest you designate one individual in your group to collect the rent from everyone, submit to BPM with one check and keep track of your balances.
6. Should we receive more than three NSF checks from any one individual we will no longer accept their checks and will require payment by money order or certified check. If a bad check is not made good, a criminal charge will be filed with the District Attorney. There will be a charge assessed in the amount of \$25.00 for any NSF check we receive. A NSF check also causes rent to be late, and therefore subject to \$5/day late fees.
7. All utilities required to be paid by Tenant in the lease agreement are to be placed in Resident's name at lease start date. You will be sent a warning letter and we will bill you if the first utility bill for your unit after you have moved in is sent to our office. A \$50.00 processing charge will be assessed to your account for each utility bill we have to process.
8. Each lease signee is individually responsible for paying the full amount of rent and any other money owed to Management.
9. Payments can be made from our website: www.bolesmanagement.com by clicking on the "online payments" link. You must set up an account by following the on-screen directions. It is your responsibility to ensure online payments have gone through.
10. If you pay by check, please indicate the address and unit # on the memo line if it is not already printed on the check. If someone (such as your parent) is paying by check on your behalf, please tell them to indicate whom and for what address the payment is to be credited. If BPM cannot determine which unit a check is to be credited because of lack of information with or on the check, late fees will be applied to your account up until the date that we identify the payment.
11. BPM has a drop box located near the front door of our office for your convenience. If you choose to use it, please put the payment in an envelope and clearly indicate the address, including unit #, of the unit that the payment is to be applied to. BPM is not responsible for any cash payment dropped into our drop box. **DO NOT LEAVE CASH IN THE DROP BOX.**
12. For your protection, cash payments are not acceptable as they cannot be tracked if there is any dispute about payment. We encourage you to get a money order or cashier's check so the payment can be tracked if necessary. If there is any dispute about receipt of payment, the burden falls on Resident to show proof of payment

GENERAL TIPS FOR CARE AND UPKEEP OF YOUR APARTMENT

- 1. IF YOU EVER HAVE A PROBLEM OR A COMPLAINT**, contact Boles Property Management, Inc. at 108 E. Maple St., River Falls, WI 54022, (715)-426-6559, or manager@bolesmanagement.com. Maintenance may be requested from our website: <http://www.bolesmanagement.com/maintenance.cfm> or clicking the "maintenance request" link from anywhere on the website. For after-hours emergencies please call 715-821-2648 (this number is only for true maintenance emergencies)
- 2. IF YOUR BUILDING IS EQUIPPED WITH A FIRE ALARM SYSTEM**, it is a building siren only and is NOT directly wired to the fire department. If the alarm sounds, move to safety and call the fire department immediately. If the alarm is a false alarm, it can be silenced by switching the reset or silence button on the emergency system panel located near the main electrical meter panel. If there is a fire or if the alarm is mistakenly tripped, **please notify** Boles Property Management, Inc. at 108 E. Maple St., River Falls, WI 54022, (715)-426-6559, or manager@bolesmanagement.com. If your **unit smoke alarm** sounds, move to safety. If no evidence of fire is present, it has probably been activated by cooking smoke or the slight smoke given off in brand new apartments when the heaters are first turned on or when burning off dust from being turned on for the first time in the heating season. If a false alarm, the buzzer will quit ringing as soon as the cooking or heater residue smoke clears. If you burn food in your unit and open your door to the common area hallway to air out the apartment, this may cause the central fire alarm to sound. If the fire department and/or ambulance are called as a result, you will be responsible for the false alarm charge from the emergency services. Air your apartment out by opening the windows in this situation, not the entry door to the hallway.
- 3. YOUR SMOKE ALARM AND/OR CARBON MONOXIDE DETECTOR IS OPERABLE UPON YOUR OCCUPANCY DATE.** With your signature on your lease, it becomes your responsibility to test your detectors to make sure they are working properly. If the detectors become inoperative, you have five days to notify BPM in writing. We will repair or replace said smoke/CO detector within a reasonable time as per maintenance scheduling.
- 4. WE PLOW APARTMENT BUILDING PARKING AREAS AFTER 2" OR LARGER SNOWFALLS.** We shovel all significant snows from walks. You will be responsible to remove all vehicles from the lot by the time specified on your move-in info sheet after a nighttime snow or at the end of a daytime snowfall. Check our website: www.bolesmanagement.com/resources.cfm for information on plowing schedules and for plowing updates in the "tenant resources" area. Cars left in the lot may be plowed in or towed and impounded at vehicle owners risk and expense; if plowed in, Resident is responsible to shovel out their own vehicle. **PLEASE BE PATIENT!!** The people who are plowing the lots for us also have other lots to do. Keep cars out until the plowing is done. **PLEASE NOTE:** Residents are responsible for snow removal at most single family units(houses) and duplexes/twinhomes, please refer to your rental agreement paperwork for details on snow removal responsibilities.
- 5. ELECTRICITY TO CAR PLUGS**, garages, bathroom switches/outlets and some kitchen outlets are all controlled by test/reset buttons (GFCI) located on the bathroom or kitchen outlets. In some instances, there is a separate switch in the bathroom for your outside car plug. All garage/car plug electricity is wired into the GFCI in the bathroom (could be either upper or lower bathroom). If any amount of water gets splashed accidentally into the outlets in the bathroom or kitchen, the GFCI will shut down electricity not only to those area outlets, but also to the car plug/garage that is wired into your bathroom GFCI if water is splashed onto the bathroom outlet. If you do not have electricity to your bathroom or kitchen outlets, car plug/garage, first try pushing your test - then reset buttons on your bathroom or kitchen outlets (depending on which area is affected). That should make your electricity come back on. Also, check the switches in your breaker box to be sure that none of the circuits have popped off (sometimes they do not flip all the way to off, you may need to flip off then back on to complete the process). If you have checked your circuit breakers and tried the test/reset buttons but still do not have electricity, then call maintenance and let them know. Resetting GFCI's and breakers is billed to Resident if that is all that is needed (see Tenant Fee Schedule).
- 6. STORE BIKES** in outdoor racks provided, garages or basement storage areas if provided. DO NOT keep bikes in apartments, halls, entries or any other common areas not specified for bike storage. Damage to carpeting from oil leaks will be charged to Residents. In the event that Residents shall violate this provision, they shall remit the sum of \$100.00 to Management as and for liquidated damages, payable immediately. Keep motorcycles parking on concrete pads as the kickstand will sink into and damage paving. If cement areas are occupied and you park your motorcycle on pavement, place a wood block under your kick stand to prevent damage to the paving. Resident shall be responsible for damage to pavement from kickstands.
- 7. IF YOU HAVE A BASEMENT OR ARE STORING ITEMS IN YOUR GARAGE**, keep water damageable items blocked up off the floor in case of water leakage or dampness. Management is not liable for damage to personal belongings stored in storage bins, basements or garages.

8. **IF YOUR UNIT HAS CRANK OUT WINDOWS**, please be careful with them. Make sure latches are unlatched before opening. Do not twist too hard on the crank. Tenant is responsible for damage to crank out windows due to improper use.
9. **NO VEHICLE WASHING ON THE GROUNDS**. Outside faucets are not provided for Resident's use and cannot be used for any reason. If you pay your own water bill and the outdoor spigot is on your water supply, then you may wash vehicles on the property.
10. **DO NOT PROP MAIN ENTRY DOORS OPEN** with rocks, sticks, carpet remnants or any other material. In addition to making the building unsecure, door propping results in bug and rodent infestation and damaged door frames. Cost of replacement of damaged frames and vermin eradication due to propping the doors open will be assessed equally against Residents residing at the building. **IF YOU SEE A DOOR PROPPED -- CLOSE IT and dispose of whatever was being used to prop it open!!!**
11. **IF YOU HAVE A STACKABLE WASHER/DRYER** - Please note that the washer is somewhat smaller than a full size, side-by-side laundry pair. **DO NOT OVERFILL THE TUB WITH CLOTHES AS IT WILL CAUSE THE WATER TO OVERFLOW AND LEAK OUT ON TO THE FLOOR**. Overfilling the washer tub with clothes also creates unnecessary wear and tear on the washing machine and results in poorly cleaned clothes. Tenant is responsible for damages caused by improper use of laundry machines including, but not limited to, objects left in pockets of clothing that cause damages.
12. **USE OF PORTABLE HEATING UNITS OF ANY KIND - ELECTRIC OR FUEL POWERED -- IS NOT ALLOWED UNDER ANY CIRCUMSTANCES!!!**
13. **HIGHLY FLAMMABLE PRODUCTS AND DEVICES ARE PROHIBITED FROM BEING STORED OR USED ON PATIOS/DECKS, IN THE GARAGES, STORAGE AREAS, APARTMENT UNITS, ANY COMMON AREA OF THE PREMISES, OR ON THE GROUNDS**. Such items include explosives, gasoline, blow torches and any type of petroleum products, gas grills, etc.. Such use or storage of these items on premises is a violation of local ordinance, will jeopardize the insurance coverage of the building and will be considered a breach of lease. Most municipalities have an ordinance against having grills on the deck/patios of multi-family buildings, and fines resulting from Resident storing a grill on the deck/patio shall be the responsibility of Resident. There will be a \$50 service charge for each time BPM finds any such product or device stored improperly. BPM shall have the right to immediately remove any such item(s) from the premises and charge daily storage fees and/or dispose of the item(s). BPM shall not be required to reimburse Resident for any loss regarding disposal of such item(s). The use of fire pits is also prohibited.
14. **THE LIGHT FIXTURES THROUGHOUT YOUR UNIT ARE RATED FOR 60 WATT BULBS ONLY**. Do not under any circumstances use bulbs with wattage higher than 60 watts. Use of larger wattage bulbs in any of the unit fixtures poses a fire hazard to yourselves and everyone else that resides in the same building with you. It will also damage fixture covers, globes and the fixtures themselves all of which are repairs chargeable to Resident. Replacing over-wattage bulbs at the time of move-out will be charged to Resident's deposit.
15. **AIR CONDITIONING**.
 - **SUPPLIED IN UNIT**: Be sure that the cover is removed from the AC unit before attempting to run it. Be sure if you have outside air vents on your air conditioner, that they are closed when you are using your A/C for cooling your apartment. Keep your air conditioner setting as low as possible. If it runs continuously at a higher setting, it may freeze up and be unusable for a time. Service calls to simply thaw out the A/C because the setting was too high OR to close the outside air vent are charged to the Resident. If your AC is not working, call BPM during normal business hours. AC failure is not an emergency, do not call the emergency on-call phone for AC that is not cooling.
 - **NOT SUPPLIED IN UNIT**: If your unit does not include an air conditioner and you wish to use a window unit be very careful not to damage the window or screen when installing and removing the unit. Be sure that the unit is installed so that condensation water will drip out of the building, not back in; and that it will drip to an appropriate area that will not cause water damage to other areas of the building. Resident is responsible for any damages resulting from the installation/removal/usage of air conditioning units. BPM maintenance employees are available to install/remove your AC units for you at \$35/hr; this would ensure you would not be charged for associated damages. In bedrooms that have only one window, the air conditioner cannot be put into the only window as this window serves as the emergency egress and blocking it would conflict with fire codes.
16. **ALL GARAGES ARE PITCHED TOWARD THE OVERHEAD DOOR** to enable water to drain out. Please make sure your vehicle is in gear or in park when shut off to prevent roll backs against the overhead door and to prevent your vehicle from rolling out of the garage if the overhead door is open.
17. **KEEP YOUR GARAGE DOORS CLOSED AT ALL TIMES** as keeping them open detracts from a well kept appearance of the buildings and grounds.

18. **COMMERCIAL USE** of your apartment is prohibited by lease. This would include but not be limited to day care (licensed or unlicensed).
19. **SIGNS OR PLACARDS** of any kind are not allowed to be displayed in apartment windows.
20. **NO UNLICENSED OR NON-OPERATIONAL MOTOR VEHICLES** may be kept or stored on the premises except by written permission from BPM. This includes but is not limited to motorcycles, boats, trailers, campers and canoes. Off premises storage of these items must be arranged by the owner of the item.
21. **SATELLITE DISHES OF ANY KIND** are not allowed to be attached to the building in any manner other than to a deck railing with **screwless** attaching hardware available from your dish provider or from a hardware store. Wiring for satellite dishes is not allowed to be drilled through siding, walls, roofs or any other part of the building. Satellite dishes installed on posts can only be placed by permission and direction of Management. Resident must receive written permission from Management before installing a satellite dish. BPM may remove any unauthorized satellite dish. Upon removal, BPM shall not be liable for any damages to to the dish, or any financial loss to Resident.

AVOIDING CHARGEABLE DAMAGES

Because we want to return your security deposit with no deductions, we are providing you with the following summary list of commonly damaged and chargeable items. We are also providing you with tips and suggestions for avoiding these damages.

- 1. Boles Property Management, Inc. HAS, AND ENFORCES A "NO PARTY POLICY" FOR ALL PROPERTIES.** By enforcing a NO PARTY POLICY, our goal is a dual one: To alleviate damages that occur to our buildings and properties during party type gatherings and to keep the atmosphere at all of our properties such that our Residents respect each other's right to peace and quiet and can expect to have quiet enjoyment of their home. The term "Party" refers to any situation and/or loud and unruly gatherings which result in complaint(s) from one or more Residents in the building, other persons in the neighborhood, night staff, Management or law enforcement officials. In the event that Residents shall violate this provision, they shall remit the amount specified in the Tenant Fee Schedule to Management as and for liquidated damages, payable immediately. Underage drinking is NOT allowed.
- 2. Boles Property Management, Inc. HAS AND ENFORCES A "NO BULK ALCOHOL" POLICY.** ABSOLUTELY no large quantity alcoholic beverages of any kind allowed on premises or on the grounds. This includes but is not limited to beer kegs, beer balls and wops. In the event Residents shall violate this provision, they shall remit the sum specified in the Tenant Fee Schedule to Management as and for liquidation damages, payable immediately. (NOTE: Kegs and/or taps shall be confiscated by Management or local caretakers and must be picked up within 2 business days by a Resident of legal drinking age. Proof of age will be required.)
- 3. ABSOLUTELY NO PETS, VISITING OR OTHERWISE, IN THE APARTMENT UNITS OR ON THE PROPERTY GROUNDS** without prior written consent of BPM. In the event that Residents shall violate this provision, they shall remit the daily unauthorized pet fee (see BPM Tenant Fee Schedule) to Management as and for liquidated damages, payable immediately.
- 4. DO NOT ATTACH MIRRORS OF ANY KIND, SELF-ADHESIVE OF ANY KIND, OR USE TACKS ON ANY OF THE INTERIOR DOORS IN THE UNITS.** Self-adhesives tear the veneer off the door when removed. Any kind of screws, nails, or tacks used in the doors leave unsightly holes. Pictures, posters, plants, etc., may be mounted on walls or ceiling only on hangers already available or with very small tack type nails. DO NOT UNDER ANY CIRCUMSTANCES, USE ADHESIVE TYPE ATTACHMENTS ANYWHERE IN THE APARTMENT. Self-adhesive attachments also damage paint and sheetrock when removed. Repair of resulting damage from the use of self adhesive type attachments will be charged to the Resident (see BPM Tenant Fee Schedule). Do not push, kick or force interior doors open if they are closed or locked. This will result in damage to both doors and door frames which can be quite costly to repair. Repair of such damage will be charged to the Resident (see BPM Tenant Fee Schedule).
- 5. DO NOT ATTEMPT TO REMOVE WINDOWS AND SCREENS.** They are difficult to remove correctly and can be easily damaged. Damage resulting from window and/or screen removal efforts will be billed to the resident (see BPM Tenant Fee Schedule).
- 6. WATERBEDS MAY NOT BE SET UP** and are not allowed UNLESS BPM IS PROVIDED WITH AN INSURANCE BINDER evidencing renters insurance that includes waterbed liability coverages in an amount of at least \$10,000.00 to insure any and all damages that might arise from waterbeds. Personal liability is NOT considered proof of coverage for damage to our building and other residents' belongings should your waterbed rupture. Some insurance companies cover waterbed damage under personal liability — OTHERS DO NOT. It is your responsibility to have your agent CLEARLY state that we ARE COVERED for damage should your waterbed rupture. We have enclosed a sample copy of the "ideal" insurance binder at the end of this resident handbook, that we are looking for to keep in your file as proof of waterbed liability coverage.
- 7. RENTER'S INSURANCE** is inexpensive and recommended highly by our office, as our building owner's policy provides no coverage for your personal belongings. Waterbed insurance may be available as part of your renters insurance policy-check with your agent. In addition, any doors and/or windows that are damaged during your residency are your cost to replace. This would include any vandalism or accidental damage to premises. We would be happy to provide your insurance company with any information they might need regarding broken windows, doors, etc. You can contact any reputable insurance agent to bind this type of coverage for you. Rates for renter's insurance vary, so shop around.
- 8. FOR THOSE OF YOU WHO PUT UP CHRISTMAS TREES,** keep trees away from heat registers as this will dry your tree out and make it more susceptible to fire. Do not lay the tree lights on the carpet to check them as the intense heat will burn holes in the carpet. Do not leave tree lights on when you are sleeping or out of the apartment. Please use a plastic Christmas tree bag when removing your tree from the building to keep needle debris at a minimum.

9. **CARPET AND INLAID VINYL MAINTENANCE** must be a regular activity to avoid severe wear and tear on the apartment flooring and charges at checkout. If there is evidence of carpet deterioration or vinyl damage beyond the normal wear due to abuse and/or lack of regular maintenance, we will pro-rate and make a deduction from security deposit for shortened carpet or vinyl life. Vacuum carpets at least weekly. If you do not have a vacuum cleaner, invest in one. Regular vacuuming or cleaning of your flooring will greatly deter excessive wear and tear. Remove wet and dirty footwear on inlaid areas rather than tracking in on flooring. Keep food and beverage off of carpet areas. Red and orange Kool-aid stains are almost always permanent. Permanent non-removable stain charges are assessed on a per stain basis if the flooring does not have to be replaced. Use extreme care with solvents such as fingernail polish remover and any other materials that could stain flooring. Use of rugs with latex backings will stain & damage vinyl flooring. Wet swimming suits left on carpeting will leave non-removable bleached, colorless stains. Shampoo carpets as needed during residency. Keep sharp, unprotected chair and table legs off the inlaid as it may tear. Do not move appliances as they may tear the inlaid. Do not use chairs with rollers on the vinyl covered flooring as the rollers damage the poured sub-flooring underneath of the vinyl causing the glue under the vinyl to let loose and the vinyl to separate from the poured flooring. Flooring that has to be replaced due to damages including but not limited to all of the preceding is at Resident's expense. Sweep and wash vinyl at least weekly. Do not use wax on no wax vinyl floors. This is extremely difficult to remove and also acts as a sealer over the top of any soil under the wax. The wax must then be removed before the soiled areas can be cleaned. Residents will be charged for this wax removal. Excessive wear and tear is charged on a pro-rata basis if flooring has not been damaged badly enough to necessitate immediate replacement, but damaged to the point that replacement will be necessary before the flooring is lifted out. Reasons for this assessment would include but not be limited to lack of care to carpets causing excessive wear and matting to carpet and discoloration of vinyl due to lack of regular cleaning or from using latex backed rugs that damage and discolor flooring.
10. **USE NON-ABRASIVE CLEANERS FOR HOUSEHOLD CLEANING.** Avoid the use of SOS, Comet, and similar abrasive cleaners as these leave scratch marks. We suggest 409 Tub and Tile Cleaner, Mr. Clean, and other non-abrasive cleaners for household cleaning. Additionally, Management prohibits the use of Drano, Lye, Liquid Plumber, and other drain opening chemicals. If your drains become plugged and you are unable to loosen the plugged debris with the use of a plunger, contact maintenance to come in and check the problem. Maintenance will take whatever action is necessary to remedy the problem.
11. **DO NOT USE THE COUNTERTOP TO CUT ON.** Please use a cutting board. Repair or replacement of damaged countertops will be charged to the Resident.
12. **WRAPPING STOVETOP DRIP PANS WITH TIN FOIL** may help keep them from getting black and overly soiled so they are cleanable instead of having to be replaced at move-out.
13. **IF YOUR UNIT HAS A MICROWAVE OVEN,** remember that no metal items can be placed in the microwave. Damage due to misuse will be charged to the Resident. Food particles left in microwaves can cause a fire inside the microwave during use. Any resulting damage attributed to non-cleanliness of the microwave will be charged to Resident. Be sure to keep the microwave thoroughly cleaned.
14. **DISHWASHERS. USE ONLY DETERGENT SPECIFICALLY RECOMMENDED FOR DISHWASHERS.** Use of regular dishwashing liquids will cause your dishwasher to plug with suds and overflow. IF A PLUMBER OR SERVICE TECHNICIAN IS SENT OUT ON A CALL OF THIS TYPE AND THEY INFORM US THE ONLY PROBLEM IS THAT THE RESIDENT HAS USED THE WRONG SOAP IN THE DISHWASHER, THE RESIDENT WILL BE CHARGED FOR THE PLUMBER OR TECHNICIAN'S SERVICE CALL.
15. **IF YOU NOTICE A BUILDUP OF MOISTURE ON THE OUTSIDE OF YOUR REFRIGERATOR** between the freezer and refrigerator sections, there may be a switch on the inside of the refrigerator that you can change in order to control that humidity buildup. It would be located inside the top of the refrigerator section toward the back of the refrigerator. There are instructions on the switch indicating which way it must be set in order to control the humidity buildup on the outside. If you have a frost build-up in the freezer, thaw by turning the unit off. NEVER CHIP WITH ANY SHARP OR POINTED OBJECT as any damage resulting from same will be charged to Resident.
16. **REFRIGERATOR/FREEZERS** by nature are subject to condensation. For this reason, extra refrigerator/freezers should not be placed on carpeted areas in the apartment. Doing so will result in rust stains on the carpeting and charges for this type of damage.
17. **APPLIANCE REPAIRS.** Resident must not attempt any appliance repairs. Call the office with repair requests on appliances so we can have qualified people make any necessary repairs. Any repair costs that are the result of attempted self-repair on the part of the Resident will be charged to the Resident. Likewise, any required repairs that are the result of Resident caused negligence, will be charged to the Resident. Unnecessary service calls are also considered Resident negligence.

APPLIANCE REPAIRS, CONT'D.: NOTE: Unnecessary service calls to outside vendors made by Management or local caretakers at the request of Residents, are considered Resident negligence and will be charged to Resident (examples including but not limited to: dishwasher overflows due to use of wrong soap or too much soap by Resident; washer leaks due to being overloaded by Resident; washer noisy from clothes only being out of balance; no power to an appliance or an outlet and the breaker is either just shut off or popped and could have been re-set by Resident). Also, there is no reimbursement/compensation available to Residents (such as for spoiled food) from Management for mechanical breakdowns of appliances due to age and/or normal use no matter how long it takes to get them repaired due to backordered parts, service tech scheduling, etc., etc..

18. **KEEP CHAIRS AND FURNITURE A MINIMUM OF 6" AWAY FROM WALLS** so as to avoid damage to the walls from the furniture rubbing against it. Repair of damage of this type is charged to the Resident.
19. **PAINTING.** Keep furniture away from walls. Scuff damage on walls is very difficult to remove and many times will necessitate painting that will be charged to the resident. **Resident is not to do any painting or touchups in the apartment.** Using incorrect paint color for touchups and/or painting most often results in the job having to be redone by our maintenance people. Any re-do of paint job or touch ups in the apartment will be charged to the resident. Do not attempt to fill nail holes. Touch-up painting is done at no charge if it is minimal and it does not affect the aesthetics of the unit. If walls are damaged or soiled to the extent touch-ups will not bring the unit back to a rentable state, we are forced to paint before the end of the normal life expectancy of a paint job. The resulting cost of paint life that was lost to us is prorated and charged to the Resident. Holes in walls and sheetrock repairs are charged to Resident.
20. **KEEP FURNITURE AND COMBUSTIBLES AWAY FROM BASEBOARD HEATERS** at least 6" to avoid fire hazard (including inside of storage closets provided in some apartments-make sure your hangers are in good sturdy condition).
21. **YOU ARE RESPONSIBLE FOR MAINTENANCE OF THE AREA DIRECTLY AROUND YOUR UNIT, FRONT AND REAR.** We have a maintenance person who will keep watch of the building for us and pick up things that are an eyesore if you do not do so. If the maintenance person has to clean up areas around specific units, there will be a garbage removal/clean-up fee for any clean-up of garbage left in common hallways, or anywhere on the premises (other than in the dumpster) that our maintenance people have to dispose of. If you have children, do not allow them to play in the common hallways of buildings. Many times they leave play items strewn about that are a hazard to other Residents. Please note that unattended items left in the yard, halls, parking area or any common area will be assumed abandoned and placed in storage. Those items will only be stored for a period of 30 days. A retrieval fee will be charged before any items will be released. If no one has called to make arrangements for pick up, the items will be disposed of. It is important that the building grounds and premises appear neat and picked up at all times. Any children found to be playing with, carrying or throwing landscape rock on to the lawns and/or parking areas will be asked who their parents are. Parents will be charged for the maintenance person's time to pick up all the rock and place it back in landscaped areas. Toys and playground equipment are not allowed to be left or set up on the grounds without specific permission from management.
22. **LOCKOUTS.** Lockouts for any reason are your mistake, not ours. We recommend that you have an extra key made and stored outside of your apartment in auto, garage, wallet, etc., to protect against lockout. If you are locked out of your apartment during normal business hours , Boles Property Management, Inc. at 108 E. Maple St., River Falls, WI 54022, (715)-426-6559 to arrange to pick up a spare key to gain re-entry. If locked out during non-business hours, CALL BPM on-call emergency maintenance at 715-821-2648. Don't try to force the doors or windows as repair costs will far exceed the cost of a BPM after-hours service call. Residents are responsible for all exterior damage due to abuse of windows and doors and should be sure to insure themselves to protect against costs for repairs due to vandalism, burglary or other forced entries. There is a minimum \$25 unlocking fee if we have to come open your apartment for you. This fee may be more for locations outside of River Falls. If you can come to the office during normal business hours, we often times will not charge you for a temporary key.
23. **AT TIMES YOUR BATHTUB DRAIN OR SINK MAY SEEM NOT TO DRAIN VERY WELL.** This is normally attributed to hair and debris buildup under the plug from baths and/or showers. You will need to unscrew the plug and remove it occasionally in order to keep your drain cleaned out. Periodic plunging can also be helpful. Service calls to unplug your drains, if there has been no attempt on Resident's part to remedy, will be charged to the Resident.

24. **YOU WILL NEED TO KEEP A PLUNGER ON HAND** in the event your bathroom stool or any of your sinks should plug. If we have to send in a maintenance man or plumber to unplug a bathroom stool or sink and we find it to be a resident caused problem, that expense is charged to the Resident. **DO NOT** dispose of kleenex in your stool. Kleenex does not break down like toilet tissue does and will have a tendency to plug your stool. If you have tried plunging your stool and it still will not flush, then call maintenance. If all maintenance has to do is plunge the stool to clear it, the service call is charged to Resident(s). **DO NOT** dispose of personal hygiene items in the stool, as they can cause the stool to plug as well. Service calls resulting from this practice will be charged to Resident.
25. **CURTAIN RODS** are not clotheslines. Do not hang clothes by hangers on curtain rods. The rods are not installed for this purpose and the weight of the clothes on the rod sometimes pulls it out from the wall resulting in sheetrock repair which would be charged to the Resident.
26. **DRAPES AND/OR BLINDS.** Drapes/blinds which have been provided by BPM must remain hung as provided and not removed for any reason. Water stains on drapes are not considered normal wear and tear. Please keep your windows closed when it is raining.
27. **RESIDENT IS RESPONSIBLE TO KEEP ENOUGH HEAT ON TO PREVENT FREEZING OF PIPES.** Keep heat at a minimum of 55 degrees. Damage due to frozen pipes can amount to thousands of dollars and Resident shall be responsible for the cost of any repairs. Do not shut off your breakers during Christmas or any other vacations since this would shut off all of your heat.
28. **MOISTURE AND CONDENSATION ON WINDOWS** is a sure sign that too much moisture is present in your apartment. Run exhaust fans enough to keep humidity levels down under 25% during the heating season. Moisture caused damage will be charged to the Resident. **NEVER** use vaporizers or humidifiers. If your unit is heated with a non-combustion heat system, humidity levels will be adequate without these devices. **SEE AND READ** the Department of Agriculture sheet included as part of this Handbook. Keep storm windows closed. Wipe excess moisture from windows.
29. **DO NOT BURN CANDLES, INCENSE, OIL LAMPS, POTPOURRI, OR ANYTHING THAT EMITS A FLAME, OIL OR SMOKE SUBSTANCE IN THE PROCESS OF USE.** Not only is it a fire hazard but the smoke and soot will deposit on drapes, walls and ceilings. The electric baseboard heaters in your unit operate by pulling cold air in at the bottom and then heating the air and releasing it at the top. Whatever is in the air in your apartment will be circulated through the baseboard heaters and deposited on to the walls and drapes above your heaters. Smoking of any kind, burned food from cooking and excessive aerosol use will have the same effect. Please use your ventilating fans to draw out any smoke should you burn food in your unit. In cases where there has been heavy use of any of the preceding, we have seen entire rooms with blackened walls and drapes. (Also see pages included as part of this Resident Handbook). Smoking is not allowed inside the unit, any common areas or outside near the building. Your unit is designed to be very tight with minimal air infiltration to keep heat costs low, but that same tightness requires that you keep smoke and other particulates out of the air. Repair of wall or drape damage resulting from the preceding will be charged to Resident(s). Burned and unburned candles of any kind are prohibited from being in the apartments.
30. **DRYING CLOTHES.** Do not hang clothes in the apartments to dry This puts extra unneeded moisture into the unit which in turn causes condensation on windows which can damage the wood framing.
31. **USE THE PARKING LOT AT ALL TIMES OR PARK ON THE STREET** (adhere to local ordinances). Anyone who parks on the lawn or parks in any of the drive areas will ticketed/towed/impounded at the vehicle owner's risk and expense. Residents parking on the lawn will be assessed for all damages to sod. Absolutely no parking in fire lanes at any time. We will assess a liquidated damages fee of \$100 to any vehicle owner who neglects to observe this Resident Handbook provision. Resident is responsible for payment of any fines, charges and/or fees assessed from police, Management, towing companies or any other vendors for violation of this lease provision.
32. **NO VEHICLE REPAIR OR MAINTENANCE WORK MAY BE PERFORMED** on the grounds or in the buildings, apartments or garages. Hazardous waste such as discarded tires and oil **ARE NOT** accepted at the dumpsters. No disabled or unregistered vehicles may be stored on the grounds. Such vehicles will be towed and impounded at vehicle owner's expense.

33. **GRILLING.** Personal grills are not allowed where grills have been provided by BPM. Any personal grills found on the grounds at these buildings will be picked up by maintenance staff and stored. You will be responsible for pickup & storage fees before the grill will be released to you. At buildings that do not have grills provided by BPM, absolutely no grilling is allowed on decks or patios or under any overhanging or extended parts of the building. No grilling is allowed in the garages. Grilling is only allowed at these buildings if grills are used away from the building. DO NOT dump charcoal or ashes into dumpster. DO NOT take hot grills into your apartment or into the common areas of the building. Gas grills are NOT allowed on premises.
34. **RESIDENTS ARE RESPONSIBLE AND LIABLE FOR THE ACTIONS OF THEIR GUESTS.**
35. **POLICE REPORTS.** Residents are responsible for calling local law enforcement officials and obtaining any applicable police reports at residents expense and forwarding reports to management should any vandalism occur within or around your unit.
36. **NO FURNITURE IS TO BE KEPT OUTSIDE OF THE APARTMENT** without permission from management, other than patio furniture specifically manufactured for outdoor use and then only if the apartment resident is renting has a patio or deck. Upholstered furniture of any kind shall not be stored outside. Any other furniture found outside will be disposed of.
37. **GARBAGE DUMPSTERS ARE PROVIDED FOR DISPOSAL OF RESIDENT RUBBISH ONLY.** No dumping of rubbish or disposable items of any kind brought in from sources outside the apartment complex is allowed. This practice will result in a breach of lease and possible eviction if practice continues after notice to remedy is given to Resident. In addition, Resident responsible will be assessed a \$100.00 fine for each occurrence.
38. **RUBBISH & ITEMS OUTSIDE OF DUMPSTER.** Trash haulers charge extra for items left outside the dumpster. Compact your trash before you put it in the dumpster to be sure you and your neighbors can get your usual trash inside the dumpster. If you have items you wish to dispose of that will not fit in the dumpster (or would cause others not to be able to fit their usual trash), contact BPM for other options/costs. If you see non-residents dumping items in or around the dumpster, please note the license plate number and report it to Management.
39. **NO SMOKING IS ALLOWED IN THE APARTMENT OR COMMON AREAS OF THE APARTMENT BUILDINGS.** This includes, but not limited to, apartment area hallways. Smoking by Resident or guests is not allowed inside any area of any building managed by BPM. Costs to remove smoke odors are very time consuming and expensive. See Tenant Fee Schedule. Smoking outside and allowing smoke to drift into neighbors' units or onto their outdoor areas (patio/balcony) is also prohibited.
40. **DO NOT CHANGE LOCKS.** It is important that BPM locks stay on all doors. Tenant will be charged for replacing locks on entry and BR doors.
41. **LAUNDRY AREA SEWER ODOR.** Often there is a floor drain under the laundry area to protect from over flows. The water in the trap often dries out and then allow sewer gas odor to come through. If you smell a sewer gas smell coming from your laundry area that is most likely the issue. Dump 2-3 cups of water into the floor drain and that should fill the trap and block the passage of sewer gas.
42. **"TIDY BOWL" TOILET CLEANERS.** Do not put toilet cleaner pucks into the tank of the toilet. They cause a buildup of "goo" that can be corrosive and cause damage to the internal workings of the toilet.

REPAIR/REPLACEMENT PRICE LIST

The following is a list of **minimum** charges to be assessed for the indicated damages or cleaning item **if needed** after your checkout. By signing the lease, you agree to these as minimum charges. If the repairs or cleaning are more involved than typical for a particular item, or if our suppliers invoke price increases, Resident understands and agrees the charge could be higher. These are not the only repairs and cleaning that might be needed, but are some of the most common. Others will be billed on a cost basis.

1-2 Non-returned keys (by end of lease term & is non-refundable)	\$10.00
3 or more non-returned keys (by end of lease term & is non-refundable)	\$15.00
Lock re-key (minimum chg. for non-returned keys, lost keys, tenant abuse, etc.)	\$29.50
Entry door re-paint	\$35.00
Garage door opener remote control replacement	\$65.00
Entry door replacement (door slab only)	\$290.00
Entry door replacement for door w/glass window (door slab only)	\$375.00
Entry door frame replacement	\$200.00
Entry pre-hung replacement (door & frame)	\$360.00
Entry pre-hung replacement for door w/glass window	\$505.00
Sliding bypass door replacement	\$85.00
Interior hinged door replacement	\$110.00
Interior hinged door frame replacement	\$125.00
Interior pre-hung (door & frame) replacement	\$225.00
Fire extinguisher replacement	\$75.48
Fire extinguisher re-charge	\$16.50
Window drape replacement	\$74. 70 to \$120.90
Window blind replacement (minimum each)	\$25.00
Patio door drape/blind replacement	\$87.04 to \$137.98
Drapery cleaning per pair	\$24.00
Window screen replacement	\$75.00
Window screen re-screening/repair	\$45.00
Patio screen repair	\$45.00
Window storm repair/replacement	\$75.00
Storm/screen combo replacements	\$195.00
Insulated, Low E glass repair	\$250.00
Single pane glass repair (minimum)	\$75.00
Patio door re-screening repair	\$45.00
Patio screen replacement	\$225.00
Smoke detector reassembly or replacement	\$49.89
Shower rods	\$15.00
Towel Bars - 1 8"	\$12.75
Towel Bars - 24"	\$18.34
Refrigerator crisper shelf	\$94.67
Replace fridge door shelf brackets/bars minimum each	\$37.50
Broiler pan for stove	\$37.80
Replace oven/stove knob each	\$37.50
Sheetrock hole patch / repair / repaint per hole minimum	\$65.00
Permanent carpet stain	\$45.00
Permanent vinyl stain	\$45.00
Unnecessary appliance service calls - minimum (more if after hours)	\$65.00
Toilet plunging - minimum (more if after hours)	\$35.00
Re-set GFI or breaker - minimum (more if after hours)	\$35.00

Carpet cleaning per square foot	\$0.15/sq.ft.
Carpet cleaning 1 BR	\$65.00
Carpet cleaning 2 BR	\$90.00
Carpet cleaning 3 BR	\$120.00
Carpet cleaning 4 BR	\$150.00
Carpet cleaning 5 BR	\$180.00
Repair torn carpet	\$125.00
Replace carpet (per square foot)	\$2.79
Repair hardwood floor minimum	\$85.00
Refinish hardwood floor (per square foot)	\$6.50
Repair vinyl or laminate sheet flooring minimum	\$45.00
Replace vinyl or laminate sheet flooring (per square foot)	\$2.97
Repair/replace ceramic floor tile (per tile)	\$30.00
Cover crayon, pen, or marker marks on walls per mark	\$35.00
Remove wallpaper (per square foot)	\$0.65
Repaint walls (per square foot)	\$0.22
Replace light bulb (burned, missing or over-wattage) each	\$4.50
Replace light lense/globe	\$15.00
Replace light fixture	\$75.00
Replace electrical outlet/switch	\$30.00
Replace electrical outlet/switch cover	\$4.50
Replace kitchen faucet	\$225.00
Replace bathroom faucet	\$195.00
Replace faucet handle	\$55.00
Replace faucet aerator	\$15.00
Replace shower head	\$22.50
Replace toilet tank lid	\$75.00
Replace toilet seat	\$25.00
Replace toilet	\$215.00
Replace counter top (per linear foot)	\$45.00
Countertop nick/burn/chip/stain per blemish	\$35.00
Repair drawer	\$35.00
Replace medicine cabinet	\$175.00
Replace thermostat	\$75.00
Fumigate for fleas or other insect infestation	\$225.00
Remove small item junk/debris minimum	\$135.00
Remove large items (furniture) each	\$55.00
Fog for odors per room	\$45.00
Replace shower curtain rod	\$15.00
	\$
	\$
	\$
	\$
	\$
	\$

BPM TENANT FEE SCHEDULE

* all checks for fees are to be made out to Boles Property Management, Inc., (even if you make rent checks out to a different payee)

Change or rekey locks (per lock):	29.50
Unnecessary maintenance calls normal business hours: (e.g. tripped breaker, plunge toilet...)	35.00/hr
Hourly maintenance charge for repairing tenant damage:	35.00/hr
Hourly maintenance for tenant damage – specialized work (Elec/plumbing/HVAC/appliance repair)	60.00/hr
After-hours unnecessary maintenance calls (5pm-9am M-F all day wknds & hol): (also for tenant damage that requires after-hours attention)	100.00/hr
Lock out/lost keys (minimum charge):	25.00
Replace keys:	10.00 each
Application fee:	20.00
Sublease fee:	125.00
Apartment re-rental fee (this does not release you from the lease):	250.00
Late fee (per day after the first of the month):	5.00/day
NSF check fee (regardless of the reason):	25.00
Unauthorized pet fee (per day for each day pet is in unit):	75.00/day
Unattended, non-kenned pet fee (per occurrence):	50.00
Late move-out fee:	275.00
Large item disposal fee (e.g. furniture):	55.00 each
Electronics disposal fee minimum charge (e.g. TVs, monitors, computers, etc.):	75.00 each
Professional cleaning hourly fee:	25.00/hr
Mowing/Snow shoveling hourly fee (1 hour minimum):	25.00/hr
Unauthorized resident fee:	125.00/day
Administrative fee for failing to sign up for utilities (per occurrence/billing):	50.00
Unauthorized satellite dish fee:	175.00
Satellite dish removal fee:	125.00
Smoke odor/residue removal (minimum charge):	750.00
Noise complaint/Party fee (per occurrence):	125.00
Service Charge to allow access for Cable/phone/internet installation (Unless notice of one full business day is given)	50.00
Administrative fee for making check out to the wrong payee:	50.00
Non-permitted grill fee:	50.00
Parking violation fee:	35.00

BPM CLEANING FEE LIST (MINIMUMS)

Refrigerator/freezer defrost/clean minimum	\$35.00
Stove/oven cleaning minimum	\$43.75
Tub and tub enclosure cleaning minimum	\$37.50
Toilet cleaning minimum	\$15.00
Dust/cobweb per room	\$10.00
Window & patio door glass cleaning (insides only / per window)	\$5.00
Bathroom floor cleaning (sweep, mop) minimum	\$15.00
Kitchen floor cleaning (sweep, mop) minimum	\$20.00
Dining room floor cleaning (sweep, mop) minimum	\$20.00
Wipe out/scrub kitchen sink	\$12.50
Wipe out/scrub bath sink	\$10.00
Washer/dryer cleaning inside and out (\$10.00 ea.)	\$20.00
Countertop and cabinet cleaning (inside and out) minimum	\$37.50
Carpet cleaning per square foot	\$0.15/sq.ft.
Carpet cleaning 1 BR	\$65.00
Carpet cleaning 2 BR	\$90.00
Carpet cleaning 3 BR	\$120.00
Carpet cleaning 4 BR	\$150.00
Carpet cleaning 5 BR	\$180.00

PROCEDURE FOR ASSIGNMENT OF LEASE

Lease assignment (re-rental of unit) is used when current Resident under lease or BPM has found someone to take over or replace the current lease from said current Resident. Lease assignment is the only way a current Resident may be released from the balance of his/her obligation to BPM and is used ONLY when there is a complete turnover of Residents. Legal obligation of lease terms for current Resident does not end until lease assignment is complete and new tenant takes occupancy. Continued rent and utility payments are due until new tenant takes occupancy. Procedure is as follows:

1. Residents must notify office of intent, in writing using the proper form attainable on our website or from the BPM office.
2. Resident advertises apartment for rent at Resident's expense. BPM will also list the unit on our website at no charge to renter, and Resident may pick up a yard sign from BPM to display in the yard of the property.
3. Resident shows apartment. BPM will give Resident's contact information to any prospective tenants. Resident directs any interested prospects to complete application and pay application fee on BPM's website.
4. Application of prospective renter to be checked by office.
5. If application is approved by BPM, an execution of a new lease that has an end date equivalent or later than that of the original lease needs to take place. Resident shall not be relieved of liability if said lease fails to be executed for any reason.
6. A cancellation and mutual release form is executed by BPM and current Resident. This form shall specify date and time Resident is expected to be completely moved out of the unit. Resident must pay to BPM \$250.00 as liquidated damages to cover costs incurred in associated with this process. This fee needs to be paid upon execution of the cancellation and mutual release form and shall not be taken out of the Residents security deposit. Further, Resident must be current with all other charges owed to BPM. There shall be no outstanding balance at the time of this agreement.
7. Current Resident to move personal belongings out of apartment, complete all required cleaning, close all associated utility accounts, return BPM yard sign (if used), and turn keys over to office by the specified date and time listed in the cancellation and mutual release form. (NEVER, UNDER ANY CIRCUMSTANCES, SHOULD CURRENT RESIDENT TURN APARTMENT KEYS OVER TO NEW RESIDENTS. KEYS MUST BE TURNED IN TO OFFICE. ARRANGEMENT FOR KEYS TO NEW RESIDENT MUST ONLY BE MADE THROUGH OFFICE. KEYS ISSUED TO ASSIGNEES BY CURRENT RESIDENTS WILL AUTOMATICALLY RESULT IN A SUBLEASE ARRANGEMENT BETWEEN PARTIES. CURRENT RESIDENTS WILL REMAIN LIABLE FOR LEASE OBLIGATIONS UNTIL END OF LEASE TERM AND SECURITY DEPOSIT OF CURRENT RESIDENT WILL BE HELD TO END OF LEASE TERM.)
8. BPM representative to complete checkout of apartment for current Resident before new resident moves anything in to apartment.
9. Current Resident to receive security deposit back minus any checkout charges within 21 days of move out date specified in the cancellation and mutual release agreement.

PROCEDURE FOR SUB-LEASE

Sublease is when someone is taking over occupancy for part of a lease period (for example: summer residency) or taking over as a roommate in a multiple roommate occupancy (for example, one new Resident in a group of 5 co-residents). The procedure is as follows:

1. Resident desiring to find replacement must notify BPM of intent to sublet.
2. Resident advertises for subtenant at Resident's expense.
3. Resident shows apartment and has any interested prospects complete application and pay application fee on BPM website.
4. Subtenant application to be checked by BPM. In addition, all other roommates on lease must agree to sublet, and subtenant.
5. If application is approved by BPM, all tenants on original lease, subtenants and BPM shall execute a sublease agreement form at BPM's office, during BPM normal business hours.
6. Resident shall pay BPM \$125.00 sublease fee at or before the time of execution of the sublease agreement.
7. Under NO circumstances shall subtenant be given keys or allowed to occupy until the sublease forms have been completed. Unauthorized residents are a lease violation and subject to fees according to the BPM Tenant Fee Schedule.
8. Under a sublet the original Resident's deposit is held until the end of the lease. Original Resident and subtenant may choose to make arrangements regarding the security deposit (i.e. subtenant pays original resident the deposit and then deposit is ultimately returned to subtenant by BPM) in the event some arrangement is made, BPM must be notified, in writing of said arrangements. Under no circumstances, will BPM refund original Resident's security deposit before the apartment is completely vacated and possession returned to BPM. Rent shall be paid by sub-tenant directly to BPM. Any arrangements that subtenant makes with original Resident for partial rent payment is strictly between those two parties. Original Resident must inform BPM of rent payment arrangement with subtenant and BPM expects payment of rent in full on due date as usual. Original resident is responsible for any unpaid rent and utilities.
9. The apartment checkout and deposit return will occur after the end of the lease. The original Resident is responsible for the state of the apartment and for any and all damage, abuse or cleaning needed, whether caused by Resident or his or her subtenant. For this reason, we recommend that the Resident collect a deposit from subtenant and have a written agreement between them. We also recommend that the Resident return if possible at the end of the lease to make sure cleaning is completed. Periodic checks by the Resident during the subtenancy can help keep damage and abuse by the subtenant under control and help insure the return of more of the original Resident's security deposit.
10. BPM shall not be required to perform any sort of mid-lease inspection to determine damages to the unit before the subtenant moves in. Resident is ultimately responsible for any damages to the unit regardless of when they happen.
11. In the event that the subtenant wishes to extend the lease period beyond that of the original lease with Resident, BPM shall return Residents security deposit and execute a new lease with subtenant at the time of the ending of the original lease. Subtenant shall accept the unit as in good condition and take responsibility for any damages/cleaning/etc. upon vacating the unit at the end of the new lease. If subtenant wishes not to accept the unit's condition, subtenant must completely vacate the unit at the end of the original lease, allow BPM 3 business days to inspect and make any necessary repairs/cleaning, and then move back into the unit. No pro-rated rent will be awarded subtenant or Resident for the 3 business days.

GUIDE TO MOVE-OUT PROCEDURES

Following is the procedure we require for checkout:

1. Be sure to have all apartment keys that were issued to you returned to us at your departure along with your forwarding addresses for mailing of security deposit checks. KEYS AND FORWARDING ADDRESSES SHOULD BE LEFT ON YOUR KITCHEN COUNTER. IMPORTANT: AS A DOUBLE SAFEGUARD, PLEASE BE SURE YOU LEAVE YOUR FORWARDING ADDRESS WITH THE POST OFFICE. There will be an automatic deduction of \$10.00 from security deposits for each non-returned key. The deduction will be higher for lock changes due to non-returned keys. Lock the door as you leave. If you have dead bolt locks-leave one key in your apartment, use one key to lock the door and then mail that key to us or drop it off at our office. If you have a garage, leave your remote controls in your apartments on your kitchen counters.
2. Notify phone company, electric company, gas company and/or City Utilities (water/sewer) to discontinue service on the last day of your lease term. If you have City Utilities (River Falls), THE FINAL BILL THAT THEY PREPARE AFTER YOU ASK FOR THEIR FINAL READING WILL BE FORWARDED TO US FOR PAYMENT FROM YOUR SECURITY DEPOSITS. If you have Excel Energy, they will bill you directly for your final bill. You are responsible for all utility charges until your lease obligation ends (not necessarily the day you move out).
3. As a general rule, we are looking for your apartment to be left in a rentable state with no work necessary to get it in shape for the next Resident. This includes but is not limited to the following:
 - Carpets picked up and vacuumed thoroughly,
 - vinyl flooring swept and mopped
 - countertops, sinks and faucets to be wiped clean and free of water spots
 - kitchen appliances cleaned including refrigerator cleaned and defrosted - oven and drip pans completely cleaned
 - all cupboards wiped inside and out
 - windows and sills cleaned inside (do not attempt to remove windows for cleaning)
 - walls and woodwork cleaned (fingerprints/smudges, dust & cobwebs)
 - bathroom fixtures cleaned & tub drain cleaned of hair and draining freely
 - soap scum removed from bathtub and wiped out with no water spots
 - storeroom and garage emptied and cleaned
 - light fixtures cleaned-working and correct wattage bulbs
 - remove all trash from unit
 - no large items to be left outside the unit, on any common areas or by any dumpsters
4. When you leave your unit, ask yourself if you were the new resident moving into this apartment, would you move into this apartment as is and be satisfied with it's condition?
5. As your lease specifies, the security deposit is not rent and is not applied to the last month's rent payment. It is to provide security for any damages, cleaning and/or unpaid utility bills. Therefore, last month's rent is due in full in all cases. Failure to make the final rent payment is a breach of contract and will result in legal action.
6. Security deposit computations detailing what (if any) charges have been made to the deposits will be completed and mailed within 21 days of the end of your lease. Any deductions made from security deposits are divided equally and deducted from all security deposits held for the lease term (unless otherwise agreed upon in the Security Deposit Agreement). If you are renting with a group of people, some of your group is moving out of your unit and some of you have signed a new lease and are again renting from us, we must complete a checkout of your unit for the people who are moving out. Members of the group who have signed a new lease with us will be required to bring their security deposit on record with us back up to the required amount if any deductions have been made. Members of partial renewal groups who have signed a new lease and are staying in the apartment again for the new lease term are not required to move their belongings out of the apartment and then back in again after the checkout. However, the apartment must have all of the required cleaning complete and be ready for the checkout procedure. Residents will not be able to claim damages are the responsibility of Residents that left from the original group unless specifically addressed at the time the new lease begins.
7. It is not necessary that you be present during the checkout. It is impossible for us to make appointments for this because of the volume of checkouts we have to do. A copy of the computation detailing charges (if any), along with all security deposit money due you will be mailed within 21 days of the expiration date on your lease. Charges are not assessed until a full review of your file can be done. Your checkout sheet is compared with the previous resident's checkout sheet, along with your check-in sheet and any other notes in your file. The person doing the actual checkouts must note the condition of the apartment and no decisions regarding resident related charges are made at that time. Any belongings left in apartment after

the vacate date will be disposed of at Resident's expense. BPM shall not be liable to store and/or return any items left in the unit or on the property after the vacate date.

- Remember, you have a signed cleaning agreement with us as part of the Security Deposit Agreement that reads as follows: Resident agrees to completely clean apartment, i.e. appliances, fixtures, floors, and vacuum all carpets, etc. at the end of lease term so as to leave apartment in a clean, rentable condition. Resident agrees that failure to leave the apartment in a clean and rentable condition constitutes abnormal wear and tear. If Resident fails to completely clean as noted above, Resident agrees that Landlord may, at Resident's expense, perform any cleaning necessary to get the apartment into a clean and rentable condition. Resident understands if there is expense incurred on the part of the Landlord to accomplish said cleaning, that expense will be charged to security deposit according to the BPM Cleaning Cost List.

IMPORTANT NOTE:

- If you have any questions regarding your computation or if you disagree with any of the charges, we ask that you write to us immediately. We will be more than happy to pull your file and re-check the computation. If we've made an error, an adjustment will be made. However, we do ask that you submit your request for file review to us in writing. Not only does it keep our files complete and accurate, it also allows us time to pull applicable records, pictures taken at the time of the checkout, and to contact the people who were involved with doing your checkout inspection and maintenance. In addition, we'll be able to more fully and accurately respond to any concerns you have and minimize any misunderstandings that occur with verbal communication. There is generally a significant amount of time involved in getting answers to your questions before we respond. This prevents us from being able to answer questions on the phone.

CLEANING TIPS FOR RESIDENTS

(PLEASE USE RUBBER GLOVES)

- WASHER-** Remove lint filter and soak (if applicable). Spray top, underside of lid, around lint filter area and plastic top of tub with Dow Bathroom Cleaner. Let stand about 5-10 minutes. Spray again and scrub with a tub and tile scrubber or soft scour scrubber or other non-abrasive scrubber. Polish with a dry towel. Scrub lint filter with a soft bristled scrub brush and then spray with Dow Bathroom Cleaner. Let stand 5-10 minutes and scrub with scrub brush.
- LIGHT FIXTURES** -On cold globes spray with window cleaner and polish with lint free dry towels.
- TUB AND TUB ENCLOSURES** -Use Dow Bathroom Cleaner and spray entire enclosure and tub heavily. Work in LIGHTLY with a tub and tile scrubber or soft scour scrubber or other non-abrasive scrubber. (Don't rush the process, let chemical do the work. Pressure will only succeed in scratching the finish and will not remove the water marks or the soap scum.) If really bad spray again and repeat process. Then polish with dry towel. No need to rinse. Be sure to concentrate on area around grab bar and soap holder. Also, be sure to concentrate on undersides of handles and faucet. If it feels rough and scratchy, it's not clean.
- VINYL FLOORS** -Remove wax build up, if any. Even if floor hasn't been waxed, use Bruce Floor Wax Remover (full strength) and apply to small area at a time. USE RUBBER GLOVES. Let soak for 5-10 minutes. (DO NOT LET DRY!) Using a scrub brush, scrub the soaked area and then rinse with clean water. This should remove the ground in dirt in the recessed areas of the vinyl.
- CABINET FRONTS AND INSIDE OF DOORS** -Use a tub and tile scrubber or soft scour scrubber or other non-abrasive scrubber and wet with water. Scrubber should be fairly wet but not dripping. Apply generous amount of the "green" Soft Scrub cleaner which contains bleach to scrubber and scrub entire door inside and outside. On really dirty cabinet doors do several times. Then scrub in the same direction the grain of the wood runs. On dried, hardened yellow grease spots carefully use fingernail in grain to remove them. Rinse with clean cloth and polish with dry towel. Be sure to do top edges of cabinet doors.
- CABINETS** -Be sure to clean the insides and wipe out the drawers.
- REFRIGERATORS**- Put racks, crisper drawer, and crisper shelf to soak in bathtub overnight in a heavy solution of Jungle Jake or any type of heavy duty degreaser. Clean up with a tub and tile scrubber or soft scour scrubber or other non-abrasive scrubber. Be sure to lay: towel in bottom of tub to prevent scratching the tub. Spray the inside of refrigerator and freezer with Fantastic or 409 and wait a couple of minutes. Wash off using a clean cloth until cleaner is completely removed and then polish with dry towel. For hard to remove areas, especially the defrost drain, use a tub and tile scrubber or soft scour scrubber or other non-abrasive scrubber. Turn refrigerator off, unscrew lightbulb and leave the doors wide open to prevent mildew.
- DISHWASHER** - The outside rims of the dishwasher should be wiped to remove build up of residue that is commonly found, including the gasket area and at the bottom of the door around the hinges.

9. RANGE HOODS -Use a tub and tile scrubber or soft scour scrubber or other non-abrasive scrubber and put as much Jungle Jake or heavy duty degreaser on it as possible. Let stand a few minutes. Then using one of these scrubbers apply light pressure and gently rub. Soft Scrub on a rough rag works best to remove hardened yellow grease spots. Put filter in dishwasher and run through longest setting. Polish with dry towel. Be sure light bulb is off and cold as a wet cloth will cause hot bulb to shatter. Don't forget the underside of the range hood.
10. STOVE TOPS -Remove rings, pans, and oven vent piece and put to soak in heavy solution of Jungle Jake or any heavy duty degreaser. Let soak for several hours. Clean up with SOS soap pad. To clean under burners, Chore Girl metal scrubber works the best. Pull off knobs and soak also, a toothbrush works best on these.
11. OVENS- Put racks to soak overnight in tub in heavy solution of Jungle Jake, Simple Green, or other heavy duty degreaser. (BE SURE TO LAY TOWEL ON BOTTOM OF TUB TO PREVENT SCRATCHING THE TUB.) Scrub racks clean with Chore Girl metal scouring pad; stainless steel works the best but copper also works. Oven door is removable which makes oven cleaning much easier. Remove oven drawer before spraying oven. Lay newspaper down on floor to prevent damaging vinyl flooring. USE RUBBER GLOVES! Spray oven with Mr. Muscle. (Do not turn on or apply to hot or warm oven, use in cold oven.) Let stand 5-12 hours. If Mr. Muscle is allowed to dry over a couple of days it becomes much harder to remove. USE RUBBER GLOVES! Wash off Mr. Muscle with damp cloth and polish with dry towel. For hard to remove spots use Chore Girl metal scrubber. On really burned on ovens a second application may be necessary.
12. MICROWAVES -Clean inside and out. Carefully clean the tray as it is breakable.
13. WINDOWS -Wash on the inside only. Pay close attention to the corners. Be sure not to leave "streaks" which is a common problem if either the cleaning rag or the drying rag is dirty. Window sills should also be washed. If there is a lot of buildup, it would be a good idea to vacuum them first.
14. AIR CONDITIONERS -Should be vacuumed to remove dust from the exterior.
15. HEAT REGISTERS -Should be wiped off.
16. OUTLET AND SWITCH PLATE COVERS -Should be washed off.
17. KITCHEN AND BATHROOM WALLS -Are easily washed with soap and water and a soft sponge.
18. MOLD- Use X-14 on mold and mildew. Follow directions on label as to how to use and where to use this cleaner.
19. BELONGINGS & TRASH -Be sure that ALL items are removed from the premises, including trash. There will be a charge for the removal of all items left, including trash. BPM shall not be responsible for storing personal items left in the unit. Anything left by Resident will be disposed of.